

INSPIRED YOUNG LIVING

STATEMENT OF PURPOSE
Semi-Independent Living Service

INTRODUCTION

Inspired Young Living is dedicated to providing care and support to children and young adults with emotional, behavioural and developmental needs.

Our values are based around giving young people the best possible experience to help them transition on into adulthood.

We have a great team of Support Workers who are skilled and experienced and can guide and encourage each young person in our care.

The key is providing genuine practical and emotional support and build self-belief.



OUR AIMS

Our aim is to provide a warm, safe and caring environment for young people who are leaving residential or foster care for semi-independence, as well as unaccompanied minors, where they can be supported and encouraged to develop their skills towards independence and to grow and develop into young adults.

We aim to provide transitional care services to support young care leavers to pursue education, employment or training opportunities and develop core life skills.

We aim to equip our young people with the knowledge, skill set and ability to take as much control of their lives independently as possible, therefore enabling each young person to grow, thrive and reach their full potential.

Our services are 24hour semi-independent living support service for looked-after young adults, both male and female, between the ages of 16-25.

We offer a number of different support packages, both short and long term support as well as emergency placements. We ensure that each young person is provided with a comprehensive placement package regardless of how long they reside with us.

We provide services and accommodation for

- Asylum Seekers 16+
- Refugee Minors Aged 16+
- Young Expectant Mothers 16+
- Mother and Babies 16+
- Young People Leaving Care 16+
- Young Children and Adults Escaping Abuse 16+
- Young Offenders (specialising In MAPPA Cases) 16+

We are able to offer provisions for young adults that display:

- Difficult And Challenging Behaviour
- Sexualised Behaviour
- Mental Health Issues
- Learning Disabilities
- Drug and Alcohol Abuse
- Personality Disorder



OUR OBJECTIVES

- To assist in developing and implementing person centred support packages for the young people in the service through key worker allocations, specific to each individuals needs.
- To promote safety for the young person by ensuring that each young person has a holistic risk assessment, that is regularly reviewed to ensure they are receiving the correct support required to develop their personal, emotional and social skills.
- To enable the young person to meet their health and emotional needs.
- To enable vulnerable young people to develop their confidence and maintain dignity at all times by retaining control of the care and support services they receive.
- To promote and maintain positive relationships, that benefits the young person and enables them to develop their identity, self-respect and care for their own well-being.
- To promote a culture that is conducive to learning, education, training and employment, ensuring resources and support are available, and encourage the young person to gain and maintain employment, education and training.
- To enable the young person to develop skills to communicate and interact with others and to integrate and contribute to the community in a positive manner.
- To work in partnership with parents, relevant adults, education, health and other professionals to ensure the young person is enabled to maximise their potential.
- To provide opportunities to choose from the range of recreational, education and employment opportunities that is available in the community.
- To ensure high quality yet cost-effective services delivered around the needs of the young person.
- To promote equality and an atmosphere of trust and respect.
- To enable the young person to be empowered to make choices and decisions in all areas of their lives.
- To encourage the young person to participate in and be involved in the delivery and development of the service.



ABOUT US

Our company holds a wealth of knowledge in the adult and social care sector. We have three managing directors who are actively involved in the support and care of the young adults in our services.

There is a vast shared wealth of experience held within our company that we have access to share with our young adults within our management structure. Some of the key highlights of this wealth of knowledge include:

- Former and current providers with the Care Quality Commission
- Providers with Ofsted
- Management holding qualifications; LLB with Honours, Master of Business administration (MBA), Post graduate certification in Business Administration
- Key workers providing experience in; nutrition, bodybuilding, fitness and endurance training, competitive athletes, physio therapy, hairdressing and beauty, Entrepreneurship, Interior design, property management and Budget/Financial management.



ACCOMMODATION

3 Jubilee Court, Croydon, CR7 6JL

A lovely 1940s mansion block in Croydon, South London. Our property at Jubilee Court is a ground floor 3 bedroom flat with excellent accessibility and space to support young people.

The property is welcoming, warm and fully equipped for the needs of our residents. The block itself is secure, having CCTV and an entry-com system for the communal doors.

Being on the main London Road, there is an array of local amenities such as restaurants, coffee shops and supermarkets all just within a 2 minute walk. There is a bus stop directly outside the property with routes towards Central London or across the road to Croydon Town Centre, just 10 minutes away.



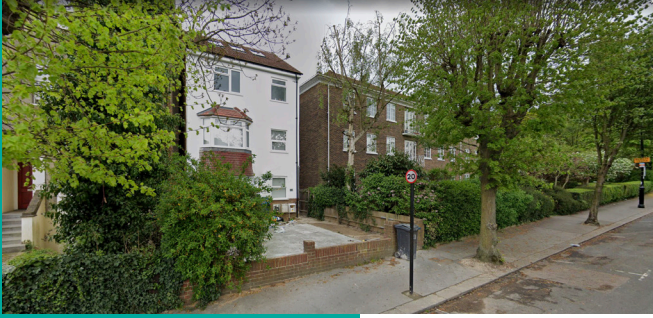
6 Venetian Road, London, SE5 9RR

On Venetian Road is a trendy 2 bedroom maisonette. This flat is in Camberwell, one of London's most popular areas for young people to live.

The property is next to Kings College Hospital and nearby on the main Camberwell High Road you can find a wide and diverse choice of restaurants and other eateries. Getting around town from this location is as convenient as it gets!

Being a 2 bedroom flat this is ideal for young people in our care who require a higher level of support.





14 & 16 Clyde Road, Croydon, CR0 6SU

A newly renovated block of 3 flats, comprising 2 x 2 bed flats and a 1 bed flat. Arranged over ground, 1st, 2nd and 3rd floor over. The flats are modern and spec'd to a high standard. They all have high polished tiled kitchen floors, new kitchens and bathrooms and quality engineered wood floors to hallways and living areas and Carpets to the bedroom. All the bedroom in the flats are large double bedrooms.

The location is excellent, being in the more affluent Addiscombe West Ward. The flats are approximately 2 to 3 minutes walk to Lebanon Road Tram Stop which is 1 stop to East Croydon Station which is the busiest non-terminus station in the UK. It is also possible to walk to East Croydon Station within 10minutes.

Local amenities are plentiful being so close to the Town Centre and major shopping malls.



16 Julien Road, Folkestone, Kent, CT19 5HP

We have properties available out of London, primarily in Folkestone. This unit has been used in the past for the safety of a young person. When the need arose to take the young person out of the local area altogether. Being near the coast this property offers the opportunity for genuine respite for the young person and their family and can be very therapeutic.

This property is a modern 1 bed flat in a purpose built block. The flat is decorated to a very good standard and is ideal for dedicated 24hr 1 to 1 care.

The location is fantastic, being just 3minutes walk to Folkestone Central Station. There are many amenities close by as the flat is very close to the centre of town. There is also Lower Leas Coastal Park, a beautiful park right on the Coast just a 10minute walk away.



OPERATING HOURS & STAFF DEPLOYMENT

Staff are available 24 hours a day, to support and provide for our young people. Staffing levels and deployment of staff is organised on a weekly rota and will depend on the support needs of the young people using the service. Night time support will also depend on the needs of the young people at the residence. We also operate a staff on call support facility where support, advice and guidance can be sought at any time from staff within the organisation to a Senior Manager.

We provide on duty support staff dependent on the number and needs of the young people in the residence. Each young person will be assessed prior to moving in so that their support needs can be identified.

Any additional support needs identified for individual young people will be provided in addition to the basic staffing levels dependent of funding approval from the local authority. All our staff have experience of working with children and young people and have relevant level 3 qualifications in young persons, health and social care. Our staffing policy promotes role models of both sexes. Strict recruitment procedures are followed when employing staff as outlined in our safer recruitment policy.



STAFF MEETINGS

This forum will take place on a regular basis. This will give the whole team an opportunity to discuss and reflect on all aspects of their work and daily activities within the home, update and feedback from key workers in relation to the young people they currently hold responsibility for. This will then enable the team as a whole to be comprehensively informed in relation to ongoing work, and any developments in relation to the young people. This process will support the links and information systems already in place within the home i.e. recording systems, handovers and so on.

STAFF SUPERVISION

All staff receive regular supervisions and appraisal schemes. We will also operate an open door policy with staff knowing they can approach a member of Management for support or advice at any time. The supervision and appraisal plan ensures all staff members have the supervision and support required to reflect on their own practice, develop as professionals and promote good practice within the residence.

Supervision and appraisal is conducted by suitably qualified staff members. Outside of supervision senior managers within the organisation are available to offer support and guidance when required.

STAFF TRAINING

Staff training and Continued professional development is very important to us. All staff are required to complete mandatory training and additional training will be provided if required to meet the needs of the young people in the home. Training is also provided relating directly to supporting care leavers as required.

Keyworker's are experienced in the care sector and are encouraged to continue with their training and development pathway within the field, however Mandatory training implemented in our training programme includes:

- First Aid
- Child Protection and Safeguarding
- Conflict Management
- Child Sexual Exploitation (CSE) and Awareness
- Health and Safety
- Data Protection & Information Sharing
- Equality and Diversity



ADMISSIONS CRITERIA

We accommodate young people that are making the transition from residential or foster care to independence. We consider all young people from different backgrounds. A needs and risk assessment is completed for every young person referred to the service to ensure that we can provide the right environment and level of support that each individual will need. We will consider emergency placements at the service but this would follow the same admissions procedure as well as taking into consideration other young people in residence. We will not consider referrals for young people where we could not meet their needs effectively, either environmental, or provide the adequate level of support that an individual will need. Compatibility of young people sharing would be an important consideration when looking at referrals and our young people will be involved in this process.



KEY WORKING

The level of key work provided depends on the young person's level of need. This can range from limited support to 1:1 support requiring up to 24 hours care. These types of packages will be risk assessed at the outset and tailored to meet the young person's needs.

A key working system is incorporated into our systems of working as good practice. All individual work carried out will be focussed upon working towards aspects of the 'Every Child Matters' agenda, with reference to the five outcomes as bench marks for all practice.

1. Being healthy: enjoying good physical and mental health and living a healthy lifestyle
2. Staying safe: being protected from harm and neglect
3. Enjoying and achieving: getting the most out of life and developing the skills for adulthood
4. Making a positive contribution: being involved with the community and society and not engaging in anti-social or offending behaviour
5. Economic well-being: not being prevented by economic disadvantage from achieving their full potential in life.

This will be achieved in an imaginative, holistic and inclusive manner, where the young person receiving care services is an active participant within the planning, provision and evaluation of activities within the residence and the wider community as a whole. The allocated key worker will ensure consistent care and development for each young person.

Regular one to one sessions will be available for each young person. These sessions will enable the young person to have an active input into the development of his or her individual care plan, decision making processes and general systems within the residence.

Key Worker Meetings

These formal and informal sessions will be a source of information exchange. The young person and their key worker will be able to discuss the ongoing progress of any individual care plans and look to develop other areas of work felt necessary or indeed requested. These sessions may be of use to young people who find the group setting identified above, rather intimidating and can address concerns and suggest improvements in a less formal arena.



SUPPORT PLANS

All young people will have regularly reviewed and up to date support plans reflecting their own individual needs, wishes and aspirations. The support plan will outline areas of assessed need and clearly and unambiguously outline methods needed to achieve these important issues.

The recording of these plans will be in formats easily understandable for the young person and they should have regular opportunities to discuss the progress and focus of the ongoing plan.

- **Independent Skills** – Each individual will be helped to develop their skills to perform everyday tasks such as paying bills, cleaning, cooking, shopping, time management etc.
- **Life Skills** – Relationship counselling, Coping mechanisms, Parenting skills, Anger Management, Counselling, Time management, Money Management and Savings, Career Advice, etc – We have a team of professionals available to offer counselling and training in order to empower clients to lead a more fulfilling life.
- **School and Further Education Support** – We have a list of all the schools and further education establishments within our locality and are able to liaise with them to place our clients. We also offer full support to NEET clients.
- **Healthcare** (GP, dentist, opticians, hospital appointments, Health Clinics) – We assist clients in registering at clinics, keeping appointments and accompanying them if required.
- **Legal Support** – We assist clients in handling asylum claims or other issues. We also assist in finding appropriate legal representatives and help clients understand British law if they are not familiar with the country's basic legalities.
- **Cultural and Community Organisations** – We will refer clients to local cultural/community organisations that provide support for a variety of cultural groups.
- **Social and Recreational Activities** – We help clients to build relationships and feel a sense of community within their surroundings. We will inform them of local cinemas, cafes/restaurants, and social clubs to promote independent living. We also assist young people to access libraries, homework clubs and language clubs etc.
- **Accommodation and Allowances** – We are able to administer weekly allowances and clothing allowances to clients on agreement with the referring authority



REVIEWS

Statutory reviews are organised and held in conjunction with the young person's local authority requirement. All attempts will be made to ensure that the young person attends these meetings as we recognise the importance of young people being fully involved in any planning process, especially when it has a direct impact on them and their futures. However, it is recognised that some young people can find these situations uncomfortable and threatening and may not wish to attend. With this in mind, we will seek to ensure that full and proper representation for the young person is available either through the individual key worker or by the appointment of an independent advocate if needs be. Internally, the progress of each young person will be monitored on a monthly basis and will include the Unit Manager and attended by staff/ key workers actively involved in the young person's care.

HEALTH

We aim to promote health and well-being for our young people and on assessment, we will ensure we have all the young person's medical history and current health needs. We would then support the young person to understand their individual needs and to be involved in the development of their health support plan, which once implemented will ensure all health needs are reviewed, met and monitored.

Young people will be supported to register with a local G.P, Dentist and Optician within one week of admission. They will be encouraged to have a medical check with their new GP as soon as practicable after registration. Health action planning will be implemented which will highlight any further health needs and the young person will then be supported to ensure referrals are made to additional health care professions if required.

The staff team will aim to ensure that they are part of educating the young person to make informed choices regarding their health, well-being and lifestyle choices. Staff are expected to advise and support the young person by providing information on dietary matters, exercise, alcohol and substance abuse, sexual health, general health and personal hygiene issues. Smoking is not permitted on the premises. All young people are discouraged from smoking and education will be provided to enable young people to make informed choices. Staff will promote a consistent, positive attitude to achieving and maintaining a healthy lifestyle.



EDUCATION TRAINING & EMPLOYMENT

We encourage and support young people to set and achieve positive goals in education, training and employment. We recognise that some of the young people may have had difficult experiences in their education and that being in a school or college environment may not be suited to them. This may result in pursuing further education through other avenues or engaging in a training programme, apprenticeship or employment.

All young people have a Personal Education Plan, which includes information about their career aspirations and ambitions. This is developed as part of the pathway planning process. The staff team liaise and work in partnership with the young person's advisor. Staff can arrange private tuition if this is agreed as the most suitable option for the young person by all parties concerned. We support young people in seeking employment, engaging in apprenticeships, career guidance and preparation for interviews. We work closely with local colleges, employers, adult-training centres and jobcentre plus.



RECREATIONAL ACTIVITIES

Young people are encouraged to engage in recreational activities outside the home. This includes encouraging the young person to access sporting, leisure and cultural activities. Sport and physical activity are encouraged as part of the health promoting process to enable healthy living as well as positive peer group interaction.

SERVICE USER PARTICIPATION IN SERVICE MANAGEMENT

It is very important to us that we recognise the young person's right to be heard and have their views taken into consideration, both as an individual and as part of a collective group. A key worker meets with the young person at least once a week and will be responsible for the implementation of the support plan and its continuous monitoring and review.

We recognise that young people need to feel that their opinions and views are valued. Regular house meetings are held which involve the young people in making decisions about the residence, as well as sharing information and ideas regarding activities and so on. Staff and young people are encouraged to come together to discuss plans and issues relevant to group living. As part of its regular service audit requests regular feedback, from the young people, other relevant stakeholders and staff, regarding the service received. This is done through feedback forms and a quarterly Unit Manager's quality assurance session. This helps us to develop and improve the quality of our service.

HEALTH & SAFETY

We have a comprehensive health and safety policy outlining responsibilities and actions required to promote the health and safety of young people, staff and visitors to the home. All young people will be supported and enabled to develop their skills and knowledge regarding health and safety issues as part of their skills development package. Our Health and Safety policy outlines regular procedures and monitoring checks completed within the residence in areas such as food hygiene, fire checks, emergency lighting and risk assessments.

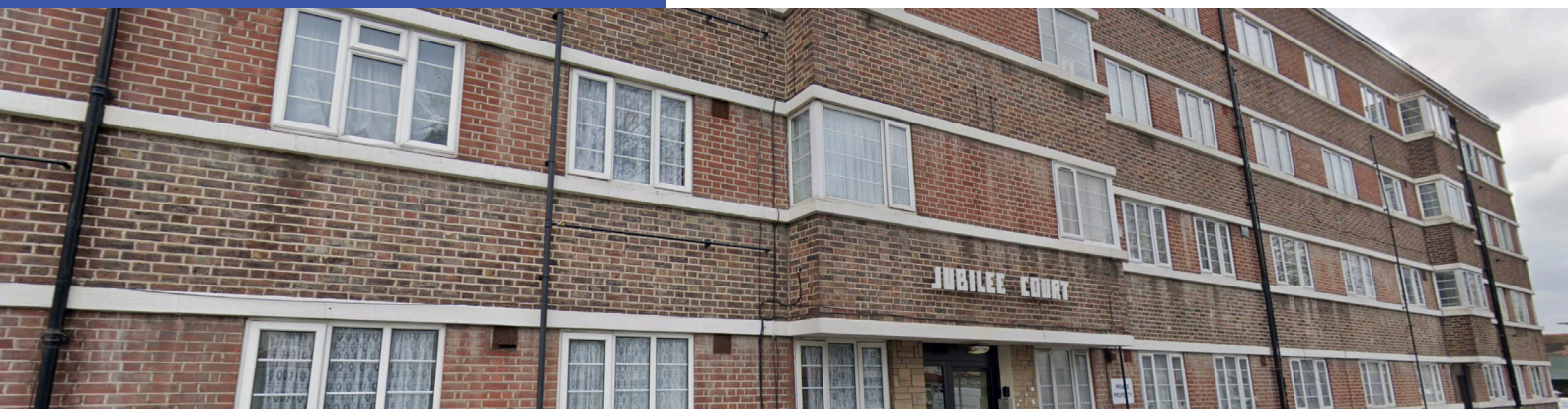


FIRE & EMERGENCY PROCEDURES

The residence is fitted with a fire and smoke detectors in accordance with our policies and procedures. The detectors are tested regularly and staff ensure the young people are clear in how to respond in an emergency, including the escape route and assembly point, in the event of a fire. It is the responsibility of the Unit Manager to ensure the day-to-day safety of all young people residing at our residence or employed or in any other way using the premises by ensuring that:

General duties and responsibilities of all staff:

- Know the location of fire exits.
- Know the location of fire-fighting equipment and have a good understanding of their use.
- Know the correct procedure for calling the Fire Brigade in an emergency.
- Be aware of the areas in the home that are high risk in relation to fire.
- Keep fire doors closed at all times.
- Keep the fire exits clear of furniture and equipment.
- Ensure that the young people are aware of the risks in kitchen area and promote its sensible use.
- Ensure that the residents are aware and understand the dangers of fire.
- Report immediately any faulty equipment and take it out of use and label as such.
- Ensure that the residents are aware of correct procedures in the event of a fire.



METHODS OF CARE & CONTROL

On admission to the residence and throughout the placement, young people are informed about the behaviour we expect from them reflecting societal norms and values. We encourage a culture which promotes high quality care and positive relationships based on mutual respect and understanding between staff and young people. Young people are encouraged to remain within these boundaries through emphasis on mutual respect, positive reinforcement and negotiation. This will maintain effective and clear professional boundaries.

Staff ensure the safety and well-being of the young people by establishing boundaries and structures in the residence. Individual young people will have time with staff looking at natural consequences of behaviour that may create risks to their own welfare or others. The staff team will endeavour to support the young person to develop the skills required to communicate with others in an acceptable manner.

Acceptable behaviour should always be encouraged as a normal part of day-to-day living. The need for sanctions is reduced by clearly setting boundaries of acceptable behaviour and achieving tight levels of consistent care practice.

Use of Sanctions

Sanctions will only be used sparingly and after all other alternatives have been considered. If the need is felt to impose a sanction, the young person will be informed and the matter discussed with the Unit Manager before deciding an appropriate sanction. Consideration must be given to the young person's emotional state, understanding of their transgression and the effect that imposing a sanction will have on future relationships.

Reasons for Sanctions may include:

- Deliberate damage to property, such as windows, furniture and decoration, in the residence.
- Criminal damage caused outside the residence, for instance, in the local community.
- Assault on any individual.
- Refusal to go to bed and/or disruption to other residents when they are trying to sleep.

This list is not exhaustive but gives guidance in relation to situations where sanctions can be legitimately implemented.

Permitted Sanctions

The following list comprises the sanctions which may be used

- Paying for damaged property out of their personal allowance. The amount will take into account the young person's financial commitments and may be reclaimed over a certain amount of weeks
- A letter giving a written warning which will affect the viability of the placement.

All sanctions must be recorded, dated and signed in the sanctions book and a copy placed in the young person's file.



Inappropriate Sanctions

- NEVER impose physical punishment on a young person.
- NEVER deprive a young person of food, sleep or medical help.
- NEVER deprive a young person of your care and consultation.

All staff should be aware that disciplinary action will be taken against them for the imposition of any of the above inappropriate sanctions.

Physical Interventions

Whilst strongly believing that all young people should have the main responsibility for their own behaviour, we recognise and understands that the young people in our care may sometimes demonstrate difficult or challenging behaviour which could require support or as a last resort, physical intervention.

Physical intervention can only legally be used where there is belief that immediate action is required to prevent injury or prevent serious damage to property.

The following criteria for physical intervention would therefore apply:

- When the young person is attempting to harm his or her self.
- Where this is substantial risk of physical injury to another young person.
- Where there is substantial risk of physical injury to a member of the public or a staff member.
- Where there is likely to be serious damage to property.
- Where serious damage is occurring.

Staff will be expected to inform the Unit Manager immediately after physical intervention has been used and to make an Incident Report which should include the following:

- The name of the young person concerned.
- Details of the young person's behaviour leading to the intervention.
- A description of the measure used.
- The date, time of the use of the intervention, where it occurred and any other person(s) present.
- The name and position of the person exercising the measure.
- The effectiveness and any consequences of the use of the measure.
- A description of any injury to the young person concerned or any other person and any medical treatment administered.
- The duration of the intervention.
- Confirmation that the person authorised to make the record has spoken to the young person concerned and the staff member who used the intervention.

The record should be signed by the person authorised to make the record and where possible the staff member and young person.

Notification will be made to the young person's Social Worker in the event of physical intervention being used to support the young person.



COMPLAINTS

We respects the right of young people and their parents or relatives to make complaints or representations about the services they receive. They are also entitled to a consistent standard of service and care.

Young people and Social Workers are made aware of the complaints procedure on admission to the residence. In addition, young people in our residence are encouraged to give us regular feedback and express any concerns they may have through one to one sessions with staff, house meetings, manager's QA meetings and feedback procedures.

Our complaints procedure is available to the young people and outlines who to complain to and how we respond to a complaint received. The residence will also have a copy of the Local Authority complaints procedure.

Young people are advised that they can complain to:

- Members of staff team including the Unit Manager
- Their Social Worker
- The Local Authority
- Child-line
- NSPCC

We will always try to resolve a complaint at the lowest possible level, whilst respecting the seriousness of the complaint.

All complaints are taken seriously and are recorded in our complaints book. The Unit Manager is responsible for the monitoring of any complaints and ensures they are resolved in the appropriate manner and within the correct timeframes. They are responsible for identifying any patterns in complaints received and how to improve the service to avoid further issues. All complaints about the behaviour of staff will be investigated by the Manager, who will if necessary liaise with external agencies.

All young people have the right to an independent person to support and advise on complaints and this right is upheld at all times.





CHILD PROTECTION

The safety of the child and/or young person is paramount. We believe that one of the cardinal points in child protection and safeguarding is that children and young people feel safe and cared for. Carers must protect those that they care for from harm or abuse by taking immediate action to stop it and to follow the agreed reporting procedures, having received training in its use. Children and young people must have confidence that those caring for them will protect them at all times.

Staff inductions, probations, supervisions and on-going training covers all aspects of child protection and ensures all staff are knowledgeable in how they respond to allegations of abuse of any nature, how to promote the safeguarding of our young people and where to gain further advice and support if required.



Every staff member has a duty to report any concerns, incidents and allegations of child abuse whether internal or external, which involves any of the young people in our residence. A carer, parent, another adult, another child, a person known to the child or a complete stranger may perpetrate abuse, therefore, children and young people must be listened to. Any allegation will be taken seriously.

All staff must ensure that they are clear of their responsibilities in child protection situations by reading and understanding set procedures and taking necessary action. Our Staff will act immediately once they are aware that a young person is suffering or has suffered abuse, informing the Unit Manager who will follow procedure.

The child or young person must receive full support and protection. In the event of any subsequent investigation, the young person will be kept fully informed throughout the process.

Staff who are the subject of an allegation of abuse will be suspended immediately, pending an internal investigation. The Local Authority has a legal responsibility to deal with allegations of abuse and conduct any subsequent investigation.



BULLYING

Bullying of any kind is not acceptable. Exerting power through the intimidation of others is not acceptable. Some of the young people in our care may try to bully others in order to feel better about themselves. Bullying is totally unacceptable and we promote the view that all young people have the right to be treated with dignity and respect and everyone has a right to go about their daily lives without fear of harassment or bullying. It is our responsibility to be continually aware of the possibility that bullying may occur in the residence or in areas external to the home.

Our policy on bullying defines different types of bullying, signs and symptoms of bullying and how both the victim and perpetrator should be supported. The policy also outlines how staff should respond to any allegations of bullying including documentation, conducting risk assessments and obtaining records of the responses of all involved. Any issues or concerns regarding bullying is addressed in the young person's support plan and service meetings. We encourage staff to be vigilant (but not overbearing) about vulnerable young people's need to be protected, should the problem of bullying arise.

The subject of bullying is discussed at staff and residents' meetings from time to time. Staff talk frankly and openly with the young people about bullying and also listen to their views. Incidents of bullying, no matter how small are never overlooked and are addressed by staff in an appropriate manner.

Whilst the welfare of the victim is of prime importance, the perpetrator also has needs, which must not be dismissed. Bullies behave in the manner they do, partly because of difficulties in their own lives, e.g. their feelings of inadequacy, unhappiness, or they may have been victims themselves. Unacceptable behaviour needs to be understood and then appropriately dealt with by staff if the cycle of bullying is to cease. We must offer protection to those who are bullied and guidance to those who bully.

Staff are also aware that abuse of young people can potentially occur via the internet and mobile phones and that this is a growing area. Staff are advised to follow and adhere to the policy on E-safety and ensure that guidelines on keeping young people safe are followed.



UNAUTHORISED ABSENCE

We have a clear procedure in place to promote the safety and well-being of the young people in our care depending on individual needs including conducting risk assessments and reporting and recording of unauthorised absences.

The responsible authority, prior to the young person being placed at our residence, will be expected to provide a risk assessment and information on the likelihood of the young person absconding. The following questions must be addressed:

- History of absconding.
- Risk of going off with a stranger.
- Risk of crime.
- Young person's legal status.

Risk assessments and clear guidelines are implemented within each young person's support plan depending on the individual needs including how to respond to absences from the service and when staff should be concerned. Strategies for individual young people will be agreed using a multidisciplinary team approach.

If the young person absconds during office hours the senior worker will contact the placing Authority of the young person to discuss the situation. Details surrounding the circumstances of the young person going absent should be given such as, whether the young person was, in any way, upset when last seen, any likely police involvement and any other relevant information.

If the problem arises out of hours, staff will contact the Emergency Duty Team (EDT) who should be kept updated and notified of the young person's return.

If the young person is thought to be in immediate danger, then details should be given to the police by telephone.

When the young person returns he or she will be offered food, drink and sleep and welcomed in a positive manner. The young person is encouraged to talk about why they went missing and discuss their experiences whilst absent and should be able to ring their Social Worker if possible. If the young person discloses concerning information, a senior member of staff will be informed who will then notify the placement authority. Incident sheets and daily logs are completed by staff on shift and forwarded to the Social Worker. If a young person makes a concerning disclosure on their return where his or her safety may have been compromised or is at risk of harm or danger immediate action will be taken including emergency services if required.



ELECTRONIC SURVEILLANCE OF YOUNG PEOPLE

We are able to provide placements for young people who are subject to a tagging order by the court. We recognise that tagging can be a stressful experience for the young person concerned and we will use our best efforts to accommodate such requests as far as possible, in order to support the young person at such a difficult time.

RESIDENTS MEETINGS

This forum will offer young people the opportunity to have an input in relation to everyday issues pertaining to their lives. They will have direct responsibility for the creation of agendas and be able to influence the decision-making process within the residence. These meetings will take place regularly and minutes will be recorded and distributed with clear instruction as to who has responsibility to ensure that decisions are acted upon.

RELIGIOUS AND CULTURAL NEEDS

We understand that young people have the right to follow the religion of their choice and will be supported to access services and meetings that form part of their chosen faith. All individuals will be supported in their desire to follow specific stipulations regarding diet, quiet time or prayer, routine, clothing and so on, relating to their religious and cultural wishes and preferences.

Advice from any relevant organisations would be sought if required to ensure the individual's rights and choices are adhered to. Individuals are encouraged to explore their cultural diversities through individual discussions within the residence.



CONTACT WITH RELATIVES AND FRIENDS

We believe that agreed contact with natural families, carers, siblings and other significant people in a young person's life should be encouraged. The maintenance and further development of existing relationships is seen as fundamental to positive outcomes for young people, allowing for stability and a sense of belonging. We recognise that some of our young people will need support to build upon these relationships and key workers will work in a proactive manner to support at all stages of the process.

Where and when required, contacts may be supervised and detailed reports prepared to highlight positive and negative aspects, which could hinder or help further positive outcomes. All contacts will take place in a planned and agreed way, with reference at all times to the wishes and needs of the young person, but also mindful of possible child protection issues and the processes involved accordingly.

Key workers will play a fundamental role in the monitoring and evaluation of existing relationships.

PROMOTING RIGHTS

We have an equality and diversity policy in place which identifies the rights of the young person to receive an appropriate service that aims to meet their individual needs regardless of their gender, race, nationality, sexuality, disability, class or religion.

Our staff team reflect the local community which is ethnically and culturally diverse. Young people will be supported regarding their individual cultural needs and any identified issues or areas of need. Young people will be encouraged to avoid being discriminatory towards others.

Within company guidelines staff will be provided with guidance on how to deal with discriminatory practice or behaviour. All instances of discrimination will be acknowledged as abusive and will be addressed seriously and consistently by the manager and staff members. Young people who feel that they have suffered discrimination should bring this to the attention of the staff using the complaints procedures. As an organisation, we will ensure that staff selection, recruitment, training, promotion and treatment is informed by anti-discriminatory practice; and no one will be disadvantaged in these matters.



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