



# STATEMENT OF PURPOSE



## CARE FIRST SERVICES

Semi-Independent Services 16-18 Years

243 Lozells Road, Birmingham, B19 1RJ

0121 551 0973



## **1. Purpose**

Our purpose is to provide young individuals aged 16 to 18 with excellent, well-maintained accommodations, and equip them with the essential skills to smoothly transition into adulthood and autonomous living. This empowerment enables them to make meaningful contributions to society. We offer flexible support packages designed to cater to a wide array of needs and abilities.

Comprising a team of extensively trained professionals, we are dedicated to aiding individuals in cultivating self-reliance, self-care capabilities, and the essential skills for independent living. Our goal is to empower the young people to make well-informed, age-appropriate decisions that lay the groundwork for a prosperous future.

We offer semi-independent housing and support solutions tailored to the needs of various groups, including young individuals who have experienced placement disruptions, those entering the care system for the first time, and recently arrived migrant youth who have been separated from their families.

## **2. Aims and Objectives**

### **Safety and Stability**

Our goal is to offer a secure haven for vulnerable young individuals, providing them with a stable home environment where they can feel at ease and focus on personal growth, preparing them for eventual independent living.

### **Promote Independence**

One of the primary aims is to help young people develop the necessary skills and confidence to live as independently as possible. This might include teaching essential life skills, such as cooking, budgeting, and personal care.

### **Holistic Well-Being**

Supporting young peoples' overall well-being, including their physical, emotional, and mental health, is a key aim. This might involve access to counselling, therapy, and healthcare resources.

### **Person Centred Approach**

Focusing on a young peoples' needs and preferences, Care First Services will aim to offer personalised support that respects their dignity and autonomy.

### **Skills Development**

We aim to enhance residents' skills in areas like communication, problem-solving, budgeting, conflict resolution, and goal setting.

### **Cultural Sensitivity**

Having worked many years with Migrant Separated Young People/UASC, we have identified and understood various cultural needs and aim to be culturally sensitive and provide an environment that respects residents' cultural backgrounds.

### **3. Our Ethos and values**

At Care First Services, our core values encompass empowerment and a commitment to providing equitable opportunities. We firmly believe that we have the capacity to mould a future where every possibility is attainable, and no individual is excluded. Our dedication drives us to deliver exceptional support standards that cater to young people from all backgrounds. We actively engage in guiding the younger generation towards independence, encouraging an environment where everyone is free to aspire and achieve their fullest potential.

Our unwavering conviction is that every individual aged 16 to 18 deserves consistent support as they navigate the crucial transition from adolescence to adulthood, irrespective of their background or situation. We continuously evolve to effectively address the changing needs of each young person, while maintaining a consistent approach that fosters trust and enables the establishment of robust foundations for their journey ahead.

#### **Our values include:**

##### **Empowerment**

Encouraging independence and self-sufficiency among young people, assisting them to make informed decisions and take control of their lives.

##### **Respect**

Treating each individual with dignity, honour, and consideration, regardless of their background or circumstances.

##### **Empathy**

Demonstrating understanding and compassion towards young people's challenges and providing emotional support as well as practical assistance.

##### **Continuous Improvement**

Committing to ongoing learning and adaptation, refining services based on feedback and changing needs.

##### **Transparency**

Maintaining open communication with young people, social workers, accommodating authorities and stakeholders, providing information about services, processes, and decision-making.

##### **Quality**

Striving for excellence in service delivery and accommodations, ensuring they meet high standards and contribute positively to young people's lives.

#### 4. We provide support services for

The young people we provide placements for have varying needs which may include:

- ✓ Social, Emotional and Mental Health (SEMH), CCE, CSE
- ✓ Separated Migrant young people/ UASC.

##### **Subject to location**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>✓ Gang involvement, criminal behaviour</li> <li>✓ Drug and alcohol abuse</li> <li>✓ Autistic spectrum disorder</li> <li>✓ Attachment Disorder</li> <li>✓ Attention deficit disorder.</li> <li>✓ Challenging behaviour</li> <li>✓ Mental Health Issues</li> </ul> | <ul style="list-style-type: none"> <li>✓ Mild to Moderate learning disabilities</li> <li>✓ Self-harming behaviours</li> <li>✓ Gang involvement, criminal behaviour</li> <li>✓ We work with Educational, Health and Care Plans (EHCP) and Personal Educational Plans (PEP)</li> </ul> |
|---|--|



At Care First Services, we understand how Wellbeing 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

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

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

## **5. Support Services**

We aim to provide adaptable and innovative support approach within semi-independent environments. Our support packages prioritize the young person, tailoring the timing and extent of assistance to their specific requirements (such as supported accommodation and outreach), while upholding their dignity and independence. Our services are available round-the-clock, every day of the year. Each young person's support package is meticulously customized to align with their unique needs, aiming to fulfil the milestones outlined in their pathway plan toward independence.

We provide specialised support for young people including those with challenging behaviour and/or mental health and emotional dysregulation, with or without the presence of the young person facing multiple issues.

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 their Local authority appointed Social Workers and/or key workers involved in their care and support, 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.

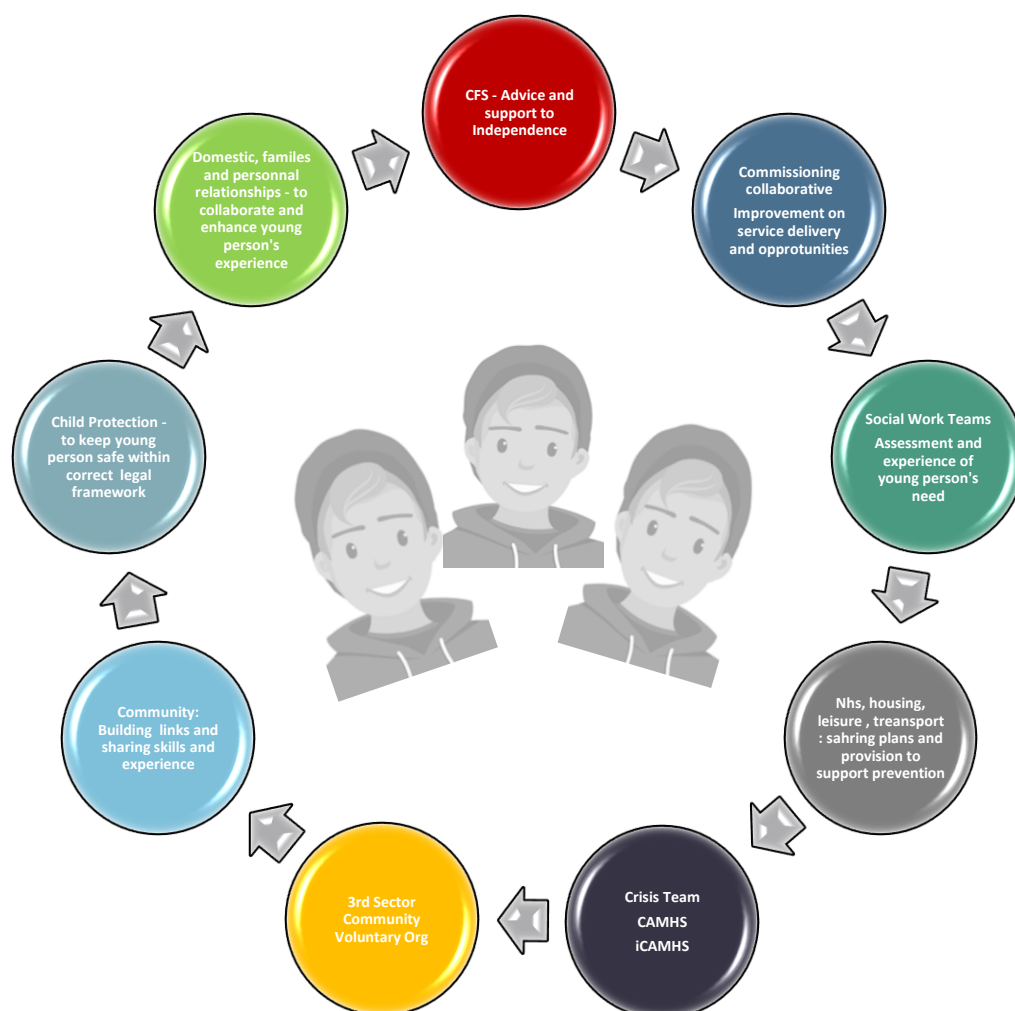
### **Whole System Approach - A true Focus on Integrated Care and Support**

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 Support 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.2: Whole system Approach – sample partnership link*

***“It takes a village to raise a child”.***

Our aim is for the service to provide 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.

### **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.

### **Together with...**

- ✓ Help applying for jobs.
- ✓ Finding information about college courses

- ✓ Support and assistance with studying
- ✓ Help applying for Universal Credit.

- ✓ 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
- ✓ Future Planning

Our objective is to provide high quality services that enable young people to reach their individual potential. To achieve this, we will:

- ✓ Always promote the independence of young people and encourage them towards 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 safe, comfortable and proud to call their own home.
- ✓ Provide a safe space where young people can 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 in our semi-independent settings and outreach support in our solo accommodations with out of hours on call support.
- ✓ 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 education, training and/or employment.
- ✓ 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 helping them navigate through the Universal Credit system where necessary.
- ✓ Support young people in the transition from semi-independence to their own home.



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

- ✓ Access to Universal Credit, 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.

### **6. 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.

### **7. 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.

### Individuals in placement can expect the following:

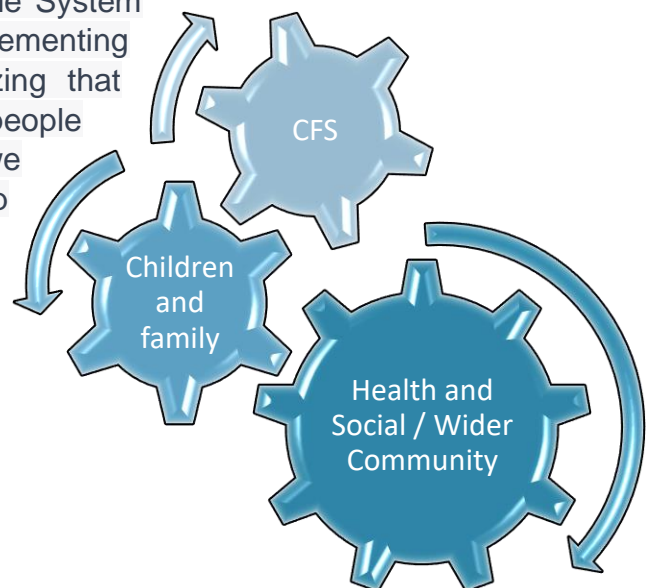
- ✓ Be provided their own room with keys to their own safe space.
- ✓ Receive a copy of house rules included in their welcome pack.
- ✓ Be treated fairly with dignity and respect.
- ✓ Be treated in a non-judgemental and non-discriminatory way with all their choices always respected.
- ✓ Dedicated Key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

### Young People 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 tailored staffing ratios night and day.
- ✓ Fully trained support staff

## 8. Intervention Model

CFS operates within the framework of the Whole System Approach care model and is dedicated to implementing every facet of its strategy. At CFS, recognizing that achieving the best outcomes for our young people requires collaboration, we acknowledge that we cannot accomplish this alone. We hold partnership working in high regard and strive to optimize and demonstrate a purposeful co-production framework. This framework remains pivotal to our systems and values as we journey forward.



*Fig 3: Partnership working.*

Care First Services operates throughout the West Midlands – currently, our services are in Birmingham, Redditch and Burton and are part of the West Midlands Sub Regional Placements Framework and the Leicester Framework

## **9. Schemes/Homes and Facilities**

Under the OFSTED guidance to supported accommodation regulations published March 2023) we provide accommodation under the following:

<b>Category (Regulation 2)</b>	<b>Description</b>
<b>1. Supported accommodation in a self-contained unit, where the accommodation is for the sole use of the child or for the child and other individuals living with the child as agreed by the accommodating authority or the supported accommodation undertaking.</b>  (Regulation 2(1), para (a))	<ul style="list-style-type: none"> <li>• The accommodation is designed for the sole use of the young person placed there, or for the young person and others that may live there as part of their family unit, for example, their partner, sibling and children.</li> <li>• Includes bedsits under a licence agreement and self-contained flats, which may be at the same location, or within the same building.</li> </ul>
<b>2. Supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers.</b>  (Regulation 2(1), para (b))	<ul style="list-style-type: none"> <li>• Shared accommodation.</li> <li>• Young people have their own bedroom, and may have their own bathroom, and share communal areas (e.g. living room/s, kitchen).</li> <li>• Provision may include foyer-type accommodation that combines support with opportunities for education, training and employment.</li> <li>• This provision may accommodate care leavers aged 18+.</li> </ul>



**Wi-fi provided as part of Care First Services placement package!**

### **We provide a variety of homes and schemes:**

- ❖ 1-bedroom flats in the community (category 1) with staff providing outreach support hours as commissioned by the accommodating authority.
- ❖ Self-contained flats within a single building with staff situated at the onsite hub 24/7 to provide support to the young people and keep them safe (category 1)

- ❖ Shared accommodation – Private bedroom with shared bathroom, kitchen, and lounge facilities (Category 2) staff providing outreach support hours as commissioned by the accommodating authority. This type of accommodation is widely preferred by Separated Migrant Young People (SMYP/UASC).
- ❖ Shared Accommodation – Private bedroom with private or shared bathroom, kitchen, lounge facilities with staff situated at the onsite hub 24/7 to provide support to the young people and keep them safe (Category 2).

**All our accommodations are thoroughly checked to protect the safety of the young people ensuring all building compliance is regularly checked, serviced, and maintained.**

- ✓ Gas Safety Certificate
- ✓ Electrical Hard Wire Testing Certificates
- ✓ Pat Testing
- ✓ EPC Certificates
- ✓ Annual Fire Risks Assessments
- ✓ Fire alarm and Emergency lights testing and servicing certificates on applicable sites.
- ✓ Fire Extinguishers Servicing on applicable sites
- ✓ Smoke alarm checks
- ✓ CCTV monitoring in communal areas where possible

**Furthermore, a location risk assessment is completed for each site identifying and categorising different levels of risks present.**

**How about a sneak peek at some of our accommodations...**



Category 2  
accommodation with  
staff onsite 24/7





Category 2 accommodations – Shared accommodations suitable for SMYP/UASC



Category 1 – Solo Accommodation









Our schemes for Separated Migrant Young People/ UASC are strategically situated in the vibrant heart of Birmingham and nearby areas. These locations buzz with an array of services, shops, cafes, restaurants, and are adorned with multiple parks and excellent transportation connections, including New Street Train Station and the Birmingham Tramway line. For instance, the City Road Separated Migrant Young People's service is positioned towards the "Dudley Road" end of City Road. This places it within a short stroll of City Hospital and the lively atmosphere of Dudley Road, which features an array of halal shops, mosques, and a diverse range of facilities, restaurants, shops, and services. These spaces evoke the essence of various indigenous countries of origin, offering a sense of familiarity to our young residents.

The area, adjacent to Smethwick / Cape Hill, is rich in representation from various minority groups, ensuring that our young people find themselves within a community they can readily identify with. The architectural structure at City Road stands as a purpose-built, three-story shared accommodation, where each bedroom is thoughtfully furnished with a bed, wardrobe, desk, chair, and TV. Moreover, an inviting communal garden on-site provides a space for our young residents to relish.

Importantly, our accommodation distinguishes itself from conventional care and support facilities, seamlessly blending in with neighbouring houses along the same road.

We Currently have homes/schemes in the following areas:

-  Edgbaston, Birmingham
-  Redditch
-  Burton
-  Lichfield

## **10. 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 quarterly and when a new young person or staff member is introduced to the service.
- ✓ Employees and young people 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 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.

## **11. Admission Process**

Introduction into the service will consist of reviewing the referral paperwork followed by a preliminary meeting with the social worker and/or young 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 of them and agrees with the placement move.

This includes an arranged tour of the home/scheme where the young person can meet and greet with staff and discuss a transition plan. Upon obtaining all relevant documents a plan is agreed with the young person and the social worker and initiated into implementation. The following would be needed to be taken into consideration for the transition plan - young person's support plan, medical records, chronology, EHCP, criminal convictions, CAMHs report, SW visit, placement planning meeting with relevant professionals, communicate YP paperwork at staff team meeting, complete any necessary training for staff outside mandatory.

### **Same day placements**

In this instance, the young person will be given information and photographs of location, staff's names, and pictures as well as the relevant expectations agreed. The process includes gaining comprehensive referral paperwork, risk assessment and a support plan, Telephone conversation between social worker and Service Coordinator/Head of Services 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 expectation 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.**

## **12. 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 contact a young person outside the home. This may be using 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 Coordinator follows any local interagency protocol(s) on prevention and investigation of exploitation and will liaise with the LA / EDT accordingly.

**Missing Person:** Where a young person runs away persistently or engages in other risky behaviours, such as being frequently missing from the site, the manager will consult with the placing authority and will convene a risk management and/or strategy

meeting for managing the risks of the young person and the reasons highlighted resulting in continuous missing episodes. A strategy will be agreed with the placing authority, the local police, and the host authority to minimise any risks.

**\*Child Protection policies are available upon requests from the management team at Care First Services.**

### **13. Absent or Missing Young Person**

All missing person's cases will be communicated, recorded, and reported to the police and relevant EDT teams and social workers after 10pm of any unknown absence. Consideration of these risks are included and defined in each individual's risk assessment and/or trigger plan.

The following should be considered and recorded when a young person goes missing from the site:

Refer to relevant young person's trigger plan to identify steps that need to be taken where appropriate and complete these steps.

- ✓ 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 without prior agreement.
- ✓ When appropriate, the responsible local authority must provide the opportunity for the young person to have an independent return to home interview via an independent person. The police should also complete a self and well check upon the young person 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 young person.
- ✓ Legal status of the young person.
- ✓ Previous behaviour patterns
- ✓ state of mind/perceived risk

In considering an individual young person's absence and how they respond to and manage it—whether seen as seeking refuge or distancing themselves from a situation—both police and staff are mindful of potential risks associated with persistent absences.

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 young person absencing him/herself. Where it is appropriate the discussion will include the following and be recorded:

- degree of risk of the young person absconding
- Level of supervision/support offered to the young person.
- social worker advice on what action should be taken if the young person goes missing.
- level of risk presented if the young person absconds.

## **14. Support and Pathway Planning Reviews**

The 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 Modules**.

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.

## **15. 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
- ✓ 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 can maintain their identity and links with their culture and religion, including within SMYP/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.

## **16. Monitoring**

We routinely monitor young people's feedback through feedback forms, grumble books 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.

Additionally, we have commissioned an independent auditor to come and review our services on a bi-monthly basis.

## **17. 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.

## **18. 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.

## **19. Religious and Cultural needs**

We are committed to the principles of anti-discriminatory practice. Therefore, regardless of a young person'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 Separated Migrant young people from a wide variety of countries.

Equality & diversity & Anti-Discriminatory Practice:

The aim of the service is to provide a range of services and high-quality safe placements 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 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.

## **20. Complements**

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/email to the Service Coordinator, Head of Services or Director of Care First Services.

## **21. Complaints and Representation Arrangements**

A complaint by a young person can be made to the Service Coordinator (CFS) Head of Services (CFS), Personal Advisor, IRO, Social Worker, Children's Commissioner, NSPCC, and Ofsted.

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. Additionally, we also have a grumble book on site in the foyer that young people can utilise without alerting any staff at their own convenience.

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 young person's social worker, governing bodies, and other people (s) where appropriate. The relevant timescales are stated within our complaint policy.

### **The complaints procedure is as follows:**

Complaints should be made to the Service Coordinator and/or Head of Services.

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

We have a 3-stage process with regards to timeline for handling complaint as per our policy. The Service Coordinator / Head Of Services should resolve the matter within 10 working days. This may be extended for a further 10 working days with the agreement of the complainant. The maximum amount of time that Stage 1 should take is 20 working days. After this deadline, the complainant can request consideration at Stage 2 (25 days) if (s)he so wishes. If the complaint relates to a child in our care, the social worker should be consulted.

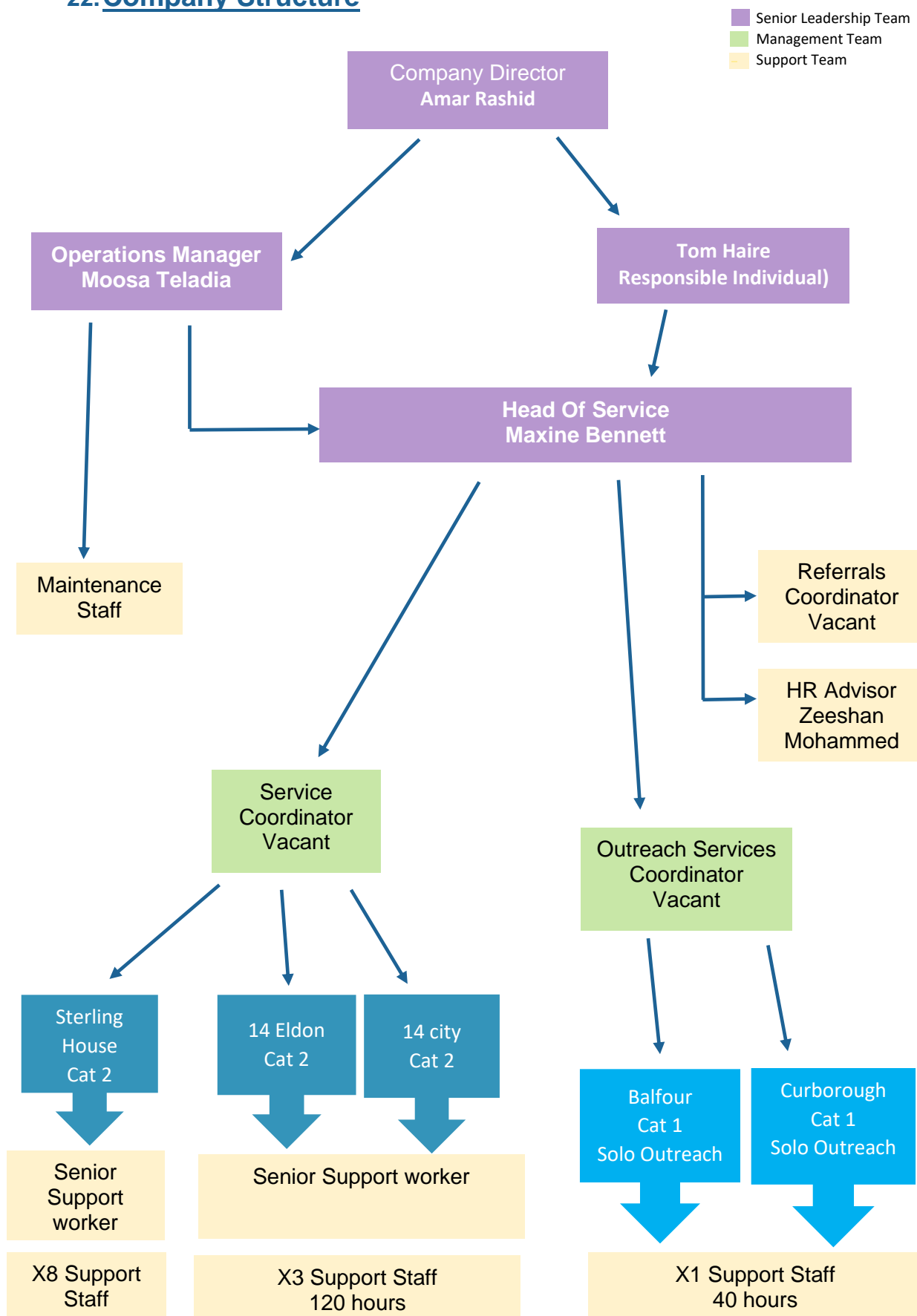
If the complainant is not happy with how we have dealt with the complaint or with the response, they may ask for the Operations manager or Director to look at the complaint as indicated in the complaints policy on Stage 3.

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 copied to the young person's case file.

## 22. Company Structure



## 23. Staffing

Care First Services is keen to ensure that all staff are given the opportunity to be the best 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 corresponding to their job role.

All staff as a minimum will receive regular supervision every 6 weeks. Appraisals are scheduled on a supervision calendar and communicated to the staff accordingly by their line manager. Furthermore, we complete annual self-reflection reviews with our staff to evaluate and further plan their personal development as well as discuss any issues ideas they may have.

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.

## 24. Referrals

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

Or Our Senior management team:

**Relationships Manager/ Director - Amar Rashid**

07949705273, [amar@carefirstservices.com](mailto:amar@carefirstservices.com)

**Head Of Services - Maxine Bennett**

07495092734, [maxineB@carefirstservices.com](mailto:maxineB@carefirstservices.com)

**Operations Manager - Moosa Teladia**

07917153825, [moosa@carefirstservices.com](mailto:moosa@carefirstservices.com)

## 25. Contact Us

For general enquiries:	Telephone	0121 551 0973
	Email:	<a href="mailto:info@carefirstservices.com">info@carefirstservices.com</a>
	Web:	<a href="http://www.carefirstservices.com">http://www.carefirstservices.com</a>

**Responsible Individual – Tom Haire - [tom@seedconsultants.uk](mailto:tom@seedconsultants.uk)**