

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Home Address Ltd	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Home Address Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/08/2022
	Responsible Individual(s)	Malcolm Jones
	Manager(s)	Amy Brock
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Home Address Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Malcolm Jones
	Manager(s)	Amy Brock
Maximum number of places	6	
Service Conditions	There are no conditions associated to this service	

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training is identified by using our training matrix and 3 monthly supervisions. If there is specific training required to support an individual specific needs e.g. VNS for epilepsy then that will be sourced externally. Training is provided either online or through an external training provider e.g. Local Authority or Pembrokeshire College. All new employees are supported to complete a Level 2 in Health & Social care with progression to Level 5.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year any staff vacancies have been advertised through social media or by word of mouth. We follow our recruitment procedure and applicants are required a DBS and 2 references and if successful will have induction training. Numeration paid is above the NLW of Wales and travel time and mileage is paid accordingly. All new employees are supported to complete a Level 2 in Health & Social care with progression to Level 5.

Service Profile

Service Details

Name of Service	Home Address Ltd
Telephone Number	01348 874056
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Staff are trained in total communication and intensive interaction if needs assessed. This is provided by the Local Authority.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	937.35
The maximum weekly fee payable during the last financial year?	1853.56

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All residents were and offered a customer service questionnaire. Reviews were carried out by the local authority and health board. Service delivery plans are updated 3 monthly, or sooner if deemed necessary, with the input from the residents and family, where applicable. Client AGM and staff AGM are carried out and recorded. The Responsible Individual visits and phones regularly and any concerns or issues are dealt with. We have an Open Door policy and all residents and staff are encouraged to talk to someone if they have any concerns or issues.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a seated area to the rear of the property which all residents have access to and maintain with support from staff. Area is adapted accordingly to mobility needs of the individuals living in the premises.

Provide details of any other facilities to which the residents have access	Home Address Ltd is situated in the Town of Fishguard. It has easy access (walking distance) to GP surgery, Chemist, Optician, dentist, pharmacies, leisure facilities, café and pubs. There is a train station in the twin town of Goodwick along with a ferry service to Ireland. Service buses are available to anywhere in Wales and the town of Haverfordwest is only 17 miles away. Beaches and parks are available to access within walking distance and if walking is not appropriate then we have a wheel chair available to support the occasion.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Staff are trained in Total Communication and Intensive Interaction provided by the local authority team. If any other form of communication would be required then training would be arranged.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Home Address is a "home" for all individuals who live there. They are happy and feel that it is their home. One individual has lived there for nearly 35 years. They can discuss and are encouraged to discuss, what they want to do and where they want to go. All individuals have key workers of choice allocated and are supported to voice their wishes. Individuals have a choice about their care and support and are supported to participate, or not, in activities of choice. This could be from going to a luncheon club, being supported to a work placement in a charity shop or garden centre. If, as some do, individuals want a day trip to Ireland on the ferry, then that is planned and supported to be achieved. Opportunities are available for learning as there is a community learning centre nearby, along with a leisure centre for more active participation. All individuals have an input to how they want their care and support to be provided and also input into their weekly activities and menus.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals supported at Home Address are encouraged to maintain their ongoing health, development and well-being by having key workers, of choice, supporting them who are suitably trained to meet their needs. Staff are trained and know the individuals well to recognise any changes in health and well-being. This enables staff to support individuals promptly and arrange the necessary care and support as required. There is an open-door policy which all are encouraged to use.</p> <p>Individuals are supported to health appointments, work placements and activities of choice. All staff work closely with other health care professionals, when required, and these may include GP, district nurse, physiotherapist, and psychiatrist to name a few. The individuals that we support know that if they are not feeling well they can request staff to arrange an appointment where appropriate.</p> <p>Service delivery plans are reviewed every 3 months, or sooner if required, and individuals are involved in providing input for the best possible outcomes. Individuals, if required, will have a speech and language assessment, as an example, and from this training can be arranged for any communication needs to suit the individual, which in turn gives them more freedom of choice.</p> <p>The individuals living at Home Address have a range of opportunities to do the things that are important to them, meaning the time spent inside the home and in the local community is purposeful.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People living at Home Address are supported by staff who are suitably trained, motivated and effectively led.</p> <p>Staff employed are recruited in line with our recruitment procedure and all staff are DBS checked and have to have references before commencing. Staff are trained in Safeguarding and are encouraged to use our Open Door policy. All individuals that are supported at Home Address, as well as family and friends are encouraged to use the open-door policy and have key workers of choice to support them. All individuals and staff are made aware of the complaints policy and procedure and the individuals that are supported are able to speak to health professionals confidentially without any staff present if they so wish.</p> <p>All staff work closely with other health care professionals, when required, and these may include GP, district nurse, physiotherapist, and psychiatrist to name a few.</p> <p>All our staff advocate well for individuals supported by them and also their work colleagues. This gives all confidence to voice their concerns, knowing that they will be listened to.</p> <p>Access to the home is controlled by staff, which ensures that only those with a legitimate reason or interest are allowed into the home and visitors are required to sign into the visitor's book.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Individuals live in a home which is suitable to their needs. The hub of the home is the kitchen and there is a cosy living room on the first floor for some quiet time if needs be.</p> <p>The home is situated on the main road from Fishguard to Goodwick Harbour. There is easy access from the home to GP surgery, optician (who gives them hot chocolate), podiatrist, dentist, leisure centre, pubs, cafes and shops.</p> <p>There is also a bus service, train station and a ferry to Ireland all within walking distance. Fishguard and the local area has it all, from beautiful walks and beaches to access to travel the country. Activities are recorded with outcomes so that support staff, key workers and management are able to monitor the suitability of the activity to the individual. Individuals are involved in deciding if the activity has gone well so things can be changed to their preference. Individuals also have an input into how the premises are maintained, with their own ideas.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	People management delivered by external HR company - Mentor Digital Autism and learning disability Epilepsy Lone working Assessing needs Care planning Anxiety Consent Dols Diabetes Personality disorders Disaster planning Self harm	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2

Dementia	1
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism and learning disability Epilepsy Lone working Unconscious bias Respect in the workplace Gender and sexuality Bullying in the work place
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8.00 am to 4.00 pm 4 staff Evening shift 4.00 pm to 10.00 pm After 10.00 pm 1 waking night staff plus on call member of staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	15

Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	4
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism and Learning Disability Epilepsy Lone working Unconscious bias Respect in the work place Consent Gender and sexuality Bullying in the work place Develop as a worker Oral Health Record keeping Diabetes
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8.00 am to 4.00 pm 4 staff 4.00 pm to 10.00 pm 2 staff 10.00 pm to 08.00 am 1 staff with one allocated on call staff member.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	9
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Home Address Ltd
Telephone Number	01348874056
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	If required for assessed needs staff would be trained accordingly e.g. total communication and intensive interaction

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.50
The maximum hourly rate payable during the last financial year?	24.32

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	As a small service delivery in the heart of Fishguard town the individuals are well known to the local people who also advocate and provide feedback on the care and support given by our care staff to the individuals that we support. Management also gathers feedback through questionnaires, completed by individuals, family members and support staff. Service delivery plans are reviewed every three months, or sooner if necessary, with input received from the individual, family and support staff.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total Communication and Intensive Interaction if assessed as needed.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

1) People receiving care and support from Home address can be confident of a good quality service from care workers who are motivated, trained and effectively led. As the service is small, the individuals that are supported know the care workers and there is a good level of continuity. Our particular strengths are in our person centered needs led service and an open-door policy within the company enables and encourages staff and clients or their families to speak up about how things are for them. All staff share the values of the service and they are reliable, flexible and often go the extra mile to ensure peoples' range of needs are met. Staff appreciate the privileged position they are in by being invited into someone's home. They show respect for people and their property by ensuring the home is secure and clean when they leave.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

All Home Address staff advocate well on behalf of all the individuals we support and also their work colleagues. We report continuously to health professionals from GP's to District nurses to physiotherapists and OT's. Any concerns regarding our service users are reported to the office by staff. Service users are included and informed of any discussions we have with any health professionals. Staff report to the office and/or on-call continuously with any concerns that they have for the health and well-being of our service users. Staff also follow up to see and check that we have contacted the relevant health professional and to have an update on the progress of that concern. Care plans are reviewed every 3 months, or sooner if deemed necessary, and the client/family are consulted and sign that they agree with the plan of care. People are safe and protected from abuse and harm. Staff know the action they must take if they suspect a person is at risk. They have confidence the manager will take the appropriate measures to report any concerns, and take the steps necessary to safeguard people. Care workers have good relationships with those they care for and their relatives. They demonstrate a good understanding of what person-centred care means and are respectful of people's property. Relatives are always informed of any changes. Home Address staff ensure that service users are happy and supported to maintain their ongoing health, development and overall well-being. They report well back to the office with any concerns thus enabling office staff to contact healthcare professionals for advice or house calls. Service Users want to stay at home for as long as possible and we, as far as is reasonably possible, will support them to do so. Whilst we continue to support service users to maintain their health and well-being and promote their independence then it is a possibility that they are able to remain home for as long as possible without having to go into a home. Home Address client's physical needs are met and care plans state what assistance is needed. Any concerns are reported back to the office and in turn to health professionals and clients' families. Care workers are able to recognise if a person's skin is at risk of pressure damage and know to report any concerns to the manager, senior carers, office and district nurses.

The extent to which people feel safe and protected from abuse and neglect.

People are safe and protected from abuse and harm. Staff know the action they must take if they suspect a person is at risk. They have confidence the manager will take the appropriate measures to report any concerns, and take the steps necessary to safeguard people.
Care workers have good relationships with those they care for and their relatives. They demonstrate a good understanding of what person centred care means and are respectful of people's property. Relatives are always informed of any changes.

All Gofalus staff advocate for the service users and any concerns are reported back to the office and are encouraged to do so. If staff feel and know that the management will listen and act upon concerns then they are more likely to advocate this. We communicate with family members or friends etc. if there are any concerns regarding any of our service users.

We only employ staff that have been DBS checked and had references for them. Also, when recruiting I will make enquires locally about a person to gather information. As a small community you're guaranteed to know someone that knows the person trying for a job.

Our particular strengths are in our person centered needs led service and an open-door policy within the company enables and encourages staff and clients or their families to speak up about how things are for them. All staff share the values of the service and they are reliable, flexible and often go the extra mile to ensure peoples' range of needs are met. Staff appreciate the privileged position they are in by being invited into someone's home. They show respect for people and their property by ensuring the home is secure and clean when they leave.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	People management delivered by external HR company Nat West Mentor Digital Autism and learning disability Epilepsy Lone working Assessing needs

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	1
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism and learning disability Epilepsy Vagus nerve stimulation Lone working Unconscious bias Respect in the workplace

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	4
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism and learning disability Epilepsy Vagus nerve stimulation Lone working Unconscious bias Respect in the workplace
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	9
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No