

MANAGEMENT AND SAFEGUARDING PLAN

THE LAURELS, BOURNE TERRACE, LLANGOLLEN, LL20 7ST

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1. Introduction

This Management & Safeguarding Plan outlines how **The Laurels** will be safely operated, maintained, and overseen once a **Care Inspectorate Wales (CIW)–registered provider** is appointed to deliver the day-to-day care for a single young person aged 7–17.

The purpose of this document is to demonstrate to Wrexham County Borough Council that the property will be managed to a high standard by **Charles Safapour Ltd**, while the operational care delivery will be undertaken by a professional, regulated provider who will comply fully with CIW standards, Welsh safeguarding legislation, and local authority protocols.

The home is intended to provide a **stable, nurturing, domestic living environment** that blends seamlessly into the surrounding residential community, while ensuring the safety and wellbeing of the young person placed there.

1.1 Living Document Status

This Management & Safeguarding Plan is intentionally designed as a **living document**. Once a CIW-registered care provider is formally appointed, the provider will review, adapt, and expand this plan to incorporate:

- Its own internal operating procedures
- Required regulatory practices under CIW
- The assessed needs, risks, behaviours, and strengths of the young person placed
- Any safeguarding guidance issued by Wrexham County Borough Council, North Wales Police, or multi-agency partners

The plan will be regularly reviewed and updated to ensure that safeguarding practices, behavioural strategies, and risk controls remain responsive, proportionate, and centred on the individual's needs.

2. Roles & Responsibilities

2.1 Charles Safapour Ltd – Property Owner & Landlord

Charles Safapour Ltd will retain full responsibility for the **building infrastructure**, ensuring the home remains safe, legally compliant, and well maintained. This includes:

- Building fabric, structure, and utilities
- Annual gas, electrical, and fire safety compliance
- Servicing and maintenance of fire alarms and smoke detection
- Installation and upkeep of entrance-point CCTV
- Installation and upkeep of window restrictors
- Managing repairs and planned maintenance
- Ensuring the property remains suitable for CIW registration

Charles Safapour Ltd will have **no involvement** in delivering care, supervising the young person, or employing staffing teams. Those responsibilities rest solely with the incoming provider.

2.2 Incoming CIW-Registered Provider – Care & Operational Management

The appointed care provider will be responsible for:

- Day-to-day operation of the home
- Delivery of 24/7 supervised care
- Recruitment, vetting, training, and management of staff
- Safeguarding practices in line with Welsh legislation
- Recording, reporting, and multi-agency information sharing
- Behaviour management and therapeutic support
- Implementing the Philomena Protocol
- Liaison with Children's Services, education providers, and health professionals
- Complaint handling and neighbour liaison
- Quality assurance and internal auditing

All care delivery will comply with:

- CIW Regulatory Framework
- Social Services and Well-being (Wales) Act 2014
- Welsh Government Quality Standards for Children's Homes

3. Staffing & Daily Operation

The home will accommodate a maximum of two **young persons** supported by a stable, consistent staffing team. A member of staff will be present at all times, with sleep-in or waking-night staff depending on assessed need. Shift handovers will be brief, discreet, and carried out to minimise any disturbance.

The daily routine will be domestic in character, involving structured meals, education attendance, therapeutic activities, community engagement, and age-appropriate personal development. The home will operate quietly and respectfully, mirroring the behaviour expected of any single-occupancy household.

4. Safeguarding Measures & Safety Design

Safeguarding practices are central to the operation of a children's home. The incoming provider will implement a robust safeguarding framework underpinned by CIW guidance, working in partnership with Wrexham Children's Services, the Police, and other agencies.

4.1 CCTV Monitoring

CCTV will be installed at the **front and rear entrance points** of the property. These cameras will be domestic in appearance, discreet, GDPR-compliant, and positioned only to monitor access points. No neighbouring properties or private gardens will be recorded.

4.2 Window Restrictors

Internal window restrictors will be fitted to mitigate absconding risk, support child safety, and comply with common safeguarding practice. These restrictors are unobtrusive and do not alter the exterior of the building.

4.3 Staff Supervision

Continuous staff presence ensures consistent monitoring of the young person's welfare and immediate response to any safety concerns.

4.4 Controlled Visitors

Only authorised visitors such as social workers, therapists, education staff, or inspectors will attend the home, and all visits will be logged in accordance with safeguarding standards.

5. Missing-From-Care Procedures & The Philomena Protocol

The incoming care provider will implement the **Philomena Protocol**, the recognised multi-agency safeguarding tool used across Wales to respond swiftly when a young person goes missing.

Under this protocol:

1. Essential information—medical needs, known risks, historic behaviour patterns, likely locations—is stored securely and updated regularly.
2. If a young person leaves without permission, staff will follow local procedures, notify Wrexham Children's Services immediately, and alert North Wales Police using Philomena documentation.
3. Upon return, a structured debrief (return-home conversation) will be completed in line with safeguarding guidance.
4. Incidents will be analysed to inform ongoing risk management and care planning.

Embedding the Philomena Protocol ensures that the response to missing-from-home situations is fast, coordinated, and prioritises the young person's safety.

6. Behaviour Management & Therapeutic Practice

The care provider will adopt a **trauma-informed, child-centred** approach. Staff will use relational, restorative, and supportive techniques to help the young person regulate emotions, develop coping strategies, and build trust.

An individual **Behaviour Support Plan** will be created for the young person and reviewed frequently. All records of behaviour, interventions, concerns, and achievements will be logged and auditable by CIW and Wrexham Children's Services.

7. Community Integration & Neighbour Relations

The home is designed to be a quiet, unobtrusive presence within the residential community. Staff will promote respectful behaviour and support the young person in participating appropriately in local activities, such as school, sports, clubs, and recreational opportunities.

Shift changes will be discreet, with staff using the on-site driveway to avoid any parking impact. There will be no outdoor gatherings, no congregation of staff, and no visible operational activity. A named contact will be available for neighbours to ensure transparency and address any concerns swiftly.

8. Property Maintenance & Safety Compliance

Charles Safapour Ltd will conduct regular maintenance and statutory compliance checks, including fire safety systems, electrical inspections, gas certification, garden maintenance, and monitoring of CCTV and window restrictors. All maintenance work will be scheduled at suitable times to prevent disruption.

9. Emergency Planning

The incoming provider will implement comprehensive emergency procedures covering fire evacuation, medical emergencies, property security, missing-from-care incidents, and critical events. Staff will receive regular training, and the single-storey layout ensures quick and safe evacuation.

10. Monitoring, Oversight & Quality Assurance

The home will be subject to rigorous oversight, including:

- CIW regulatory inspections
- Regular visits by Wrexham Children's Services
- Internal audits by the Registered Manager
- Incident analysis and risk reviews
- Multi-agency planning and strategy meetings

This multi-layered oversight ensures continuous improvement, accountability, and safeguarding fidelity.

11. Conclusion

The Laurels will be operated as a **safe, supportive, professionally managed single-occupancy children's home**, providing significant social value to Wrexham County Borough Council while remaining entirely compatible with the surrounding residential community.

This Management & Safeguarding Plan provides a robust and comprehensive framework for safe operation. It is presented as a **living document**, to be formally adapted by the incoming CIW-registered provider to reflect their operational model and—most importantly—the individual needs and risk profile of the young person placed at the home.

Through discreet safety measures such as entrance-point CCTV, internal window restrictors, 24/7 staff presence, and full adherence to the Philomena Protocol, the home will operate quietly, safely, and respectfully, offering a nurturing environment for a vulnerable young person while remaining unobtrusive within the neighbourhood.