

SES KITE

Workforce Plan

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*SES Kite Ltd (12634002) is a subsidiary company of
Specialist Education Services Topco Ltd (13159680)*

CONTENTS

| | | |
|---|---|---|
| 1 | INTRODUCTION | 2 |
| 2 | MANAGEMENT AND STAFFING STRUCTURE | 2 |
| 3 | EXPERIENCE AND QUALIFICATIONS OF STAFF | 3 |
| 4 | PROBATION PERIOD AND INDUCTION TRAINING | 4 |
| 5 | PROFESSIONAL DEVELOPMENT AND CORE TRAINING | 4 |
| 6 | MANAGING AND IMPROVING POOR PERFORMANCE | 5 |
| 7 | SUPERVISION OF PRACTICE | 5 |
| 8 | RECORD KEEPING | 7 |
| 9 | APPENDICES | 8 |
| | <ul style="list-style-type: none">• Minimum Qualification Requirements by Role (see Person specifications for greater detail, including experience)• Training Requirements: External Courses• Induction Training – First six months• Annual Refresher Training | |

1 INTRODUCTION

The aim of this Workforce Plan is to demonstrate how SES Kite fulfills the workforce related requirements of the Supported Accommodation Regulations 2023, regulation 10.

An extensive range of documentation provides the specific details that are signposted throughout this plan; as such it should be read in conjunction with the relevant SES Kite policy and practice documents and operational procedures that are referenced within each section.

2 MANAGEMENT AND STAFFING STRUCTURE

SES Kite is owned by Jon Lees, sole proprietor and director. He fulfils the role of registered person for SES Kite.

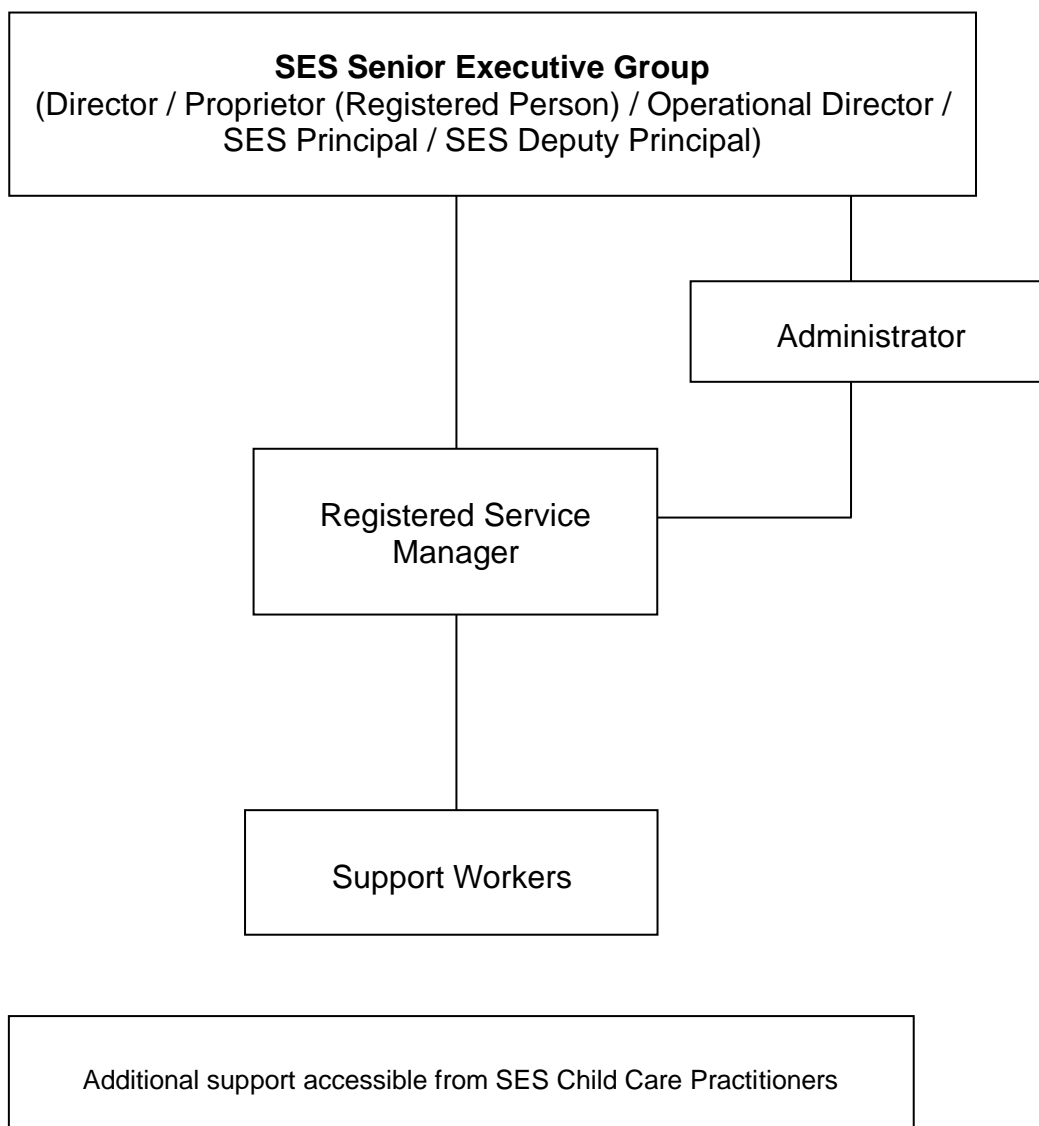
A Registered Service Manager (RSM) has operational oversight of SES Kite provisions, including Supported Accommodation (14 Tower Hill) and Residential Accommodation (18 Tower Hill)

The RSM is provided with leadership and management support from the SES Senior Executive Group (SES Principal, SES Deputy Principal, SES Operational Director and Proprietor/Director). This affords a level of quality assurance and consistency of operation, and underpins the drive for a high quality of education and care for the children and young adults placed there. In the absence of the RSM, all individuals within the senior executive group can provide immediate leadership oversight to ensure the continuity of high quality provision for the children and young adults residing in SES Kite homes.

The RSM oversees five Support Workers who act as key workers to the children and young adults, supporting their development, acting as mentors and overseeing day to day care responsibilities where appropriate.

SES Kite is part of the Specialist Education Services family, therefore in the event of staffing shortages a large team of qualified child care practitioners are on hand to provide assistance. This also allows for ongoing transition visits to be completed where children move on to SES Kite provision from within SES Children Homes. The use of agency staff would be an absolute last resort.

Descriptions of this structure, and its diagrammatic illustration are found overleaf:



3 EXPERIENCE AND QUALIFICATIONS OF STAFF

The SES Kite Supported and Residential Tower Hill Brochures are updated at a minimum of 3 times per year to reflect the current staff experience and qualifications.

All SES establishments retain up to date qualification lists for the staff teams within their Ofsted files (Single Central Record).

As part of the recruitment process, shortlisting of candidates for all roles is completed using a Personnel Specification that indicates the minimum experience and qualifications required.

Core qualifications for each respective professional role are outlined in the appendices.

(See also SES Kite Supported Accommodation / Residential Accommodation Tower Hill Brochure and Statement of Purpose)

4 PROBATION PERIOD AND INDUCTION TRAINING

All staff members new to SES Kite are subject to a six-month probationary period (as detailed in the Terms and Conditions of Employment). At the completion of six months a formal review meeting is held to confirm full time employment, with feedback provided in relation to:

- attendance,
- engagement in induction and professional development,
- strengths,
- organisation and communication,
- specific role responsibilities,
- relationships with colleagues and young people.

Where there is cause for concern, the probation period may be extended or employment terminated *(see SES Kite Staff Attendance Policy and Practice document for additional information)*.

There is a mandatory and comprehensive induction package for all staff appointed to SES Kite. The induction training period is the first six months of a staff member's employment when supervision is more intensive. This is the first layer of the Staff Support and Development Programme following appointment. Separate induction documents are available for all staff, specific to their role.

(See also SES Staff Support and Development Programme, SES Kite Staff Handbook, SES Kite Effective Casework, SES Pay Policy, SES Kite Induction Booklets)

5 PROFESSIONAL DEVELOPMENT AND CORE TRAINING

To facilitate the provision of high quality work with young people all adults employed participate in the Specialist Education Services Staff Support and Development Programme. This formalises a system of staff supervision, support, development and training.

Specialist Education Services believes that staff support and development is a continuous process for all adults, whatever their role and responsibilities, from appointment to leaving. It is a reciprocal process of mutual benefit to individuals, groups of adults and the establishment as a whole and involves both formal and informal processes.

All support workers, will be required to hold either a Level 3 diploma for residential childcare or will be required to begin working towards this once their induction and probationary period is completed.

The Registered Service Manager will be required to either hold a Level 5 Diploma in Leadership and management for residential childcare or equivalent, or will be required to begin to work towards this once established in post. Core training for each respective professional role is outlined in the appendices. Aspects of the core training required is delivered through the regular weekly meetings, mapped against a yearly planner. Progress is monitored by the Senior Executive group and RSM. Additionally, all staff are provided with role specific training within their Professional Development meetings and where necessary, Focused Professional Development meetings in addition.

(See also SES Kite Staff Support and Development Programme)

6 MANAGING AND IMPROVING PERFORMANCE

SES Kite has a responsibility for setting realistic and measurable standards of performance, for explaining these standards carefully to members of staff and for supporting staff to achieve the standards set. All new members of staff will have their job explained carefully to them at outset and through the induction and probationary process. They will be given copies of, or referred to, any written guidance that exists in relation to their area of work and will be given appropriate training and support to become familiar with it. Staff will also be made aware of the standards expected of them and where expectations change and evolve over time, managers have a responsibility to inform staff of these changes.

Employees have a contractual responsibility to perform to a satisfactory level. Where sub-standard performance is found to be due to negligence or lack of application on the part of the employee, then the Disciplinary Procedure will normally be appropriate.

However, issues of an employee's capability may arise from time to time where sub-standard performance relates to a lack of the required knowledge, skills or ability rather than misconduct. In this case, the employee will, wherever practicable, be assisted through training or coaching and given reasonable time to achieve the required standard.

An appropriate interview process, coupled with the rigorous Staff Support and Development Programme with its emphasis on growth and development of skills and knowledge, through to professional development guided by regular meetings, should eliminate the need for capability procedures except for rare and highly exceptional circumstances.

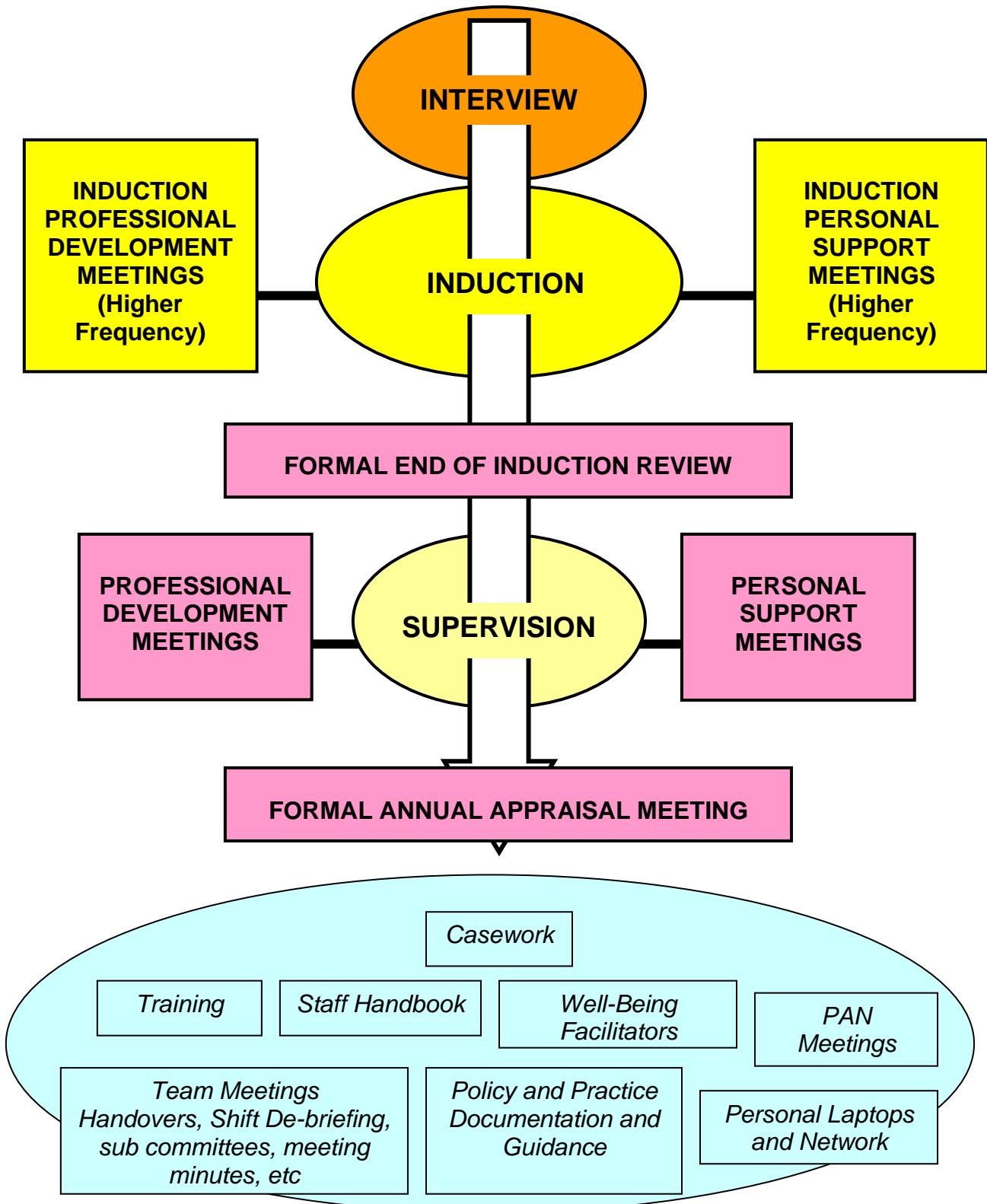
The company's aim is to encourage improvement in individual conduct and performance through appropriate support, guidance and professional development.

It is hoped that most disciplinary problems can be solved by informal discussions or counselling. However if this fails to resolve the problem a more formal approach is required.

(See also SES Grievance, Capability and Disciplinary Procedures, SES Staff Support and Development Programme)

7 SUPERVISION OF PRACTICE

During the six month probationary period a staff member will have high frequency induction, development and personal support meetings as scheduled and recorded in their induction pack. Once out of the six month probationary period staff have monthly Supervision sessions, which alternate between Personal Support Meetings and Professional Development Meetings.



COMMUNICATION STRUCTURES

8 RECORD KEEPING

SES Kite is registered under the Data Protection Act and needs to keep certain information about its staff, parents, young adults, children and other individuals who come into contact with SES. This information is gathered in order to enable the provision of care and education, and other associated functions. It is also necessary to process information so that employees can be recruited and paid. SES Kite must comply with the Data Protection Principles that are set out in the applicable and current data protection legislation, meaning the General Data Protection Regulation, the Data Protection Act and the Privacy and Electronic Communications Regulations.

A Central Ofsted file (containing Single Central record) is maintained and updated monthly by the administration teams and checked regularly by the RSM.

A secure database is maintained on the internal network and in addition, paper records are maintained and stored in secure facilities at the site offices.

(See also SES Data Protection Policy and Practice)

9 APPENDICES

Minimum Qualification Requirements by Role (see Person specifications for greater detail, including experience)

| Administrator | Support Worker | Registered Service Manager | Principal / Deputy Principal |
|---|--|--|---|
| 5 GCSEs A*-G, including English / Maths | English / Literacy L1 | 5 GCSEs A*-G, including English / Maths | Higher qualification in subject area related to professional role or other management qualification |
| | NVQ Level 3 Residential Childcare (within two years) | NVQ Level 3 Residential Childcare | |
| | | NVQ Level 5 Leadership and Management in RCC (on appointment or completed within regulation timescale following appointment) | |

Training Requirements: External Courses

| Administrator | Support Worker | Head of Care | Registered Support Manager | Principal / Deputy Principal / Operational Director |
|----------------------|-----------------------|---|-----------------------------------|--|
| | | Designated Safeguarding Lead in Education (every 2 years) | | Designated Safeguarding Lead in Education (every 2 years) |

| | | | | |
|-------------------------------|--|--|--|--|
| | Adult Safeguarding (every 2 years) | Lead Designated Person for Child Protection (every 2 years) | Adult Safeguarding (every 2 years) | Designated Person for Child Protection (every 2 years) |
| | | Safer Recruitment (every 3 years) | Safer Recruitment (every 3 years) | Safer Recruitment (every 3 years) |
| | First Aid at Work (Initial 3 day, 2 day refresher every 3 years) | First Aid at Work (Initial 3 day, 2 day refresher every 3 years) | First Aid at Work (Initial 3 day, 2 day refresher every 3 years) | Emergency First Aid at Work (every 3 years) |
| | Food Hygiene L2 (every 3 years) | Food Hygiene L2 (every 3 years) | | |
| | Administering Medication | Administering Medication | Administering Medication | Team Teach – 12hr / Advanced |
| Team Teach – 12hr (once only) | Team Teach – 12hr / Advanced | Team Teach – 12hr / Advanced | Team Teach – 12hr / Advanced | |

Induction Training – First six months

Admin / Ancillary

- Admin Systems & Office Procedures
- Laptop Familiarization and Email
- Safeguarding and Child Protection
- Fire Procedures
- Risk Assessments
- Activities and Visits
- Car Familiarization
- Basic Care
- Holistic Learning
- SES Vision and Ethos
- Site, Building and Security
- Communication and Professional Recording
- Administrative
- Resources and Equipment
- Medical
- Transport
- Finance
- General Care Practice, including Restorative Practice
- Casework
- Role Specific Areas, including:
 - PAT testing – Handy Person
 - Working from Height – Handy Person
 - Manual Handling – Handy Person
 - Food Hygiene – House Keeper
 - Office and Admin Procedures – Admin Asst and Administrator

Support Workers

- Admin Systems & Office procedures
- Laptop Familiarization and Email
- Adult Safeguarding
- Safeguarding and Child Protection
- Fire Procedures
- Risk Assessments
- Activities and Visits
- Food hygiene/catering
- Basic Care
- Holistic Learning
- SES Vision and Ethos
- Site, Building and Security
- Communication and Professional Recording
- Administrative
- Resources and Equipment
- Medical / Medication
- Night times
- Transport

- Catering, including Kitchen Induction
- Finance
- Clothing, including Laundry Routines
- General Care Practice, including Restorative Practice
- Casework
- Reviews
- PAN Process
- 24 Hour Learning
- Meetings

Annual Refresher Training

- Safeguarding and Child Protection Training
- Adult Safeguarding
- Medication
- E-safety
- Visits & Beach Induction
- Fire Training
- Team Teach 12hr (on going refreshers)
- Team Teach Advanced (on going refreshers)
- Whistleblowing
- Bullying
- Complaints