

STATEMENT OF PURPOSE

2023/24

**CHASS CARE**

**Property Address 1:**77 Donnybrook Road, Streatham SW16 SAY

**Property Address 2:** 47 South Norwood Hill SE25 6BX

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| **1.0 INTRODUCTION**  |   |
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Chass Care provides 16+ Semi Independent accommodation and support to young people in care, leaving care, custody, refugee and asylum-seeking young people.

Our organisation consists of a service manager, nominated individual, safeguarding lead, senior support worker, and support workers.

This Statement of purpose is approved by our Senior Management Team of Chass Care.

**2.0 OUR VISION**

Our vision is to:

* Liaise with local authorities with effective outcomes.
* Review the effectiveness of support provided by Chass Care.
* Review placements in terms of their stability for young people placed in our units.

**3.0 OUR VALUES**

Chass Care will:

* Ensure that young people placed with Chass Care are safe, feel secure and receive effective support for the duration of their placement. To make this possible, we collaboratively work with Children Social Care teams along with relevant stakeholders to provide a range of support to young care leavers ensuring that the risks of placement instability are identified, and priority is given by appropriate agencies and services to prevent breakdown.
* Ensure that all staff have access to training and development opportunities. Chass Care aims to provide support and training commensurate to our staff so that the risks of placement instability are identified, and necessary actions are put in place to prevent placement breakdown.
* Ensure that all staff access suitable training and development opportunities in respect of child protection and safeguarding.
* Ensure that where possible, all young people feel empowered to make informed choices in relation to their placement.
* Ensure that all young people placed with Chass Care are protected from emotional, physical, sexual abuse and neglect. This is achieved by provision of policies and procedures for staff to follow by staff to ensure the protection of young people.
* Ensure all young people have been provided with a copy of their current Pathway Plans by the local authority.
* Ensure young people receive support to access appropriate education, employment, training health and other services identified within their Pathway Plan. This will be achieved by promoting academic achievements of young people leaving care in collaboration with the child's allocated Social Worker/Personal Advisor.
* Ensure statutory guidance on the education of young people looked after is implemented.
* Ensure that staff actively promote the health needs of young people in Chass Care units e.g., attending appointments with regards to their health and or health assessments.
* Promote access to and participation in constructive and appropriate leisure activities.
* Ensure that the services we provide are flexible, responsive to enable young people, and influence service delivery. This will be achieved by encouraging young people to actively participate in the annual review of the manager responsible for their home.
* Promote opportunities for young people, especially those who are vulnerable, to take part in decisions about service design and delivery and promote opportunities for staff and young people to jointly participate in service development.
* Seek to place young people in units that reflect their ethnic origin, cultural background, religion, and language with staff who will actively promote all of these.
* Partner with everyone involved in the support of young care leavers’ educational, employment and safeguarding needs. This will be achieved by ensuring staff are supported to play a key role in supporting young people’s pathway plan and personal progression.
* Encourage young care leavers to contribute to their own support plan and key work activity plans and discussions.
* Ensure that young people leaving care are supported to make positive transitions to adulthood. This will be achieved by ensuring young people aged 16 to 18 are able to remain in semi-independent accommodation until they reach the planned end of their placement.

**4.0 SERVICES WE PROVIDE**

Main Service description and category

Based on Ofsted SC1 application criteria

Primary service - Ring fenced SIL (Support & accommodation 16 -18-year-olds)

Secondary service - Floating support 18 -25.

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**8. SERVICES AND CLIENT GROUPS**

Semi -independent living is our primary service which aims at the care of male or female 16 -18-year-olds. The service is designed to go beyond offering staffed 24 hours accommodation and general support to young people but to ensure the journey to self-independence is enabled. This means a measurable system of support in the enhancement of self and personal skills. Education and employment inclusion being a major part of the service. We are able to provide DOLS placement arrangements where commissioning local authorities require a stand-alone accommodation that is not shared due to the identified risks involved with the placement. This category of support is designed to cater for the needs of young people as directed by the courts. They would have significant risks associated with their needs and will be accommodated with certain liberties deprived but highly supported to downgrade risk to themselves and others. They will receive the equal standards of support with extensive mentoring and guidance on how they can keep safe and achieve self-dependence through person – centred and detailed activities and discussion suitable to their character.

**Our specialist support service (16 – 18-year-olds)**

Unaccompanied asylum seekers under 18 years old.

**General services**

Children with challenging behaviour

Children with complex needs with history of trauma

Section 20

Children with ADHD and mild autism

Floating support. This is our secondary service which acts as a step-down process for our young people reaching the age of 18. This provision caters for young people who have transitioned into adult hood and are deemed to need much more support in care as they have not developed the fundamental skills to live independent lives. This usually consists of needs - based care with set amount of hours support provided each week. This does not require 24 hours staffing at the provided accommodation and usually includes 5 -10 weekly support hours. Chasscare has a number of work experience initiatives internally and with external sources. The company will sign post and refer young adults to all forms of external resources such as 3rd sector or funded training / development initiatives.

**Practice:** Each young adult will have an assessment that confirms current needs. This forms the support plan that is shared with the PA and other stakeholders. A weekly support plan is drafted and integrates with a monthly report which offers a review of support progress and recommended actions to deal with areas where support targets are not met. The weekly support sessions place important emphasis on:

1. Mentoring and guidance on education /training plans

2. Employment plans – long- and short-term support sessions

3. Access to entitlements and social welfare

4. For asylum seeker groups – Social integration support, languages, connecting with ethnic community schemes,

5. Independent living skills support – finance, tenancy, living skills

Emergency placements. We provide trained individuals who can offer ‘responsible adult ‘services where a young person may be remanded in police custody to ensure they are attended to and picked up to stay at a pre - arranged accommodation. This is also available to foster agencies where a young person cannot return to a foster carer due to a break down in the care provision. This form of temporary placement may last anything from 1 day to 2 months. We can cater for 16 -18-year-old in line with OFSTED standards of service which forms the new national standards. Steps would be taken to assess the young person’s needs, risk assessment and safety plans included with any other issues of importance. A detailed process of support is provided for the duration of the temporary placement.

**5.0 OUR MISSION:**

To recruit, train, assess and support appropriate and vetted staff to meet the needs of young people leaving care.

To fulfil this, we have developed a series of key objectives:

Objectives

1. Minimise the number of young people who leave our placements unplanned.
2. Maximise staff flexibility of staff supporting young people to the highest efficiency.
3. Ensure Chass Care implements and adheres to meet and exceed all relevant standards.
4. Ensure all prospective placing local authorities are given all the information required to make an informed decision before placement.
5. Ensure quick assessment and completion of placement application for a placement with a decision made within 24 hours.
6. Consult with staff regularly on ways to improve the service.
7. Ensure staff are supported as best as possible.
8. Investigate complaints speedily, thoroughly, and fairly.

Comments and Compliments:

* Chass Care values its staff and young people feedback and regularly requests their views for service improvements and developments.
* A record is maintained of compliments regarding the services or individuals within the service.
* Staff are recognised for their contribution to the service and acknowledgements are sent when an individual has received compliments.
* The service shares good practice for learning and development.
* There are clear procedures if an abuse allegation is made against a member of staff. We endeavour to minimise complaints and allegations through high effective and quality training and support.

**6.0 EQUALITY AND DIVERSITY**

We are committed to anti-discriminatory practice and providing a service sensitive to individual's culture, beliefs, sexuality, gender and disability:

* We recognise the culture, religious and racial origins of young people for whom we are responsible, as well as our employees and celebrate these origins.
* We value and respect the young people we look after for their individuality and unique personality. We actively encourage and support both employees and young people to participate in their cultural traditions.

**7.0 OUR COMMITMENT TO STAFF**

Chass Care is committed to all staff by:

* Ensuring that services provided are flexible, responsive, and supportive of staff.
* Respecting the ethnic origin, cultural background, religion and language of young people and staff.
* Working in partnership with all those involved in the support of looked after young people, including staff, young people and their families.
* Encouraging staff, and young people to participate in service design and development.
* Developing support, information services and training opportunities for staff.
* Ensuring that all members of staff have access to relevant policies and procedures in respect of the young people leaving care.
* Ensuring that staff have access to training and development opportunities in keeping with the Targett Housing’s policy and training strategy.
* Ensuring that staff are supported, managed and trained in keeping with the organisation’s Training and Development Policy.
* Offering support, including independent support, to staff who are the subject of allegations made against them and will ensure that they are treated fairly according to established procedure.

**8.0 ORGANISATION STRUCTURE**

Senior Managers at Chass Care are qualified to degree standard (as minimum) and our Transition Support Workers are professionally qualified with NVQ’s Level 1 to 3 in a social care and/health related topic. Middle management team has significant experience of providing a range of services to young people and adults in the community and hospital-based settings. All staff are committed to their own personal development, and they have annual appraisals with their line manager to agree targets and set goals.

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 **ORGANISATION STRUCTURE FLOW DIAGRAM**

**9.0 PEOPLE / STAFF**

Nominated Individual: Nazim Jafer

Liaises with the stakeholders and is the main point of contact with commissioning local authorities placement teams/social workers. The NI acts as the general manager and oversees and manages the RSM’s responsibilities.

RSM (Responsible Service Manager): lrem Jafer

Previously performs the operation manager’s responsibilities which included managing the daily operations of the service in terms of staff supervision, compliance, complaints and reports management.

Safeguarding Lead: lrem Jafer

Ensures the safety and wellbeing of residents by developing and implementing policies and procedures to prevent abuse, neglect, and harm. They are responsible for identifying and responding to safeguarding concerns and ensuring that staff are trained to recognise and work with stakeholders and joint partners to respond appropriately to safeguarding issues.

Support Workers

These are the frontline staff responsible for the day-to-day support for the young person. This can include supporting tasks around the home such as cooking and cleaning, going out, taking part in activities, and attending college/work. They encourage young people to live more independently, keeping them safe and encouraging positive behaviour.

Supervisors/Managers

Dedicated to support the support worker and equip them with the skills and ongoing mentoring required to deliver the best standard of support.

Service Category

The company provides ring fences shared accommodation (supported accommodation and floating support) Staff do not live in the accommodation but provides 24-hour staffing on a shared rota.