



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)

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 is a specialised service dedicated to supporting children and families affected by developmental trauma, mental health issues, and adoption challenges. As a small, innovative psychological service, we focus on assisting those impacted by complex trauma through tailored support for children, families, and professionals.

Our offerings include comprehensive psychological assessments for complex trauma and attachment issues, psychological consultations, therapeutic services (including adoption support), and training programs. We adopt a blended approach that combines insights from social care and psychological health.

Our work is guided by a structured framework that integrates various psychological therapy methods specifically designed for trauma treatment. Our assessments, interventions, and training are grounded in a deep understanding of trauma psychology.

This approach is further enhanced by a social work perspective that emphasizes risk management while fostering individual strengths, all viewed through a therapeutic and relational lens. This unique combination aims to achieve optimal outcomes for young individuals.

Our psychological consultations and interventions are structured around our customised frameworks, including TREASURE therapeutic parenting and GEMS psychological therapies.

We provide services to children and young people from childhood through adolescence (up to age 24) who have complex trauma needs, often stemming from experiences of trauma and abuse, including physical, emotional, sexual, and neglect.

MISSION STATEMENT

Stability, Strength & Sparkle

Vision

Our goal is to support everyone impacted by developmental/complex trauma—children, young people, parents, caregivers, and professionals—in uncovering and valuing their Stability, Strength, and Sparkle. This journey aims to foster resilience and enhance well-being in the face of trauma.

We are committed to enhancing understanding, empathy, and results for children, families, and care settings affected by developmental/complex trauma through innovative, creative, personalised, and high-quality services.

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 is dedicated to assisting children and young individuals who have faced developmental/complex trauma, along with their families or caregivers, in recognising and valuing their **Stability, Strength, and Sparkle**.

We hold the belief that every child who has experienced developmental/complex trauma deserves a joyful childhood, enriched by exceptional parenting and a diverse array of opportunities to nurture their talents and skills, ultimately paving the way for a successful adult life.

We also believe that the journey of Parenting can be cherished and supported to foster the development of resilient, stable families and placements. Treasure Keepers strives to achieve this by enhancing and fortifying relationships, promoting the emotional, mental, and physical well-being of young people, and creating an environment of safety and stability that allows families and individuals to shine and realise their full potential.

To enhance outcomes and build trauma resilience, Treasure Keepers employs our organisational frameworks, Models of Therapeutic Parenting (TREASURE) and Psychological Therapies (GEMS).

Key Objectives:

- **Delivering Exceptional Assessment and Therapeutic Services** that Enhance Outcomes for Young Individuals and Family/Placement Stability. It is crucial that these services are provided promptly, as childhood and adolescence progress rapidly.
- **Recognising the Nuances of Developmental Trauma.** Treasure Keepers emphasise the significance of comprehensive and holistic specialist psychological assessments. Understanding the experiences that a young person has endured, their current challenges, and their future potential is vital for tailoring appropriate support for both the individual and their Parent/Carer.
- **Fostering Stability, Strength and Sparkle.** Treasure Keepers is committed to transforming the challenges associated with developmental/complex trauma and the resulting life transitions for children (such as entering care or adoption) into opportunities for enhanced stability, strength and sparkle. Although the path of developmental/complex trauma may be arduous, it can pave the way for recovery and growth within nurturing family environments. Our psychological interventions (TREASURE and GEMS) aim to help individuals achieve greater internal stability, strengthen their family/placement dynamics, harness their inherent strengths, and rediscover their sparkle (including talents, well-being, and hope).
- **Empowering Outstanding Parenting.** Parents and Carers of children who have faced developmental/complex trauma (including those who are Looked After or Adopted) are required to be 'exceptional and sparkling' caregivers. The children in their care may exhibit complex emotional, behavioural, psychological, and health-related challenges. Consequently, Parents and Carers may find the demands of providing responsive and therapeutic parenting to be overwhelming and perplexing. Access to high-quality support is essential for successfully navigating these challenges.
- **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!
- **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/complex 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 most qualified specialised practitioners**, ensuring they receive comprehensive training, supervision, and support within Treasure Keepers.
- **Foster and enhance community connections and establish high-quality collaborative practices** with other professionals, agencies, and systems that engage with our Young People and Families.
- **Involve and consult our Service Users** in both service delivery and the development of services.
- **Stand TOGETHER** (please refer to our 'code of conduct') to guarantee that all Service Users and partner professionals are treated with dignity, free from discrimination or bias.

- **Adhere to statutory directives**, including the national minimum standards for Adoption Support Agencies as outlined in the Care Standards Act of 2000, the Adoption and Children Act 2002, and related legislation such as the Adoption Support Agencies (England) and Adoption Agencies (Miscellaneous) Regulations 2005, Statutory Guidance on Adoption from July 2014, and the Children Acts of 1989 and 2004, along with the Children and Adoption Act 2006.

Treasure Keepers Services & Delivering Outcomes

We focus on fostering **placement/family stability and building attachment/relational health while facilitating recovery from trauma and Adverse Childhood Experiences (ACEs)**, thereby enhancing mental health and overall well-being and life outcomes.

Our 4 key outcomes from intervention are:

1. **Family/Placement Stability**
2. **Improved Quality of Relationships (Supporting Family/Placement Stability)**
3. **Improved mental health & trauma symptoms**
4. **Improvements as reported through feedback from Service Users.**

ACCESS TO SERVICES

Treasure Keepers welcomes referrals from Local Authorities, Regional Adoption Agencies, and individuals seeking assistance related to developmental trauma experiences.

Our primary collaboration is with Local Authorities that require services for Children and Families facing Developmental/ complex Trauma.

These families or placements may be utilising therapeutic services funded by the Adoption Support fund.

Additionally, funding for Treasure Keepers Services can be obtained from various Local Authority Children's Services Teams, such as those focused on 'Children Looked After' and 'Children In Need.'

Typically, Service Users referred by a Local Authority will have undergone assessment in accordance with the Adoption National Minimum Standards 15.2 and Regulation 13 of the Adoption Support Services Regulations 2005

Special Guardians are generally assessed under the Special Guardianship Support Regulations 2015, specifically Regulation 11.

In cases where such assessments have not been conducted, and it appears that Regulation 13 for adoption or Regulation 11 for Special Guardians is applicable, Treasure Keepers will facilitate access to assessment through the appropriate Regional Adoption Agency (RAA) or local authority Special Guardianship/permanency service.

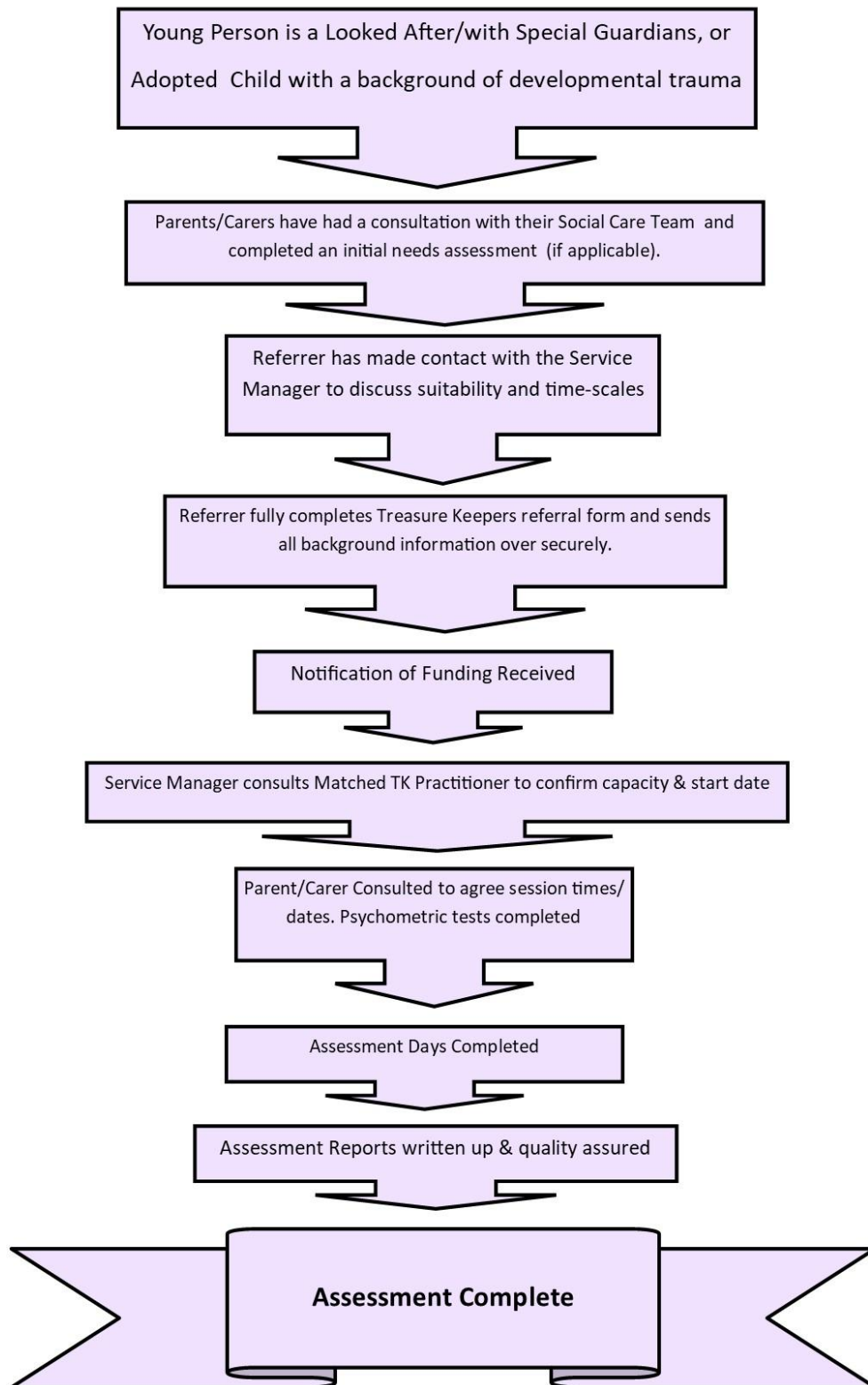
If deemed beneficial, we will notify the service user's authority about the assessment services offered by Treasure Keepers, enabling them to commission these services if they choose to do so.

Referral Pathway

- i. The referring agency/professional makes contact with the Service/Registered Manager by telephone or e-mail. (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 & Therapy Plan** (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 **Letter to Supporting Professionals**
Letter to Young Person (where appropriate)
 8. Treasure Keepers **Information and Appendices Report**
 9. Treasure Keepers **Funding proposal Report**
- Treasure Keepers assessments include 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[®] 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](#)
- [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).

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.

GEMS Joint sessions are usually attended by both Children and their Parents/Carers.

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

These sessions can offer a space for the 'live practice' of the interventions suggested in the TREASURE sessions and to develop attachment relationships. They also aim to enable the Parents (Co regulators) and 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
Genesis 	Beginnings/Brainstem/Lower/Reptilian	<ul style="list-style-type: none"> Increasing Safety Reducing fear Increasing awareness of body & emotions Increasing regulation & coregulation Increasing connection with body 	<ul style="list-style-type: none"> Breath Work Bi-lateral stimulation Yoga/exercise/movement games Emotion & Body Psychoeducation Individualised 'Cool box' built 	<ul style="list-style-type: none"> Regulation strategies Emotional & Physical Wellbeing strategies Safety strategies Understanding Trauma developed Relationships strategies & understanding
Emotional/Social 	Middle/Limbic/Midbrain/Mammalian	<ul style="list-style-type: none"> Increasing Regulating & Co-regulating relationships Increasing window of tolerance Understanding relationship triggers & Glimmers Developing more stable & secure relationships Increasing empathy 	<ul style="list-style-type: none"> Body connection exercises Mindfulness Theraplay exercises Creative work Board games Free Play 	<ul style="list-style-type: none"> Building Teamwork Regulation strategies Emotional & Physical Wellbeing strategies Safety strategies Understanding Trauma developed Relationships strategies & understanding Empathy developed
Mastermind 	Top/Neocortex/Computer-executive	<ul style="list-style-type: none"> Increased Brain Integration (up/down/left/right) Increased reflection Increased self regulation Improved identity & sense of self Improved thinking skills Improved focus 	<ul style="list-style-type: none"> Treasure Seekers Therapeutic Life Story work Treasure Trail Life Mapping work Self esteem work Memory/concentration/attention activities Support with Learning 	<ul style="list-style-type: none"> Building Teamwork Regulation strategies Emotional & Physical Wellbeing strategies Attributes & Resilience Safety strategies Understanding Trauma developed Relationships strategies & understanding
Synthesis 	Integration/Bringing it all together	<ul style="list-style-type: none"> Coherence & acceptance of self Improved physical & emotional wellbeing Less emotional & behavioural reactivity More flexibility Healthier relationships 	<ul style="list-style-type: none"> Self care exercises Life balance exercises Personal development exploration 	<ul style="list-style-type: none"> 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 help young individuals gain a clear understanding of their past experiences and their journey through adoption or being in care. To support them in recognizing and reflecting on their inner strengths and resources throughout their life journey.

Number of Sessions: 24

Treasure Keepers® has developed the Treasure Seekers Therapeutic Life Story model.

This method is trauma-sensitive and clinically informed, offering a unique perspective compared to other life story approaches. Our Treasure Keepers® trained clinicians deliver this model, utilizing their clinical expertise to ensure a safe and effective experience for each young person.

The model draws from various life story work methods, including the Richard Rose Therapeutic Life Story Work approach, while also incorporating psychological practices.

This is a phased approach. Session costs include: 1 pre-assessment session 5 hours dedicated to information gathering 18 direct work sessions

This approach may be particularly beneficial for young people who have faced significant 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*

- 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

Tel: 07984948091

Email: 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'.

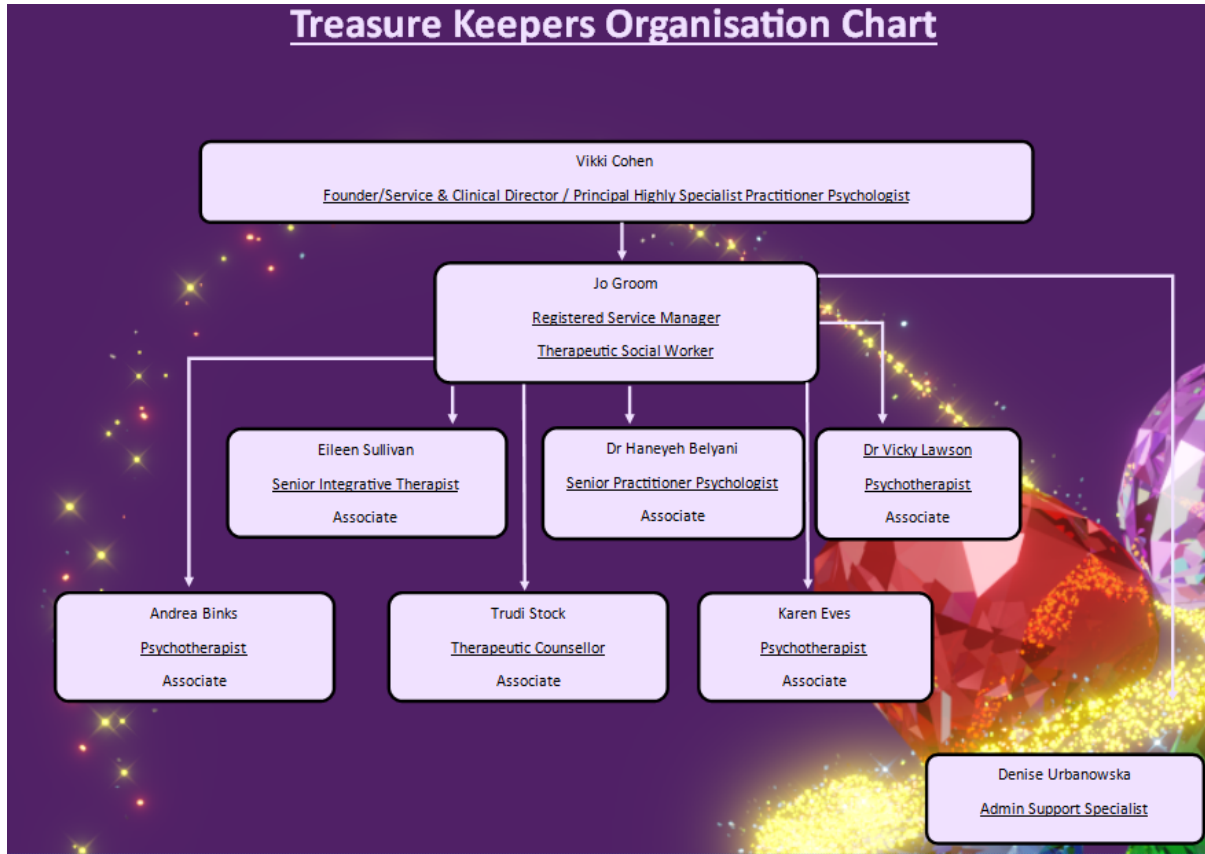
Currently the Service is operational with 3 Employees – Director, Vikki Cohen and Registered Service Manager, Jo Groom and Specialist Administrative Support Assistant.

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.

Treasure Keepers Organisation Chart



POLICIES & PROCEDURES

Treasure Keepers have a comprehensive policy pack and Employee Handbook 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

Telephone: 07984948091

Website: 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[®] 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® 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® and the complaint creator.
- ✓ Despite the set route that such comments take when received by Treasure Keepers®, 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.

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)

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 regularly from the Director & Principal Practitioner Psychologist (at no additional cost to them). This is focussed on assuring the services provided are in line with the clinical models of Treasure Keepers. Duration and frequency of supervision is dependent on the number of cases held.

All Associate Practitioners receive management supervision regularly from the Service Manager. Again, Duration and frequency of supervision is dependent on the number of cases held. 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.

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



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