

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:	The Nye Family Assessment Resource Ltd	
The provider was registered on:	04/10/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Nye Family Assessment Resource	
	Service Type	Residential Family Centre
	Type of Care	None
	Approval Date	04/10/2022
	Responsible Individual(s)	Janine Edwards
	Manager(s)	
	Maximum number of places	24
	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	<p>Prior to registration we facilitated 3 training sessions the last was a 4 day induction that included Safeguarding Children Looked After CCTV Role Play Scenarios that could arise, Polices/Procedures</p> <p>The Training Hub all staff complete Mandatory and specific courses</p> <p>Commissioned External Training specific to staff role</p> <p>Developed a Partnership with a local training Provider Educa8t staff to complete QCF Level 2/3</p> <p>Developing a Partnership with CWM Taff training hub</p> <p>Developed a Training Matrix</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Advertise on Indeed formal interview with directors & RI enhanced DBS reference & check gaps in employment</p> <p>SAGE HR Package staff access their shift/Rota identifies when staff training & other documents need updating</p> <p>Comprehensive Staff Handbook</p> <p>Shadow Shifts use of CCTV read policies procedures learn process before working with families</p> <p>Induction Checklist</p> <p>Monthly all staff Team Meetings plus Senior Meeting</p> <p>Staff Questionnaire completed 3/6/12 monthly</p> <p>Supervision of staff Monthly to 6 weekly</p>

Service Profile

Service Details

Name of Service	The Nye Family Assessment Resource
Telephone Number	01685 673636

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Two members of staff understand, speak and can write in Welsh no other language spoken.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

The minimum weekly fee payable during the last financial year?	3500
The maximum weekly fee payable during the last financial year?	7650

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?	Parent are directed to the Web Site, Parent Handbook, pre place ment visit where parents have opportunity to pose questions/seek clarity. The Responsible individual visits the Nye three afternoons per week, she will introduce & make herself available to parents & explain her role should they wish to raise any issues. Parents hav e opportunity to raise issues fortnightly House Meetings. Parents attend review meetings on week 4/6/10 where they have opportun ity to raise issues and receive feedback. Parents are asked to co mplete questionnaire at week 6 about the service and their experi ence. Groupwork is evaluated seeking parental views. Parents ex perience daily & weekly reflective key work sessions with staff fee dback is used to shape/identify ongoing work. Some parents /babi es are subject to Children Looked After arrangements, advocacy i s also available to help voice their wishes and feelings weekly pla ners are also co produced with parents enabling their voice in mat ters that affect the

Service Environment

How many bedrooms at the service are single rooms?	0
How many bedrooms at the service are shared rooms?	6
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Fenced and secure gated patio area at rear of building, one side of the patio is adjacent to a quiet side road the patio cannot be vi ewed due to its high elevation from the road. The Nye are in the p rocess of purchasing garden furniture and parasol for families to r elax once the weather gets warmer. We already have a selection of outside toys for use if there are older children placed. We have purchased shrubs to place on the outside of the fence adjacent to the road to enhance the privacy. We have a small earthed area in the corner of the patio where we have planted an apple tree and some smaller shrubs. The area can be accessed from the back or front of the building Staff will be present when families use the out side space to ensure continuity of monitoring

Provide details of any other facilities to which the residents have access	<p>All families who reside at the Nye have their own studio flat. There is also a shared communal lounge consisting of three sofas a TV varies toys and baby equipment and a fitted kitchen that families will use when preparing and sharing communal meals or celebrating special occasions. We are currently developing a small sensory area in an unused alcove in the lounge where babies can be placed to experience the lights sound and touch to aid their development.</p> <p>Families at the Nye are encouraged to take daily outside exercise, families have reported that they enjoy shopping & walking. On weekends families attend the retail park or town which is followed by a visit to a park. There is a leisure centre just opposite the Nye that has a café and families enjoy swimming, baby massage classes and attend a local playgroup supported by staff. Families also attend the integrated children's centre once weekly where they can access all the facilities provided which also includes a sensory room.</p>
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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	No

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.

<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.</p>	<p>Families are directed to the Nye web site for information on service. Parents visit the Nye & are provided with a Parent Handbook, the contract of expectations, visit the studio where they will live, have opportunity to ask questions raise issues and decide if the placement is right for them.</p> <p>The provider assessment and the personal plan is completed in partnership with parent. This provides opportunity to raise concerns, anxieties, address areas parents feel they need support. The assessment and plan are reviewed at week 4/6/10 the review at week 4 is held following the first Children Looked After review. Parents have opportunity to discuss/raise any issues/decisions that affect their child or themselves. Parents can also access advocacy from the Local Authority to speak or raise issues on their behalf. The Nye Parenting coordinator uses evaluation/feedback forms and undertakes question/answer session using prompt cards to recap on work undertaken in order to shape/tailor support to meet the families need.</p> <p>Key work sessions are undertaken with parents providing opportunity for reflection discussion and opportunity to put into practice what has been learnt and contribute to their weekly plan and review. The Responsible Individual facilitates House meeting twice monthly for parents/children, parents are encouraged to raise issues, minutes are taken and a copy provided for parents. Parents have suggested walks/visits to parks/beaches and craft making such as upcycling old mirrors, stone painting and made plaques with their babies. Parents also asked if they could share food and prepare a communal meal enjoying a Come Dine with me experience. Celebrating birthdays/events a takeaway meal of choice for all to share is always purchased. The Nye is located opposite a community/leisure centre parents enjoy swimming with their babies/ baby massage/toddler/baby groups/attending the onsite café. It is evident from observation and feedback that parents who attend community mother & Baby groups have grown in confidence and self worth. The Nye is in the process of developing a guide to services further informing families what they can expect at the Nye. Stakeholders reported in their questionnaires that the Nye respond to issues & requests immediately & when communicating with the service the right information was being shared. All parents who leave the Nye are provided with a photograph album of themselves and their babies journey during their stay at the Nye.</p>
<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>On admission to the Nye Parents/babies are supported to temporary registered with the local doctor if they are already registered with a dentist they are supported to attend their own depending on location otherwise parents are supported to attend the emergency dental teaching hospital located in the next valley. Opticians are available in the local town. The Nye is provided with an enhanced midwifery/health visiting service and a general hospital is located in the borough. Day time parents & babies are expected to attend group/individual parenting sessions covering Grow Brain, Parents as First Teachers the latter has assisted parents to make sensory toys from every day items at minimal cost. A family reported to the parenting coordinator that the STEPS program helped them achieve their goals improve self esteem & confidence & made them feel they could achieve anything. Mindfulness addresses general stress management and wellbeing. Parents have reported that they have benefitted from considering triggers to stress and anxiety & how to better manage these feelings. Families have reported via evaluation forms, that the parent nurture programme had given them a good foundation for learning different ways of caring for their babies now and as they get older, also giving good understanding of how their behaviour affects their babies. Parents are also taught to prepare & cook several meals for themselves & feed their babies when weaned. All Parents report that they are proud of their achievements and observations suggest that they are all eating far healthier foods. The visiting Nursery Nurse undertakes work with parents covering weaning & teething overseen by the health visitor. Parents have asked for further work on the next stages of child development which is currently being organised. Families look forward to attending the sensory room at the local integrated children's Centre once weekly, the Nye has seen how families enjoy this session & are in the process of developing a small sensory area in the communal lounge for babies to enjoy. Parents are asked in house meetings what makes them happy/proud replies received are supported to get my teeth sorted out, my baby settling at night/first smile. Some parents reported that the group work they attend is what they already know about in terms of parenting and they take away the bits that are most useful to them. Parents have also commented through sharing experiences it's increased wellbeing & resilience.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Nye purpose is to teach monitor and assess parents capacity to respond to their babies needs & safeguard their welfare, the quiet and calm environment aids wellbeing. Policies & procedures, a stable & trained staff team, CCTV a purpose built environment, experienced leadership & governance alongside parenting programs & a residential team providing care and support to families ensures babies are safeguarded at all times. Parents have reported there is sufficient one to one staff support available to respond to need inside the Nye & accompany families when they leave the building at all times unless their care plan states otherwise. In the past 6 months 4 babies have been admitted to hospital for observation, no safeguarding concerns or child protection procedures have been instigated by health/residential staff. An external trainer delivers the Freedom Programme to parents twice weekly, the aim is to raise parents' awareness in respect of suffering abuse and neglect, parents report that they feel more informed and are now able to identify the warning signs. There have been no formal complaints received from parents, the Responsible Individual makes herself available to parents weekly where they can raise issues/concerns in relation to the services they receive. Parents/staff/ stakeholders have completed questionnaires written feedback from parents state that they feel safe at the Nye, staff are supportive and make you feel welcome some enjoy the group work others benefit from keywork sessions which reflect and reinforce what has been taught. Staff model a consistent approach to families, which they report has benefited them to develop their own nurturing parenting style. Mobile Phone use is monitored & due to CCTV staff are able to respond to a parent if they are becoming anxious/distressed during a telephone conversation. The Nye have developed links with Cwm Taff safeguarding training hub in order to access ongoing Safeguarding training for the Nye staff specific to their role. Staff also reported in their questionnaires, they feel supported and would be able to raise any concerns or issues. The Responsible Individual has observed both directors carrying out informal discussions/supervision with staff following an incident, which also forms part of the de-brief with staff.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Families reside at the Nye for 12 weeks however this can be extended if needed & agreed by all parties. Families have their own studio flat accommodation which they can view and visit prior to admission. The studio is fully fitted with everything a parent & baby will need, including a washing machine which can replicate a family home. Each has its own colour scheme which makes each studio unique, studios have a lockable safe to keep valuables and the studios can be locked for privacy but easily accessed by staff if the need arises. The studios also allow families to have their own calming space which supports their wellbeing, One of our parents have commented that they wish would be to stay here on a permanent basis as it one of the most beautiful places they have lived, they also like the communal lounge to access company when needed. The Nye allows ease of access to all community resources there is a bus stop outside, the Nye it is located in a valley surrounded by mountains and trees, very close to the Taff trail which parents enjoy walking. Parents produce their weekly planner which addresses how they will achieve their personal and wellbeing outcomes some will cover developing cleaning/washing/health and safety at home skill, money management & shopping. At house meetings, parents have raised that they need extra storage cooking utensils which have been purchased. The outside private lockable patio area is in the process of being developed new furniture pots plants lights have been purchased & families are assisting in making the area look inviting. The Nye has a communal lounge where families & Staff will spend time together in the evenings watching TV or activities such as pamper events & fun Fridays. Parents & Babies are supported to use public transport to attend community appointments shopping and leisure time, which builds on parents' confidence and strengthens their independent living skills in readiness to return to their home area. Bridges into work an external provider have provided group work sessions covering budgeting, money management, and employability skills At the review meeting at week 10, transitional planning is discussed with the local authority to ensure an exit plan is agreed and parents, with support, can plan and prepare for the next stage of their journey.</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) 19

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?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	Yes
	<p>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.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The Manager registered with Social Care Wales has previously achieved the Diploma in social work, post qualifying awards 1 -5 and enabling practice award, the latter enables her to have a good understanding of the learning needs of staff and what action is required to facilitate their learning. The manager continued her professional development and completed and achieved The Team Managers Development Programme where she gained a Postgraduate Certificate in Managing Practice in Social Care.</p> <p>In the 6 months since the Nye achieved registration. The Manager alongside her staff has also completed on line Training from the "Training Hub" she has completed the Welsh Mandatory courses relevant to working with children and young people and specific courses in relation to meeting the needs of families. The Manager is currently working her way through the AWIF portfolio staff have submitted.</p> <p>The manager works closely and mentors the parenting Coordinator to ensure that the parenting programme is tailored to meet the assessed needs as identified in the provider assessment and plan.</p> <p>The Manager recently attended two days external training to achieve the CUBAS qualification which will build on her knowledge and skills in relation to Assessment especially those parents whose Intelligence Quotient scores below 70.</p> <p>The Manager has also received external training in relation to Sage which is a computer based Human Resource Programme recently purchased by the Nye.</p> <p>The Manager has also received external Training in relation to the Computer Package used at the Nye by all staff</p> <p>Senior Staff and the parenting coordinator work closely with the Directors who will provide bite size ongoing training sessions which usually takes place once monthly at the senior team meeting, the work is usually in respect of their intervention with families and accurately recording observations and direct work with families, which is cascaded down to all staff.</p>
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Contractual Arrangements	
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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.	
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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	
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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	0

Nursing care staff	
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Does your service structure include roles of this type?	No
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Registered nurses	
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Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
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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	6
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No. of posts vacant	0
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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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	0
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.

All Seniors Support Workers have accessed external Paediatric First Aid, Fire Safety and Fire Marshal Training, Work place First aid Health and safety. The Nye also purchase on line Training Resource from the "Training Hub" staff are allocated the Welsh Mandatory courses relevant to working with children and young people. There is a significant number of courses available enabling staff to access a number of specific courses that are relevant and raise awareness in relation to meeting a families needs, such as epilepsy awareness, drug and alcohol, ADHD, child development. children Looked After Senior Staff work closely with the Directors of the Nye who will provide bite size on going training sessions with Seniors in respect of their intervention with families and accurately recording observations and direct work with families, which is cascaded down to all staff. The Parenting coordinator also works with Senior Staff who will attend group work sessions that deliver the accredited parenting programme that is tailor made to meet families assessed need. Attendance raises the Seniors knowledge and understanding of child development. The Parenting Coordinator and Seniors then work together to develop, plan, deliver and evaluate key work sessions with parents. Staff have all received external training in respect of the computer package used at the Nye. Health Visitors who visit the Nye on a weekly basis will also guide and advise staff in relation to the specific needs of a baby especially in relation to feeding, winding, settling and observations. One Senior support worker has enrolled with Educat to complete her QCF level 4 she is interested in progressing her career and would eventually like to apply for a Residential Managers position. The parenting coordinator has also registered with Educat to undertake a QCF level 5 award in order for her to better understand leadership and management within a residential setting. Staff reported in their returned questionnaires 3 months post registration that they felt sufficiently trained and supported to carry out their role, they were aware of how and where information is stored on the computer or who to approach for support and guidance.

Contractual Arrangements	
No. of permanent staff	5
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	1
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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

<p>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.</p>	<p>The Nye ensures there is a Senior Residential Support Worker on every shift day & night. Senior staff as all staff work 12 hour shift patterns, the dayshift 7.45am -8pm. nightshift 7.45pm- 8pm. On occasions, depending on the needs of the service, staff will undertake split shifts. Senior as all staff follow a 4 week shift pattern working a mixture of days and waking nights the latter will be on alternative weeks. Senior Staff typically work three days per week on the 4th week they will work 4 days to ensure they achieve a 37 hour week. The part - time senior works two day shifts a week. This shift pattern allows for two weekends rest days per month and several rest days running in sequence. Senior as all Staff enjoy this shift pattern as it provides a good work life balance. The shift pattern also provides capacity in the workforce enabling Senior to pick up extra shift when the service requires.</p> <p>Staffing during the day will depend on the number of families resident and their level of monitoring required. As stated there will be a Senior on shift, plus two/four support staff, the parenting coordinator who works office hours Monday to Friday, plus the two Directors one of the Directors is registered with Social Care Wales as the manager of the Nye.</p> <p>The Directors have up until now covered all the On call shifts, however there is plans moving forward that the seniors will assist in this role as and when needed.</p>
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<p>Staff Qualifications</p>	
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<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>6</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>1</p>

<p>Other social care workers providing direct care</p>	
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<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
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<p>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.</p>
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<p>Filled and vacant posts</p>	
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<p>No. of staff in post</p>	<p>13</p>
<p>No. of posts vacant</p>	<p>0</p>

<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>

<p>Induction</p>	<p>17</p>
<p>Health & Safety</p>	<p>17</p>
<p>Equality, Diversity & Human Rights</p>	<p>17</p>
<p>Infection, prevention & control</p>	<p>17</p>
<p>Manual Handling</p>	<p>0</p>
<p>Safeguarding</p>	<p>17</p>
<p>Medicine management</p>	<p>17</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>16</p>
<p>Food Hygiene</p>	<p>17</p>

Please outline any additional training undertaken pertinent to this role which is not outlined above.

The Nye purchases a on line Training Resource from the "Training Hub" staff are allocated the Welsh Mandatory courses relevant to working with children and young people. There is a significant number of courses available enabling staff to access a number of specific courses that are relevant and raise awareness in relation to meeting a families needs, such as epilepsy awareness, drug and alcohol, ADHD, child development. children Looked After etc. Residential support workers have also been externally trained in relation to paediatric first aid.

The Directors of the Nye provide bite size and on going training sessions with residential support workers at their monthly meetings usually in respect of their intervention with families and accurately recording observations and direct work with families. They have provided examples in respect of accurately recording information and work with staff on the conversations, guidance and information provided to parents.

The Parenting coordinator also works closely with residential support workers to raise their awareness in relation to the parenting program and inform and develop specific pieces of one to one work that needs to take place with a family to address an identified need. when time available staff will attend group work sessions to further build on their knowledge and skills.

Staff have all received external training in respect of the computer package used at the Nye and the new Human Resource Package SAGE.

Health Visitors who visit the Nye on a weekly basis will also guide and advise staff in relation to the specific needs of a baby and in relation to feeding, winding, settling and observations.

Four Residential support workers who did not have relevant qualifications in social care have been undertaking the AWIF they are near completing and once agreed by the manager they will then move forward to study for level 3 QCF in caring for children and young people.

Staff reported in their returned questionnaires 3 months post registration that they felt sufficiently trained and supported to carry out their role, they were aware of how and where information is stored on the computer or who to approach for support and guidance.

Contractual Arrangements

No. of permanent staff	11
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	2

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)	4
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

<p>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.</p>	<p>Residential Support Worker as all staff work 12 hour shift patterns, the dayshift 7.45am -8pm. nightshift 7.45.pm- 8pm. On occasion depending on the needs of the service staff will undertake split shifts. Support Workers as all staff follow a 4 week shift pattern working a mixture of days and waking nights the latter will be on alternative weeks. Support workers typically work two or three days per week on the 4th week full time staff will work 4 days to ensure they achieve a 37 hour week. Part Time Support workers generally work 24 hours per week. The shift pattern allows for two weekends rest days per month and several rest days running in sequence. Support workers as other Staff enjoy this shift pattern as it provides a good work life balance. The shift pattern also provides capacity in the work force for both full & part time staff to pick up extra shift when the service requires.</p> <p>Staffing during the day will depend on the number of families resident and their level of monitoring required. As stated there will be a Senior on shift, plus two/four support staff depending on the number and the assessed needs. The parenting coordinator works office hours Monday to Friday and delivers the parenting programme, the two Directors are also present daily, one of the Directors is registered with Social Care Wales as the residential manager of the Nye.</p>
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Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	4

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?	Yes

List the role title(s) and a brief description of the role responsibilities.	<p>Parenting Coordinator accredited to deliver the Parenting Programme at the Nye consisting of Parents as First Teachers, STEPS, Parenting Nurture Program Solihull, Family Lives. Home Inventory, Baby Massage. The Coordinator is responsible for co-producing with families their weekly planner which identifies the Group/individual work they will undertake. Group and individual work is evaluated after each session or weekly. The feedback is used to identify with parents what they have learnt, where further work is needed and to agree the work needed to be undertaken for the following week.</p>
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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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Parenting Co Ordinator as other staff has been registered with the Training Hub and has accessed the All Wales Mandatory Training suggested for all residential staff working with children and young people. They have completed other courses that are relevant and raise awareness in relation to meeting a families needs, such as epilepsy awareness, drug and alcohol, ADHD, child development, children Looked After, food hygiene etc. The Coordinator has also been externally trained in relation to paediatric first aid. The Nye has made links with the Parenting Coordinator who is based at Merthyr Tydfil Council in order for the Nye Parenting Coordinator to access ongoing training to refresh and maintain their Continued Professional development.

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	1
No. of staff working toward required/recommended qualification	0