



# STATEMENT OF PURPOSE



## CARE FIRST SERVICES

Semi-Independent Services 16-18 Years

243 Lozells Road, Birmingham, B19 1RJ

0121 551 0973



## **1 - Aims and Objectives**

Care First Services is a private care provider aiming to deliver high-quality person-centred care packages for young people aged 16-18 (semi-independent services) in need of support and working towards full independence in the Community.

We provide specialised care for young people including those with challenging behaviour and/or mental health and emotional dysregulation, with or without the presence of comorbidity.

We deliver a flexible and creative model of care within semi-independent settings. Our packages of care place the young person at the centre of what we do, fitting the hours and times of delivery around the needs of the young person's needs (supported living, outreach). We operate 24 hours a day, 365 days a year.

**Care First services operations are spread throughout the West Midlands – currently, our services are located in Birmingham, Redditch and Burton.**

**Care First Services is part of the West Midlands Placement Framework and the Leicester Framework.**

**At Care First Services, we fully stand for empowerment and honest and fair chances for all. At Care First Services, it is our strong belief that we can shape a future for all where nothing is out of reach, and no one is out of bounds. We have a passion for delivering high level standards of support inclusive of all sections of society, where we take part in a person's journey to independence and where all are allowed to dream and fulfil their potential.**

## **2 - Purpose**

Our purpose is to support young people aged 16 - 18 in high quality accommodations to ensure they have the skills they need to make a successful transition to adulthood and independence. Our models of care are flexible to a variety of needs and abilities.

Our team of highly trained staff will support people in the development of self-reliance, self-care skills and independent living skills that they need to make informed and age-appropriate decisions to prepare for a successful future.

We provide semi-independent accommodations for young people who either have endured a placement breakdown or for children to whom it is their first time in care:

Each young person's package is individually tailored around them and aims at meeting the required outcomes on their pathway to independence and future plans.

Each individual can expect the following:

- ✓ Be provided their own room with keys to their own space
- ✓ Receive a copy of house rules included in their welcome pack
- ✓ Be treated fairly and with dignity and with respect
- ✓ Be treated in a non-judgemental and non-discriminatory way with all their choices respected at all times.
- ✓ Dedicated Key workers who form part of the team around the child (TAC)

Yps are expected to co-operate with their support plans/pathway plans:

- ✓ A package of care that can also include therapeutic intervention and a crisis plan wrapped around the person
- ✓ Staffing support with a tailored staffing ratio day and night
- ✓ Fully trained support staff

### **3 - Our Ethos and values**

At Care First Services, we firmly believe that every young person aged 16-18 has the right to be supported into a successful transition from childhood to adulthood regardless of their background or circumstances. We constantly adapt to be able to respond appropriately to the young person's changing needs yet have consistency that builds trusting relationships with the young person to enable strong foundations to be established.

Our values include:

- ✓ Working with young adults and professionals to deliver quality services that meet their needs.
- ✓ Ensuring each individual has the opportunity to make a positive contribution to their community.
- ✓ Providing an inclusive service that embraces difference and promotes equality.
- ✓ Promoting opportunity that helps improve and transform lives.

## **4- Support Services**

Our staff approach is person centred, to assist young people who seek greater independence and autonomy. We will offer a range of support for young people to work towards their own level of independent living, maximising each and everyone's circle of support. All young people will be assessed prior to moving in with their individual needs taken into consideration. In conjunction with the health care professionals involved in their care, we will regularly review to determine the level of support required with a view to step them down to independence, using a strength-based approach as part as our Whole Systems Approach model.

At Care First Services, our objective is to provide high quality services that enable young people to reach their individual potential. In order to achieve this, we will:

- ✓ Promote the independence of young people at all times and encourage them toward independence by offering a high level of emotional support and practical help in health and educational/employment issues, cooking, budgeting and living skills.
- ✓ Provide a welcoming environment in which young adults feel comfortable, safe and proud to call their own.
- ✓ Provide a safe space where young people can feel safe, learn coping mechanisms, stabilise their behaviour and reflect on their experiences with support to move forward.
- ✓ Provide 24-hour staffing by a member of our highly trained team.
- ✓ Offer levels of support which can be increased or decreased as required and in consultation with the placing authority to meet individual needs, especially for young people with learning difficulties and/or disabilities, as some may require 1:1 support 24 hours per day.
- ✓ Assess and document every aspect of the young person's daily living to establish their level of independence and what areas require support to develop.
- ✓ Support young person with the "Getting Ready for Adult Life" programme (Published by Rainer, National Leaving Care Advisory Service and The Fostering Network).
- ✓ Encourage and support our residents in accessing employment, education and training.
- ✓ Provide key-working sessions to help young people build up skills in areas that require extra provision until a safe level of independence is achieved.
- ✓ Support young people in setting up their own bank accounts, passports and navigation of the benefits system where necessary.
- ✓ Support young people in the transition from semi-independence to their own home.

**All young people are registered with a GP, Dentist and Optician on admission.**

When a young person reaches 18 years, we will ensure they have support with:

- ✓ Access to benefits, jobseekers' allowance, income support and other relevant benefits
- ✓ Access to employment and volunteering opportunities
- ✓ Access to housing and housing benefits
- ✓ Support with immigration advice and / or discuss status in consultation with Social Work team
- ✓ To set up a council tax account

## 5 - How we will do this

This includes but is not limited to the following:

- ✓ To create a living experience focusing on confidence, trust and respect
- ✓ To maintain and/or develop contact between family, friends and cultural networks
- ✓ To ensure that the young people are informed of how to access appropriate support
- ✓ To create the level of independence required when living in the community
- ✓ To reduce the likelihood of offending by enabling and maintaining employment/education
- ✓ To focus on developing emotional/social resilience
- ✓ To focus on listening to our young people and encourage their participation in the work being delivered
- ✓ To focus on our young people's individual needs
- ✓ Work in a directive manner with a flexible approach to ensure positive outcomes
- ✓ Assisting our young people in coming to terms with their situations in a creative way
- ✓ Work closely with partners to agree and formulate support plans
- ✓ **Also crucially, at Care First Services, we understand how Well being and Mental health can impacts on all of us... and its ramifications on all the other**

**areas of a young person's life – emphasis is placed on mental health via active engagement, relationship building, feeling valued and accessing the right services at the right time**



***- Fig 1. Promoting Individual Well-being – Tri X***



Our aim is for the service to give our young people a voice, an opportunity to choose and learn from each other's experience as well as their own. We will support and involve our young adults with positive partnership working with the community and signposting to other agencies.

## **6 – Facilities**

**We offer a variety of Supported Living- 24-hour Service self-contained and shared Facilities ...**



**Wi-fi provided as part of Care First Services package up to 30 GB!**



**Birmingham – Edgbaston**



## **Edgbaston / Smethwick – self-contained flats**



## **Burton – Shared Accommodations**



## Redditch – Shared Accommodations





**... And Outreach support in multiple locations across the West Midlands, Worcestershire Redditch and Staffordshire**

### **Redditch – self-contained flats**



## **7 – Support Packages**



**All care packages come with Wi-fi  
up to 30 GB of data!**

### **a) Category 1**

Solo placements within the community with outreach support – self-contained / supported flats with semi-independent plan / modules covering ADLs, budgeting, education and training / supported internships, apprenticeship, accessing services in the community, understanding, and managing health needs, and emotional resilience.

**Our Current locations are as follows:**

#### **Birmingham**

- Yardley Wood
- Smethwick
- Edgbaston

#### **Staffordshire**

- Burton
- Lichfield

#### **Worcestershire**

- Redditch

### **b) Category 4**

Supported living facility with shared communal space and waking night staff on site for a minimum of 10 hours per night. This includes outreach support hours flexibly delivered according to person's needs

## **Staffordshire**

- Burton

***Where there is an identified need to develop a service in a particular area, we will consult with LA / Commissioning Teams to be included and support their Local Offer.***



### **Burton – Supported Living Scheme with Shared facilities**

#### **c) Category 5**

**Supported Living facility with 24/7 hours staffing. Shared or solo accommodation with staff on site – hours are included in the care package and delivered flexibly to suit individual need.**

## **Redditch**

Ensuite bedrooms with shared kitchen and lounge facilities – Shared between 2 Yps

**Edgbaston – Individual bedroom facility-** Shared bathroom, kitchen and dining facilities.

***Where there is an identified need to develop a service in a particular area, we will consult with LA / Commissioning Teams to be included and support their Local Offer.***

**d) Category 7**

**Shared accommodation for UASC clients with outreach support as requested from the LA tailored around young person's needs.**

Self-contained / semi-independent flats with outreach support.

Hours delivered and agreed according to individual assessment and level of need

Smethwick / Edgbaston

Each room comes with the following:

- New bed
- Wardrobe
- Desk and chair
- And TV
- Wi-fi up to 30 GB

Residents share communal areas as follows:

- Kitchen
- Lounge
- Bathroom

Each property boasts a fully enclosed private garden, a grassed-up area.

Schemes are located within ethnic minority friendly areas with easy access to:

- Ethnic food shops (including takeaways)
- Places of worship
- Ethnic minority groups

***Where there is an identified need to develop a service in a particular area, we will consult with LA / Commissioning Teams to be included and support their Local Offer.***



## **8 - Who we provide services for:**

The people we accommodate, and support have varying needs which may include:

- ✓ SEMH, CCE, CSE
- ✓ UASC (Unaccompanied Asylum Seekers)
- ✓ Gang involvement, criminal behaviour
- ✓ Drug and alcohol abuse
- ✓ Schedule one offenders
- ✓ Autistic spectrum disorder
- ✓ Attachment Disorder
- ✓ Attention deficit disorder
- ✓ Challenging behaviour
- ✓ Mild to Moderate learning disabilities
- ✓ Self-harming behaviours
- ✓ Gang involvement, criminal behaviour
- ✓ We work with EHCPs and PEPs
- ✓ Attention deficit disorder
- ✓ Mental Health Issues

### **We do not provide services for:**

- ✓ Young People with Severe Learning disabilities
- ✓ Young people with severe physical disabilities or impairments

## **9- Services**

### **We offer:**

- ✓ Support with identifying Post 16 education support, vocational and apprenticeships pursuits
- ✓ Support with PEPs / EHCP and liaise with Virtual heads
- ✓ Training with ADLs and other daily life skills (socialising)
- ✓ Support with sensory needs identified / documents accessibility
- ✓ Life planning / mapping out pathway to future ambitions
- ✓ Semi independence Programme, Full support given in supporting transitions into independence - staggered modules at young person's pace and level of understanding (Budgeting, moving on)
- ✓ Community based projects and work experience
- ✓ Interpreter services as and when required

### **But also...**

- ✓ Help applying for jobs
- ✓ Finding information about College courses
- ✓ Support and assistance with studying
- ✓ Help applying for benefits

- ✓ Provide one to one support to improve EAL skills
- ✓ Training and personal development (SETPD)

- ✓ Dealing with feelings of loneliness
- ✓ Help in finding ways of coping with setbacks
- ✓ Relationships with family and friends
- ✓ Maintaining a healthy lifestyle
- ✓ Planning for the future



### **10 - Expected Outcome for young adults:**

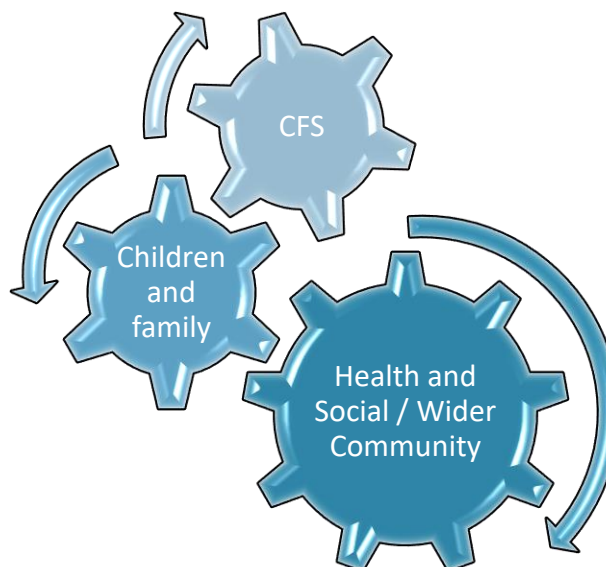
- ✓ Be in employment, education or training, or actively working towards this.
- ✓ Use the support offered to develop skills to enable them to live independently
- ✓ Develop emotional resilience and social networks
- ✓ Know where to look for and get support with
- ✓ Abide by the conditions of the licence agreement which they must sign
- ✓ Attend regular key worker sessions
- ✓ Have a clear direction and have mapped out future ambitions

### **11 - Intervention Model**

CFS works within the Whole System Approach care model and is committed to deliver all aspects of its strategy.

**At CFS, in order to deliver best outcome for our young people, we understand that we cannot do it all on our own. We value partnership working and want to maximise and showcase a meaningful co-production framework which will continue to form the foundation for our systems and values moving forward.**

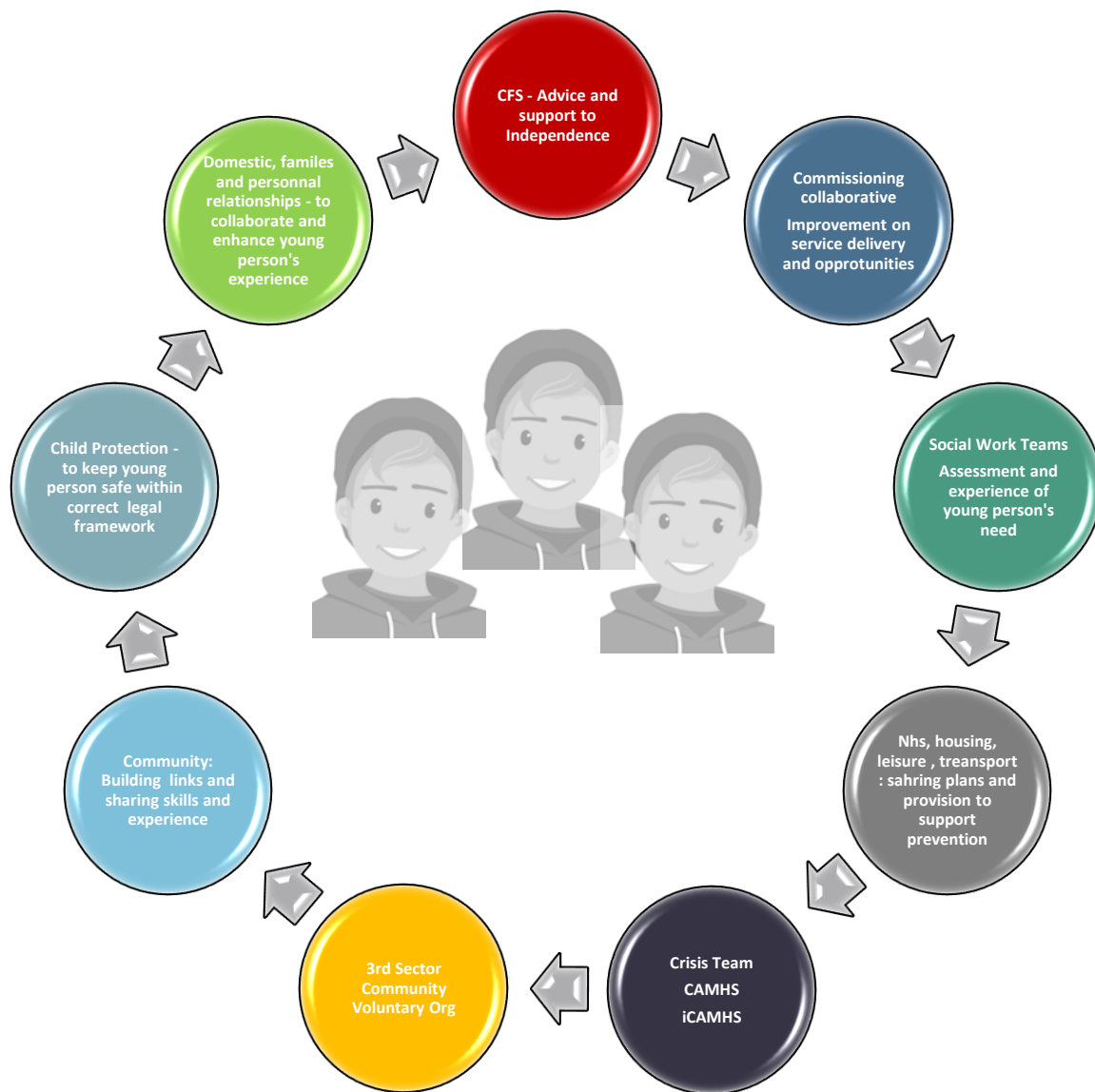
**Fig 2: Partnership working**



### **Whole System Approach - A true Focus on Integrated Care**

CFS is borne out of our passion to offer a seamless pathway to holistic support and development. We provide a Transitional service which operates in conjunction with the whole community.

A true Focus on Integrated Care means our delivery is based on a Whole System approach. It allows for CFS to work in partnership with the full MDT and deliver on well informed, comprehensive support packages. We view the care and support community as a whole system collaborative sharing a common goal – the welfare of the young person and their future. CFS is also characterised by its strong and meaningful relationships with our partner organisations and our whole-system approach to improving services and outcomes for children and young people. We have strengthened relationships with parents and carers, and our service offer is by them and by the direct involvement of young people. The co-production of effective solutions to local priorities will be evident in our successful delivery, as well as our response to emerging issues. We will have a clear focus on integrated services and joint commissioning with our partners, bringing together our collective ideas, talent and resources to better meet the needs of young people, especially those with the most complex need. We will routinely work in full consultation with other agencies such as CAMHS, GP, YOT or any multi-agency support that will already be in place or may be needed to be put in place following assessment. Young adults with existing therapeutic inputs or treatments will benefit from seamless continuity of their treatment to ensure they are not affected by their placement moves.



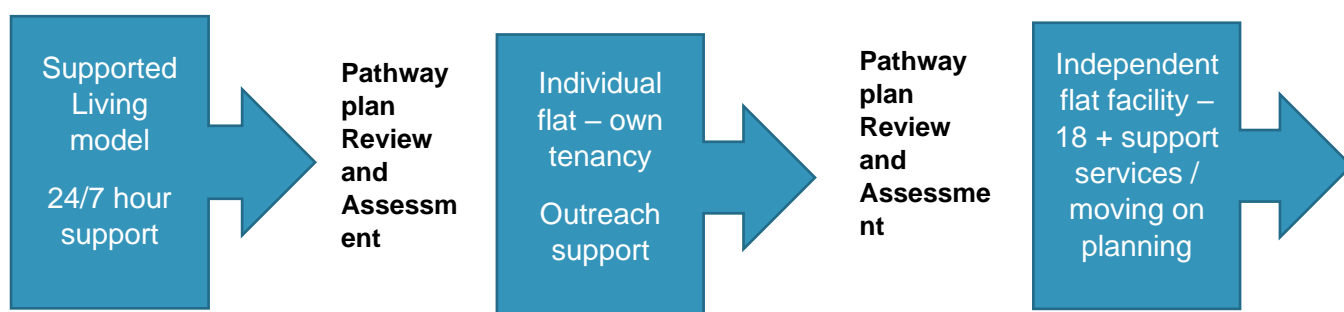
**Fig.3: Whole system Approach – sample partnership links**





## 12 – Our Step approach

Our Step approach takes into account each individual person's level of ability and understanding. Each young person's progress will be carefully measured to inform a step-down trajectory towards a higher level of independence.



## 13 - Admission Process

Introduction into the service will consist of a preliminary meeting with the person to assess their needs and establish their wishes and aspirations as and when possible. This will be facilitated with a manager present as part as an MDT process to gather as much information as possible.

**Planned placements:** When time and circumstances permit, a transition plan is drawn and implemented to ensure the person knows what is expected and agrees with the placement move.

This includes: arrange tour of house, meet staff, visit education provision, complete transition plan. Transition plan is agreed and initiated once we obtain all documents i.e. RA's, care plans, medical records, chronology, EHCP, criminal convictions, CAMHs report, SW visit, placement planning meeting with relevant professionals, present YP paperwork at staff team meeting, complete any necessary training for staff outside mandatory.

**Same day placements:** In this eventuality, the person will be given information and photographs of location, staff's names and pictures as well as expectations. The process includes: gaining comprehensive referral paperwork, RA & Support plan.

Telephone conversation between social worker and service manager is conducted. Upload all docs to central system and induction staff by going through documentation.

When arriving at the service, the person is introduced to their support staff, and will have an induction into the service accommodation (including demonstrations of the operation of all domestic appliances and heating system). This includes expectations which are presented and explained to the resident. Induction into the house will also include safety systems, fire exits, both communal and in accommodation, as well as a brief introduction to facilities in the surrounding community.

An information pack is given to the person / young adult to support the induction process, which includes information regarding the complaints, advocates, and emergency contact details as well as discussing the rules of communal living at the accommodation and the expectations of their placement plans and their responsibilities as young adults to maintain their placement agreement.

Our staff approach is person centred, to assist young people who seek greater independence and autonomy.

Young people also receive a written contract which clearly defines the service that will be provided, including their rights, responsibilities to live in the accommodation, the service fees as applicable, payment arrangements and the procedure for changing and ending the contract. Initially, support staff will assist young people with practical support, such as housing related support matters and registering with the local GP, Optician and Dentist.

**We take admissions throughout the year.**

## **14 - Absent or Missing Resident**

All missing person's cases will be communicated, recorded and reported to the police after 24-hour of unknown absence. Consideration of these risk are included and defined in each individual's risk assessment.

The following should be considered and recorded when a service user goes missing from the site:

- ✓ Person discovered missing, time reported missing to the police, their age, their personal circumstances and circumstances surrounding the absence, and their return home
- ✓ All young people should be interviewed by a member of staff or a manager to ascertain why they felt they should absent themselves when this has not been prior agreement.
- ✓ When appropriate, the responsible local authority must provide the opportunity for the service user to have an independent return to home interview via an independent person. The police should also complete a self and well check upon the service user returning from being missing by the police.

Some young people absent themselves for a short period and then return: often their whereabouts are known. They are not considered at risk and usually, they are testing boundaries and may therefore be excluded from the definition of "missing". In

assessing the significance of a young person's absence, we will apply the above definition and, in addition, take the following into consideration:

- ✓ Age of the service user
- ✓ Legal status of the service user
- ✓ Previous behaviour patterns
- ✓ state of mind/perceived risk

whether the young person is perceived as running to someone or running from a situation in responding to and managing an individual young person's absence, police and staff will be aware of the risk when considering why they are persistently absenting themselves.

Prior to each planning meeting including pre-placement meetings, consideration will be made as to whether it is appropriate to discuss associated risks of the service user absenting him/herself. Where it is appropriate the discussion will include the following and be recorded:

- ✓ degree of risk of the service user absconding
- ✓ level of supervision/support offered to the service user
- ✓ social worker advice on what action should be taken if the service user goes missing
- ✓ level of risk presented if the service user absconds

## **15 - Support and Pathway Planning Reviews**

The Management team and senior management team routinely conduct quality visits to monitor the progress and will ensure that the quality of care and support is consistent and delivered to a high standard.

Our practice is quintessentially person centred and all aspects of the person's support as well as progress is subject to regular reviews.

The review process will, as a priority, look at stepping down the level of support and increase independence through the completion of modules consolidated in our **Independent Living Pathway Booklet**.

The review process will include all stakeholders and others who are important to the young person. As part of the review process consideration will be given to the following:

- ✓ Identification of barriers to progress
- ✓ Person-centred planning
- ✓ Involvement of young adults
- ✓ Involvement of significant others Regular reviews of internal systems used
- ✓ Pathway Planning
- ✓ Care review meetings involving social services, professionals, family and significant others

## **16 - Consultation with Young people**

The views and wishes of young people are important to us. The young person is requested to be fully involved and invested in their support, they are fully listened to and their views, preferences and beliefs inform how their package of care and support is delivered on a day to day basis.

This includes:

- ✓ Choice of decor and furnishings of the home, including their bedrooms
- ✓ Individual recreational, sporting and cultural activities
- ✓ Choice of birthday and Christmas presents
- ✓ Educational and careers matters e.g. choice of subjects/exams, and choice of college/ training provider
- ✓ Involvement in staff selection processes
- ✓ Where appropriate, choice of key worker
- ✓ All health matters

This happens from the point of admission and regularly thereafter through key working sessions and residents' meetings. Measures are in place to facilitate participation in all areas of service delivery including from significant others. An integral element of this is to ensure young people are able to maintain their identity and links with their culture and religion, including within UASC groups. The provision of healthcare and education must reflect their cultural needs. For those young people where English is not their first language, interpreters will be sourced who speak their preferred language whenever they are interviewed or require access to their services.

## **17 - Monitoring**

We routinely monitor young people's feedback through feedback forms and young people's complaints and outcomes will be maintained and be made available for inspection. We will be responsible for ensuring consistent compliance with this process and will have robust systems for documenting, monitoring, and ensuring such quality assurance tools. We will also demonstrate that the standards of service required are being delivered and the needs of the young person are being met.

## **18 - Consequences**

Each young person is expected to follow the service expectations outlined in their Welcome pack and shared with them on the day of admission.

They are also fully expected to adhere to their licence agreement which is the contract which binds them to the property rules and expectations – failure to do so may put their placement at risk.

Bullying practices and offending behaviour to staff and the public will trigger the restorative practice process and consequences may be discussed with parents and social workers team. In some cases, depending on the nature of the offence, the Police may be involved as and when appropriate.



## **19 - Contact**

Young people should maintain contacts and support networks as much as is safe and positive to do so.

Overnight contact will also be encouraged when deemed as positive and when authorised by Social Work team. This will be facilitated on site or on location.

## **20 - Fire Safety**

- ✓ Alarm tests are carried out weekly by staff.
- ✓ Alarm points are tested alternatively to ensure they are in working order.
- ✓ All alarm tests are recorded in the house fire log.
- ✓ Emergency lighting tests are carried out at the same time weekly and recorded in the fire log.
- ✓ Fire evacuation drills are carried out monthly and when a new young person or staff member is introduced to the service.
- ✓ Employees/residents are made aware of fire procedures and of the location of firefighting equipment, escape routes from the premises and meeting points as part of their induction/admission.
- ✓ Employees will ensure that there are no obstructions to any firefighting equipment or escape route.
- ✓ Employees must report any deficiency of the firefighting/safety equipment to the manager immediately.
- ✓ Employees are trained in the actions to be taken in the event of a fire emergency; know what actions they will be expected to take.
- ✓ Any person discovering a fire will immediately operate/activate the alarm via the nearest fire point.
- ✓ In the event of a fire or sounding of the alarms the building must be evacuated as quickly as possible via any appropriate exit.

✓ The designated person/staff member will ensure their individual responsibilities are undertaken which include:

- Assisting and ensuring residents and any visitors vacate the building.
- The visitors' book is taken out in order to check that all residents, visitors and personnel can be accounted for and provide the fire service with accurate information.
- Telephone 999 requesting the services of the fire service.
- Staff may attempt to tackle the fire provided they have received appropriate training with the equipment available until the fire brigade arrives but at no time should they put their own life or wellbeing at risk.
- Details of any activation of the fire alarm must be recorded in the fire log as must details of any evacuation including drills.
- The house will conduct weekly visual electrical checks e.g. Cracks to the casing of electrical appliances, cracks or cuts to wiring, damaged electrical sockets, plugs etc. in line with health and safety requirements. Any defects found will be addressed immediately.
- A current electrical installation certificate is available. An annual portable appliance test (PAT) is conducted by qualified electricians and a current landlord's gas certificate is held in the service.

## **21 - Religious and Cultural needs**

*We are committed to the principles of anti-discriminatory practice. Therefore, regardless of a service user's ethnicity, cultural background, gender or disability; people will be treated fairly with respect and dignity and respectfully of their human rights. The organisation has a robust experience of working with UASC groups from a wide variety of countries of provenance.*

Equality & diversity & Anti-Discriminatory Practice:

The aim of the service is to provide a range of services and high-quality safe accommodation that supports, guides, inducts and integrates young people back into the community.

The service will be delivered in a non-discriminatory, non-patronizing, and professional manner by well trained and courteous staff in a way that demonstrates respect for the dignity and value of young adults, and sensitivity to their individual needs and experiences.

The service will positively respond to cultural, religious, language, gender, sexuality, disability, age and communication needs. Whilst recognising that young adults will be treated as young adults first and foremost. We will respect young people's human rights and have regard for their needs to develop self-determination and choice, and respect their dignity, independence, risk-taking, and privacy but ensuring that safeguarding and protection is always at the forefront, in order to facilitate the achievement of personal fulfilment. We will work in partnership with the community agencies, in achieving these aims.

Support staff will be sensitive towards the young adult in relation to their cultural, religious, and lifestyle needs. We shall not impose any belief system, either overtly or covertly, in the way that the service is delivered. We will facilitate access and use of relevant community resources, encourage domestic and other household routines that recognise cultural needs and endeavour to recruit staff members of a variety of cultural backgrounds who will be able to understand and meet the needs of a multi-cultural service user group.

We will not tolerate any form of sexual or racial harassment. Such behaviour is unacceptable and unlawful and may be treated as gross misconduct.

It is the duty of managers to implement this practice and associated policy and all employees are expected to comply.

Harassment at work is unlawful under the sex discrimination and race relations Acts.

Harassment takes many forms, from relatively mild sexual banter or minor abuse to actual physical violence.

We are fully committed to preventing discrimination and stimulating equality of opportunity. All employees are expected to comply with its equal opportunities policy to ensure it is implemented in full.

The company aims to be an equal opportunities employer and it aims to ensure that no job applicant, employee or worker receives less favourable treatment on the grounds of race, colour, national or ethnic origins, sex, marital status, sexuality, disability, membership or non-membership of a trade union, "spent convictions" of ex-offenders, class, age, political or religious belief.

Selection criteria and procedure will be reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.

All employees will be given equal opportunity and, where appropriate and possible special training to enable them to progress within the company. The company is committed to a program of action to make this policy effective, to minimize the possibility of discrimination, and to find means of combating it whenever it arises.

## **22 - Referrals**

If you wish to make a referral, please send an email to [referral@cfsupportservices.com](mailto:referral@cfsupportservices.com)

Alternatively, call our General Enquiries on 0121 551 0973

**Or** - Our Business Development direct line on 07802 893003

## 23 - Safeguarding

We operate child protection policy based on the following principles:

- The welfare of the young person is paramount
- All suspicions and allegations of abuse will be taken seriously and responded appropriately.
- Responsibility to report concerns, linked to procedures that make clear the recruitment and selection process ensuring suitability for working with young people
- Whistleblowing policy regarding suspicions and allegations
- Systems in place to ensure staff are working with young people safely.

There are clear procedures in line with the safeguarding policy, which are known and understood by all the staff, for responding to allegations or suspicions of abuse, either by staff, by others, or by the young people on site.

Staff or others working in the home who receive an allegation of abuse, or who suspect abuse, should refrain from asking leading questions during the event of disclosure – this includes all incidents of allegations of bullying or witnessed incidents of bullying.

All reported incidents of bullying are taken seriously and fully investigated.

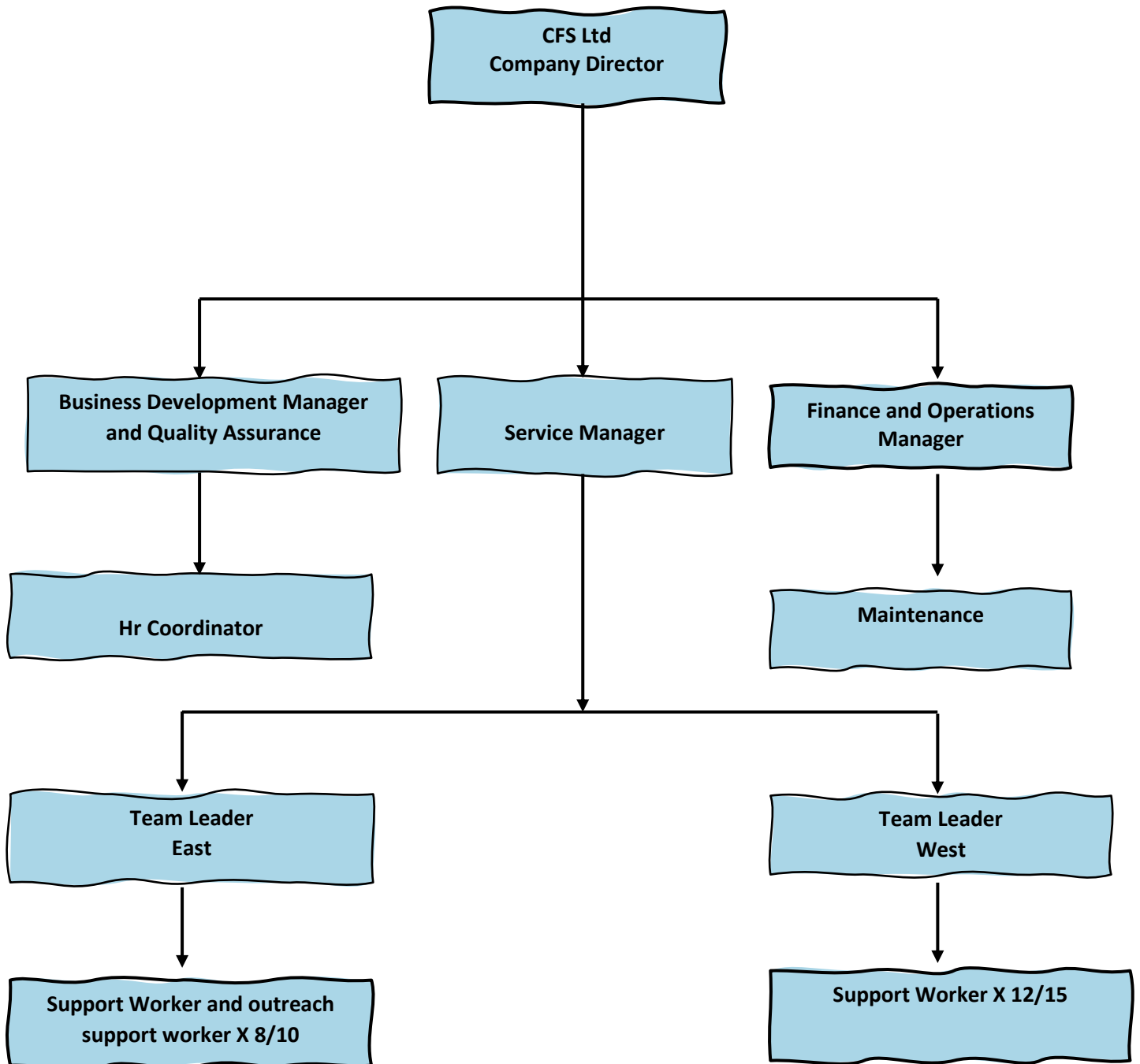
All staff are informed of the Safeguarding Lead details and a poster is displayed to act as a reminder on how to contact them.

The service will also meet the requirement to report to the police any evidence of a young person who is involved in child sexual exploitation and at risk of being exploited, or unauthorized person(s) picking young people up, involved in prostitution, unauthorized persons contacting a young person at the site, or observed trying to make contact with a young person outside the home. This may be through the use of social networking sites such as Facebook and other social media websites.

The sites and staff have routine links with other agencies concerned e.g. local authority safeguarding teams (LSCB), MASH & MACE Teams. The manager of the site or the Service Manager follows any local interagency protocol(s) on prevention and investigation of exploitation and will liaise with the LA / EDT accordingly.

**Missing Person:** Where a service user runs away persistently or engages in other risky behaviours, such as being frequently missing from the site to meet with inappropriate adults, the manager will consult with the placing authority and will convene a risk management and or strategy meeting for managing the risks of the resident. A strategy will be agreed with the placing authority, the local police, and the host authority of where the site is located.

## 24 – Structure



## **25 - Staffing**

Care First Services is keen to ensure that all staff are given the opportunity to be the best that they can.

We employ staff who are skilled and experienced in all areas of care and support. Staff are enrolled on and expected to complete all mandatory and person specific training commensurate to their job role.

All staff as a minimum will receive regular supervision every month. Appraisals are scheduled on the anniversary of the person's start date in employment.

Care First Services will ensure that the staffing team consists of a balanced gender mix and where possible this will be reflected on each shift. Shortfalls in shifts to be covered by the existing staff team or bank/agency. The manager and other senior staff share a rota for "senior on call" each week.

## **26 - Contact Us**

### **Care First Services Office Address:**

243 Lozells Road  
Lozells  
Birmingham  
B19 1RJ

**Telephone** 0121 551 0973

**Email:** [amar@carefirstservices.com](mailto:amar@carefirstservices.com)

**Web:** <http://www.carefirstservices.com>

**Business Development Manager:** [sophiab@carefirstservices.com](mailto:sophiab@carefirstservices.com)

**Tel:** 07802893003

## **27 - Complaints and Representation Arrangements**

A complaint by a service user can be made to the social worker, manager or whoever the individual wishes to contact.

Within the site, young adults will be fully supported to access all they need to make a complaint or access private facilities to make a phone call.

On admission to the site, all young people will be given a young people guide, which contains information on how to comment on/complaint about the care they are receiving, including a leaflet on the complaint procedure.



All complaints are treated seriously and responded to within a specified timescale. All correspondence will be copied to the service user's social worker, governing bodies, and other people (s) where appropriate.

**The complaints procedure is as follows:**

Complaints should be made to the Team Leader, Manager and/or the Staff Team.

Young people will be supported to do so when they lack confidence or need support.

Once the complaint is received, we will write to the complainant and let them know that we have received and logged the complaint within 14 days of receipt.

Where we can and if possible, we will try and resolve it quickly, but sometimes we may need to extend the timeframe to complete the investigation fully.

We will ensure the complaint is dealt with within 28 days and will update the complainant in writing.

If the complainant is not happy with how we have dealt with the complaint or with the response, they may ask for the service manager to look at the complaint. They have overall responsibility for all Care First Services schemes; they have a direct connection to the site.

If they wish to do so, the complainant can contact this person directly via the telephone or in writing to escalate the issue and ask for an appeal decision.

At this stage, the complainant may wish to call the Office number on 0121 551 0973 where they will be signposted to the appropriate manager.

**All complaints MUST be fully recorded in the complaints register as per operational instructions and also copied to the young person's case file.**

## **28 - Compliments**

It is important to let us know about things that are going well and how the service can be improved. It is always good to give positive feedback to staff. Young people and other stakeholders can either follow the formal process or you could simply send a written letter to the manager of the Service Manager within Care First Services.