



## STATEMENT OF PURPOSE 2017 16+ ACCOMMODATION & SUPPORT



We promise to offer Young People a respectful and supportive service Offering Practical Support Advice & Guidance

We promise to motivate Young People to reach their true potential. New opportunities will be made available to them.

We promise to ensure we support you with your budgeting and Self-Care Skills



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## ■ Introduction

Most young people now could find themselves living a home up to their mid-30s with the security of knowing that their family is around if they need advice, help or somewhere to go back to. Most people in Local Authority Care leave their foster or residential placement between the ages of 16 and 18. Many will have missed out on opportunities to learn practical skills. Very few young people will feel that they have the safety net of concerned adults to whom they can return.

We aim to bridge the gap between moving from 24 hours residential or foster care to a reduced supportive environment in the community, emphasising on young people making decisions and taking responsibility for their actions.

## ■ Description of the service

We aim to provide a high standard of accommodation, care and support package for young people between the ages of 16 and 24.

Whilst the young people may have grown out of a children's home or foster care this does not in any way mean that they are ready to cope with the responsibility of looking after themselves, and dealing with some of the complex issues that they have had to try and deal with in their lives.

The aim of the service is to help young people to make the difficult transition from care to living independently in the community. Young people need to have acquired some self-care skills and demonstrate that they are working towards their own tenancy.

Each young person has an individual set of aims and objectives - taking up further education or training opportunities, agreeing to live within a budget and sharing household chores. Support and guidance is given to help young people with domestic skills like cooking, cleaning and household management that they may have missed out on as children or might be getting from parents.

The Service will have a small team of professional's workers dedicated to the development of the Young person, which is to be the foundation when providing support for that young person The service provided will work in line with providing a semi-independent supportive accommodation for young people preparing to leave care.





## ■ Aims and Desired Outcomes of the Service

The aim of the service is to provide a range of services and high quality, safe accommodation which supports, guides, inducts and integrates 16 to 21 year olds into the community.

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

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

The desired outcome of the service is that we will have secured a better future for young people leaving care by ensuring they have the same opportunities and aspirations as other people living in the community.

- To provide the opportunity to experience a positive reintegration into the community
- To develop skills knowledge and attitudes needed to live outside the institutional system.
- To create a living experience focusing on confidence, trust and respect.
- To train Young people to have the ability to care for themselves and others.
- To provide each young person with a safe and positive experience of living.
- To maintain and/or develop contact between family, friends and cultural networks.
- To promote personal growth & development.
- To challenging unacceptable attitudes and or behaviour that impact on others.
- To ensure that the Young people are informed of how to access appropriate support.
- To equip Young person with the necessary Skills required living in the community.
- To create the level of independence required when living in the community.
- To pursue education and employment opportunities as they arise.
- To manage discrimination and oppressive behaviour encountered.
- To explore self-identity and others issues impacting on this.
- To reduce the likelihood of offending by enabling and maintaining employment/education.
- To rehabilitate back into the community offering and devising a safety net should any issues occur.

**We aim to help young people develop their potential by:**

- Acquiring practical skills.
  - Developing emotional/social resilience.
  - Developing constructive, fulfilling and rewarding ways of using their time.
  - Acquiring the skills to participate in society.
  - Assess young people's needs by working with them individually.
  - Build on what is already in place by broadening experiences and community interests.
  - Maintain confidentiality recording what is necessary and using a central file.
  - Improve Young people self-esteem helping them focus on their inner self and personal care.
  - Acknowledges positives behaviours by giving praise and credit.
  - Cared and valued by setting clear boundaries for their safety and behaviour.
  - Ensure that the accommodation is safe and secure.
  - Assisting Young people in coming to terms with their situations and in a creative way.
  - Listening to Young people and encourage their participation in the work being delivered.
  - focusing on the Young people individual needs
  - Encouraging life history work focusing on reflection of the past and here and now
  - Work directly with Young people from a diverse range of backgrounds and cultural needs.
  - Work in a directive manner with a flexible approach to ensure positive outcomes
  - Having a holistic approach to the Young people' needs ensuring we focus on the main areas:
- **Health**
  - **Identity**
  - **Family and Social Relationships**
  - **Education & Employment**
  - **Emotional and Behavioural Development**
  - **Self-Care Skills**
  - **Social Presentation**
  - **Housing**

**We aim for the service to:**

- Give Young people a voice, an opportunity to choices and accept that they will make mistakes
- Help young people learn from each other's experience as well as their own
- Involve working with partners to add value to the work
- Be based on good assessment of needs and risks
- Be accountable – to young people and Local Authorities.

## House Support Structure and Facilities

### We have 5 shared Houses

- ✚ 16+ 5 bedded shared house x 1
- ✚ 17+ 4 bedded shared houses x 2
- ✚ 18+ 5 bedded shared houses x 2

### All house contains:

- ✚ 1 Meetings Reception room / Office
- ✚ 4/5 Bed Rooms
- ✚ 1 Shower /bathroom
- ✚ 1 Storage Room
- ✚ 1 Toilet
- ✚ 1 Kitchen
- ✚ Communal area
- ✚ Sky Tv
- ✚ Tv Wi-Fi in bedrooms
- ✚ Out of hours on call service which offers advice available 7 days per week, outside of office hours. Covered by qualified/experienced Social work practitioners.

### 18+ Staffing Structure 5 hours per week

- ✚ Dedicated support worker covering commissioned hours throughout the week.
- ✚ 24hour on call system available to young people
- ✚ Office based meeting room
- ✚ Communal area

### 17+ Minimum Support House 10 hours per week

- ✚ Dedicated support worker covering commissioned hours throughout the week.
- ✚ 1 House Coordinator
- ✚ 24hour on call system available to young people
- ✚ Office based meeting room
- ✚ Key work support sessions

### 16+ 24hr Services Provision

- ✚ Each young person has a dedicated keyworker
- ✚ House Coordinator
- ✚ Support attending appointments
- ✚ Key work sessions
- ✚ Recreational Activities Room available on site
- ✚ Facilities too support family contact

## ■ Operation of Support Services

The Young people support Worker will carry out a detailed assessment, which will include the following:

- Health screening
- Special needs
- Education
- Independent living skills
- Legal/immigration issues
- Contact with family and significant adults
- Social issues
- Employment interest
- Provide a key worker system responsible for monitoring of the Pathway plan.
- Provide support linking into appropriate health service and registration with GP.
- Provide access support courses including Education, Training and Employment.
- Provide direct support with development of independent living skills.
- Provide access to and support with cultural and religious links in the local area.

Reception into the service provision staff will make arrangements to transport and accompany the Young people to their accommodation, and make them feel welcome. On arrival, we will ensure that the Young people provides a detailed inventory of their belongings.

When arriving to the service young people will be introduced to their Support worker, and, will have an induction into the service accommodation (including demonstrations of the operation of all domestic appliances and heating system) and expectations will have presented and explained. Induction into the house will also include safety systems, fire exits, bath, WC laundry system, catering facilities as well as a brief introduction to facilities in the surrounding community.

An information pack will be given to the Young person to support the induction process, which will include information regarding the complaints, advocates and emergency contact details for the placing LA. The Key worker will inform the Young person that they will need to contact insurance companies regarding adequate insurance of their personal belongings whilst living in the accommodation (if this has not yet been arranged).

Within the next 4/5 days the Young person will have a further induction, which will give details of the local community, cultural links, language courses; subsistence personal Job seekers allowance payments and their first one to one as an opportunity to discuss their personal needs.

### **✦ Assessment**

The Young people's multidisciplinary needs assessment should have been undertaken before arrival to our service. If complete, this will be made available to the other professionals involved in the care plan/assessment. During the first month following reception, this assessment will be verified by staff to ensure that it remains valid in a new setting. Any changes will be reported to the Young person and other professionals to follow up.

### **✦ Provider support with health needs**

The Young person will be given support in registering with a local GP Dental practice, and Opticians within 23 days of commencement of the placement. Full information will be provided about the range of health services available in the area, and encouragement given to attend courses, or talks, in the area on health and sex education, substance misuse and HIV.

Should the Young person reveal any special needs to any representative, which had previously remained undetected, and which we feel are beyond their ability to manage, this will be reported immediately to the Local Authority Social Worker in order to have a shared approach in ensuring the appropriate service, for the Young person has been identified.

### **✦ Support with independent living skills development**

Staff will ensure that support and training is given to each Young person in the development of a range of practical living skills to equip them for independent living. This will aim towards competency in the following areas:

#### **Financial management**

- Budgeting
- Managing savings and bank accounts
- Taking financial responsibility for bill payments

#### **Household management**

- Cookery
- Practical and general household maintenance
- Property cleaning and hygiene
- Food shopping
- Personal Care & Hygiene
- Health & Safety

#### **Self-management**

- Using public transport
- Form filling — (benefits/education/employment applications etc.)
- Making appointments
- Self-motivation

#### **Leisure**

- Identifying and encouraging the use of local facilities
- Ensuring the appropriate use of local facilities
- The encouragement of appropriate social links



Staff will be sensitive towards the Young people in relation to their cultural religious and lifestyle needs and we will cater for them as most appropriate. We will ensure that the provision of a culturally and religiously appropriate service is provided to each individual, and shall not impose any belief system, either overtly or covertly, in the way that the service is delivered. We will facilitate access to the use of culturally relevant community resources, encourage domestic and other household routines that recognise cultural needs and endeavour to recruit staff members of an appropriate cultural background.

#### **🏠 Support with legal issues**

We will accompany any Young people in need of legal or immigration advice to appropriate accredited immigration solicitors or legal advisors. Follow up in this area will be regularly monitored with the Young people to ensure a swift outcome is achieved with associated problems promptly resolved or reported to the Local Authority where appropriate.

#### **🏠 Support with claiming benefits**

Where a Young person is 18+ years of age we will support the Young person by approaching the Benefit Agency and making an application for Job Seekers Allowance, Income Support and other relevant benefits. We will ensure that the support worker has the relevant knowledge on basic benefit regulations. This is to ensure that support is given to the Young person in maximising their income. The Support Worker will also have the knowledge to challenge on claims Backdating, Appeals, Overpayments and Underpayments. Housing Benefit application will be made for all 18-year-old who are eligible for this benefit.

We will request all Housing Benefits payments are made payable to the company and that claims are correctly made with all subsequent documentation submitted to the Housing Benefit section within the first 4 weeks of an application. Where a Young people's status is not confirmed and they are ineligible for benefits further discussions will take place with the Social Worker regarding any funding of placements until such time they have been awarded immigration status, where the above conditions will apply.

#### **🏠 Move on support**

We will support the Young person with "move on" in line with the Pathway Plan. Assistance will be given in terms of permanent housing, taking into consideration finances, legal status and implications for ongoing education, training or employment. Over the periods leading up to departure from the accommodation, support will be given in implementing the plan and preparation made for fully independent living in the community. Support will be given to Young person who has to engage with bidding and applying for independent accommodation, we will actively encourage and support this process.

#### **🏠 Provision of 24 hour/emergency cover**

Each Young person will have access to a telephone support service, which offers 24-hour support, available 7 days per week, 52 weeks per year, to support the service outside of office hours. This will be covered by experienced practitioners.



### **Key worker support system**

Each Young person will be allocated an appropriately skilled, trained worker supervised by a qualified practitioner. The Support worker will be responsible for supporting the Young person in achieving the objectives and targets in their Pathway Plan, and monitoring changing needs. Each support worker will have a controlled caseload of Young people to support and manage according to the individual needs of the Young people concerned, and will be their first point of contact. Our Contact will be as set out in the placement agreement, which will be completed, where possible, prior to the commencement of the placement.

All contact, by telephone or in person, by the Young person or related professionals will be recorded on the Young people's personal file and written records maintained by their Support Worker. They will also comply with the requirements set out in the Placement Agreement Plan in conjunction with the Local Authority Social Worker. Written progress reports and attendance participation at individual one to one review meetings for the Young people they support. The Key worker will work together with the Young person in preparation for moving on arrangements and give support at this time. The Support Worker will liaise with the Young people's allocated Social Worker and forward reports and maintain communication as laid out in the initial Placement Agreement.

## **Standards**

### **Outcomes and standards for Young people**

**The service will focus on** the following 5 outcomes set by the government agenda in 'Every Child Matters' for the children and young person;

**Staying safe, Enjoying and achieving, making a positive contribution, being healthy & Economic wellbeing,**

### **Be Healthy**

- The Young person is receiving a nutritious diet
- The Young person receives appropriate advice / information on physical, sexual, emotional and mental health issues.
- The Young person is receiving appropriate health treatment.
- The Young people's physical, emotional and mental health improves.
- The Young person develops self-care skills (practical and emotional) appropriate to their age and ability.

### **Enjoy and Achieve**

- Special educational needs are being attended to,
- There is continuity / stability of education arrangements
- Young person is managing the expectations, demands of education and is making progress.
- Young people are able to pursue their interests and develop confidence in their skills
- Young person behaviour is not such that will lead to exclusion,

### **✚ Making a positive contribution**

- Young people contribute to keeping their environment welcoming, clean and safe.
- Young people make decisions about their lives (key worker sessions, statutory reviews etc.).
- Young people contribute to the way the service is run (through regular group meetings).
- Young people are actively involved with visits to the service by external agencies/visitors
- Young people participate in service activities

### **✚ Achieve Economic Well Being**

- Young people have access to transport and material goods
- Young people are able to use their weekly income well
- Engage in education, training.
- Access volunteering or work experience opportunities
- Young person dresses appropriate to age, gender, culture and religion.
- Young person understands how their appearance / behaviour may affect work opportunities.

### **✚ Stay Safe**

- Young people live in a home that provides safety and security.
- Young person is safe from accidental contact with dangerous drugs and drug equipment.
- Young person not to take illegal drugs
- Young people are safe from seeing or receiving violence.
- Young people access individual adult support when they need it
- Young people accept appropriate boundaries (sanctions if required).
- Young people are aware of health and safety issues in the house and comply.

### **✚ Outcomes in respect of parents, carers and staff**

- Relationships with family members are developed, maintained or improved.
- Positive relationships are developed with the Support worker and peers.
- Young people understand but are able to dissociate from adult family conflicts.
- Young people understand their past and how it affects the present and the future
- Young people develop an increased awareness of how their behaviour impacts on themselves and others, and what the costs and benefits are of behaving in certain ways.
- Young person acquire the personal resources and skills needed to overcome the detrimental effects of past behaviours

### **■ Principles Informing Good Practice**

In all actions concerning Young people the best interests and welfare of them shall be the primary considerations. The views and wishes of Young people will be sought and taken into account whenever decisions affecting them are being made. Measures must be put in place to facilitate their participation in line with their age and maturity. It is vital that Young people be able to maintain their identity and links with their culture and religion. Provision of Young people's healthcare and education must reflect their cultural needs. For those Young people where English is not their first language



suitable interpreters who speak their preferred language whenever they are interviewed or require access to services.

### ■ Monitoring Requirements

We will produce monthly progress summary reports (unless otherwise stated) on each Young person. Monitoring meetings will be held on site, between Good 2 Go and the Young people. Planning meetings will take place at least every 3 months. We will monitor young person feedback through feedback forms which will be made available to other professionals at appropriate meetings being held.

Young person complaints and outcomes will be maintained and be made available for inspection. We will be responsible for ensuring consistent compliance with the requirements as outlined in this and will have satisfactory systems for documenting, monitoring and ensuring such compliance. We will also demonstrate that the standards of service required are being delivered and the needs of the Young people are being met.

### ■ Prior to a young person Moving in

The Young person must sign and date a copy of an inventory and the original will be kept on file. It will be the Young people's responsibility to add items to this list, as and when they purchase them. The Young people's Support worker will sign the relevant paperwork, recording confirmation that the item has been purchased. We will ensure the locks have been changed from the previous occupant, prior to the commencement of the placement. A contract will be devised and signed by all parties involved in the Pathway Plan.

### ■ Records

We will keep up to date and confidential individual files on each Young person containing all relevant information such as assessment, personal provision plan and progress reports. The file will be maintained in sufficient detail so as to be useful in a positive and proactive way as a tool for reviewing and key-working.

**The individual files will include a record of:**

- Initial referral paperwork Background History
- Reviews Planning Meetings Reports
- Medical details Health Plans
- Daily Contacts
- Support work session
- Education and training details, Employment
- Legal details, correspondence
- Correspondence with relevant others, links with other organisations and practitioners,
- Incidents, Risk Assessments Accidents
- Absences over 24 hours etc.
- Complaints correspondence.
- Finance budget Plans
- Confidential section third Party information



Young people will have access to their individual records on request, in accordance with the Access to Information Act. Individual records will be maintained in a neat, accurate and timely manner and to a high standard. We will ensure that appropriate and accurate records are confidentially maintained throughout the placement then returned to the Local Authority when moved on. Where records relate to a complaint or to a suggestion or allegation of professional negligence or financial records detailing all transactions or personal files on each Young person containing all relevant information such as assessment, personal Pathway Plans and progress reports. Additionally, the Young people's file will contain statutory reviews, medical and education details.

We will ensure that all staff maintains full confidentiality at all times. Respect information given by: Young people or their representatives in confidence and handle information about Young people in accordance with the Data Protection Act 1998 and the Service Provider's written policies and procedures, and in the best interests of the Young person.

All staff will comply with the requirement to maintain the confidentiality of information they are entrusted with and only disclose information within the context of the legal framework and the Information sharing protocol.

The Young people will have copies of the policies and procedures on confidentiality, which specifies the circumstances under which confidentiality may be breached, and includes the process for dealing with inappropriate breaches of confidentiality.

Key workers will be advised when information given to them in confidence must be shared with other health/social care agencies. The principles of confidentiality will be observed in discussion with colleagues and the Line Manager, particularly when training or group supervision is undertaken.

#### **■ Communication of Concerns**

Any concerns which arise about individuals, such as disclosures, behavioral difficulties, health or mental health and general wellbeing, will be reported to the Local Authority Social Worker within 24 hours of the event.

#### **■ Missing Persons or Absence from the Service**

All missing person's cases will be recorded and communicated to the LASW and reported to the police after 24-hour of unknown absence.

#### **■ Missing Young person**

Young people who go missing invariably place themselves, and often others, at risk. The reasons for their absence are varied and complex and cannot be viewed in isolation from their home circumstances and their experiences of care. Every "missing" episode will therefore, attract proper attention from the professionals involved with the Young person and those professionals, in turn, will collaborate to ensure a consistent and coherent response is given to the Young person on his/her return. The Police are frequent partners of Children's Services in managing "missing" episodes.



### **Definition**

For these purposes, a Young person (i.e. a Young person under the age of 18 years) is to be considered “missing” if he/she is absent from his/her place of residence without authority to a degree or in circumstances where the absence causes concern for safety of the Young person or there is potential danger to the public. Absences which cause concern are those where staff or carers have no indication that a Young person is likely to return within a short space of time or where there is immediate concern for the Young people’s safety.

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. This kind of boundary testing activity is well within the range of normal teenage behaviour and should not come within the definition of “missing” for this protocol. In assessing the significance of a Young people’s absence, we will apply the above definition and, in addition, take the following into consideration:

- Guidance already agreed and incorporated within the young people’s Pathway Plan
- The age of the Young person
- The legal status of the Young person
- Previous behaviour patterns
- State of mind/perceived risk
- Group behaviour
- C.S.E concerns

Whether the Young person is perceived as running to someone or running from a situation in responding to and managing an individual Young people’s absence, Police and staff will be aware of dismissing the potential significance of multiple absconding by a Young person. Often such Young people are immediately labelled as “the problem” and insufficient consideration is given to considering why they are persistently absenting themselves.

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

- The degree of risk of the Young person absconding
- The level of supervision/support offered to the Young person
- Parents’ advice on what action should be taken if the Young person goes missing.
- Social Workers advice on what action should be taken if the young person goes missing.
- The level of risk presented if the Young person absconds

Where considered appropriate, the Young person will be given a copy of this protocol and have explained to him/her what actions will be taken if he/she absents him/herself without permission?

### **⚡ Longer absences**

Whenever a Young person is missing for 5 days, a strategy meeting will be held, involving all appropriate





staff from all agencies. At this meeting we will elicit a clear statement of the actions being taken in respect of the absence and will satisfy themselves that all that should be done is being done. This meeting is facilitated by the placing Local Authority. Whilst the Young person remains absent, the case will be still identified as open. All Police missing person's files will remain "live" until the person is traced or until all lines of enquiry have been exhausted.

### Legislative Framework for Service

The service will be underpinned by the following legislation and National guidance:

- Children's Act 1989 2004
- The Children's User's (Leaving Care) Act 2000
- Care Standards Act 2000
- Quality Protects/National Objectives for Young People's Social Services 1999
- Human Rights Act (1998)
- Best Value legislation 1999
- Housing Acts

### Quality Assurance Performance Targets

We will operate a quality assurance system that monitors service delivery and performance against this specification. This shall include:

- Standard setting
- Property and maintenance
- Management and review processes
- Measurement of outcomes
- User consultation
- Outcome evaluation

We will meet the following performance targets in the delivery of this specification

<b>Registration with GP and Dentist</b>	<b>Within 1 month after reception</b>
<b>Identify education/training needs</b>	<b>By 1 months after reception</b>
<b>Monthly Progress reports</b>	<b>Within 48 hr. of deadlines</b>
<b>Evaluation of outcome of service</b>	<b>Within 2 weeks of exiting service</b>
<b>Completion of health screening</b>	<b>Within one month of reception</b>
<b>Identified area of Employment Interest</b>	<b>Within one month of reception</b>

## ■ Referral Criteria

- 16 years of age at referral
- In need of emotional Support
- In need of practical guidance
- In need of preparation for leaving care
- In need of Accommodation
- Section 20,31 Looked After Child

## ■ Exclusions

- Couples living together fulltime.
- Severe Mental Health Issues
- Severe disruptive & challenging behavioural issues
- High Dependency on drugs/alcohol
  
- The service will ensure that each referral is assessed individually, in accordance with equal opportunities. The aim of this service is to provide accommodation for those young people who are nearer the end of leaving care i.e. those young people who have multiple needs and are still considered a vulnerability living on their own in the community. Therefore, this service will prioritise those young people.
  
- Young people who misuses drugs or alcohol will be encouraged to participate in a programme addressing those issues.

## ■ Partnership working

In order for the most appropriate referrals to be made in the shortest space of time, we will work in partnership with other professional organization that enhance our service delivery

- **Careers Advice Services**
- **Voice of the Child in Care**
- **CHAMS**
- **Mentoring schemes for young people**
- **Young Men, Women's Services.**
- **CFCS Children and Family Counselling Services**

## ■ Policies and Procedures

### ⚡ Complaints procedure

In the event that a Young person has cause to make a complaint against any aspect of the service provision, we have a complaints procedure that is made available to the Young person at the start of the placement. Further information and guidelines can be obtained within the service.

### ⚡ Data protection

Given the nature of the work we do and the services we engage, it is essential that any we are aware and able to work within the data protection act and to treat all information regarding Young people with the appropriate level of confidentiality.

## **Young People's protection**

We operate a young people Protection policy based on the following principles:

- The welfare of the young people is paramount.
- All young people without exception have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded appropriately.
- All staff have a responsibility to report concerns, linked to procedures that make clear:
  - Good practice amongst all personnel
  - Guidelines on appropriate Sanctions.
  - Recruitment and selection process ensuring suitability for working with Young people
  - Whistle blowing Policy regarding suspicions and allegations
  - Ensuring confidentiality.
  - Systems in place to ensure staff are working with Young people safely.

## **Information and Communication**

As all new referrals are made with a clear goal in mind, it is essential to be able to evidence that these goals are being met. This assists in areas such as quality assurance and Best Value. The information which will be gathered must be countersigned by the young people and must be made available, if required, following every contact session. We will record all contacts with Young people in the following: