

General terms and conditions of Clare Lodge

- **Escorts**

In all cases, the checking/suitability of escort services used remains the responsibility of the placing Authority. This is for the admission and also any further court appearances that the young woman is required to attend as these are outside the scope of this agreement.

Escort agencies should be advised to contact Clare Lodge to confirm the admission/collection process and estimate a time of arrival to the unit. Escorts are asked to make further contact immediately before arrival in order for Clare Lodge to open the secure reception area vehicle entry door.

Please advise escorts that our postal code is PE6 7AW however if using a Sat Nav, PE6 7JR will bring them closer to the entrance.

- **Admission**

It is strongly advised that young women remain in the vehicle until it is within the secure vehicle reception area and the door has been closed and locked. Failure to adhere to this may result in the young woman absconding for which Clare Lodge accepts no responsibility.

At this point any paperwork, such as secure order, should be hand to Clare Lodge staff if it has not been previously sent to us.

- **Meetings**

An initial meeting shall be arranged and held within 72 hours (three working days) of the placement commencing. It is expected that the placing Social Worker will be in attendance at the initial meeting and at any other scheduled meetings regarding the young woman at Clare Lodge.

The frequency laid down by law for statutory case reviews is a minimum requirement. A review at Clare Lodge can be triggered by any party should the individual circumstances deem this necessary. Regulations 15 and 16 of the Children's (Secure Accommodation) Regulations 1991 require young women placed in secure accommodation to review (usually known as a "criteria review") the placement of any young person in secure accommodation within one month of the start of placement and, thereafter, at intervals not exceeding three months. This review is in addition to that required under Section 26 of the Children Act.

Professional (Care Planning) meetings are normally held at least monthly or sooner when required together with the placing authority and young woman / parents to ensure that agreed work undertaken is monitored and evaluated. The expectation is that all work is completed within the timescale agreed at meetings. Copies of meeting notes are sent to placing authorities and provide an ongoing summary of placement progress. In addition, evaluation (assessment) reports are presented at Planning Meetings held at 10 weeks. Parents, carers, young women and other professionals can attend Planning Meetings.

Please contact the Case Manager to arrange meetings slots as these are coordinated with the education timetable to facilitate the involvement of young women whilst minimising disruption to their education.

- **Contact**

Young women are therefore encouraged to maintain contact by letter and telephone with their families, where this is appropriate. All contact arrangements are agreed at the admission stage and are reviewed at every planning meeting.

Clare Lodge takes seriously the duty of the Local Authority to promote and maintain contact between the young woman and those connected with her. Please advise if any additional support is required such as interpreter, translation or signing services for either the young woman or family.

- **Possessions'**

Young women do not keep items in their possession which may constitute a risk to themselves or others and when placed at Clare Lodge, they undergo a clothing/ possessions search. Items considered to represent a risk are held in storage for the duration of the placement.

- **Physical Intervention**

This will only be used when all other courses of action would be likely to fail, to avert an immediate danger of personal injury to the person, another person, or to avoid immediate danger of serious damage to property. This is only considered when all other attempts at prevention have failed and always involves more than one member of staff, using the minimum reasonable force necessary to hold and calm the person involved.

Physical intervention is used as a last resort when all other methods of control have failed. Staff are trained to a nationally accredited standard (BILD & CALM®) and only use approved non-pain compliant methods. All use of physical intervention is recorded, reviewed, and monitored by CCTV.

- **Religious Observance**

The service is able to accompany young women to attend religious services or to receive religious instruction within Clare Lodge. Staff are cognisant of the various religious / cultural needs of the young women and can accommodate all dietary and other personal requirements. Staff endeavor to encourage the continuity of existing religious customs and observances, subject to the wishes of the individual. Key religious texts, prayer mats, etc are kept at Clare Lodge for use by young women as and when required.

- **Complaints**

Young women may raise concerns they have at any time and may choose to do this in private with any person. All matters raised are taken seriously with every effort being made to resolve and reach agreement with the young woman. All young women are made aware of how to raise concerns, access "NYAS" advocates, or to complain formally. Whilst attempts are always made to resolve concerns as close to the point of origin as possible, should this not prove possible the complaints processes of either Peterborough City Council or the placing authority may be used, or alternatively, the matter may be referred to NYAS. Ultimately, if still not resolved, the complainant has the option to approach Ofsted.

- **Smoking Policy**

Clare Lodge is a no smoking environment for all young women. Visitors to the unit may only smoke in the designated area outside the building.