

Witness Name : Ernest Mallett
Statement No : First
Exhibits: EM1-EM17
Dated :

THE INDEPENDENT JERSEY CARE INQUIRY

EXHIBIT EM2

Key Worker Principle

49. [REDACTED] employed the key worker principle, whereby staff would be responsible for one or two children and deal with all aspects of their care, ranging from maintaining records, liaising with teachers and parents to attending meetings, working with fostering and everything in between. Every child would know who their key worker was and every child would know who was designated in their place, if their primary key worker was on holiday for example.
50. I liked the key worker principle and know that [REDACTED] who I had worked in London with, had tried to bring it in when he moved back to Jersey, but had a lot of resistance. Any change in philosophy has to come from the top down and this approval was often not forthcoming in Jersey.
51. I think that a lot of the problems at that time in Jersey stemmed from a lack of awareness by staff of children's physical, psychological and emotional problems. In short, I don't think residential social care workers were trained to be empathetic and were not adequately trained at all.

Philosophy and Training

52. I was aware of the homes' philosophy in both [REDACTED] and [REDACTED] and I was provided with guidance and training throughout my time there.
53. It was during my time working for [REDACTED] that I studied at [REDACTED] and obtained a certificate in children, young person and youth work.
54. Each group home had a manager, whose role it was to roll out the ethos of the home and explain what they wanted to achieve. It was good to work there and I had a very good manager, a German man. He would spend time speaking with the staff and children. He would also carry out inspections and you wouldn't always know when he was coming.
55. Most junior staff went on training and you would be actively encouraged to attend training sessions. There were staff meetings every fortnight, where