

TREASURE  
KEEPERS

# Statement of Purpose

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## PURPOSE OF THIS STATEMENT

This document sets out the Statement of Purpose of Treasure Keepers as required by regulation 5 of the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous Amendments) Regulations 2005 and Standard 18 of the National Minimum Standards for Adoption in England.

The purpose of the Statement is to:

- ❖ Provide a clear written statement of the aims and objectives of Treasure Keepers
- ❖ Accurately describe what services Treasure Keepers provide and to whom, and
- ❖ Confirm that the requirement of the Regulations and National Minimum Standards in respect of the monitoring and evaluation of the effectiveness and quality of the service are in place.

Treasure Keepers is a paper free service but will endeavour to make this Statement of Purpose as available to access to all by adjusting font style and size where needed. We are unable to offer this (or any documents) in braille and currently can only produce documents in English language. We realise that this has limitations for service users and staff and Treasure Keepers continues to try and find ways to be as inclusive as we can be.

The Statement of Purpose can be circulated to all those who work for or with Treasure Keepers and is available for download on our website ([www.treasurekeepers.co.uk](http://www.treasurekeepers.co.uk))

A copy will also be provided to all new Staff/Associates.

A copy of this Statement of Purpose has been provided to Ofsted, is publicly available and is also available on request.

The Statement of Purpose will be reviewed annually and approved by the Clinical & Service Director and Registered Service Manager.

## SERVICES WE PROVIDE

Treasure Keepers are a Specialist Developmental Trauma, Mental Health & Adoption Support Service for Children & Families.

We are a small specialist, innovative, psychological service, supporting children, families and professionals living with or supporting lives affected by developmental trauma.

We offer Specialist Psychological Assessment of developmental trauma and attachment, Psychological Consultation & Therapies (including Adoption Support) and Training.

Treasure Keepers offer a blended approach from a social care and psychological health perspective.

We work under an organising framework which integrates psychological therapy approaches for working with Trauma.

Assessment, interventions and training are firmly based in the psychological understanding and treatment of Trauma.

This approach is then blended uniquely with a Social Work perspective of balancing risk by promoting strengths all through a Therapeutic and relational lens.

This uniquely blended approach aims to provide the potential for the best possible outcomes for young people.

Our Psychological Consultation and Interventions work under our bespoke organizing framework models of TREASURE therapeutic Parenting and GEMS psychological therapies.

We offer services to children and young people across their childhood and adolescence (up to age 24) with complex trauma needs.

These children and families have usually had exposure to trauma and abuse (physical, emotional, sexual and neglect).

# MISSION STATEMENT

## *Stability, Strength & Sparkle*

### Vision

To help all those affected by developmental trauma (Children, Young People, Parents, Carers & Professionals) to discover and treasure their *Stability, Strength and Sparkle*, creating improvement and change toward trauma resilience and well-being.

We intend to improve understanding, compassion and outcomes for children, families and placements affected by developmental trauma through services that are innovative, creative, individualised and excellent.

### Our Values

All children and young people are the Treasures of the future and Treasures within our homes.

*'Treasure Keepers Treasure and Value Your Uniqueness'.*  
(Diversity, Equality and Inclusion Statement, 2021)

### Our Aims

Treasure Keepers aims to help children and young people who have experienced developmental trauma and their families or carers to discover and treasure their *Stability, Strength and Sparkle*.

We believe that children who have experienced developmental trauma should have an enjoyable childhood, and benefit from excellent parenting, enjoying a wide range of opportunities to develop their talents and skills and to the cultivation of a successful adult life.

We believe that the experience of Parenting can be Treasured and supported to enable the cultivation of strong, stable families and placements. Treasure Keepers aim to do this through building and strengthening relationships, developing young people's emotional, mental & physical skills, and establishing safety and stability enabling families and young people to sparkle and cultivate their potential.

Treasure Keepers aims to use our organizing framework Models of Therapeutic Parenting (TREASURE) and Psychological Therapies (GEMS) to improve outcomes and cultivate trauma resilience.

## Key Objectives:

- **Provide High Quality, Innovative Assessment & Therapeutic Services that improve outcomes** for Young People and Family/Placement stability. Ensuring these are delivered in a timely fashion as childhood and adolescence moves quickly!
- **Understanding the Complexities of Developmental Trauma.** Treasure Keepers place great importance on a thorough and holistic complex specialist psychological assessment. This understanding of what is known that the young person may have been through, now presents with, and has capacity for in the future is essential to be able to design the correct kind of individual and Parent/Carer support for each young person and their family/placement.
- **Increasing Stability, Strength and Sparkle.** Treasure Keepers believe that the experience of developmental trauma and the subsequent life changes that happen for children (including becoming Looked After and/or adopted) can lead to an opportunity for increased stability, strength & sparkle. The journey of developmental trauma may have been difficult but can lead to opportunities for resilience, recovery and regrowth within safe new family settings. The service believes that through our psychological interventions (TREASURE and GEMS interventions) that our population can become more stable within themselves and within their family/placement units, develop their innate strengths and learnings from their journey and rediscover their 'sparkle' (talents, wellbeing and hope).
- **Supporting Exceptional Parenting.** There is a requirement for Parents & Carers that care for children who have experienced developmental trauma (Looked After & Adopted) to be 'exceptional, sparkling' parents. The children they care for may be complex and disturbed emotionally, behaviourally, psychologically and in their health. Their Parents and Carers may find the demands of providing responsive and therapeutic parenting challenging and confusing. High quality support (through our TREASURE model) to be able to maintain this task is essential. High Quality parenting changes the experiences of Young People and thus changes their brains and bodies. This leads to better outcomes for this population.
- **Help and Protect** all in feeling safe. Treasure Keepers have thoughtful and careful safeguarding policies and responses. We will always ensure that safeguarding concerns and risks are well managed.
- **Supporting the Workforce.** Treasure Keepers place high value on encouraging the workforce who walk alongside developmental trauma to cultivate their understanding, reflective capacity, empathy and personal/professional wellbeing.
- **Ensure cost effective services** are provided and resources are optimally used.
- **Prepare and provide** up to date records that are kept safe and secure.

- **Recruit only the highest quality of specialised Practitioners** and ensure they are well trained, supervised and supported within Treasure Keepers.
- **Maintain and promote community connectivity and high-quality partnership practices** with other professionals, agencies and systems involved with our Young People and Families.
- **Ensure our Service Users are involved** and consulted on service delivery and service development.
- **Stand TOGETHER** (please refer to our 'code of conduct') to ensure all Service Users and partnership professionals are treated with respect and without discrimination or prejudice.
- **Directives by statute.** These include the national minimum standards for Adoption Support Agencies integral to the Care Standards Act of 2000, the Adoption and Children Act 2002 and the supporting legislation, the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous) Regulations 2005, Statutory Guidance on Adoption July 2014, the Children Acts of 1989 and 2004, and the Children and Adoption Act 2006.

## ACCESS TO SERVICES

Treasure Keepers accept referrals from Local Authorities, Regional Adoption Agencies and individuals seeking a service connected to the experience of developmental trauma.

We work primarily with Local Authorities who are seeking services for Children and Families experiencing Developmental Trauma.

These families/Placements may be accessing therapeutic services under the Adoption Support fund.

Funding for Treasure Keepers Services can also be gained from other Local Authority Childrens Services Teams (i.e 'Children Looked After' and 'Children In Need Teams').

Usually, Service Users referred by a Local Authority will have been assessed under the Adoption National Minimum Standards 15.2 and Regulation 13 of the Adoption Support Services Regulations 2005.

Special Guardians will usually have been assessed under the Special Guardianship Support Regulations 2015, Regulation 11.

If this has not occurred and it seems that that Regulation 13 for adoption, or Regulation 11 for Special Guardians applies, Treasure Keepers will support the access of assessment through the relevant Regional Adoption Agency (RAA) or local authority Special Guardianship/permanency service.

If considered helpful, then we will inform the service user's authority of the assessment services available within Treasure Keepers so that these can be commissioned if they should wish to do this.

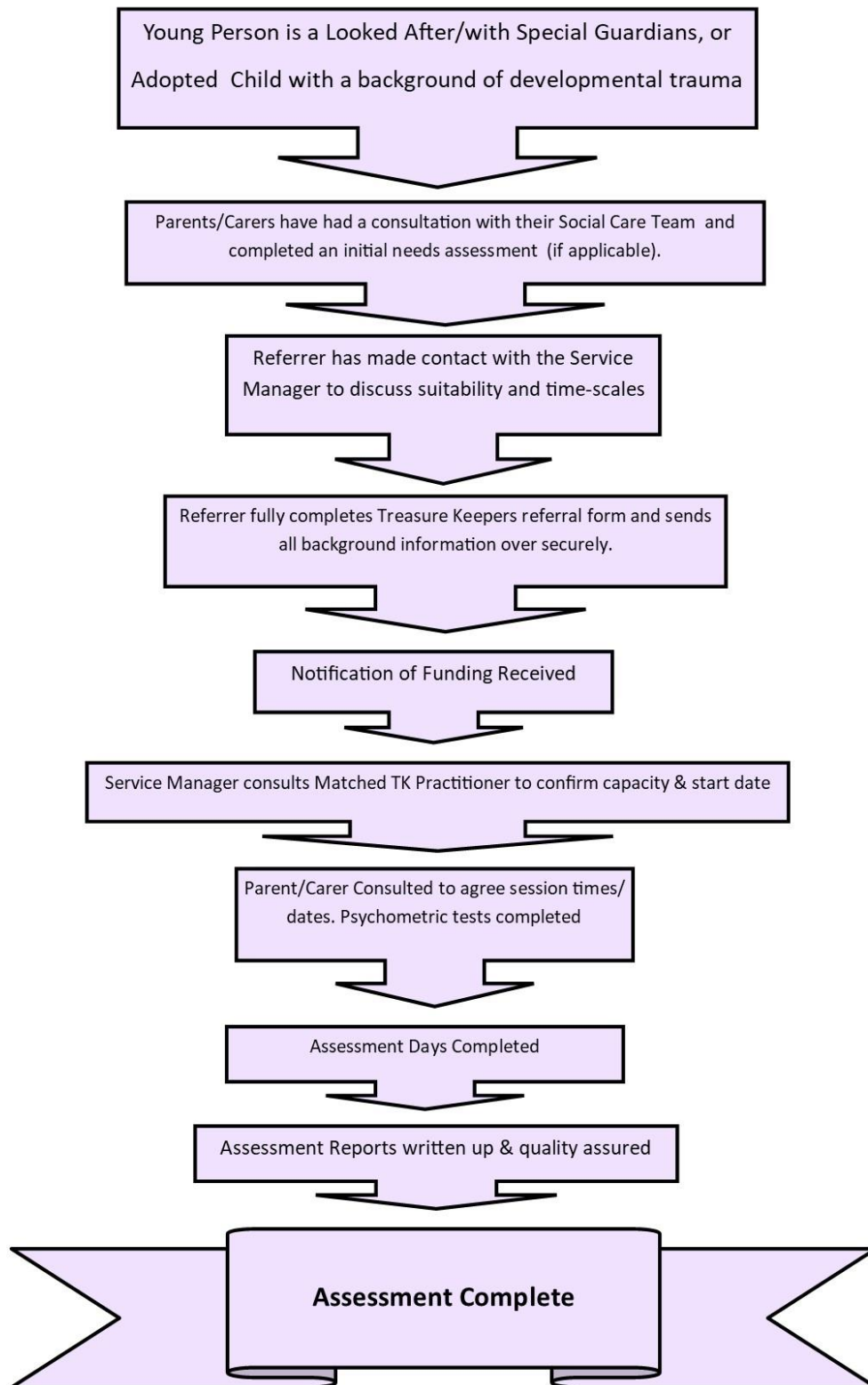
### **Referral Pathway**

- i. The referring agency/professional makes contact with the Service/Registered Manager by telephone or e-mail. ([manager@treasurekeepers.co.uk](mailto:manager@treasurekeepers.co.uk))
- ii. Self-referrals can be made by Service Users independently
- iii. The suitability of the referral and any issues of concern are discussed
- iv. A referral form is completed accordingly

Please see below for details on the referral pathway:



## Treasure Keepers Pathway for Specialist Assessment



# SPECIALIST COMPLEX ASSESSMENT SERVICE

- Specialist Complex Assessment

*Objectives: To provide a thorough, detailed assessment of wellbeing, trauma and attachment/relational responses to enable effective understanding and bespoke intervention design.*

- All assessments provided by Treasure Keepers are delivered by suitably qualified Practitioners (Psychologists, Systemic Therapists, Psychotherapists)
- All Assessing Psychologists/Practitioners are able to diagnose and treats patients; are suitably qualified and is licensed to practice via a regulator such as the Health and Care Professional Council.
- Treasure Keepers have registered, qualified Assessors that are able to treat and diagnose patients.
- Treasure Keepers are able to provide specialist assessments for:
  - Psychological Assessment
  - Assessments of therapeutic needs

Treasure Keepers Specialist Complex assessment process provides 9 separate reports following the assessment of a young person and their family:

1. Treasure Keepers **Executive Summary** (Young Person & Parent/Carer Friendly overview)
  2. Treasure Keepers **History Report**
  3. Treasure Keepers **Trauma Psychoeducation Report**
  4. Treasure Keepers **Clinical Interview & Assessment Report** (including assessment of trauma and attachment needs)
  5. Treasure Keepers **GEMS Trauma Response/Polyvagal Profile Report** (including assessment of trauma and attachment needs)
  6. Treasure Keepers **Psychometric Test Outcome Report**
  7. Treasure Keepers **Therapy Intervention Report**
  8. Treasure Keepers **Information and Appendices Report**
  9. Treasure Keepers **Funding proposal Report**
- Treasure Keepers allow for a minimum of 24 hours/sessions in the whole assessment process. This includes time to read and synthesise referral information (referral form, Child Permanence Reports, Medical Reports etc). The sending and interpreting the psychometric tests as well as the analysis and presentation of the data.
  - Treasure Keepers provide a high level of quality assurance and clinical oversight during the assessment process, the write up and the end reports.

## Complex Specialist Assessment:

Assessment offers a comprehensive view of the impact of developmental trauma and attachment experiences on the Young Person's physical and emotional wellbeing, development and relationships by looking at:

- What has happened to the Young Person? (including what kind of threats they experienced)
- How it affected them and what the Young Person had to do to survive (how they responded to threats)
- What strengths have been developed and what is working well?
- What sense can be made of this/ What does this mean?
- What are the ways forward and how do we help cultivate **Stability, Strength and Sparkle?**

The Assessment draws together information from:

- the Young Person,
- Parent/Carers
- School setting
- any other professionals involved.
- Psychometric Testing is completed.
- Interview activities

## Assessment Models

- Treasure Keepers<sup>®</sup> offer a conceptually organised neuro-sequential (GEMS ©) assessment which considers all aspects of a young person's development from the 'bottom-up'.
- This GEMS assessment format is copyrighted by Vikki Cohen, 2020.
- The assessment uses a combination of clinical interview, assessment tools, and creative/projective activities to understand the profile, attachment style and trauma responses of the young person.
- Assessment tools are used to provide information about the child and the care giver. These help to profile the young person and also provide a baseline for the intervention to be monitored. In a standard assessment Treasure Keepers use the following tools; Trauma Symptoms Checklist, Clinical Assessment Behaviour, Behaviour Rating of Executive Function, Parenting Stress Inventory. Adolescents may also be invited to complete mental health measures and personality profiling measures.
- Creative assessment activities include the use of Therapeutic Treasure Deck (Karen Treisman) and the Child's inner world drawing which they provide an interpretation of.
- Each GEMS assessment contains an executive summary which is a condensed version of the whole report- highlighting 'what is working well', 'worries/barriers/concerns' (this area usually contains a brief overview of the trauma history, any diagnoses and the nervous state poly vagal mapping). The executive summary also includes the 'way's forward/recommendations' this is an area to highlight any recommendations around medical assessments for ADHD/ASD which Treasure Keepers are not able to assess.

- The executive summary report is designed to be structured in a way that is easy to read for parents/carers
- The other reports are more detailed, and the language is more applicable to Social Worker/professionals.

## PSYCHOLOGICAL CONSULTATION & THERAPIES

### SERVICES

Treasure Keepers offer the following Psychological Consultation & Therapies (click on link to jump to service):

- [TREASURE Therapeutic Parenting Consultation & Therapy](#)
- [GEMS \(Parent-Child psychological Therapy\).](#)
- [Treasure Seekers Therapeutic LifeStory intervention](#)
- [RING telephone support sessions](#)
- [Support Groups](#)

Treasure Keepers offer psychological consultation and therapies under the organising framework models of TREASURE (Therapeutic Parenting Consultation & Therapy) and GEMS (Parent-Child psychological Therapy).

These 2 models are designed to work together to create excellent outcomes for children, young people and their families and placements.

Treasure Keepers also offer their Treasure Seekers Intervention (Therapeutic Lifestory intervention)

### Our Models

#### Aims of the Models

The Treasure Keepers models aim to give a clear and evidenced-based framework on what is likely to assist parenting to ensure adoptive families or fostered families are supported before they start to struggle, as well as when life has become more difficult.

The models are informed by multiple theories to create an integrative approach and strive for best practice. They are designed to be multimodal and broad in scope, which has been demonstrated to be successful in reducing the effects of traumatisation (Perry, 2006).

Our organising framework models are built upon research from developmental trauma (Van der Kolk, Perry), child development, neuroscience research, attachment/relationships theories and therapies (Dan Hughes, Daniel Siegel, Gillian Ruch), Body & Trauma theories (Stephen Porges, Babette Rothschild), regulation approaches, Neurosequential therapeutic

approaches (Bruce Perry), psychodynamic theories and other therapeutic approach theories (Cognitive Behavioural Therapy and Systemic Therapy).

All of our models are heavily influenced by the Polyvagal Theory application to clinical practice (Porges, 2011, Dana, 2018) so the nervous system of the Young Person and their Parents/Carer's are better understood and responded to. This is thought to mirror good psychological health and overall improved wellbeing.

## *Stability, Strength & Sparkle*

All of our interventions aim to cultivate:

### Stability

- ✓ Working together
- ✓ Supporting the family/placement to find a consistent way forward.
- ✓ Understanding & being able to navigate the nervous system
- ✓ Developing a Toolkit of techniques to manage nervous system states (Fight, Flight, Freeze)
- ✓ Developing Understanding of emotion
- ✓ Developing window of tolerance
- ✓ Feeling Safer
- ✓ Creating a crisis/Safety Plan
- ✓ Developing a Self-Care Box
- ✓ Developing Patterns & routines
- ✓ Support with regressive care
- ✓ Support with managing impulsivity
- ✓ Developing Secure attachments
- ✓ Understanding Complex Post Traumatic Trauma Disorder
- ✓ Increasing Empathy, Reflection and insight skills

### Strength

- ✓ Understanding and supporting the psychological complexity of the Young Person
- ✓ Promoting Self Care
- ✓ Improving Physical and Emotional Wellbeing of Young People and Parents/Carers
- ✓ Increased understanding of trauma and of your own and your Young Person's trauma history
- ✓ Further development of 'Relationships' and Secure attachments (building on the Strength Phase)
- ✓ Development of therapeutic Parenting capacity to withstand the demands of re-Parenting young people with developmental trauma
- ✓ Developed Reflective and insight skills

### Sparkle

- ✓ Integration of trauma experiences

- ✓ Development of Self Esteem & Self Concept
- ✓ Developed acceptance of self and nervous system/emotional states
- ✓ Increased Joy and Fun
- ✓ Talents Developed/Providing opportunities for Young People to thrive at what they are good at.

- **TREASURE & GEMS Combined**

For Treasure Keepers work to be most effective and create the best level of change, the GEMS psychological therapy needs to be fully combined with the TREASURE therapeutic parenting.

TREASURE sessions offer a framework of therapeutic parenting intervention that is designed in a bespoke way for the needs of the child within their family (based on their assessment).

Our Parents/Carers hold the TREASURE- sparkling gold dust that is sprinkled, wrapped and encircling around their GEMS (children/young people).

This enables strong and stable families to be cultivated.

The intention is to help create loving, connected families/placements that can meet developmental and often complex needs of their children.

It needs to be considered that the most influence for trauma resilience/recovery is held by the Parents/Carers.

They provide the quality day to day care that changes the bodies, brains and relationships of their young people.

Ultimately Parents and Carers skilled in daily therapeutic parenting and informed by their Young Person's therapies are able to provide the 'fix/move toward recovery or resilience'.

The 'fix/move toward recovery or resilience' is not something that is 'done to the child' through them attending psychological therapy sessions for a few hours a month. The psychological therapy provides a space to explore behaviours and feelings and test out strategies to regulate these.

The lived experience and daily practice is then continued within the family home and in real lives.

GEMS sessions are usually attended by both Children and their Parents/Carers (although some times it is indicated by the assessment that the GEMS sessions are attended by the Young Person only).

GEMS sessions are neuro-sequentially organised to consider the building blocks needed for trauma resilience.

This is a phased intervention which works alongside the TREASURE interventions to create better outcomes.

These sessions can offer a space for the 'live practice' of the interventions suggested in the TREASURE sessions as well as enabling the Child/Young Person to develop a skill set of tools to better manage their own nervous system and cultivate their stability, strength and sparkle.

- **TREASURE Parenting Consultation & Therapy Intervention**  
**Typical Annual Number of sessions: 12-26**

Virtual or Site Delivery cost fixed

*Objectives: To support Parents & Carers to help develop and stabilise their relationships, explore behavioural and emotional responses and understand the impact of past experiences (both the young person and themselves as Parent/Carers). To enable Parents & Carers to strengthen their understanding of the emotional, social, physical/health and psychological needs of the children they are caring for. To cultivate the 'sparkle' of their young people and build their confidence, assets, talents and resilience.*

- The Treasure Keepers® parenting consultation sessions offer Parents/Carers an understanding of parenting through using our TREASURE © model. This is a trauma sensitive model.
- The therapeutic parenting strategy interventions follow the Treasure Keepers® specialist model to help assist and develop parenting approaches and so help promote better relationships and well-being within the family/placement.
- Families require a specialist assessment prior to intervention commencing
- Sessions would usually be offered on a fortnightly basis over the period of one year (26 sessions)



- **GEMS Psychological Therapy interventions**





## **Typical Annual Number of sessions: 12-26**

Virtual or Site Delivery cost fixed

*Objectives: To enable children to have a coherent self-view, emotional resilience and sense of inner stability. Knowledge and understanding of their background. Young People are encouraged to develop their emotional, intellectual, social, creative and physical strengths. For Young People to find their 'sparkle'.*

- The service offers Psychological Therapy to children and young people utilising our bespoke GEMS © model.
- The GEMS approach is an organizing framework which enables integrative psychological therapy to be delivered by a Specialist Clinician.
- Parents & Carers are often invited to these sessions to maintain their position as the primary co-regulator and to help develop relational quality between parent/carer and child
- These sessions run alongside the TREASURE Parent Consultation which is offered on a Fortnightly/Monthly or Bi-Monthly depending on the recommendations from the assessment and the agreed level of funding
- These sessions can only be offered after a GEMS specialist assessment has been completed.
- The integrated therapies may be attachment, psychodynamic, systemic, humanistic or cognitive-behavioural and are the model constructs around this in a neuro-sequential framework.
- It is recommended that these sessions may be play/Theraplay © informed and often include the primary caregiver within each session.
- Treasure Keepers® Associates are qualified and specialised Practitioners who have been carefully selected to work within the Service.
- Treasure Keepers® apply a GEMS © neuro-sequential approach within therapies which is Integrative and 'bottom-up'.
- This means that therapies are offered which consider that the lower brain and then mid brain need to be active to be able to reach the higher brain.
- This is an integrated and holistic approach which includes working with the body, relationships, experiences and thinking in an individualised way for the young person.
- It is also linked to our TREASURE © Parenting Model.
- Sessions would usually be offered on a fortnightly basis over the period of one year (26 sessions)



GEMS Area	Brain Area	Aims	What a Young Person might do in a GEMS session	What a Parent/Carer might do in their TREASURE session
<b>Genesis</b> 	Beginnings/Brainstem/Lower/Reptilian	Increasing Safety Reducing fear Increasing awareness of body & emotions Increasing regulation & coregulation Increasing connection with body	Breath Work Bi-lateral stimulation Yoga/exercise/movement games Emotion & Body Psychoeducation Individualised 'Cool box' built	Regulation strategies Emotional & Physical Wellbeing strategies Safety strategies Understanding Trauma developed Relationships strategies & understanding
<b>Emotional/Social</b> 	Middle/Limbic/Midbrain/Mammalian	Increasing Regulating & Co-regulating relationships Increasing window of tolerance Understanding relationship triggers & Glimmers Developing more stable & secure relationships Increasing empathy	Body connection exercises Mindfulness Theraplay exercises Creative work Board games Free Play	Building Teamwork Regulation strategies Emotional & Physical Wellbeing strategies Safety strategies Understanding Trauma developed Relationships strategies & understanding Empathy developed
<b>Mastermind</b> 	Top/Neocortex/Computer-executive	Increased Brain Integration (up/down/left/right) Increased reflection Increased self regulation Improved identity & sense of self Improved thinking skills Improved focus	Treasure Seekers Therapeutic Life Story work Treasure Trail Life Mapping work Self esteem work Memory/concentration/attention activities Support with Learning	Building Teamwork Regulation strategies Emotional & Physical Wellbeing strategies Attributes & Resilience Safety strategies Understanding Trauma developed Relationships strategies & understanding
<b>Synthesis</b> 	Integration/Bringing it all together	Coherence & acceptance of self Improved physical & emotional wellbeing Less emotional & behavioural reactivity More flexibility Healthier relationships	Self care exercises Life balance exercises Personal development exploration	Building Teamwork Regulation strategies Emotional & Physical Wellbeing strategies Attributes & Resilience developed Safety strategies Understanding Trauma developed Relationships strategies & understanding

## Other services:

- **Treasure Seekers® Therapeutic LifeStory Work**

### **Number of Sessions: 26**

*Objectives: To enable Young People to have a clear understanding of their past experiences and journey to adoption/being looked after. To assist Young People to develop and reflect on their inner resources/treasures throughout their life journey.*

- Treasure Keepers® have created the Treasure Seekers © Therapeutic Life Story model
- This approach is a trauma-sensitive and clinically informed model and can look different from other life story approaches.
- The model is delivered by our Treasure Keepers® Trained clinicians who can use their clinical skills and experience to ensure the model is delivered in a safe and effective way for the Young Person
- The model is informed by other Life story work approaches (such as the Richard Rose Therapeutic Life Story Work method) but is also informed by psychological approaches and practices.
- This is a phased approach

Session costs include:

- 1 pre-assessment session

- 5 hours for information gathering\_
- 18 direct work sessions
- 2 family/parent feedback sessions
- This may be a more suitable approach for Young People who have experienced significant levels of developmental trauma.

- **Support Groups:**

**2 hour Virtual /Site Delivery Session**

*Please note that Clinic Space can be used for site delivery for a group of up to 2 Parents/Carers at no additional cost*

*Larger groups on site may incur additional premises hire costs*

*If a site can be provided, then only travel expenses would be added for site delivery.*

**Objectives:** *To provide a safe reflective space for Parents & Carers to explore matters relating to parenting children experiencing developmental trauma. To encourage peer support and peer network development*

- This is an effective extension intervention for Parents & Carers who have attended the Level 2 TREASURE training
- Group size is maintained at a maximum of 6 participants (not 'screens') to enable effective communication within the group and allow each person the opportunity to speak openly and at length.
- Groups use two facilitators. At least 1 facilitator is provided by Treasure Keepers<sup>®</sup> Therapeutic Team and a professional from the referring Adoption Service may be invited to co-facilitate.
- Groups will encourage a sharing of presenting matters and will use the Treasure Keepers Intervention Models to explore further.
- Groups will encourage peer advice-exchange and the development of supportive networks.
- Frequency of group delivery over the year can be agreed (bi-monthly, quarterly, bi-annual)

## **TRAINING & CONSULTATION SERVICE**

Treasure Keepers offer the following training and consultation services (click on link to jump to service):

- [Professional consultation/ Clinical Supervision/Reflective Practice](#)
  - [Training Set Topic Full Day](#)
  - [Training Set Topic Half Day](#)
  - [Evening Workshops](#)
  - [Training Bespoke Topic](#)
- **Professional consultation/ Clinical Supervision/Reflective Practice**

Virtual or Site session delivery

*Objectives: To support the workforce in the challenges of working alongside developmental trauma. Value is placed on education and in supporting settings to understand and respond in a helpful way to children with trauma histories.*

- **Training (Set Topic) Full Day (6 hours).**

**Full Day Workshops:**

- 'A Snapshot of Developmental Trauma'
- Taking Care of Yourself. Wellbeing Approaches for Parents/Carers and Professionals
- Communicating and connecting with Teenagers
- CALM Parenting Training
- Creating Calm in Schools

- **Training Set Topic Half Day (3.5 hours).**

**Half Day Workshops:**

- Understanding Developmental trauma
- Understanding Developmental Trauma & the brain
- Trauma Responses & Understanding the Nervous System
- Supporting Young People with Trauma

- **Training Bespoke Topic Workshops**

**Full Day (6 hours) Virtual Delivery:**

**Full Day (6 hours) Site Delivery:):**

**Half Day (3.5 hours) Virtual Delivery:**

**Half Day (3.5 hours) Site Delivery:**

*Objectives: To offer a training service to professionals/Parents & Carers who walk alongside developmental trauma.*

- Treasure Keepers® can offer bespoke workshop and training programmes which can help professionals & parents/carers to develop their skills in understanding developmental trauma, offering therapeutic parenting and managing wellbeing (themselves and their young people)
- The content of these workshops can be adjusted depending on the target group attending (Adopters, Foster Carers, Parents on the 'edge of care'; Birth Families who have experienced Adversity)
- The training topic area can be defined by the commissioning organisation can be constructed upon request
- Full Day trainings have a skills practice workshop element included.

## FINANCES

Treasure Keepers is a Private Limited Company.

Income is generated from Services provided which includes Complex Specialist Assessment, Psychological Consultation & Therapies and provision of training to Professionals, Parents and Carers.

Treasure Keepers have a fee structure devised to ensure the income generated from services is sufficient to pay the running costs.

These costs include but are not limited to rent, rates, insurance, staff (salaries, pensions, employers NI etc.) and Associate costs utilities, staff training, consultancy fees, professional subscriptions, therapy and office supplies, equipment, planned and unplanned expenditures.

In order to ensure the effective management of finances, The Director and Manager closely track income and expenditure by analysing detailed accounts alongside the Accountant in a Monthly Meeting.

The Cashflow reviews and analysis of income enables the Director and Manager to track resources and ensures that the organisation remains financially viable.

## REGISTRATION DETAILS

### Office Location and Management Structure

## Registered Head Office and that of the (Proposed) Responsible Individual and (Proposed) Registered Manager

Treasure Keepers  
Oaktree Resource Centre  
62-64 Hogg Lane,  
Grays  
Essex  
RM17 5QS

Our website address is: [www.treasurekeepers.co.uk](http://www.treasurekeepers.co.uk)

Tel: 07984948091

Email: [manager@treasurekeepers.co.uk](mailto:manager@treasurekeepers.co.uk)

Registered Company Number: 07866367

Treasure Keepers Head Office is the registered address in relation to its operation as an Adoption Support Agency, which is in the process of registration with Ofsted under the Care Standards Act 2000.

In its operation as an Adoption Support Agency, Treasure Keepers must also appoint a “responsible individual” and a “registered manager”, as follows, subject to confirmation and registration by Ofsted.:

### Responsible Individual

*Vikki Cohen*

*Treasure Keepers Clinical & Service Director*

*Chartered Practitioner Psychologist*

*Bsc(hons) Msc DipCounsPsy C, Psychol AFBPsS*

Vikki is a HCPC Registered Principal Practitioner Psychologist and the Service/Clinical Director for Treasure Keepers. She holds strategic responsibility and accountability for Treasure Keepers.

Vikki is also the Clinical & Service Director for Treasure Keepers. Vikki is a highly qualified, specialised and experienced Practitioner Psychologist and has worked with families, carers, children & young people who have experienced developmental trauma since 2007.

Treasure Keepers was established by Vikki in 2016.

### Service Registered Manager

*Jo Groom*

*Therapeutic Social Worker*

*BA (Hons) Social Work First Class*

Jo is an experienced, qualified and registered social worker who has supported Children Looked After since her registration (2015). Before this she gained experience through working with Children in Need and Child Protection Teams within the Local Authority.

Jo holds day-to-day operational responsibility for the management of the Treasure Keepers Service.

## STRUCTURE OF TREASURE KEEPERS

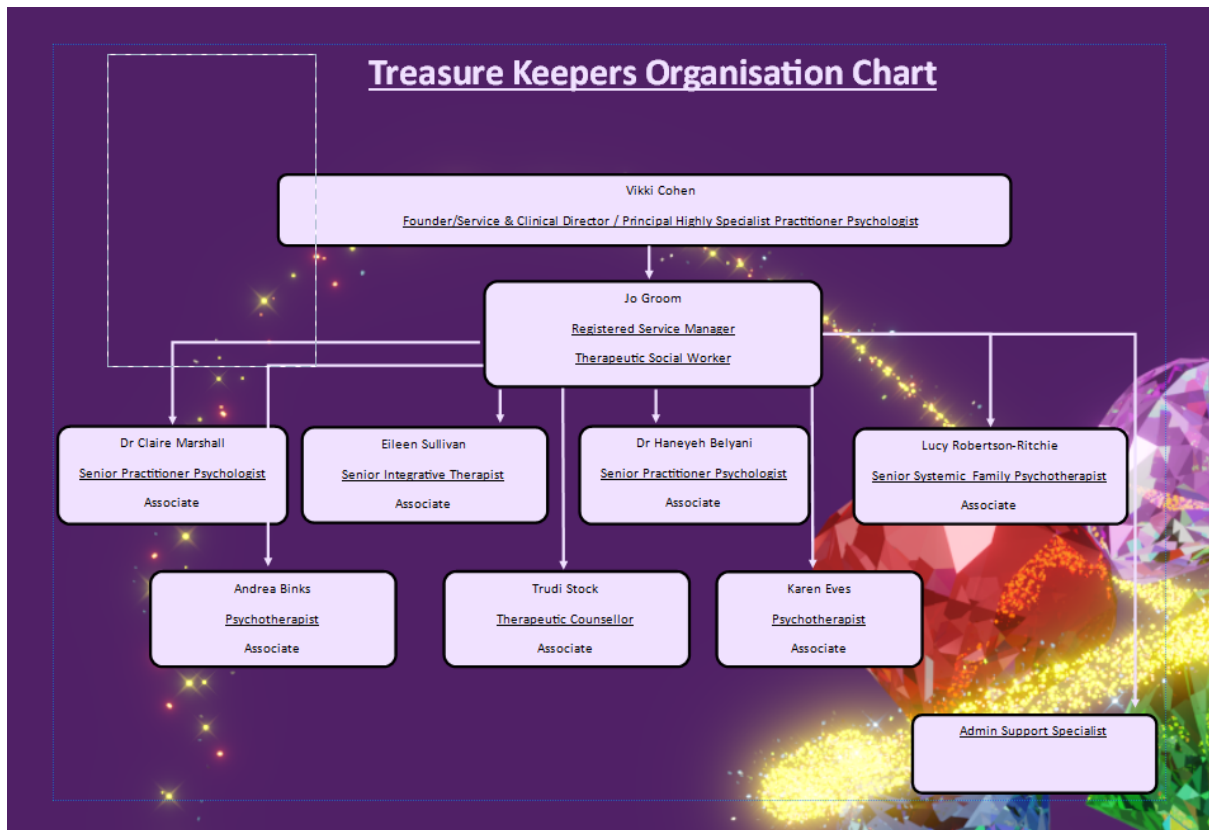
Treasure Keepers currently runs as a 'micro-company'.

Currently the Service is operational with 2 Employees – Director, Vikki Cohen and Registered Service Manager, Jo Groom.

All other key professionals are contracted under an 'Associate' agreement. This is a formal and legally binding agreement which is regularly reviewed. All Associates are expected to adhere to the Treasure Keepers Policies.

Associate Practitioners all have recognised and regulated qualifications in their discipline and are either HCPC Registered Psychologists or UKCP/BACP Therapists. They have all completed the Treasure Keepers Induction processes and Treasure Keepers Model Training. They received monthly clinical supervision and monthly management supervision from within the company at no additional cost to them.

Treasure Keepers have external Consultants. These include a Consultant for Accounting, External Supervision and Human Resources. All of these external Consultants provide a monthly service to Treasure Keepers.



## POLICIES & PROCEDURES

Treasure Keepers have a comprehensive policy pack which is distributed to all Employees and Associates. This is also available on our website.

These policies are updated on at least a once yearly basis or as and when required.

This policy pack is available to all of our Service Users and any Professional or member of the general public.

For this Statement of Purpose details are given on 2 key policies:

- [Child & Adult Safeguarding and Protection Policy](#)

***Safeguarding and protecting children and Adults is of the highest priority for Treasure Keepers.***

***Any concerns around risk, crisis management or critical incidences for Children or Adults should be managed in line with the guidance within this policy.***

Treasure Keepers Service Users are safeguarded from all forms of abuse, exploitation and discrimination, whether deliberate or inadvertent, in accordance with written policies and procedures.

This policy is also applicable to Children or Adults who are not Treasure Keepers Service Users, but with whom Treasure Keepers comes into contact.

Safeguarding also means being proactive about promoting and maintaining a child's well-being. Aiming to avoid situations where children could be at risk of developing not well or become at risk of harm.

#### **Designated Safeguarding Lead (and Service Registered Manager)**

Jo Groom

Email: [manager@treasurekeepers.co.uk](mailto:manager@treasurekeepers.co.uk)

Telephone: 07984948091

Website: [www.treasurekeepers.co.uk](http://www.treasurekeepers.co.uk)

#### **Introduction**

The following safeguarding policy and child protection procedures are in line with the 'SET Safeguarding and Child Protection Procedures' and all relevant legislation and government guidance (please refer to the policy in full for further details)

#### **Key Principles:**

- Safeguarding is everyone's responsibility.
- For services to be effective each professional and organisation should play their full part
- A child-centred approach should be adopted: for services to be effective they should be based on a clear understanding of the needs and views of children.

#### **➤ Complaints & Compliments Policy**

This policy is written in line with all applicable legislation and government guidance (please refer to the policy in full for further details).

We also encourage feedback from our Service Users (Adults and Children) and have a postbox outside the consultation rooms in which they can post their thoughts and ideas.

#### **Introduction**

As a Service we value feedback.



Compliments and complaints are valued as a source of information and enable us to reflect on how we can further improve and innovate in our service.

All Service Users, referrers and training course attendees will have access to this policy.

Children and young people also have a separate children's guide which explains the complaints policy. This is available in printout or can be downloaded from our website.

Complaints will be handled with efficiency and each stage will be concluded within 28 days.

Complainants will have the right of appeal.

Confidentiality will be maintained at all stages.

### **Compliments**

Treasure Keepers<sup>®</sup> aims to use compliments to enable us to develop a service of excellence and to encourage all our professionals to be the best they can be.

A compliment may be made about an individual, or the organisation as a whole and may be made by both those external and internal to the service.

#### **Aims of the Compliments Policy**

- ✓ To ensure that compliments received are properly recorded, acknowledged and communicated to the individuals who are being complimented.
- ✓ To identify areas for improvement and potential good practice can be identified and used to promote a higher quality of performance

### **Complaints**

Treasure Keepers have a complaints management process.

Such complaints would be invited for submission to the Director of Treasure Keepers or to the Service Manager.

If the complaint should be about the Director, then all Service Users are advised at the point of initial contracting how they can make a complaint to the British Psychological Society; and/or the Health Care Professionals Council; or to Ofsted.

The complaints procedure as detailed below would be initiated by the Director and then if it cannot be resolved through step 1 (informal) then this would follow the process of step 2 (formal) but would be reviewed as in step 3 by the independent person. This would be to avoid bias.

If the complaint is about the Registered/Service Manager, then this should first be raised to the Clinical/Service Director and then the complaints process (see below) will be followed if required.

If a complaint is about the service as a whole then Service Users are advised (In the

Children's and Adult's Treasure Keepers Services Guide) to contact their referring Local Authority Commissioning Team.

### **Aims of the Complaints Policy**

- ✓ The aim of this policy is to enable any individual who comes into contact with Treasure Keepers to have information regarding the process in place for receiving formal feedback on the services which we provide.
- ✓ Treasure Keepers believes it vital to operate in an open and accountable way in order to build commissioner and Service User trust and therefore gladly welcomes all types of feedback, including negative.
- ✓ Treasure Keepers<sup>®</sup> aims to respond to comments positively in order to ensure that we keep our commitment to clients and provide as quality a service as possible.
- ✓ This policy sets out the process that a complaint will go through from its inception to its satisfactory resolution agreed upon by Treasure Keepers<sup>®</sup> and the complaint creator.
- ✓ Despite the set route that such comments take when received by Treasure Keepers<sup>®</sup>, every case is considered individually so that the most relevant action is taken.

### **The purpose of the Complaints Procedure**

Initially the purpose of formally processing complaints is to be able to determine the cause of the complaint.

This can then lead us to assess why this complaint came to be and if relevant improve processes to prevent reoccurrence.

There are two desired results of the complaints procedure:

- 1) Initially to ensure that the complainant is fully satisfied with our proposed resolution.
- 2) To enable Treasure Keepers to look at the way we manage services using the complaints to assist us in avoiding the issue occurring again in the future.

By analysing the complaint, we believe we can provide a better quality service to our Users. We encourage individuals who wish to make a complaint to contact Treasure Keepers directly by email on [manager@treasurekeepers.co.uk](mailto:manager@treasurekeepers.co.uk).

Treasure Keepers always aims to provide a timely response.

The more information provided, the quicker Treasure Keepers will be able to provide a satisfactory response.

Treasure Keepers will ensure complaints can be made by a person acting on behalf of a child. Details of how to do this are provided within the Children's Guide (page 10) which is distributed to every Child and Young Person receiving Treasure Keepers Services.

We will do all we can to help or support in the making of a complaint, where this is necessary.

We keep a record of the number and type of complaints/compliments received in order to improve our service and provide relevant training.

## CHILDREN'S GUIDE

All Children and Young People receiving a service from Treasure Keepers are given a Children's Guide.

This can also be downloaded directly from our website ([www.treasurekeepers.co.uk](http://www.treasurekeepers.co.uk) )

This gives them information about the service they will receive as well as letting them know about their right to complain not only to Treasure Keepers but also to Ofsted and the Children's Commissioner.

## MONITORING & EVALUATION SERVICES

Treasure Keepers place a premium on providing high quality services.

We have several processes which are designed to help us maintain the quality and standards of the services provided:

### Outcome Tracking

All Service Users have their outcomes tracked every 6 months and a review report provided. This is a mixture of both 'soft' and 'hard' data.

The psychometric tests that were completed at assessment are re-run and compared for progress every 6 months.

Feedback is gained directly from the Children/Young People and the Parents/Carers on their evaluation of their progress through our models (by completion of a 'survey monkey' evaluation)

Review reports enable a focus on whether the aims of the intervention are being met and whether progress is being made.

### Supervision & Training

All Associate Practitioners receive clinical supervision once a month from the Director (at no additional cost to them). This is focussed on assuring the services provided are in line with the clinical models of Treasure Keepers.

All Associate Practitioners receive management supervision once a month from the Service Manager. This is focussed on assuring the services provided are meeting aims and outcomes

set out in the assessment report and that all reporting and case management is running smoothly.

The Service Manager receives monthly supervision from an external experienced Systemic Psychotherapist.

The Service Director has monthly supervision from an external highly experienced Consultant Psychologist.

All staff and Associates receive Induction Training and have training in relation to Safeguarding and access to training and updates on adoption legislation and practice.

Treasure Keepers remain well connected and receive updates on good practice and policy development.

### **Feedback**

Feedback is invited every 6-12 months as part of the reviewing processes. A 'Survey Monkey' evaluation is sent to all Children, young People and Adults receiving services.

All Service Users are invited to 'post' thoughts and ideas into our Postbox, located at our therapy rooms, so that improvements/adjustments can be considered.

Feedback is also collected after all training services have been delivered.

### **Meetings**

Feedback on service quality and effectiveness is gained through regular consultation meeting with commissioners and referrers.

### **Internal Processes**

As part of the Manager's 6 monthly report, the whole service outcomes are evaluated and tracked to help highlight areas of development. This includes a tracking on the whole-service psychometric data as well as reviewing placement stability and safeguarding incidences.

There is a 6 monthly review of short-, medium- and long-term goals for the service.

The Service Manager and Director meet weekly to drive forward service development and maintain good practices

There at least an annual review of all policies in light of legislative and regulatory changes.

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### **Address of Registration Authority**

As a registered Adoption Support Agency, Treasure Keepers is subject to regulation and inspection by:

Ofsted  
Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD

Tel: 08456 404040

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)



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