



STATEMENT OF PURPOSE

Registration number: SC387711

April 2022

If you wish to have a copy of this Statement of Purpose in any other format, please contact:

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Chrysalis Associates is registered with and inspected by:

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Registration number: SC387711

Chrysalis Associates is managed by Dr Jacqueline Lynch and is based at:

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1. Introduction

This statement of purpose has been prepared in accordance with the requirements of the Standards and Regulations and will be a useful source of information for staff, service users, and external agencies.

The statement of purpose will be reviewed and updated on a regular basis, at least annually, and modified if necessary.

Upon request arrangements can be made for the Statement of Purpose to be translated, explained or produced in a different format to suit the needs of staff, service users or commissioning bodies.

Chrysalis Associates, registered with the Office for Standards in Education, Children's Services and Skills (OFSTED), operates within the requirements of the following primary and secondary legislation and guidance:

- The Adoption and Children Act 2002 and associated Regulations and Guidance
- The Children Act 1989
- The Data Protection Act 2018
- The Human Rights Act 1998
- The United Nations Convention of the Rights of the Child
- The Care Standards Act 2000
- Working Together to Safeguard Children
- Other relevant Legislation and Regulations and Guidance issued to Local Authorities, which highlights good practice relating to services



2. Aims & Objectives

Chrysalis Associates are a multi-disciplinary therapeutic team of professionals who specialise in the assessment and treatment of developmental trauma and attachment difficulties. We offer services to children, their carers and families as well as to organisations working to promote young people's wellbeing.

We aim to provide services of the highest quality which are evidence-based, timely and effective by:

- Ensuring that all therapeutic provision is supported by research
- Ensuring that all our staff are trained in the relevant therapeutic models
- Ensuring that all our staff receive regular supervision
- Expecting all our staff to undertake regular training to keep their skill base up-to-date

Always keeping children and families at the centre of everything we do by:

- Providing them with information leaflets
- Providing information about our complaints procedures
- Asking the children and their carers to fill out feedback forms at the end of Therapy
- Undertaking consultation and feedback exercises with children and their families

We aim to ensure that all our services are accessible and suitable for all regardless of race, colour, religion, nationality, sexuality, age or disability by:

- Ensuring one of the Directors acts as Equality and Diversity lead
- Ensuring all staff undertake Equality and Diversity training
- Monitoring the diversity of all the referrals we receive
- Using feedback forms to monitor our service provision
- Ensuring our information is available in different formats

We aim to ensure we keep children safe by:

- Ensuring one of the Senior Leadership Team acts as Safeguarding Lead
- Having a robust safeguarding policy that all staff are aware of
- Regular safeguarding training for all staff
- Ensuring all staff have a current enhanced DBS



3. Services provided

We offer services both to individual children, to their carers and families, and to organisations working to promote young people's wellbeing.

We offer a range of therapeutic interventions including:

- Trauma and Attachment therapy
- Post-adoption support
- Eye Movement Desensitization and Reprocessing (EMDR)
- Theraplay
- Dyadic Developmental Psychotherapy
- Art Therapy
- Psychotherapy with young people
- School Liaison
- Drama therapy

We also offer:

- Trauma and Attachment Assessments
- Assessments to inform Adoption Planning
- Psychological assessments
- Psychometric testing

For professionals and organisations, we can offer:

- Training on attachment and complex trauma
- Clinical Supervision and staff support (for individuals or groups)
- Consultation
- Consultancy on Team and Service development

What sort of issues do we work with?

- Attachment difficulties & Disorders
- Complex Developmental Trauma
- Adapting to changes (loss, separation, etc)
- Post-traumatic reactions
- Behavioural Difficulties

With whom do we work?

- Birth families / Adoptive families / Foster families / Special Guardianship families
- Children and Young People in Residential care settings
- Local Authorities
- Private Fostering Agencies

4. Assessment

The assessments provided by Chrysalis Associates are specifically tailored to the needs of the child and family. The commissioning organisation or family is welcome to contact Chrysalis for an informal discussion of their needs. Prior to a referral being made, the family and/or professionals involved can access a free consultation session with one of the management team to explore the issues in more detail and ensure Chrysalis is the right service to meet the family's need if required.

Once a formal written referral has been received, Chrysalis will provide an outline costing and proposal for services. Once funding has been confirmed, the family is contacted to arrange an assessment appointment.

All children and young people will receive a pre-therapy assessment in order to create an individual therapeutic package, unless this has already been completed by a clinical psychologist or similar as part of court proceedings.

The pre-therapy assessment comprises of:

- **Interview with Parents / Special Guardians / Carers**

This will focus on the Parents / Special Guardians / Carers identifying the child's developmental and pre-placement history as well as the child's challenges and strengths.

- **Marschak Interaction Method (MIM)**

The M.I.M. is a structured observation technique designed to assess the quality and nature of child-carer interaction to identify how the child reacts to the carer's attempts to:

- Structure the environment and set clear, appropriate expectations and limits
- Engage the child in interaction whilst being attuned to the child's state and reactions
- Respond in a nurturing way to the child's needs, including being able to soothe and calm the child when needed
- To provide and respond to challenge in an appropriate way

- **Wechsler Abbreviated Scale of Intelligence-second edition (WASI-II)**

The WASI-II provides an estimate of a person's general level of intellectual ability. The verbal ability is a measure of acquired knowledge, verbal reasoning and attention to verbal information, and the perceptual reasoning is a measure of fluid reasoning, spacial processing, attention to detail and visual motor coordination.

- **British Picture Vocabulary Scale**

The British Picture Vocabulary scale is a measure of a child's receptive vocabulary for Standard English which does not require any reading, speaking or writing. This test consists of a series of pictures from which the child has to select the correct one in response to a spoken word. It provides an approximate measure of the child's understanding of spoken language, and hence of their verbal ability.

- **Trauma Symptom Checklist for Young Children (TSCYC)**

The TSCYC is a standardized, parent/carer report test of trauma symptoms and evaluates acute and chronic posttraumatic symptoms and other psychological sequelae of traumatic events in children.

- **Behaviour Rating Inventory of Executive Functioning (BRIEF)**

Executive function describes a set of cognitive abilities that control and regulate other abilities and behaviours. We use the BRIEF to assess the executive functioning in the home and school environment. The BRIEF is useful in evaluating children with a wide spectrum of developmental and acquired neurological conditions.

- **Child Behaviour Checklist (CBCL)**

The CBCL evaluates behaviour and social competency of children and identifies difficulties in the following areas: Affective Problems, Attention Deficit/Hyperactivity Problems, Anxiety Problems, Oppositional Defiant Problems, Somatic Problems and Conduct Problems.

- **Thinking About Your Child**

This is a questionnaire developed by the DDP network and designed to be a self-report questionnaire for parents. It is split into four sections, firstly helping the parent to think generally about their feelings about their child, then to identify three areas that cause them concern, and then to reflect on their feelings about each of these areas. The questionnaire is given to parents to complete on their own, but the areas of concern are used to form the broader goals for therapy.

- **Assessment Checklist for Children (ACC) and the Assessment Checklist for Adolescents (ACA)**

The ACC was developed to measure mental health difficulties in children who are in looked after care. This carer-report psychiatric rating assessment measures behaviour, emotional states, traits and manners and data collected from a sample of children aged 5 to 10 years. A total of ten clinical scales and two self-esteem scales are measured, and each score is devised from a normative sample.

- **Goal-Based Outcomes**

This is a standardised method for identifying 3 clinical goals for guiding the process of therapy.

- **Short Sensory Profile 2**

This assessment is used in screening to determine whether sensory processing is a factor in a child's overall performance. This measure contains 34 highly discriminating items. There are six scores available. The first four scores represent the sensory patterns of Seeking, Avoiding, Sensitivity and Registration. There are also summary scores for sensory items collectively and a behaviour summary score. This assessment adds to the overall assessment by indicating whether and how sensory processing characteristics contribute to the whole understanding of a child and helps to identify any additional strategies that a child may need to regulate and engage in activities more effectively.

- **Minnesota Multiphasic Personality Inventory (MMPI)**

The Minnesota Multiphasic Personality Inventory (MMPI) is a standardised psychometric test of adult personality and psychopathology.

- **Symptom Checklist-90-Revised**

The Symptom Checklist-90-Revised (SCL-90-R) is a self-report symptom inventory designed to reflect the psychological symptom patterns of community, medical, and psychiatric respondents. The SCL-90-R is scored and interpreted in terms of nine primary symptom dimensions and three global indices of distress. Scores are standardised against normally distributed data and presented such that a T-Score of 50 is the average for a non-patient adult of their gender, and that a T-Score of 63 is the beginning of the clinical range.

- **Beck Youth Inventories – Second Edition**

The BYI is a 100-item self-report measure for children and young people aged seven to eighteen years old. It comprises of five self-report inventories that can be used separately or in combination to assess symptoms of depression, anxiety, anger, disruptive behaviour, and self-concept.

- **Family Relations Test**

This test examines the child's perception of the dynamics within their family. Having chosen outline figures to represent the members of the child's family, the child "posts" 39 messages as s/he deems appropriate to the different family members. The child is given the option of giving cards to more than one family member if they wish. Messages that the child feels do not apply to anybody in the family are given to the 'Mr Nobody' figure. The results are then collated into the positive and negative feelings

which the child gives to and perceives themselves as receiving from the different family members.

- **Interview with Child**

This will focus on the child completing their “Bag of Feelings” and “Magic Wand” to identify their own therapeutic goals.

- **Teacher Report Form (TRF)**

TRF is a questionnaire completed by the child’s teacher, and which evaluates the behaviour and social competency of children and identifies difficulties in the following areas: Affective Problems, Attention Deficit/Hyperactivity Problems, Anxiety Problems, Oppositional Defiant Problems, Somatic Problems, Conduct Problems.

- **Behaviour Rating Inventory of Executive Functioning – Teacher (BRIEF)**

The Behaviour Rating Inventory of Executive Function (BRIEF) is a questionnaire completed by teachers of school-aged children. It is designed to provide a better understanding of a child’s self-control and problem-solving skills by measuring eight aspects of executive functioning. The executive functions are mental processes that direct a child’s thought, action, and emotion, particularly during active problem solving. Specific skills include (a) selecting appropriate goals for a particular task, (b) planning and organizing an approach to problem solving, (c) initiating a plan, (d) inhibiting (blocking out) distractions, (e) holding a goal and plan in mind, (f) flexibly trying a new approach when necessary, and (g) checking to see that the goal is achieved.



Additional Assessment measures that can be commissioned

Weschler Intelligence Scale for Children, fourth edition (WISC-V): This is an assessment of a child's intellectual and neurological functioning. This involves completion of a number of subscales and the resulting score pattern is indicative of different areas of neurological processing, and the verbal and performance ability. The assessment takes approximately 90 minutes to complete and depending on the child would usually be administered over two sessions.

Weschler Memory Scale (WMS): This is an assessment of a child's memory processing ability. The WMS assesses a child's short and long-term memory, and overall memory capacity for both verbal and pictorial memory. The WMS is linked to the WISC-V and are often completed in conjunction to give a fuller neurological picture of potential damage. The WMS takes approximately 90 minutes to administer and must be completed within one session.

Sensory assessment completed by one of our Occupational Therapists either by telephone or face to face interview. The Sensory assessment takes about 90 minutes to administer.

Following on from the pre-therapy assessment, a therapeutic plan will be drawn up in conjunction with the family and the commissioner. Our therapeutic packages draw from the following interventions:

- Theraplay
- Dyadic Developmental Psychotherapy
- EMDR
- Cognitive Behavioural Therapy
- Sensory and regulation program for parents, children and schools
- Art therapy
- Drama therapy

More information on each of these interventions can be found in Appendix 1 of this document.

Chrysalis Associates is providing a hybrid service with a mix of face-to-face direct work with children under strict Covid-19 safe rules, and virtual therapy, programs and therapeutic parenting.



5. Staff

The Responsible Individual

Dr Helen Freake
Chrysalis Associates
48 Wostenholm Road
Sheffield
S7 1LL

Tel: 01142 509455

E-mail: helen.freake@chrysalisassociates.org

Dr Freake has worked as a Clinical Psychologist with children and their families since 2003 and has specialised in working with developmental trauma and attachment difficulties since 2006. She is one of the founder Directors of Chrysalis. In addition to her Doctorate in Clinical Psychology holds a BA in Social and Political Science from the University of Cambridge, and an Advanced Diploma in Clinical Supervision from the University of Sheffield. She is trained in (and passionate about) Theraplay, DDP, and EMDR. She has a particular interest in Mindfulness-based therapies (including training in facilitating Mindful Parenting Courses) and is an ordained Buddhist within the Triratna Buddhist Order.

The Registered Manager

Dr Jacqueline Lynch
Chrysalis Associates
48 Wostenholm Road
Sheffield
S7 1LL

Tel: 01142 509455

E-mail: jacqueline.lynch@chrysalisassociates.org

Dr Lynch is a Consultant Clinical Psychologist with over 20 years' experience. She holds a BSc in Psychology and a Doctorate in Clinical Psychology and has undertaken additional training in: Drama Therapy, CBT, Narrative Therapy, Family therapy and Group work. Dr Lynch is also a trained Dyadic Developmental Psychotherapy practitioner, and a level 2 Theraplay therapist, and trained in Children and Adolescents and Eye Movement Desensitisation and Reprocessing [EMDR]. Dr Lynch is also trained in AEDP and practices this with adults with developmental trauma. Dr Lynch is the Chair of CASA, sits on the National Consultative Committee and the NCF Adoption subgroup and the DDPI Racial Equity Committee and AEDP Diversity, Belonging, Equity and Inclusion Committee, and is a regular contributor to conferences.

Chrysalis Associates is a limited company, the Board of Directors are as follows:

Dr Helen Freake

Director, Clinical Psychologist and Responsible Individual

Dr Jacqueline Lynch

Director, Consultant Clinical Psychologist and Registered Manager

Sarah Allkins

Director

Sarah Allkins has over 20 years' experience working in Health and Social Care, including statutory and voluntary sectors. She holds a BA (Hons)/Dip SW and has completed the Open University course 'Managing Health and Social Care Services'.

Sarah Terry

Director

Sarah Terry has over 25 years' experience working in Health & Social Care, including the statutory and voluntary sectors. She qualified as a social worker in 1995, obtaining a MA/Dip SW at Leicester University, and has completed the Open University course 'Managing Health and Social Care Services'.

Staffing

Administrative Team

Rachel Schofield - Senior Administrator

Rachel has over 10 years' experience firstly as a Support Worker and then as a Team Manager supporting adults with a variety of disabilities, mental health conditions and complex needs. She is trained in Autism Awareness, Safeguarding, Personality Disorder, Attachment Disorder, holding diplomas in Health & Social Care.

Senior Leadership Team

Marion Cavan - Consultant Trauma and Attachment Therapist, Specialist Occupational Therapist, Health and Safety Lead

Marion has a BSc (Hons) degree in Occupational therapy. She qualified as an Occupational Therapist in 1996 and since then has work within children and young people's services in a variety of settings including Early Years, Health, Education and in private practice. She has worked extensively with children with a range of complex developmental difficulties including both physical and learning disabilities as well as in a residential setting for young adults with moderate/severe autism and challenging behaviour. Prior to joining Chrysalis Marion worked in Child and Adolescent Mental Health and a specialist deaf CAMHS service. She is experienced in the application of sensory processing strategies to enhance the development of regulation, assessment and treatment of developmental issues and play-based attachment work. Marion has completed postgraduate training in Sensory Integration, she has also undertaken additional training in the following therapeutic models; Theraplay, Dyadic Developmental Psychotherapy and EMDR.

Lisa Fletcher - Consultant Trauma and Attachment Therapist, Safeguarding Service Lead

As a Consultant Family and Systemic Psychotherapist Lisa has over 21 years' experience working in Health, Social Care and teaching in Post Graduate Education. Lisa is a qualified Family and Systemic Psychotherapist and holds an MSc in Systemic Psychotherapy, a Diploma in Systemic Psychotherapy, a post graduate certificate in Counselling, an MA/Dip SW in Social Work and a BSc in Sociology. She has undertaken post qualification training in Dyadic Developmental Psychotherapy, Theraplay, Sensory Integration, CBT and EMDR.

Ashley Ginter - Consultant Trauma and Attachment Therapist, Quality Assurance Lead

Prior to joining the Chrysalis team, Ashley worked with a variety of children and families impacted by trauma, disabilities, and/or mental health difficulties in both home and school settings. Ashley is a registered Social Worker with Social Work England and holds her Clinical License in Social Work in the

States. She has trained in Theraplay, Dyadic Developmental Psychotherapy (DDP), and Eye Movement Desensitization and Reprocessing (EMDR).

Ian Hutchinson - Consultant Trauma and Attachment Therapist, Art Therapist, Assessment Service Lead

Ian completed his BSc Philosophy and Sociology before gaining 10 years' experience, working with children of all ages in a variety of Special Educational Needs settings. Following this Ian gained a further 5 years' experience of therapeutic work within a Looked After and Adopted Children's team. Ian holds a Masters in Art Psychotherapy Practice and has worked as an Associate Lecturer and placement Co-ordinator on the course. He has completed training in Theraplay, Dyadic Developmental Psychotherapy and EMDR. In his current role Ian is a part of the Senior Leadership Team at Chrysalis and takes a lead within the assessment team. He has also been developing our transitions support program, which started running online during the pandemic. Ian has been a member of the Chrysalis team for around six years and continues to enjoy working collaboratively with children, families and colleagues.

Rachel Johnson - Finance Manager

Rachel joined Chrysalis Associates in 2016 as our Finance Manager. Rachel has worked in the finance sector since 2006 and has experience of office management, para planning, financial & accounting systems and managing a large team. Rachel previously worked for St James's Place a large investment bank within the financial services industry.

Trauma & Attachment Therapy Team

Dr Rachael Alexander – Senior Trauma and Attachment Therapist, Counselling Psychologist

Rachael is a qualified Counselling Psychologist and holds a BA in Psychology and Sociology, a Post Graduate Diploma in Psychology and a Doctorate in Counselling Psychology. She has undertaken additional training in Dyadic Developmental Psychotherapy, Theraplay and EMDR.

Sabrina Almas – Trauma and Attachment Therapist

Sabrina has a BSc in Psychology and obtained a Social Work MA in 2012. Since then, she has worked in local authority child protection and has over 5 years' experience in school social work, which involved training staff, supporting children and families and ensuring OFSTED compliance for safeguarding. Sabrina is currently undertaking a postgraduate diploma in counselling and psychotherapy.

Sarah Cassidy - Trauma and Attachment Practitioner

Sarah has over 10 years' experience with children and families in the Education sector, working with children with learning difficulties, mental health difficulties and fostered and adopted children. She is experienced with Safeguarding and trained in Theraplay, Dyadic Developmental Psychotherapy

and Lego Therapy. She holds a MSc in Developmental Psychology (specialising in Autism Spectrum Disorder) and a Post Graduate Certificate in Counselling and Psychotherapy. She is currently completing a further Post Graduate Diploma in Counselling and Psychotherapy.

Matthew Clark - Trauma and Attachment Practitioner

Matthew has over 12 years' experience working with children and families within the looked after care system including: adoption, fostering and family care proceedings. Prior to this he also worked within acute mental health settings and residential homes for children with disabilities. Matthew is a qualified therapist, having undertaken a BSc in Psychology and subsequent training in Theraplay, Dyadic Developmental Psychotherapy and EMDR. Currently Matthew is within the final stages of a Doctorate in Counselling Psychology and Integrative Psychotherapy with Middlesex University.

Hannah Engledow – Specialist Occupational Therapist

Hannah has a BSc (Hons) in Occupational Therapy. Since qualifying in 2017 she has worked in a Child & Adolescent Mental Inpatient Unit, helping young people with a range of conditions. Hannah has over 8 years' experience working with vulnerable children and adults as a support worker. Hannah has completed additional training in Self-Regulation including the Alert Program and BUSS training. She is also experienced in assessing and providing interventions for young people with sensory and regulation difficulties. Hannah has undertaken post graduate training in Sensory Integration.

Erica Hedges - Trauma and Attachment Therapist, Drama Therapist

Erica is a HCPC registered Drama Therapist. Since qualifying as a Drama Therapist in 2016, she has primarily worked in the education sector, working therapeutically with young people with emotional, social and mental health difficulties. This has included children from looked after and adopted backgrounds as well as young people with additional learning needs. In addition to Dramatherapy, Erica is trained in Theraplay.

Evangel Kehinde - Trauma and Attachment Practitioner

Evangel has a BSc (Hons) in Psychology. On graduating she worked with children experiencing trauma that had been placed in care. From 2016-2018 she joined Chrysalis Associates as a psychologist and in 2018 she studied to become a Psychological Wellbeing Practitioner within the NHS. For over 2 years, she has supported adults with mental health difficulties. Evangel has completed training in Theraplay, CBT and is in training on the DcPsych in Counselling Psychology.

Sam Parkey - Trauma and Attachment Therapist

Sam has over 20 years' experience of working with children and families within early years sector and 18 of these years have been within safeguarding, adoption, fostering and family support. Sam is a registered Social Worker with Social Work England. Sam is trained in Theraplay, Dyadic Developmental Psychotherapy, Infant Massage and Lego Therapy.

Claire Rowell - Senior Trauma and Attachment Therapist

Claire has attained a BA Hons in Early Childhood and Education Studies in 2000 and later studied Social Work Studies qualifying as a Social Worker in 2006. She has over 16 years' experience working with children of all ages and their families in a variety of settings including fostering and child protection (both in the UK and Australia). Claire has worked as a Trauma and Attachment Therapist for over 6 years supporting children adolescents and their families both on a dyadic and individual basis. Claire has trained in Theraplay, Dyadic Developmental Psychotherapy (DDP) and Eye Movement Desensitisation and Reprocessing (EMDR) with Adults Children and Adolescents.

Eleanor Smale – Trauma and Attachment Therapist, Art Therapist

Eleanor is an HCPC registered Arts Psychotherapist. Eleanor has over 15 years' experience working therapeutically with children and families including for the charitable sector, in schools and education, in women's shelters, with adopting and fostering families, and with families affected by cancer, eating disorders and life-limiting conditions. Eleanor has gained a distinction for her master's in art Psychotherapy Practice and an Advanced Post-Grad Diploma in the Therapeutic Application of the Arts. She is also trained in Dyadic Art Psychotherapy, Dyadic Developmental Therapy and Theraplay, and has undertaken additional training in somatic therapy, Internal Family Systems, the BUSS model of sensory integration, Clayfield, Sand-tray and Play therapies.

Psychology Team

Kiran Nanuan - Psychologist

Kiran holds a BSc in Psychology with Cognitive Neuroscience and a MSc in Forensic and Criminological Psychology. She has worked as a Learning and Support Assistant with children and young people in care. Kiran has also spent time volunteering on a hospital ward where she provided emotional support to elderly patients.

Najlah Sani-Omolori – Psychologist

Najlah has a BSc in Psychology and has worked for over 2 years as an ABA therapist with autistic children between ages 5 and 8 to support and carry out behavioural intervention sessions.

Ellie Shepherd – Psychologist

Ellie has a BSc (Hons) in Psychology and an MSc in Clinical Applications of Psychology. She has worked with children and families in a number of settings. This work has included assisting in a nursery, supporting SEN children in a local childminding setting, and working as an Honorary Assistant Psychologist at an independent company which specialises in supporting

adoptive and foster families. Ellie also volunteers for SHOUT, a mental health text support service.

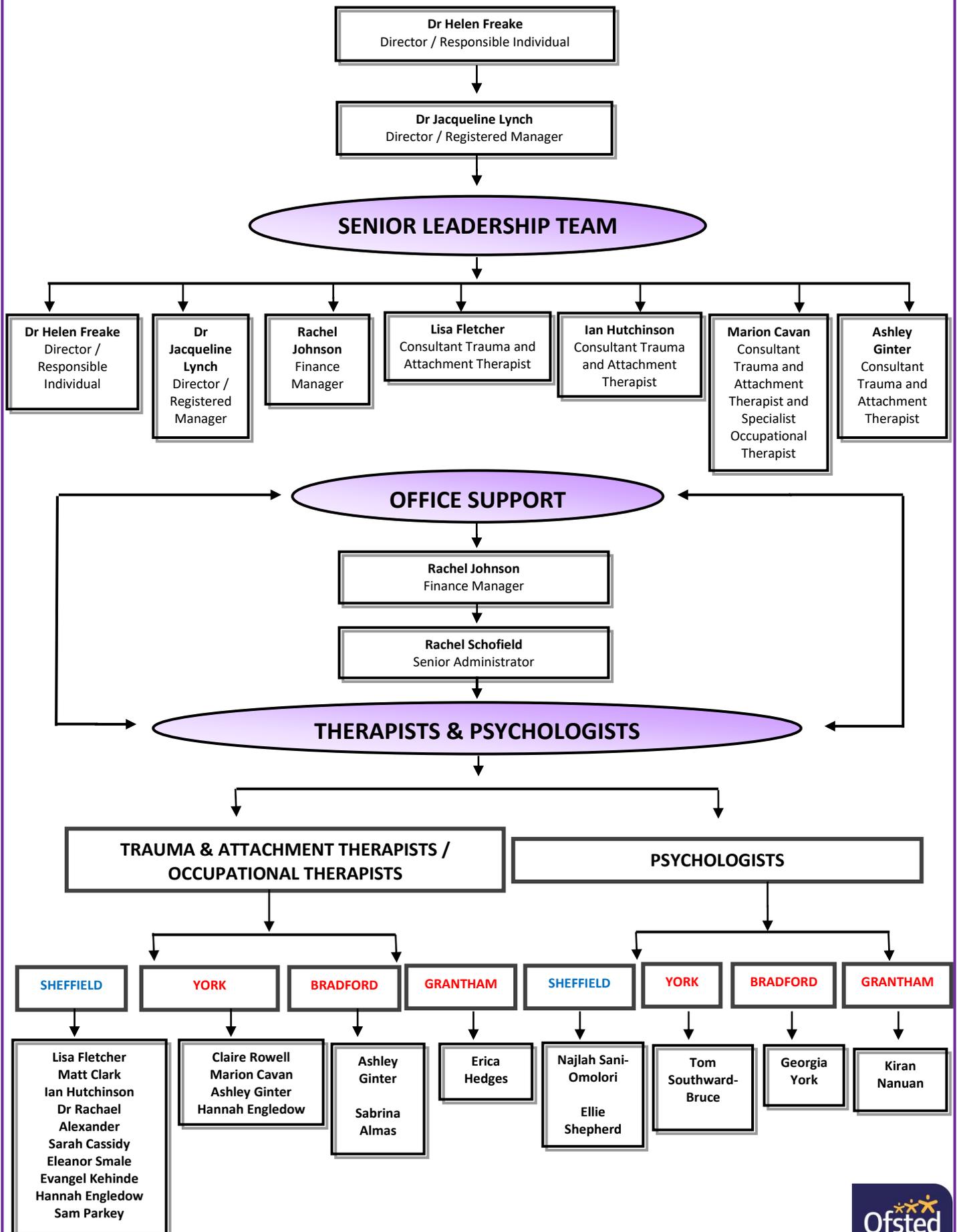
Tom Southward-Bruce – Psychologist

Tom has a BSc in Psychology with a Professional Placement. He has worked at Chrysalis since September 2019. Additionally, he completed his professional placement year of university in the Chrysalis Sheffield office between January and August 2018, with the four months prior to this being at the Harvard affiliate of McLean Psychiatric Hospital in Boston, Massachusetts, USA, completing a behavioural neuropharmacology research placement.

Georgia York – Psychologist

Georgia has a BSc (Hons) in Psychology. She has previously worked as a support worker in a residential care setting, providing care to young people with mental health difficulties. Georgia has also completed voluntary work within a hospital ward where the role enabled her to support adults with dementia and memory impairments.

6. Organisational Structure



Summary of complaints procedure

Chrysalis Associates has a formal Complaints Procedure, which is made available to all service-users at their first point of contact. A simple child-focused form is also available for children.

If the complainant, the staff member involved, and their Manager are unable to resolve the dissatisfaction, then the formal Complaints Procedure will be implemented without delay.

Complaints may also be directed to:

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231
Email: enquiries@ofsted.gov.org
Website: www.ofsted.gov.uk

Where a child or young person wishes to make a complaint Chrysalis Associates will seek to support them and provide them with the appropriate information to facilitate the process of their complaint. If the matter cannot be resolved through the organisations informal or formal Complaints Procedure, a child or young person may contact:

The Office of the Children's Commissioner

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

Freephone: 0800 5280731
Email: advice.team@childrenscommissioner.gsi.gov.uk
Website: www.childrenscommissioner.gov.uk

Coram Voice (Formerly Voice of the Children in Care)

Freephone: 0808 8005792
Email: info@coramvoice.org.uk
Website: www.coramvoice.org.uk

National Youth Advocacy Service

Freephone: 0808 8081001
Website: www.nyas.net

Coram Children's Legal Centre

Telephone: 0808 8020008
Website: www.childrenslegalcentre.com

Stage 1: Informal Complaint

A service-user can tell the people who run the service about their dissatisfaction.

If a service-user is not happy about the service that has been offered, he/she will be able to tell the person who is working with them. That member of staff should then tell their manager or supervisor about the complaint and also explain how they have dealt with it. This helps us to make sure that the matter has been handled properly. The manager will keep a written record of the complaint, because it is necessary for Chrysalis to take an overview of all concerns and complaints, so that we can ensure that we offer the best possible services.

If the service-user feels that the person he/she is working with cannot help them with the matter, or if he/she is not happy with the answers they give, then he/she should contact the registered manager.

The manager can be contacted:

- by telephone
- by letter
- by asking to see them

The registered manager will look into the matter and, wherever possible, the outcome of the investigation will be provided within ten days. If the service user is not satisfied with the outcome at this stage, the registered manager will support the service user in putting their concerns into writing. This then moves on to a Stage 2 complaint.

Stage 2: Formal complaint

All formal complaints must be put in writing to the Responsible Individual. In Chrysalis Associates, the Responsible Individual is a Director, who is removed from the day-to-day management of clinical work. The Responsible Individual can be contacted:

- by letter addressed to the Responsible Individual at:
Chrysalis Associates
48 Wostenholm Road
Sheffield
S7 1LL
- by e-mail: helen.freake@chrysalisassociates.co.uk

A service-user can ask a friend, family member, or advocate to help them think through what he/she wants to complain about and how he/she wants to share their views.

The Responsible Individual will let the Complainant know within three working days that their complaint has been received.

The Responsible Individual may:

- telephone the service-user and ask for more details
- arrange to meet with the service-user to discuss their concerns
- talk to other people who are involved

The Responsible Individual will look into the matter and, wherever possible, the outcome of the investigation will be provided within ten days. If the service user is not satisfied with the outcome at this stage, the matter will move on to a stage 3 complaint.

Stage 3: Review Panel

Under these circumstances, the complainant will then be considered by a Review Panel. The review panel comprises of our clinical lead, personnel officer and responsible individual and the panel will formally respond in writing within 28 days. The written response will also be sent to the commissioning agency.

Stage 4: Independent Review

The Independent Person is someone who is not responsible for the service that is being complained about and is not employed by Chrysalis Associates. The Independent Person will look into all the circumstances that led to the complaint and may interview the Complainant or other members of staff, may look at all the records concerning the matter being complained about, and will then recommend what should be done.

The Independent Person will aim to complete the Investigation within twenty-eight days. The findings and recommendations of the Independent Person will be given to the Responsible Individual, Complainant and commissioning agency.

Sometimes Investigations take longer than twenty-eight days. If this happens, the Complainant will be informed of the outcome as soon as possible.

If the Complainant is not satisfied with the outcome of the Investigation, he/she should tell the Responsible Individual within twenty-eight days.

Our independent person is:

Dr Johanna Hilton
Family Focused
PO BOX 10106
Nottingham
NG3 5DX

If the Complainant is still not satisfied, he/she can contact:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 4666

Other independent advice can be obtained from other organisations, such as The Citizens' Advice Bureau, which may be able to help; the local MP may also give independent advice.

If a complaint is made about one of the Directors, the independent person will be involved immediately to ensure due process is observed.

7. Monitoring and Evaluation

Chrysalis Associates strive to ensure that its services are effective and efficient, and continually monitors and evaluates its operations and administrative procedures. Systems currently in place ensure that the services provided by the Chrysalis are effective and the quality of those services is of an appropriate and high standard.

Service-Users

The organisation is committed to seeking feedback from service-users in order to inform future service provision and to assess the efficiency and quality of its service provision. We do this by:

- Asking parents/carers to complete a feedback form at the end of therapy.
- Running consultation forums for children on a regular basis.

The complaints procedure is readily accessible to all service-users, including children and is highlighted to service-users at the first point of contact with Chrysalis.

Feedback is included in each quarterly report and fed back to the Directors and Senior Leadership Team.

Referrers

The organisation is committed to seeking feedback from service commissioners/refers in order to inform future service provision and to assess the efficiency and quality of its service provision.

We do this by:

- Asking referrers to complete a feedback form at the end of therapy, and by sending professionals feedback forms electronically if a referrer does not attend for the feedback meeting.

Feedback is included in each quarterly report and fed back to the Directors and Senior Leadership Team.

Employees

Exit interviews are carried out with all staff leaving, where practicable and with their agreement, and their views taken into consideration.

In addition, we monitor the quality of our intervention through:

- Regular supervision with a team of peers.
- Regular clinical supervision with the Clinical Lead/Clinical Psychologist.
- Annual PDR's for all staff.
- Regular consultative forums with staff lead by senior leaders in the organisation.

- Ensuring all staff can evidence training in all the interventions they use.
- Commissioning external supervision from certified practitioners in the therapeutic interventions we use.

We monitor the effectiveness of our intervention by:

- Offering a pre and post intervention assessment.
- Providing post therapy feedback forms for the parents/carers and referrers to complete.
- Regular consultation with children.
- Annual consultation with Chrysalis Associates staff through PDR and consultation forums led by senior leaders.
- The Psychologist with responsibility for each service evaluation co-ordinates feedback information and it is fed back to the Directors and senior leadership team and is used to review and plan service delivery.

This Statement of Purpose was reviewed by Dr Helen Freake & Dr Jacqueline Lynch on 19.04.22.

Dr Helen Freake (Responsible Individual)



Dr Jacqueline Lynch (Registered Manager)



Appendix 1: Information about our Therapeutic Interventions

Dyadic Developmental Psychotherapy

Dyadic Developmental Psychotherapy, developed by Daniel A. Hughes over the last two decades, differs from traditional non-directive approaches to child therapy in its involvement of the child's carer throughout the therapy sessions.

It is a treatment approach to trauma, neglect, loss and/or other dysregulating experiences that is based on principles derived from attachment theory and research, and also incorporates aspects of treatment principles for Post-Traumatic Stress Disorder (PTSD).

Dyadic Developmental Psychotherapy involves creating a safe setting in which the child can begin to explore, resolve and integrate a wide range of memories, emotions and current experiences that are frightening, shameful or avoided.

Safety is created by ensuring that this exploration occurs with nonverbal attunement, reflective (non-judgemental) dialogue, along with empathy and reassurance. As the process unfolds, the child is creating a coherent life-story (or autobiographical narrative) which is crucial for attachment security and is a strong protective factor against psychopathology. Therapeutic progress occurs within the joint activities of co-regulating affect and co-constructing meaning.

Non-verbal attunement refers to the frequent interactions between a parent and infant, in which both are sharing affect and focused attention on each other in a way such that the child's enjoyable experiences are amplified, and their stressful experiences are reduced and contained. This is done through eye contact, facial expressions, gestures and movements, voice tone, timing and touch.



These same early attachment experiences, which are fundamental for healthy emotional and social development, are utilized in therapy to enable the child to rely on the therapist to regulate emotional experiences and to begin to understand these experiences more fully. Such understanding develops further thought engaging in a conversation about these experiences, without judgement or criticism. The therapist will maintain a curious attitude about the memories and behaviours, encouraging the child to explore them to better understand the deeper meanings in their life and gradually develop a more coherent life-story.

The primary therapeutic attitude demonstrated throughout the sessions is one of playfulness, acceptance, curiosity and empathy (PACE). For the purpose of increasing the child's safety, their readiness to rely on significant attachment figures in their life, and their ability to resolve and integrate the dysregulating experiences that are being explored, a person who is an important attachment figure to the child, their parent/carer, will be actively present.

The role of the parent/carer in the child's psychotherapy is the following:

- Help the child to feel safe
- Communicate PACE, both non-verbally and verbally
- Help the child to regulate any negative affect such as fear, shame, anger or sadness
- Validate the child's worth in the face of trauma and shame-based behaviours
- Reassure the child that their relationship remains strong regardless of the issues
- Help the child to make sense of their life so that it is organised and congruent



More information about DDP can be found at www.danielhughes.org

Further details about the evidence base for DDP can be found in the following articles:

Becker-Weidman, A. (2006) Treatment for children with trauma-attachment disorders: Dyadic Developmental Psychotherapy. Child and Adolescent Social Work Journal, March, 2006.

Theraplay®

Theraplay® is an attachment therapy developed by Ann Jernberg and Phyllis Booth in the 1960's. The primary focus of the Theraplay® model is the parent child relationship, including adoptive parents and foster carers. The aim is to strengthen or re-establish the parent -child bond following loss, trauma or separation. Theraplay® is a useful therapeutic model for children with a variety of social and emotional difficulties, as well as acting as a useful preventative tool to strengthen the parent-child relationship in the face of increased risk factors.

Theraplay® involves emotionally attuned, interactive, physical play, with nurturing touch as an integral part of the therapist, child, carer interaction. The focus of the therapy is based in the here and now, rather than on an analysis of past trauma experiences, interpretation of play or pretend play. It is geared to the child's emotional level, and therefore may often include games usually played with younger, pre-verbal children.

Within the play, the therapist takes charge of all the games, and teaches the carer to do likewise. The goal is to teach the child that adults can be in control as part of a positive, mutually enjoyable relationship, where the parent/carer and therapist work to engage the child in an emotionally healthy, fun manner.

The starting point for Theraplay® is the Marschak Interaction Method (MIM), an assessment of the parent/carer - child interaction. The parents/carers and child are presented with a selection of games aimed at analysing their interaction patterns. These patterns are analysed within four parameters: Challenge, Structure, Nurture and Engagement. The analysis is used to guide the direction of the therapy treatment plan, which is then developed in consultation with the child's parent/carer.

Further information can be found at www.theraplay.org



Eye Movement Desensitisation and Reprocessing - EMDR

EMDR was developed by Dr Francine Shapiro, Clinical Psychologist, in 1987. Whilst trying to resolve a number of distressing personal issues Dr Shapiro noticed that the emotional impact of the traumatic memories was lessened after a period of bi-lateral stimulation to the brain.

Further research has identified that trauma or phobias can, for some, become lodged within the brain in a manner that makes them irresolvable. As a result, the brain acts to understand the experience by continually replaying the trauma in an attempt to help it adapt. This results in symptoms such as flashbacks, nightmares, preoccupations with the incident and constant rumination. The physical consequences of this include hyper vigilance, exaggerated startle response, sleep difficulties and a heightened sense of arousal and anger, which the brain seeks to avoid. As the toll becomes too great to bear, the person/child is at risk of emotionally detaching from reality.

Dr Shapiro identified that if the memory of the incident(s) is recalled, and at the same time the brain is bi-laterally stimulated (using rapid eye movements), it will allow the brain to re-experience the trauma and the related cognitions that may be hindering and distressing them in the present. Once the trauma has lost its emotional impact and the person has become desensitised to the pain of the memory it is possible to link the memory to a more positive cognition using the same technique (reprocessing).

EMDR has been shown to be both effective with adults and children, and can be used alone to manage recovery from a single traumatic event or from a simple phobia. It is also a useful tool to be included into therapeutic packages with clients who have experienced more chronic trauma histories. The advantage of using EMDR with children is that it can be a relatively speedy model, does not rely on good verbal skills, and can be integrated into a dyadic intervention with both child and carer/parent.

Further information about EMDR can be found at www.emdr.com

Cognitive Behavioural Therapy

Cognitive behaviour therapy (CBT) is based on a therapeutic approach originally developed in the 1950s and 1960s by Albert Ellis, PhD and Aaron Beck, M.D.

CBT is a goal-oriented approach to understanding and overcoming specific problems in the “here and now”. It is based on the understanding that our thoughts, feelings and actions all mutually influence each other. Because of this we can change difficult feelings (such as anxiety, depression and anger) by deliberately altering how we think and behave. We can also influence our behaviour by altering how we think about a given situation. CBT usually starts with noticing and recording how thoughts feelings and behaviours interact at the moment, for example through diary keeping. The therapist and client then work together to decide on ways of changing these patterns, for example by challenging negative thoughts with more positive ones, or by introducing new positive behaviours such as relaxation techniques.

CBT has been demonstrated to be very effective at improving a wide range of mood disorders in adults. A number of studies have also demonstrated the effectiveness of CBT with older children and adolescents suffering from depressive disorders, anxiety and phobias, obsessive-compulsive disorder, post-traumatic stress and eating disorders. CBT has also been successfully used to help children cope with chronic illnesses and painful medical procedures.

Aspects of CBT are included in Dyadic Developmental Psychotherapy where the therapist and parent/carer help the child learn to identify and challenge the negative thoughts and expectations about people and events which lead to unmanageable feelings and destructive behaviours.

Cognitive behavioural techniques can also help parents to cope with and manage their children’s behaviour. CBT can help parents to understand the causes of their child’s behaviour and their own reactions to it, to stay calm when confronted with challenging behaviours, and to maintain their own emotional wellbeing even when parenting a “difficult” child.

Sensory and Regulation school and parent program

This is a program taught to parents, school and children and focuses on attachment and how trauma and attachment impacts a child sensory processing abilities as shown in their executive functioning. The three programs are designed to help parents and school to develop an understanding of the sensory and regulatory impact of trauma on children, and to devise an intervention program that works for their environment.

Sensory regulation, children and young people program

This program is followed, with age specific variations using the Alert program (www.alertprogram.com). This program offers your sensory/motor body-based strategies to help children and young people regulate more effectively. The Aim of the program is to support in the development of self-regulation, to increase children's self-awareness, and to support the ability to attain, maintain and change alertness states for the required task or situation. The Objectives of the program is to introduce parents and children to a regulatory language by providing a visual aid to understanding regulatory language. The program develops the use of strategies from 5 sensory areas, focusing on activities that offer 'heavy work to muscles and joints'.

Art Therapy

This is provided on a 1:1 basis as well as in slam groups and focussed on helping children to express their feeling through a on verbal medium. The groups focus on loss and transition and the art therapy is a guided process to help the client to manage these emotions whilst being able to integrate the experience at a metaphorical level.