



THE  
**HOUSE PROJECT**  
Lancashire

# Statement of Purpose

September 2023

182 Marsh Lane  
Preston  
PR1 8RR

Self-Contained Supported Accommodation - URN (pending)



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## Introduction

The following Statement of Purpose will set out the principles and values underpinning the support provided by Lancashire's House Project. It explains who we are, what we do and how we do it.

Lancashire's House Project is operated by Lancashire County Council and is part of Children's Permanence Service. The project supports young people consistent with the requirements of the Children Act (1989, 2004), the Children (Leaving Care) Act 2000, The Children and Social Work Act 2017 and Lancashire County Council's Children's Services Plan. The support we provide complies with the expectations as laid out in the Supported Accommodation (England) Regulations 2023 and with Lancashire County Council's Children Social Care Procedures.

Young people and significant others can find additional information about the support provided by Lancashire's House Project in the Young Person's Guide which is available on Lancashire's House Project's [webpage](#) and will be made available to social workers and young people at point of registering an interest along with this Statement of Purpose.

This Statement of Purpose has been prepared in accordance with Regulation 9 of the Supported Accommodation (England) Regulations 2023. Any changes in this Statement of Purpose are reflected in the current Children's Guide and subsequent changes will be made with prior consultation to the young people and other relevant individuals including the CIECSS.

### **Lancashire's House Project**

**Tel:** 07929 652803

**Current Ofsted Rating:** Waiting for registration



## Ethos and Purpose of Lancashire's House Project

Lancashire's House Project is a Local House Project (LHP) and member of the [National House Project](#) (NHP). Local House Projects support young people leaving care to create their own homes and live connected and fulfilling lives.

Local House Projects are co-designed with young people. We build strong, caring and supportive relationships with our young people to support them learning skills that enable them to live successful adult lives. This is based on the [NHP Orchid Framework](#):

**Ownership  
Responsibility  
Community  
Home  
Interdependence  
Direction  
Sense of Well Being**

The Orchid Framework is underpinned by the psychological theory of self-determination and its three psychological needs:

### Autonomy

the need to feel in control of what we do and how we do it

### Competency

the need to learn to do things and be good at something

### Relatedness

the need to feel a sense of belonging and an attachment to other people

Our young people have a choice of where they want to live from within the catchment area of the project and are involved in getting their LHP Home ready to become their lasting home. Young people are given the opportunity to live in their LHP Home for as long as they want to, and they can stay connected with the project and access support from us up to their 25<sup>th</sup> birthday.

Lancashire's House Project is represented by two of our young people at the [Care Leavers National Movement](#) (CLNM) which is the young people's steering group of the NHP. This ensures that young people's voices are at the heart of all decision making.

Psychological formulations and the relationship we have with each of our young people enables us to promote every young person's right to be supported in their development, health and education and for us to provide support in a way that is right for them in light of their individual development and needs. We work closely with the young person's social worker, personal advisor, important members of their family and other professionals to achieve this.

We support our young people to build supportive relationships with each other to become part of the house project community and to establish links with local communities.

Lancashire's House Project, together with multi-agency partners, supports young people to develop the knowledge, skills and confidence to:

- meet their health and wellbeing needs;
- progress and succeed in education or employment;
- develop good interdependence and independent living skills;
- manage their finances well;
- keep safe in the community; and
- maintaining a LHP Home

Lancashire's House Project is a supported accommodation provision from Lancashire's Children's Services under the category of:

Category (Regulation 2)	Description
<p><b>1.</b> Supported accommodation in a self-contained unit, where the accommodation is for the sole use of the child or for the child and other individuals living with the child as agreed by the accommodating authority or the supported accommodation undertaking.</p> <p>(Regulation 2(1), para (a))</p>	<ul style="list-style-type: none"> <li>• The accommodation is designed for the sole use of the young person placed there, or for the young person and others that may live there as part of their family unit, for example, their partner, sibling and children.</li> <li>• Includes bedsits under a licence agreement and self-contained flats, which may be at the same location, or within the same building.</li> </ul>

Young people looked after by Lancashire County Council can apply to join Lancashire's House Project when they are aged 16 or 17 years old and continue to be part of the project as young adults. The House Project operates and provides support in cohorts of a maximum of 12 young people of either sex and of different cultural and religious backgrounds.

Support can be provided to young people with limited English language skills through the use of interpretation services. Unaccompanied Asylum-Seeking Young People can access the project where appropriate contingencies and funding agreements are in place from Children's Services pending the Home Office's decision on their Leave to Remain. Young people must have Leave to Remain and Recourse to Public Funds to access a LHP Home due to it being a social housing property.

The House Project facilitates a maximum of 2 cohorts per year and an impact assessment informs the selection process for each cohort.

Young people need to express the wish and commitment to join the project as part of the application process. They spent a minimum of five months in the project to be supported in developing the relevant interdependence and independent living skills before moving into a LHP Home and the young person is 'placed' with Lancashire's House Project. Young people should be at least 17 years old when moving into a LHP Home. In the rare and exceptional circumstance that a young person is ready to move into a LHP Home before their 17<sup>th</sup> birthday, Children's Services has to provide additional outreach support for the young person alongside the continued support offered by the House Project.

Lancashire's House Project only offers supported accommodation in a planned way at the point when a young person demonstrates the relevant skills to manage independently living safely and well. Hence, we cannot facilitate emergency moves for young people.

The House Project gives young people the skills, knowledge and confidence to create their own home and lead a successful life. By working with other young people leaving

care, they make friends and take ownership and control over decisions that affect them.

## **The Services Provided to our Young People**

The support provided by Lancashire's House Project is based on a psychological formulation for each young person and we apply relational practice that is trauma sensitive and strength based.

Our support is provided through 1:1 sessions as well as groupwork sessions before and after a young person moves into a LHP Home to enable our young people developing the required interdependence and independent living skills to move into a LHP Home and live connected and fulfilling lives.

Each young person is allocated a LHP Facilitator who facilitates 1:1 sessions with the young person and co-facilitates the groupwork sessions with the other LHP Facilitators and/or LHP Lead. Sessions take place at the LHP Base, the young person's care home, their LHP Home and in the community.

### **Working Together**

Lancashire's House Project works together with the young person, their social worker, personal advisor, significant members of their family and other professionals in a multi-agency approach to meet our young people's needs and promote the best possible outcome for each young person.

We start supporting a young person early, approximately five months before they move into a LHP Home and are 'placed' with Lancashire's House Project. This enables us with our partners to identify the right time for a young person to move into a LHP Home.

The LHP Facilitator is responsible for liaising with the young person's social worker to coordinate all aspects of a young person's Placement Plan to promote their health and wellbeing, interdependence skills, education or employment, and ability to live in a



LHP Home safely and successfully. Young people's involvement is central to the support provided and decision-making.

### The Orchid Framework

The support provided is based on the National House Project's [Orchid Framework](#) and the psychological theory of self-determination that underpins it. The young person is supported to evaluate and identify their strength and areas of development within the 7 aspects of the Orchid Framework at the beginning and throughout their time at Lancashire's House Project. This informs the young person's Orchid Plan.

ORCHIDS	What does this mean?
Ownership	I make decisions and have control over my life
	As part of a team, I make decisions and have control over the project
Responsibility	I take responsibility for getting things done
	I take responsibility for sorting things out when they go wrong
Community	I feel I am part of a community that supports and cares about me
	I support and care about other people in the project
Home	I feel safe
	I feel I have a place I can call my home
Independence	I can sort out practical stuff [cooking, money, travel] on my own
	I know how to get help and support when I need it
Direction	I am confident in my plan and goals for my future
	I feel I have the skills and confidence I need to make progress towards my goals
Sense of well-being	I feel good



## **The House Project Programme (HPP)**

The HPP is the interdependence and independent living skills programme of Lancashire's House Project and is AQA registered. It is facilitated during 1:1 sessions and groupwork sessions and, where beneficial, together with multi-agency partners. Its aim is to help young people develop the knowledge, skills and confidence to live in a LHP Home and have successful lives. The HPP contains multiple activities and learning opportunities that cover the following areas:

- Health & Wellbeing
- Education & Employment
- Interdependence & Independent Living Skills
- Money Matters
- Keeping Safe in the Community
- Maintaining a LHP Home

All support sessions are facilitated according to the young person's needs and in a way that respects the young person's cultural and religious background. Support is provided in line with Lancashire County Council's commitment to anti-discriminatory practice and we access Lancashire County Council's interpretation service where support needs to be provided in a different language.

## **Promoting stable and loving relationships**

Lancashire's House Project applies relational practice that is trauma sensitive and strength-based. The Orchid Framework is based on the psychological principles of self-determination. This enables us to build strong, caring and supportive relationships with each young person. We work together with the young person and their family, where appropriate, in a collaborative and non-oppressive way to achieve the best possible outcomes for the young person. We are mindful of the trauma our young people have experienced throughout their childhood as well as the trauma families may have experienced that led to the young person becoming looked after and since. We recognise the importance of family connections for young people leaving care, where this is appropriate, and support our young people in establishing and maintaining these.



We also support our young people to build supportive relationships with each other to become part of the house project community and establish links with local communities.

### **The LHP Base**

Lancashire's House Project operates from a LHP Base which is a young people's space furnished and decorated by our young people. The base functions as a meeting and drop in point for our young people and a groupwork space. It's equipped with some learning materials and basic food preparation facilities. Attached to the base is the office of the LHP Lead and LHP Facilitators.

### **The LHP Home**

Every young person has an up-to-date Orchid, Orchid Plan, Learning Plan and Safety Plan that inform the timing of their move into a LHP Home and identifies the continued support provided.

The LHP Home is the accommodation provided to a young person aged 17 years old. This is a fully self-contained studio or one-bedroom social housing flat provided by a Registered Social Landlord. Hence each LHP Home will be different, and the young person is involved in the selection of the LHP Home. A Health & Safety check and Location Assessment are undertaken before a young person moves in to confirm its safe and suitability for the young person and that the LHP Home is appropriately furnished and equipped to meet the accommodation standards (Regulation 6). Where a property is identified not to be secure, safe or of an acceptable building standard, Lancashire's House Project will liaise with the Registered Social Landlord to address these issues before a young person moves in or an alternative property has to be identified. Where adaptations specific to the needs of a young person have to be made to the property, this will be raised with Children's Services who are to liaise with the Registered Social Landlord to identify the appropriate funding and timescales for such adaptations. Lancashire's House Project has Service Level Agreements in place with each Registered Social Landlord that provides properties to the project. The young person is provided with a LHP Grant to decorate and furnish the property to their own taste.



The young person is the sole occupant of the property and resides in the property independently while outreach support is provided by Lancashire's House Project. The young person holds the keys to the property and is responsible to manage its front door. Lancashire's House Project has a second key to the property in case of emergencies.

### **Additional Outreach and Out of Hours Support**

Lancashire's House Project provides support to our young people Mondays to Fridays between 08:45hrs and 17:00hrs, excluding bank holidays.

Where the Orchid and Safety Plan identify that a young person requires outreach support that exceeds the capacities of Lancashire's House Project, it is for the social worker to identify and secure the required support. Alternatively, the House Project will work with the social worker and young person to identify an alternative accommodation pathway as the young person will not be able to move into a LHP Home.

Young people in a LHP Home have access to Children's Services Emergency Duty Team for emergency support after normal operating hours and on weekends.

## **The Rights and Views of our Young People**

Before young people join Lancashire's House Project, they are provided with our young person's guide that contains information about the project, the support provided to them, the expectations upon them and their rights. Our young people's guide is reviewed regularly and young people are consulted and made aware of any revisions.

Young people have to apply and attend an interview to join the project which ensures they are actively involved in the decision to join Lancashire's House Project.

Young people spend a minimum of five months in the project before moving into a LHP Home and being 'placed' with Lancashire's House Project. During this time they are supported in developing good interdependence and independent living skills and are provided with information about their rights and entitlements as a young person, a

young person looked after and a care leaver (including the Local Offer) as part of 1:1 and groupwork sessions.

We work together with the young person, their social worker and the Registered Social Landlord to identify when it is the right time for a young person to move into a LHP Home and being 'placed' with Lancashire's House Project as well as to confirm the area and actual property for the LHP Home. Young people will view any property offered to them as a LHP Home and only move into a property they have agreed to becoming their LHP Home. They are supported to speak with their Independent Reviewing Officer or an independent advocate if they wish to.

Before moving into a LHP Home, young people are provided with a support agreement that sets out their rights, the terms and conditions of the support provided to them and how to raise a concern including contacting the office of the Children's Commissioner. They also meet with a representative of the Registered Social Landlord to be informed about their rights and responsibilities as the occupant, provided with a copy of the tenancy agreement and be supported by the LHP Facilitator to understand the content of that agreement.

Every LHP Home meets the accommodation standard before a young person moves in and young people are involved in the furnishing and decorating of their LHP Home to promote a sense of ownership and to make it their home.

Every young person has an up-to-date Orchid, Orchid Plan, Learning Plan and Safety Plan that inform the timing of a young person's move into a LHP Home. These documents are prepared with the young person and support a continued reflective process while the young person lives in their LHP Home before their 18<sup>th</sup> birthday.

Support sessions from the LHP Facilitator continue while the young person lives in their LHP Home and promote the continued development of good interdependence and independent living skills, the young person's health, wellbeing and safety in the community, their education or employment and how to manage living in a LHP Home successfully. Young people are provided with information about their rights and

entitlements as a young person, a young person looked after and care leaver as part of 1:1 and groupwork sessions while residing in a LHP Home.

Young people are encouraged to take an active role in Lancashire's House Project and in decisions that affect their LHP Home, lives and futures. There are ample opportunities for informal discussion with the LHP Facilitators or LHP Lead during 1:1 sessions, groupwork sessions, specific activities or when dropping into the base. Staff are selected, recruited, trained and encouraged to build appropriate, respectful and positive relationships with our young people.

Lancashire's House Project promotes Lancashire's Leaving Care Forum and Lancashire's House Project has up to 2 young people representatives at the Care Leavers National Movement which is the young people's steering group of the National House Project. This ensures that young people's voices are at the heart of all decision making.

We embrace the objectives of Lancashire's [Corporate Parenting Strategy](#) and apply the [Corporate Parenting Principles](#) in our practice.

Young people are actively encouraged to consult and participate with Children's Rights Services (NYAS), which operates independently of the Local Authority.

Lancashire's House Project is committed to actively promoting anti-discriminatory practice and when discrimination does occur it is always challenged and extensive follow-up is completed to educate and promote acceptance and cohesion. The House Project accesses Lancashire County Council's interpretation service where information and support has to be provided in a different language, including supporting young people to express their views, disagreements and to make a complaint.

Our young people are encouraged to contribute to the operation of the project, and we ensure their views, wishes and feelings are known through meetings or consultations. Our young people are supported to speak with their social worker, personal advisor

and independent reviewing officer and to actively contribute and participate in any decision making for example during a child looked after review.

We ensure young people are aware that confidentiality is important and that their private space will be respected. However, they are also made very aware that certain disclosures may lead to information being shared with relevant parties for safeguarding reasons and our policy on accessing a LHP Home in emergencies.

As a supported accommodation provision, we carefully balance the young person's right for their private life, family life and home to be respected with our duty to safeguard the young person.

## **The Education, Employment and Training of our Young People**

Lancashire's House Project acknowledges the importance of education, employment and training as part of a young person's life and the challenges care experienced young people can face to succeed. We work in ways that support our young people to realise their potential and we work closely with other agencies to identify individual needs and help meet them. Every young person has an up-to-date Orchid which is prepared with the young person and support a reflective process to develop the Learning Plan with the young person which includes promoting their education or employment.

We ensure our young people have the relevant equipment in their LHP Home to participate in education, training or employment and our young people can access the LHP Base as an additional learning space with the support from a LHP Facilitator. Lancashire's House Project acknowledges that continuity within our young people's education or employment is of paramount importance and will whenever possible help our young people to continue to attend the same school/college or employment they were attending before moving into a LHP Home. Hence the Location Assessment for a LHP Home identifies how it supports the education or employment of that particular young person and identifies other local resources such as libraries that can be used.

Lancashire's House Project maintains links with colleges and education providers and aims to support the young person in education or employment to ensure good attendance and attainment. The House Project has links with the Employment Support Team from Lancashire's Virtual School which provide career advice and interview preparation as well as opportunities for work placements, apprenticeships and employment.

The value of education, employment and training are reinforced regularly with our young people during support sessions which includes acknowledging and celebrating their positive achievements.

Educational reviews are facilitated via liaison with schools/colleges, the virtual school and by participating in Personal Education Planning meetings and Child Looked After reviews. We contribute to EHCPs and assessments from Educational Psychologists, as and when required.

When a young person moves into a LHP Home, the team, in line with statutory guidance, makes the relevant school/college aware of the young person's change of placement or circumstance and contact and information sharing arrangements be confirmed to give feedback about a young person's progress and targets, communicate progress and/or problems and promote effective, cohesive multi-working. Where a young person is in employment, the Employment Support Officer from the Virtual School is informed.

If a young person has no identified placement or is excluded, Lancashire's House Project will work with the social worker and Virtual School to support their access and return to education or employment as soon as possible.

The National House Project's interdependence skills programme, the House Project Programme (HPP), is an AQA registered programme and a less formal educational programme for all young people of Lancashire's House Project. Hence it also provides as a programme of education for those young people with barriers to education. Lancashire's House Project offers a variety of informal educational and learning opportunities as part of groupwork sessions, project work and community activities.



Young people are expected to use public transport to commute to and from education or employment funded by Children's Services. Lancashire's House Project can provide some time limited practical support and continued guidance and advice to the young person. Where a young person requires continued practical support long-term to attend education or employment, Lancashire's House Project works with the young person's social worker to identify appropriate arrangements from Children's Services.

## **The Health, Wellbeing and Protection of our Young People**

The Registered Service Manager is responsible for ensuring that appropriate plans are in place to support each young person's health, wellbeing and safety. Every young person has an Orchid Plan, Wellbeing Plan and Safety Plan to promote the young person's health, wellbeing and safety. The LHP Lead oversees the implementation of these plans and the LHP Facilitators help the young person to meet their health and wellbeing needs and to keep safe while living independently. The LHP Lead ensures our young people are registered with health professionals and the LHP Facilitators work with our young people to access the relevant services, make and attend statutory health appointments (dental, health and eyesight checks) and follow through any identified actions within timescales. Young people are supported in accessing their health summary around their 18<sup>th</sup> birthday.

Lancashire's House Project has close links with a CLA Nurse Practitioner and works together with the young person, their social worker and appropriate health professionals to implement the young person's Health Plan. The plan covers the whole range of potential health needs, including physical, emotional and sexual health. Where young people refused to engage in the Health Assessment process, we encourage them to do so and support them to identify alternative ways to access advice on their health. Young people are responsible for keeping and administering their medication independently while we provide guidance and advice to support the young person with this.



Young people are more likely to manage their physical and emotional needs well if they have the knowledge and abilities to do so which includes the ability to feel secure and confident to ask for help early and make appropriate choices. Young people living independently can feel isolated, lonely and present with increased emotional wellbeing needs. Hence Lancashire's House Project aims to form strong and positive relationships with our young people, maintains frequent communication and supports our young people in developing positive relationships with other professionals, family and peers where appropriate.

The protection and promotion of good health among our young people is a critical area of the House Project's planning. A psychological formulation is completed with key professionals under the supervision of a clinical psychologist for every young person when they join the project to understand the young person's overall functioning and how to support them best in all aspects of their wellbeing. We access monthly consultations from the clinical psychologist to manage highlighted and identified issues more effectively.

A Wellbeing Plan is completed with every young person when they join Lancashire's House Project to support them to reflect on their wellbeing needs and the support strategies available when they struggle. A Safety Plan is completed with every young person before they move into a LHP Home which includes actions to manage and mitigate risks that are specific to their physical or emotional wellbeing. The Safety Plan is updated dynamically while the young person remains in the project. Lancashire's House Project works closely with partners in a multi-agency setting to manage and meet the young person's physical and emotional health needs and to keep safe in the community. Where additional support is required that cannot be provided by Lancashire's House Project, this support will be requested from Children's Services.

All incidents where a young person's physical or emotional wellbeing are compromised are recorded on the young person's electronic case file (LCS), Safety Plan and the Registered Service Manager and the young person's social worker are informed.



Smoking is not permitted in any part of the LHP Base or grounds, in order to protect the health of all who visit and work at the base, nor is it permitted in a LHP Home. Help with smoking cessation is regularly offered to the young people who do smoke.

If further specialist or therapeutic interventions for young people are required, including drug and alcohol counselling, careers advice, sexual health guidance, offending or exploitation prevention services - such services will be agreed within the care planning process, and Lancashire's House Project will ensure referrals are made to these services.

Young people have direct access to a wide range of age appropriate, soft information (leaflets etc.) that cover useful health related information should they choose access to this.

One of the primary aims of Lancashire's House Project is to enable young people to keep safe while living in a LHP Home. Following safeguarding procedures is key to keep our young people safe. Staff are familiar with and adhere to current safeguarding procedures and will be prompt in raising a safeguarding concern. They are familiar with, and refer to, the following:

- [Lancashire's Safeguarding Procedure](#)
- [Pan-Lancashire's Safeguarding Procedure](#)
- [Allegations against Staff and Volunteers \(Pan-Lancashire\)](#)
- LHP – Safeguarding Policy
- LHP – Missing Young Person Policy
- [Working Together to Safeguard Children](#)
- Supported Accommodation (England) Regulations 2023

Safeguarding training is completed during the Induction process for new staff to help them gain an understanding of safeguarding issues and protocols. Continued professional development is provided on key safeguarding issues for young people including exploitation and extra familiar harm.

The procedures for dealing with any young person who is away from placement without authorisation or missing from their LHP Home are consistent with the Joint Protocol for Children and Young People who run away or go missing from home or

care, and the Statutory Guidance on Children who run away or go Missing from Home or Care, (January 2014), which informs Lancashire's House Project's procedure for Missing, Away without Authorisation or Uncontactable Young People.

All instances of a young person being away without authorisation or missing are reported to the Registered Service Manager and social worker and are recorded on LCS and Safety Plan. It is for the social worker to determine whether a young person's missing episode should be reported to the police unless there is an immediate risk to the young person. The Registered Manager monitors information and data on missing episodes to identify any triggers, patterns and trends for a young person and the whole of Lancashire's House Project. Strategies are put in place to address and reduce the number of times a young person goes missing. Staff will undertake a safe and well visit upon the young person's return to confirm their safety and discuss and reflect on the reasons for the missing episode and support the completion of a Return Home Interview.

Every young person has an up to date Orchid, Orchid Plan and Safety Plan. These documents are prepared with the young person and support a reflective process to develop the safety and learning plan including the young person's health and wellbeing as well as how to keep safe in the community while living in a LHP Home independently. Safety Plans are updated dynamically following any significant incidents, reviewed at set intervals and quality controlled regularly.

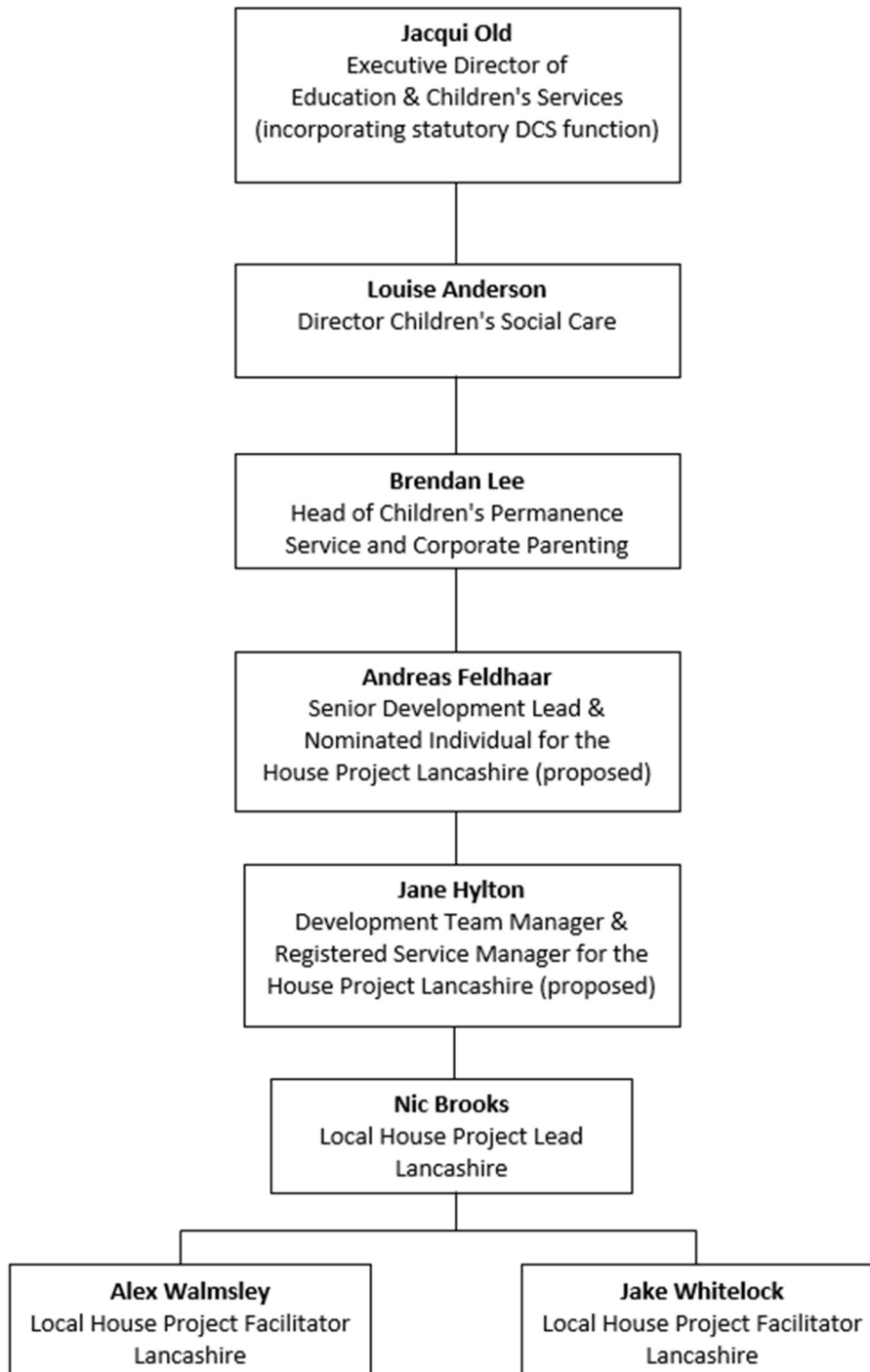
The *LHP Safeguarding Policy and LHP Missing Young Person Policy* can be found on Lancashire's House Project's [webpage](#).

Lancashire's House Project does not use physical restraint as a behaviour management strategy and no monitoring or surveillance equipment inside the LHP Base or a LHP Home are applied.

## Leadership and Management

Lancashire's House Project, September 2023





The Registered Service Manager leads the team which provides high quality support to all young people of Lancashire's House Project, providing leadership and management to enable the team to deliver the ethos, outcomes and approach set out in this Statement of Purpose. The Registered Service Manager, together with the LHP Lead, plays a key role in shaping the ethos of the project, through developing a culture

of high aspiration for young people which is demonstrated through the care about our young people and the support, resources and opportunities offered to them.

The LHP Lead supervises and develops the LHP Facilitators and enables them to work with young people under the principles and objectives of the House Project Framework. The LHP Lead ensures young people are actively involved in the service development and the decision making about their individual LHP plans. They lead on establishing multi-agency partnerships, the development of community activities and projects. The LHP Lead has a key role in the psychological formulation and the development and implementation of the subsequent support plans for each young person.

The LHP Facilitators provide direct support to the young people of the project and facilitate 1:1 and groupwork sessions to promote the young person's interdependence and independent living skills. They are responsible to implement the actions required to ensure young people have the maximum possible ownership of the project, maintain their membership and achieve good outcomes.

The Development Team Manager supports Lancashire's House Project with the development and implementation of groupwork sessions, participation of young people, community activities and projects.

Supervision is a vital part of supporting, developing and managing the team to work cohesively and effectively. It is a requirement that staff take a full and active role in the supervision process. Supervision is provided regularly by the Registered Service Manager and LHP Lead, in line with Quality Standards for Supported Accommodation. Supervision sessions are recorded, and staff are required to read and e-sign the notes, which are then saved in the staff member's e-folder. Supervision discussions and case management regarding specific young people are recorded on the young person's electronic casefile (LCS).

All staff undertake an Annual Appraisal with their Supervisor, which will consider training undertaken, training required, development and progression, targets achieved/missed and fresh targets being put in place.



The Registered Service Manager is supervised by the Head of Permanence Service and Corporate Parenting.

Staff development is seen as part of an ongoing process that includes:

- Training
- Supervision/ Appraisal
- Working as part of a team
- 1:1 and Groupwork Sessions
- Co-working with colleagues within the team
- Co-working with other professionals and agencies
- Additional duties, champion roles and responsibilities are delegated to staff as they become more skilled and competent within the team

Formal staff meetings occur regularly and are an important part of communication and staff development.

Staff training is an ongoing process and is seen as a crucial element of a high-quality service. The Registered Service Manager ensures that all staff have completed their mandatory training as outlined in the Induction and Workforce Development Plan. Training is subsequently monitored via the Training Matrix, which flags up training that is due to be refreshed or that has gone out of date. The Training Matrix is updated to include all new training and qualifications completed by staff and is used to record the ongoing training and continuing professional development needs of the team, including the Registered Service Manager. Staff are encouraged to undertake a range of other training that will assist in their development and is likely to contribute to the improved outcomes of our young people in Lancashire's House Project.

Training needs are discussed, agreed and monitored through the Supervision and Appraisal processes.

Lancashire's House Project has a clear Workforce Development Plan for the induction, probation and any core training of staff (such as safeguarding, health and safety and mandatory qualifications).



Lancashire's House Project applies Lancashire County Council's Capability and Disciplinary Procedures to manage and improve sub-standard performance.

All new staff are taken through a National House Project Induction programme around the ethos and framework of the project and Lancashire's House Project Induction programme which includes safeguarding training, safety planning and health & safety.

NAME	POSITION	DATE EMPLOYED FROM	QUALIFICATIONS
Jane Hylton	Development Team Manager & Registered Service Manager (pending)	April 2021  LCC since 1998	BA Hons in Youth & Community Work  MA Pedagogy in Leadership
Nic Brooks	LHP Lead	May 2022  LCC since May 2021	BSc in Applied Psychology
Alex Walmsley	LHP Facilitator	Aug 2022	Degree Sociology
Jake Whitelock	LHP Facilitator	July 2022	Level 4 in Children's, Young People and Families Practitioner

Lancashire's House Project has a permanent staffing structure consisting of:

- One Registered Service Manager – full time (incl. other management duties)
- One Local House Project Lead – full time
- Two Local House Project Facilitators – full time

Staff work Mondays to Friday 08:45 hrs to 17:00 hrs. For unplanned emergency support after hours and on weekend, young people can contact Children's Services Emergency Duty Team. Each young person is assigned a LHP Facilitator. Staffing levels cannot be adjusted beyond this level of support and were additional support is

required, this has to be provided by Children's Services as part of the placement planning process.

Where short term staff shortage occur due to training, sickness, vacancies or leave, these will be met from within the existing staffing structure in the first instance. Where this is not possible, additional resources will be accessed from Children's Services.

Lancashire's House Project has full access to LCS and record directly onto this. Social workers and other care professionals within LCC also have access to this system so communication and relevant sharing of information is effective and instant. We have training in line with Lancashire County Council's Information Governance Policy for the recording and storage of information.

## Complaints

Lancashire's House Project's complaints procedure is consistent with the Lancashire County Council's policy on complaints and representations. All information for comments, compliments or complaints including Lancashire's House Project's complaints procedure is available on Lancashire's House Project's webpage.

- For comments, compliments or informal complaints direct contact can be made with the [team](#) or an [enquiry](#) be submitted.
- A [formal complaint](#) can be made to Lancashire County Council, the office of the Children's Commissioner for England or Ofsted.

Before a young person joins Lancashire's House Project, they are provided with a young person's guide that contains relevant information of how to:

- Contact their social worker and Independent Reviewing Officer;
- Share their views with staff and the Registered Service Manager
- Access independent advocacy
- Raise a concern about the provision
- Make a complaint
- Contact the Office of the Children's Commissioner, NYAS, Coram Voice or Ofsted



If a young person disagrees with the support provided by Lancashire's House Project or wants to make an informal complaint, they are supported in speaking with their LHP Facilitator, LHP Lead or Registered Service Manager. Alternatively, they are supported to speak with their social worker, the Team Manager or their Independent Reviewing Officer.

Young people are supported to access independent Advocacy Services whenever they express the wish to do so or staff feel that this would be in their best interest. NYAS – National Youth Advocacy Services provide advocacy for young people looked after and care leavers from Lancashire County Council. Information about their service is available via <https://youngpeople.nyas.net/>. A referral can be made via:

- 0808 808 1001, free of charge
- [help@nyas.net](mailto:help@nyas.net)
- NYAS app on Android and iOS
- <https://youngpeople.nyas.net/index.php/get-in-touch>, call back request

Young people are also supported to access:

- Coram Voice Always Heard on 0808 800 5792 or <http://www.coramvoice.org.uk/alwaysheard>;

### **Making a formal complaint**

Where a young person wants to make a formal complaint about Lancashire's House Project they can do this to Lancashire County Council which will be dealt with in line with [Lancashire Children's Social Care Procedures Manual, Complaints and Representations Procedure](#).

A complaint to Lancashire County Council can be made via:

- Customer Access on 0300 123 6720
- Customer Feedback Team on 01772 539414
- Online via <https://lancashire.firmstep.com/default.aspx/RenderForm/?F.Name=eyGimecvEzJ>



- By mail to: Social Care Customer Feedback, FREEPOST RTKC-HBTA-TZRK,  
PO Box 1337, County Hall, Preston, PR2 0TG

Lancashire's House Project also supports young people to contact the office of the  
**Children's Commissioner for England**

[Help at Hand](#) – free confidential support and advice for Children in Care, living  
away from home or working with Children's Services.

Tel: 0800 528 0731 (free phone number)

E-mail: [help.team@childrenscommissioner.gov.uk](mailto:help.team@childrenscommissioner.gov.uk)

or **Ofsted**

Tel: 0300 123 1231

E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

if they wish to make any comments or complaints about Lancashire's House Project.

**This Statement of Purpose is reviewed and revised on an annual basis or  
following significant changes.**

Your comments and feedback concerning this Statement of Purpose are welcome and  
should be sent to:

Andreas Feldhaar  
Senior Development Lead &  
Nominated Individual (proposed)  
Lancashire County Council  
Children's Services  
County Hall  
PRESTON  
PR1 0LD

Email: [Andreas.Feldhaar@lancashire.gov.uk](mailto:Andreas.Feldhaar@lancashire.gov.uk)

Qualifications:

German Diplom (MA equivalent) in Pedagogy with focus on Social Services  
Master of Business Administration (Executive)  
Practice Educator Level 2  
Postgraduate Diploma in Higher Specialist Practice: Children and Families  
Registered Social Worker in England since 2006 - SW2394

