

STATEMENT OF PURPOSE



The Supported Accommodation (England) Regulations 2023, requires that we have a written statement of purpose for each of our schemes where we provide supported accommodation for 16- and 17-year-old looked after children and care leavers.

This statement of purpose details all elements of the service provided, including:

The accommodation available

Our approach to delivering services for young people

Saha Young People's Services – North (URN 2766439)

Location address:

Doncaster Foyer,
Chequer Road
South Yorkshire
DN12AA

CONTENT

1

**Registered Provider
Details**

2

**Mission, Vision, Aims
and Values**

3

Responsible Individual

4

Registered Manager

5

**Our Organisational
Structure and Staffing
Details**

6

**Description of the
Accommodation provided
at this Site and Facilities
Available**

7

**Description of the Service
Provided at this site**

8

Safeguarding

9

Cultural

10

Medication

11

Staffing

12

**Policies and
procedures**

13

Making a complaint

14

Making a referral

1. Registered Provider Details

The Registered Provider of this Supported Accommodation Scheme for Young People is Salvation Army Housing Association Ltd. (Salvation Army Homes)

Salvation Army Homes was established in 1959 and is a Registered Social Landlord, Registered Provider number LH2429 and a Community Benefit Society, Number 1510R and a member of The Salvation Army Family.

Our registered office address is: Salvation Army Housing Association
2nd Floor

53-55 Victoria Square

Bolton

BL1 1RZ

Other contact details are:

Email: info@SalvationArmyHomes.org.uk

Telephone: 08009706363

Website: www.SalvationArmyHomes.org.uk

2. Mission, Aims and Values

Salvation Army Homes's mission statement; 'transforming lives' is about Transforming Lives by providing solutions to homelessness and enabling customers to develop their own potential.

Our SPIRE values underpin our culture here at Salvation Army Homes

We believe that everyone has the ability to achieve in life and work to recognise, promote and progress the talents of each individual using our services.

We aim to:

- Provide a safe, clean, psychologically informed environment where our residents can thrive.
- Enable our residents to develop the skills they need to live independently.
- Create a strong asset base around each individual, working closely with a range of partners from both the voluntary and statutory sectors to deliver a person centred, holistic support package that effectively meets the needs of each individual

S

SERVANT LEADERSHIP

We help people thrive. We set high benchmarks with an encouraging and supportive leadership style

P

PASSION

We love our work. We invest in the lives of residents and strive to do better for them

I

INCLUSION

This is a team effort. We provide an environment where everyone has a sense of belonging and feels respected and valued

R

RESPECT

We show respect for all. We create a place where residents, colleagues and partners and are all encouraged to contribute

E

EMPOWERMENT

We have trust. We involve employees and residents in everything we do

3. Responsible Individual

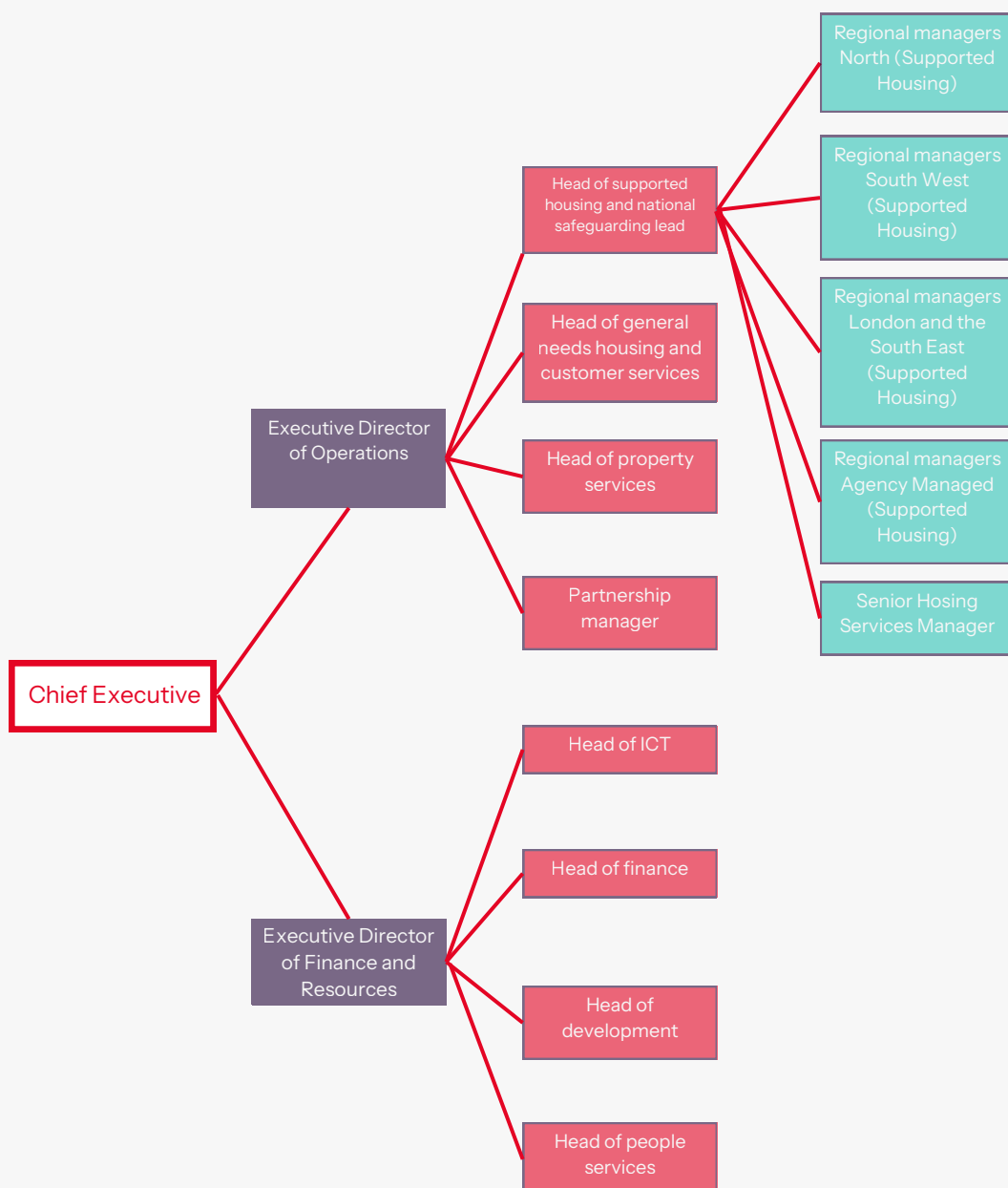
The responsible individual for this service is: Gill Cook, Head of Housing
They can be contacted at: gill.cook@SalvationArmyHomes.org.uk or 07590712833

4. Registered Person

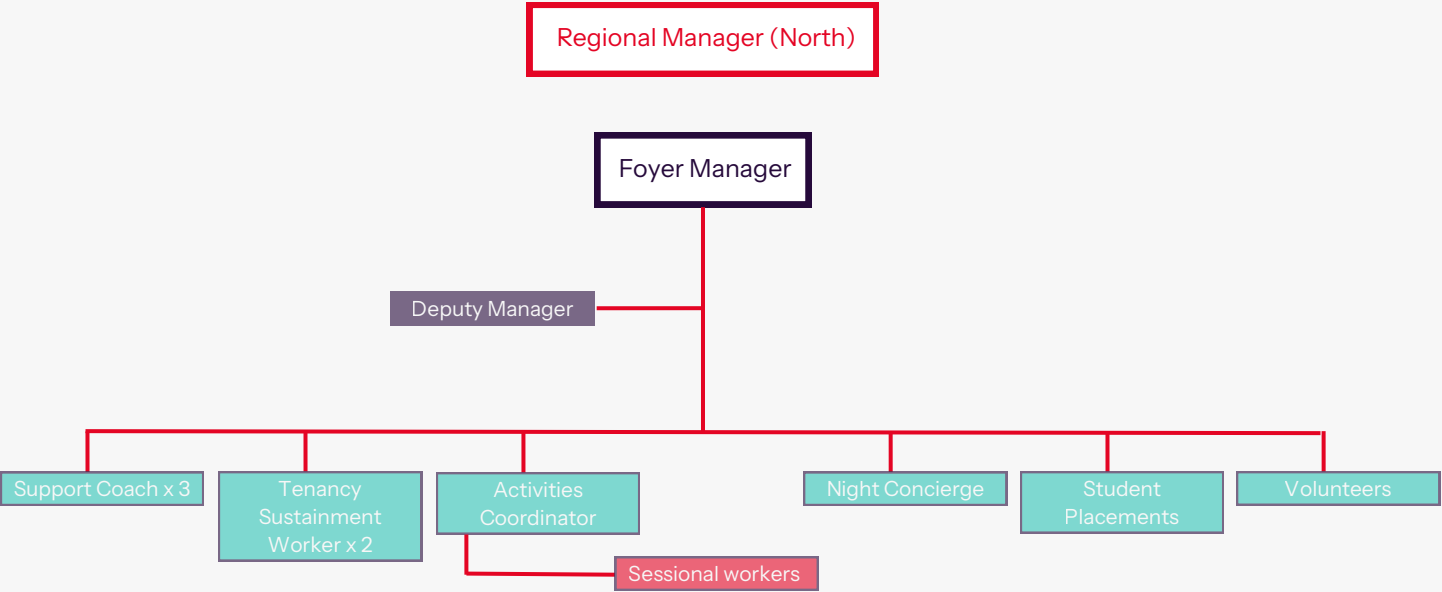
The responsible individual for this service is: David Watkins, Regional Manager
They can be contacted at: david.watkins@saha.org.uk or 07701 325267

5. Our Organisational Structure and Staffing Details

Organisational Structure



Doncaster Foyer



6. Our accommodation

Our North services that can accommodate young people are based in:

- Doncaster
- Morecambe
- Greater Manchester
- Preston

All our accommodation is well maintained and of a high standard, based in an accessible location with good access to transport links and local community services. Buildings have Wi-Fi throughout and are designed to enable young people to develop the skills they require to live independently. They are fully furnished with laundry facilities, completely equipped kitchens, well-appointed communal areas, and CCTV in outside and communal areas to support the safety of our residents.

7. Our ethos and our service

At Salvation Army Homes, we want to ensure that all our residents feel valued and empowered in an environment where they are able to thrive. The team strive to achieve the best outcomes for the young people we work with and are skilled in adapting their approach to create a person-centred service for each individual.

Staff work to create a strong asset base around each individual that aims to avoid duplication of any other services that might be available in the community. To do this effectively, the service works closely with a wide range of partners from both the voluntary and statutory sectors to develop our offer to our residents and to ensure that the needs of each individual are met effectively.

Our approach is based on 6 principles



Safe: to ensure residents and colleagues supporting them to feel physically and psychologically safe.

- We create safe and inviting spaces in our schemes
- Our staff team builds trusting relationships with our residents
- We work in a way that prevents and reduces harm

Person Centred: The support and interventions we provide are person centred and tailored to the needs of each individual.

- We allow people to recognise and develop their own individual strengths
- We are aspirational for the people we work with
- Our approach is co-produced, personalised and culturally sensitive.

Trust: Our teams become “trusted professionals” and build positive relationships with the people using our services.

- We treat people with respect and ensure they are listened to
- We are transparent in our service delivery, setting clear boundaries and expectations
- We are reliable and do what we say we are going to do

Choice: We recognise that giving people choice can help address power imbalances and that by offering choice in our professional relationships, we can model the dynamic of a healthy relationship, supporting residents in preparing for decision making outside of their journey with us

- We support people to make decisions and choices and to set their own goals
- We give people a voice in the decision-making process for Salvation Army Homes’s services
- We are flexible in our approach to delivering services

Collaboration and co-production: The rights and views of young people are central to our work. We co-produce our services, sharing power and responsibility with our residents and employees

- We work in a collaborative way, involving people in the design and delivery of the service they are receiving and working in
- We work towards a target for 5% of our employees having lived experiences of services
- We enable our residents to take charge of their own support journey and support them to understand their rights, responsibilities and entitlements both as a resident and as a young person

Empowerment: Our service is based on our belief in the resilience of individuals and their ability to heal and recover from trauma

- We use an advantaged thinking approach to developing individual strengths and assets
- We believe in people's ability to change and succeed
- We celebrate achievements and share successes

8. Safeguarding

We aim to ensure that all our residents are safe in our services, and our safeguarding policy sets out the key overarching principles that guide our approach.

The policy underpins a safeguarding culture, which aims to deliver a person-centred, contextual approach to safeguarding, encompassing, behaviours, policy, procedures, and guidance alongside reporting, recording, monitoring, and reviewing practice to safeguard children, young people, and adults at risk.

It supports a culture of positive risk taking that strikes a balance between safeguarding and encouraging personal growth through recognising an individual's right to make their own decisions and choices. Our safeguarding policy statement can be found on our website and on scheme noticeboards. A leaflet explaining what safeguarding means is also available at the schemes

Any safeguarding disclosures are treated seriously and dealt with sensitively in line with both Salvation Army Homes and local authority procedures.

Our induction and training programme ensures that our staff are equipped with a knowledge and understanding of how to identify and respond to safeguarding concerns and the service has established links with the local safeguarding team.

A locality risk assessment containing information from the local police is produced and reviewed annually and our health and safety and compliance team ensure that the building is safe and well managed

9. Responding to cultural needs

It is important that young people retain their religious and cultural identity. Any specific cultural requirements, religious belief or faith practiced by our residents is recognised and respected. The team make every effort to ensure that residents have access to an appropriate local place of worship so that they can participate in religious observance appropriate to their age. All information will be included in the young person's placement plan and additional training will be supplied to the staff team should the need arise. Salvation Army Homes's approach to equality, diversity and inclusion enables our services to celebrate differences and ensure that any discrimination is addressed immediately. We provide training to all staff as part of their induction and empower people to challenge discriminatory practice and behaviours. Where necessary such practice is addressed with those concerned through supervision, or in more serious cases through the disciplinary procedures. Residents are also encouraged to share anything they have seen, heard or experienced and we enable them to understand their own rights and responsibilities through key work, group work and with information contained within the young person's guide. We also ensure that our information is formatted to meet individual communication needs.

10. Medication

Staff do not hold or administer medication for young people living at our services. We do however provide a lockable cabinet in each room so that any medication prescribed can be stored safely.

11. Staffing

Our people are recruited for their passion, commitment, and belief that individuals are capable of turning their lives around even when faced with setbacks and challenges. All employees who work with young people must have the appropriate skills, values and behaviours to do so effectively and in line with our values and principles of service delivery. All contact with young people must be respectful and empowering and line managers are able to verify this level of competency. This is monitored regularly (at least annually) by Line Managers through direct observation and evidenced through Salvation Army Homes's performance framework.

Detailed information about the skills required by our employees and the training they are expected to complete is outlined in the scheme's workforce development plan.

12. Policies and procedures

Salvation Army Homes has a robust and comprehensive set of policies and procedures that ensure our services deliver best practice and legislative requirements. These are reviewed regularly to ensure compliance.

A copy of our Young Peoples Handbook is also given to every new young person when they move into their accommodation. The handbook contains everything that each young person needs to know about so that they can make informed decisions about. This includes our core values, rules and procedures, and rights and responsibilities for young people. Our staff take them through the handbook to ensure that they understand all their responsibilities and expectations of the service.

13. Making a complaint about our services

Salvation Army Homes actively encourages feedback from our residents, and we have a comprehensive complaints and compliments policy which supports this approach.

Complaints are treated seriously and handled in a sensitive manner and learning from complaints is used in our cycle of continuous improvement.

We operate a 2 stage complaints process and details of how to complain can be found on our website, in the young person's handbook and on notice boards within our accommodation.

We accept complaints in any format and either from individuals or groups of people if they all share the same concerns and young people do not have to use the word "complaint" for us to treat it as such. Complaints can be made to any member of Saha staff however should someone wish to direct a complaint to a named person, it should be sent to the Registered Manager for the North, whose contact details are outlined above.

People likely to be involved in handling complaints will receive appropriate training and we will publish information about our performance on our website, in our customer newsletters and to the housing ombudsman

14. Making a referral

Referrals can be made directly to each location and are assessed using the criteria outlined below (please note these are summaries of the wider referral and allocation procedures of these locations):

Doncaster Foyer

Referrals are made either through Doncaster Council single point of Access (SPOA) or through Doncaster Children's services. Direct referrals to the service will be channelled back to one of these two sources.

Following the referral from one of these two sources assessment is made locally at the service,

Criteria

- Single person aged between 16-25 with housing related support needs
- Will not have had an application turned down for Doncaster Foyer in the last three months
- Will not have been asked to leave Doncaster Foyer in the last three months
- Will not reach their 25th birthday within one month of application
- Would not pose a significant health and safety risk to other residents, staff, or visitors

The following procedure applies to applications received from 16- or 17-year-olds
Prior to Interview / Assessment

1. Check Mosaic to see if applicant is already logged

2. If logged on the system, use information to inform assessment

3. When an enquiry is made the 16/17-year-old must be directed to the civic building for a joint assessment with housing and a social worker.

There are no blanket exclusions to the service, all applicants are considered on circumstances both for the individual and the service at point of referral.