

Chapter 2: Organisation Overview

Section One — Organisational Foundations

Version	2.0
Policy owner	Director (Rev. Camille Thelwell)
Approved by	Board of Trustees — to be confirmed on adoption
Date adopted	To be confirmed on adoption
Age range	7 to 24 years
Applies to	All staff, volunteers, trustees, commissioners and referring professionals

Pure Joy Adventures — Operations Manual, Volume Two

PURE JOY ADVENTURES — VOLUME TWO

Professional Operations Manual

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Document Control

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Applies To	All staff, volunteers, trustees, commissioners and referring professionals
Related Policies	Chapter 1 (Pure Joy Framework); Chapter 5 (Safeguarding); Chapter 15 (Admissions and Transition Planning); Equality, Diversity and Inclusion Policy
Legal/Regulatory Context	Children Act 1989 & 2004; Equality Act 2010; Children and Families Act 2014 (SEND Code of Practice 2015); UK GDPR / Data Protection Act 2018

2.1 Who We Are

Pure Joy Adventures is a community-led respite care and alternative provision organisation supporting children and young people with Special Educational Needs and Disabilities (SEND), including autism, learning disabilities, Social, Emotional and Mental Health (SEMH) needs, communication differences and complex medical conditions.

Pure Joy Adventures is not yet registered with Ofsted or the Care Quality Commission. Registration is currently in progress. This manual is designed to bring our practice into line with the standards expected of registered SEND, respite and children's services, so that the organisation is prepared for future registration, for scrutiny by commissioners and placement authorities, and for the day-to-day expectations of safe, accountable practice regardless of registration status.

2.2 Who We Support — Eligibility and Scope

This section sets out, in concrete terms, who the service is and is not able to support, so that referrers, families and staff have a shared and accurate understanding.

Criterion	Detail
Age range	7 to 24 years
Geographic area	Enfield and neighbouring boroughs (referrals from outside this area considered case by case, subject to capacity and travel risk assessment)
Needs catered for	Autism spectrum conditions, learning disabilities, ADHD, developmental delay, speech/language/communication needs, sensory processing differences, SEMH needs, and stable, well-controlled epilepsy or other medical conditions where a current care plan is in place
Needs we cannot currently meet	Children requiring 1:1 nursing care, unstabilised complex medical needs, or behaviour presenting a level of risk that exceeds our current staffing, training or premises (to be assessed case by case against the criteria in Chapter 10, Risk Assessment)
Maximum group size / ratios	To be confirmed
Session capacity	To be confirmed

Where a referral falls outside this scope, the Operational Manager will discuss this openly with the referrer and family, and will signpost to alternative provision where possible, rather than accepting a placement the organisation cannot safely support.

2.3 Our Purpose, Aims and Objectives

The purpose of Pure Joy Adventures is to enhance the quality of life of children and young people with SEND while strengthening the wellbeing of their families through high-quality respite, enrichment and personalised support.

Our objectives are to:

- provide safe, high-quality respite services that promote the wellbeing of children and families, delivered against the ratios and risk assessments set out in Chapters 10 and 11;
- deliver structured educational opportunities that complement formal learning, recorded against agreed outcomes (Chapter 16, Person-Centred Planning);
- promote emotional regulation, resilience and positive mental health through nurturing relationships and Positive Behaviour Support (Chapter 6);
- support communication, social interaction and friendship development through inclusive group experiences (Chapter 20, Community Inclusion);
- encourage independence through practical life skills appropriate to each child's age and abilities (Chapter 19, Life Skills and Independence); and
- work collaboratively with parents, carers, schools, health professionals and local authorities, recorded through the information-sharing procedures in Chapter 17 and Chapter 28.

2.4 Strategic Priorities

Current strategic priorities, reviewed annually by the Director and reported to the Board, are to:

- complete the policy and operational framework required for Ofsted/CQC registration;

- expand access to respite provision within current safe staffing capacity before increasing referral numbers;
- formalise partnership agreements (information-sharing protocols, referral pathways) with local schools, health services and Enfield Council; and
- strengthen workforce development through the training matrix set out in Chapter 23.

2.5 Our Core Values

Our core values are the Seven Pillars of the Pure Joy Framework, set out in full in Chapter 1, section 1.6: Love-Centred Practice, Joyful Engagement, Holistic Development, Individualised Support, Safe and Nurturing Environments, Collaborative Partnership, and Reflective Excellence and Continuous Growth.

2.6 Referral Criteria and Process

Children and young people may be referred by parents/carers, local authorities, schools, health professionals, social workers or other partner agencies. The referral process is as follows:

1. Initial enquiry. The referrer or family completes the Referral Form, providing details of the child's needs, current EHCP (where applicable), medical information, behaviour support requirements and known risks.
2. Information gathering (within 10 working days of receipt). The Operational Manager reviews the referral against the eligibility criteria in section 2.2, and requests any further information needed from the referrer, school or health professionals, with the family's consent.
3. Risk assessment and capacity check. A draft risk assessment is completed (Chapter 10) and checked against current staffing and ratios (section 2.2) before a placement offer is made.
4. Decision and feedback (within 20 working days of receipt of a complete referral). The family and referrer are informed in writing of the outcome. Where a referral is declined, the reason is given in writing and alternative provision is suggested where possible.
5. Where a referral is accepted, the admissions process at section 2.7 begins.

2.7 Admissions Process

Once a referral is accepted, admission follows a staged, person-centred process:

- Welcome meeting with the family to discuss needs, routines, communication preferences and aspirations, and to gather consents (photography, medication administration, emergency contacts, off-site activities).
- Document review: EHCP (where applicable), medical information, existing behaviour support plan and any risk assessments are reviewed jointly with the family and, where relevant, the referring professional.
- Individual Support Plan drafted within 15 working days of the welcome meeting, including the child's Communication Passport and, where applicable, a Medical Care Plan or Epilepsy Care Plan (see Appendices).
- Introductory/transition visit(s), of a length and number appropriate to the child, before regular sessions begin, to support emotional security and familiarisation with staff, peers and environment.
- Start date confirmed in writing, with the Individual Support Plan shared with all staff who will work with the child before their first full session.

2.8 Services We Provide

Pure Joy Adventures offers year-round respite provision, holiday programmes, after-school sessions, weekend activities, Social Joy Adventures (structured community outings), life-skills development, family support and community engagement. Current session days, times and venue are confirmed in the welcome pack issued at admission and are reviewed as the organisation's capacity changes.

2.9 Educational Opportunities

Pure Joy Adventures is not a registered educational establishment. Educational activity delivered within sessions is enrichment and complements, but does not replace, a child's formal education or EHCP provision. Where a child is out of school or awaiting a placement, this distinction is made clear in writing to the family, the local authority and the child's school, in line with Chapter 18 (SEND Support and Educational Opportunities).

Learning activities include literacy, numeracy, communication, problem-solving and creativity delivered through cooking, gardening, arts and crafts, drama, music, science exploration, outdoor learning and community visits.

2.10 Therapeutic Activities

Sessions incorporate activities that support emotional regulation, sensory processing, communication and wellbeing, including sensory play, art, music, movement, gardening, mindfulness and structured play, adapted to each child's profile as recorded in their Individual Support Plan. These are enrichment activities and are not a substitute for clinical therapy delivered by a qualified therapist; where a child receives external therapy (e.g. SaLT, OT), Pure Joy Adventures will seek consent to liaise with that professional to ensure consistency of approach.

2.11 Community Inclusion

Through Social Joy Adventures and other planned outings, children are supported to develop friendships, practise life skills and build confidence in community settings, in accordance with the off-site activity risk assessment procedure in Chapter 10.

2.12 Working with Families

Parents and carers are treated as equal partners. In practice this means families: receive a copy of their child's Individual Support Plan and may request amendments at any time; are invited to review meetings at minimum termly; have a named keyworker as their first point of contact; and are given the Complaints Procedure (Chapter 26) at admission.

2.13 Partnership Working

Pure Joy Adventures collaborates with schools, local authorities, therapists, healthcare providers, social workers, voluntary organisations and community groups. Information is shared only with the family's consent (or, where safeguarding requires it, in line with Chapter 5) and through the secure methods set out in Chapter 28. Where a child has a social worker, that social worker (or their team) is informed of any significant incident in line with statutory requirements.

2.14 Equality, Diversity and Inclusion

Pure Joy Adventures is committed to equality of opportunity under the Equality Act 2010 and will make reasonable adjustments to enable a child's participation wherever possible. Concerns about discrimination, harassment or unequal treatment, whether raised by a child, family member or member

of staff, are treated as a safeguarding and/or conduct matter and are handled under Chapter 5 (Safeguarding) and the organisation's Equality, Diversity and Inclusion Policy, not solely as a complaint.

Staff training on equality and inclusive practice forms part of mandatory induction (Chapter 22) and is refreshed in line with the training matrix (Chapter 23).

2.15 Reflection

This chapter is the organisation's working Statement of Purpose. It should be reviewed whenever capacity, eligibility criteria, ratios or services change, and must remain consistent with the operational detail given in Chapters 10, 11 and 15. Any inconsistency identified between this chapter and later chapters should be reported to the Director for correction at the next review.

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