

Young Persons Service – Parkfield Hall



Statement of Purpose – Young Persons Provision

Statement of Purpose	
Valid From:	18th August 2023
Reviewed Date:	9th July 2024
Next Review Due :	8th July 2025

1.0 INTRODUCTION

North Star is a social housing provider based in the Northeast of England. Our vision is building homes, creating futures.

We have a strong social value purpose; we care about the people and the communities that we serve. We work, in collaboration with others, to create stable, secure, trusting and supportive environments where people feel they belong.

At our supported accommodation for 16–21-year-olds, our mission is to provide a nurturing and empowering environment where the individuals can flourish, develop essential life skills, and transition into independent adulthood with confidence and resilience.

Recognising the unique challenges that adolescents face during this critical stage of development, our service is designed to offer comprehensive support tailored to the specific needs of each young person. We understand that factors such as family dynamics, educational aspirations, and personal experiences can significantly impact a young person's journey towards independence. Therefore, we are committed to providing a safe and stable living environment where residents can explore their identities, build positive relationships, and acquire the tools they need to thrive.

The Supported Accommodation Scheme aims to achieve best practice in accordance with the Quality Standards (2023):

The Regulations prescribe four Quality Standards which must be met by all supported accommodation:

The leadership and management standard (regulation 4):

The leadership and management standard is that the registered person enables, inspires, and leads a culture in relation to the supported accommodation undertaking that puts children first and prioritises their wellbeing and development.

The protection standard (regulation 5):

The protection standard is that children are enabled to feel safe and that their needs are met.

The accommodation standard (regulation 6):

The accommodation standard is that children experience a comfortable and secure living environment.

The support standard (regulation 7):

The support standard is that children receive individual and tailored support that meets their needs.

Collectively these four standards are the Quality Standards, and there are core themes, which constitute important features of the standards in practice. These are also aims which have been embedded within the culture and practice of North Star since its conception.

2.0 PURPOSE

As a social housing provider our purpose is multifaceted, aiming to provide:

- Safe, stable and good quality accommodation - Parkfield Hall offers a safe and stable environment for young people who may be experiencing homelessness, family breakdowns, or other challenging circumstances. We provide a secure foundation from which the young person can address their immediate and future housing needs.
- Personal development - Our service offers a holistic approach to the development of young people, fostering their emotional, social and practical skills. Through personal support plans and moving on workbooks to develop life skills, tenants are empowered to build confidence, resilience and self-sufficiency.
- Education and employment support – Many young people living in supported accommodation face barriers to accessing education and employment opportunities. As part of their support plan young people will be encouraged and supported to access education, vocational training and job readiness skills, enabling them to pursue their goals.
- Health and well-being – Supporting both physical and mental health of the young people is a fundamental aspect of living in supported accommodation. We provide access to healthcare services, counselling and recreational activities to promote overall well-being and resilience.
- Community and social connections – We aim to create a supportive community where young people can connect with peers, mentors and supportive adults. Building positive relationships and social connections is essential for combating isolation and fostering a sense of belonging and identity.
- Transition to independence – Working in close co-operation with the young people, their social workers, and other professionals our ultimate goal is to prepare young people for successful transitions to independent living. By equipping them with the necessary life skills,

confidence and resources, empowering them to navigate through the challenges of adulthood and thrive on their own terms.

On receipt of a completed referral form from the referring authority Northstar hold a meeting with professionals involved to ensure that young people being proposed for a placement will be compatible with those already living here and complete an assessment. We will provide support and assistance in learning living skills such as cleaning, cooking, making, and attending appointments, access to training, education and employment along with developing and maintaining positive relationships.

3.0 ETHOS AND VALUES

Our environments encourage young people to feel included, we provide a safe place for young people to experiment, explore and grow to become the best they can be in achieving their goals and aspirations.

Creative We create environments to enable people, places and communities to thrive. We believe many things are possible and that our energy brings about exciting change.

Connected We are connected to the world we live in. Therefore, we are relevant, informed and knowledgeable. We develop strong relationships that are based on integrity and trust.

Courageous We challenge ourselves and others. We experiment, pioneer and we dare to be different.

4.0 CORE AIMS

We will:

- Work in partnership with looked after young people, their parents, social workers, and other relevant professionals to meet agreed aims lead by the young person.
- Assess and plan to meet the physical, developmental, social, and emotional needs of each young person.
- Build trust and positive relationships with the young people to ensure they feel valued and cared for whilst providing clear and realistic boundaries.

- Provide, in collaboration with the young person, parents and other professionals, a detailed support plan to meet assessed needs. The support plan must include specific roles and responsibilities for those contributing to the plan. It must also state agreed objectives and timescales for work to be completed and services provided.
- Provide a safe environment for young people that promotes individual well-being and protects from harm.
- Provide high standards of support appropriate to the individual needs of a young person
- Empower young people to take control and feel more confident in taking responsibility for their own lives and behaviour.
- Ensure each young person can make the best use of the facilities

5.0 ACCESS TO THE SERVICE

Parkfield Hall

The specification of the accommodation is to meet the housing and support needs of young people aged 16 – 21 via referrals from the Stockton Borough Council's children's services team. This provision may support care leavers aged 18+. In addition to being registered to support looked after children and care leavers aged 16-17.

Parkfield Hall has 10 units of self-contained accommodation, there is also access to a crash pad which consists of an en-suite bedroom with access to communal cooking facilities.

The service offers licence agreements of around three months until full assessments are carried out to understand if the accommodation is the most suitable pathway. If the accommodation pathway is deemed as suitable the young person will have an assured shorthold tenancy issued to them initially for six months and can be extended appropriately with agreement from all professionals and the young person for a period of up to two years dependant on support needs.

The crash pad which consists of an en-suite bathroom will be accessible to young people to enable the local authority to plan an appropriate pathway in to housing and support services. The young person will be issued with a licence agreement to occupy the unit for a period of up to 28 days to enable the local authority to plan appropriately whilst keeping a young person safe.

6.0 CATEGORIES OF ACCOMMODATION AVAILABLE

All supported accommodation providers are required to be registered with Ofsted by October 2023. Supported accommodation is defined as a provision which accommodates a child placed by a local authority under section 22C(6)(d) or 23B(8)(b) of the Children Act 1989. There are wide range of supported accommodation providers, which the regulations divide into four categories, category one being the highest level of independence.

North Star's Parkfield Hall Scheme falls under Category One (regulation 2)

Category (Regulation 2) Description 1. Supported accommodation in a self-contained unit, where the accommodation is for the sole use of the child or for the child and other individuals living with the child as agreed by the accommodating authority or the supported accommodation undertaking. (Regulation 2(1), para (a)) · The accommodation is designed for the sole use of the young person placed there, or for the young person and others that may live there as part of their family unit, for example, their partner, sibling and children. · Includes bedsits under a licence agreement and self-contained flats, which may be at the same location, or within the same building.

Individual properties are lockable, fully furnished which includes bedding, and kitchen equipment. Young people have their own bedroom, their own bathroom, lounge and kitchen and the use of a shared communal lounge with TV and kitchen space to facilitate group activities, aid the development of independent living skills and enable young people space to integrate with one another. There is a shared communal laundry with a washing machine and tumble dryer and a communal garden with greenhouse. There is also an intercom service for residents to be able to speak to staff at the office.

Northstars Emergency room falls under category (Reg 2) Description 3

3. Supported accommodation in a shared or group living situation in premises which are not limited to accommodating looked after children and care leavers. (Regulation 1(2), para (c))

- Shared accommodation
- Young people have their own bedroom, and may have their own bathroom, and share communal areas (e.g. living room/s, kitchen).
- Provision may include foyer-type accommodation that combines support with opportunities for education, training and employment.
- This provision may accommodate care leavers aged 18+.
- In addition to being registered to support looked after children and care leavers aged 16 and 17, this provision may also provide accommodation for people are not looked after children or care leavers.



7.0 SERVICES PROVIDED TO YOUNG PEOPLE

- We provide safe, comfortable secure self-contained fully furnished accommodation
- The young person will have a key to their own door and a fob to access the building
- We treat young people with respect, young people can come and go from the accommodation services as they wish, however they must let staff know if they are staying away from the service for any period more than 12 hours
- Support staff will be available through set periods of the day. Where support staff are unavailable the service will be staffed by a member of concierge staff. There is always a physical staff presence on site to ensure safety and security of the building and someone to talk to should any emergencies occur outside of normal working hours.
- We will ensure young people have as a minimum telephone access to promote positive relationships and contact with family and friends. There is WIFI through a shared network connection.
- We support young people to manage a tenancy, become independent and to engage in cultural, linguistic, and religious needs.
- We ensure young people have access to welfare benefits advice to maximise their income.
- We develop meaningful person-centred support plans in collaboration with the young person. These support plans are reviewed three months as a minimum
- We ensure any risk associated with young people are recorded, monitored, and woven into the young person's support plan to reduce the occurrences of any risks identified.
- We will support the young person to transition into adulthood delivering independent living skills support
- We will signpost young people to specialist support services where required, such as mental health services.

Staffing and emergency staffing

Our supported accommodation aims to provide stability and consistency for young people, ensuring continuous access to local services such as education and healthcare and fosters the development of strong

relationships within the community. The accommodation provided promotes positive self-esteem, protects against stigma, and supports young people in feeling confident about their opportunities. The service is staffed between the hours of 9am- 9pm and one member of concierge staff on duty from 9pm-9am.

7.1 THE CHARACTERISTICS OF THE YOUNG PEOPLE WE INTEND TO SUPPORT

Our Parkfield Hall Service can accommodate 11 young people at any one time. As the building consists of self-contained accommodation this will be a mix of male and females between the ages of 16-21 as set out in the service specification.

Young people accessing our services will be deemed low to medium support and have the capacity and ability to work with our staff to maintain their tenancy. We do not permit access to young people who have high level complex support needs. Whilst we do care, this is not a care setting. We do not permit the administration of medication, nor do we use physical restraint in managing a young person's behaviour. Our focus will be in de-escalation and personal safety of self and others.

We provide supported accommodation for young people who have relatively high or increasing levels of independence, who are ready to gain further skills to prepare for adult living, and who do not need the degree of care or type of environment provided in a children's home or foster care.

For young people ready for it, high-quality supported accommodation that provides a nurturing and protective environment can be a place where they can thrive and prepare for greater independence.

Within this remit, we consider placements of young people with varying needs including:

Autistic spectrum disorder	Mental health issues
Attachment Disorder	Challenging behaviour
Attention deficit disorder	Moderate learning disabilities
Drug and alcohol abuse	Self-harming behaviours
Gang involvement	Criminal behaviour

8.0 ACCOMMODATION PROVISION

Each property location will have a location assessment for the premises. The location assessment will take into account:

- Local amenities
- Accessible facilities

- Crime and anti-social behaviour

The location assessment will be reviewed annually with feedback sought from young people accessing the service and stakeholders. The feedback will be used to ensure the location of the premises and surrounding facilities remain appropriate to accommodate young people.

The accommodation will be appropriately located for young people to access local services inclusive of, health services, education, training and employment, access to commuting links. A young person's guide will be issued to everyone accessing the service. The guide will set out standards expected of both North Star and the young person.

The accommodation will be fully furnished with modern furnishings meeting British standards for fire regulation purposes. When any modifications are made to the accommodation, i.e., decoration or communal furnishings and equipment we will consult with the young people.

The accommodation will be fully health and safety compliant. There will be safe secure door entry systems on to communal shared areas along with CCTV provisions where contractually obliged concierge staff will be on site overnight and weekends,

Each young person will have secure individually occupied accommodation and hold the key to this flat or crash pad. All belongings will be safe and secure on site.

Young people will have access to a communal telephone for the purpose of maintaining relationships as set out within their support plan and for making necessary phone calls in relation to book appointments etc. Each site will have access to a shared WIFI connection.

9.0 REGISTERED ADDRESSES

North Star's registered address is: **Endeavour House, St Marks Court, Thornaby, Stockton, TS17 6QN**

The accommodation provision location is **Parkfield Hall – 1-11 Adderley Street, Stockton, TS18 3GT**

10.0 ORGANISATIONAL STRUCTURE & STAFF STRUCTURE

An organisational staff structure and scheme staff structure chart is available in Appendix 1

11.0 YOUNG PERSONS RIGHTS AND VIEWS

Entitlements of Young People in the service

All Young People housed under section 20 of the Children Act are entitled to:

- Have their accommodation paid for by the Children's Services until they turn 18
- Receive subsistence / pocket money or special allowances for birthdays and other occasions.
- Receive advocacy support for any complaints and representation

All Young People housed under section 17 of the Children Act are entitled to:

- Have their accommodation paid for by the Children's Services until they turn 18
- Subsistence/pocket money or special allowances for birthdays and other occasions would be at the discretion of social services.
- Receive advocacy support for any complaints and representation.

Staff at Parkfield Hall ensure that Young People are aware of their entitlements during their moving and settling in period and during regular support meetings. They also receive this information in the Young Person's Guide.

Consultation

Young People have weekly meetings with their keyworker where they are given the opportunity to discuss issues related to the property and service and can contribute to the way the service is ran.

Young People also have the opportunity in these sessions to discuss issues related to goals and aspirations, progress, and positive outcomes. Young people are encouraged to meet regularly with their social worker to discuss their support and plans along with any issues they may have.

Monthly tenants' meetings will be hosted by a member of staff, at these meetings the young person's views are sought and recorded on decisions that affect their lives, aspects of the running of the service and the support they receive. These views are then fed back to the staff team meeting by staff who hosted the tenants meeting.

Themed residents meeting are planned to focus on specific topics relevant to tenants at that time. Young people resident in the accommodation are given the opportunity to record their views in several ways including comments on daily recording, any sanctions imposed and responses to the recording of any critical incidents.

A Young Person's guide is issued at the point of admission to the service and is available via notice boards in the service. The guide includes information

on the complaints process, and guidance on making a formal complaint. All young people have easy access to an independent advocate through Action for Children and are supported to contact them if they need advice or support.

The advocate is permitted to attend occasional residents' meetings.

Protecting children and supporting mental wellbeing

The registered person will build a strong safeguarding culture in settings across the service where young people are listened to, respected, and involved in both the development of the service and decisions about the setting, taking into consideration any impact on young people of settings that also accommodate adults. All staff receive safeguarding training and so have the knowledge and skills to recognise and be alert for any signs that might indicate a young person is in any way at risk of harm and will know what to do when they have concerns. The skills in safeguarding training are gained and refreshed as needed.

Staff will do everything possible to ensure young people feel and are safe. Staff will support young people to be aware of and manage their safety where possible, both inside and outside the setting. Staff skills for safeguarding will include identifying signs that young people may be at risk and supporting young people to get the help they need to stay safe and reduce risks. Staff will encourage young people to express their views about feeling safe within and outside the setting.

All staff will strive to build positive relationships with young people in the setting and develop a culture of openness and trust that encourages them to tell someone if they have concerns or worries about their safety or wellbeing. Staff will establish good links with external agencies that can support and help young people. Staff will include information in the young person's guide on how young people can contact their placing/accommodating authority to call for a review of their care/pathway plan if they have concerns about their safety or welfare. We will ensure young people understand how they can speak to an independent advocate, Independent Reviewing Officers (IROs), their Personal Advisor, Ofsted inspectors or other relevant persons if they have concerns about their safety.

12.0 RELIGIOUS/CULTURAL/LINGUISTIC NEEDS

Every young person has the right to follow a religion of their choice. Every effort will be made to ensure the young person has the opportunity to attend any service or meetings that helps them with their understanding or practice of that religion. Staff will also ensure the young person has an opportunity for quiet contemplation or to pray within one's daily routine if so required. If a young person's religion requires a particular diet, clothing, or additional resources every effort will be made to ensure that these needs are met by staff seeking local supplies. Advice will be sought where

necessary from those with appropriate knowledge, including the young person's family and this should be identified in the support plan.

The service will aim to celebrate a range of religious festivals throughout the year with decorations and cultural meals, all young people are encouraged to participate and celebrate.

Those young people who use a language other than English will be supported. Documents will be translated upon request and an interpreter will be used to use in any formal meetings if necessary.

13.0 ANTI-DISCRIMINATORY PRACTICE & YOUNG PERSONS RIGHTS

North Star has an Equality and Diversity Policy, which identifies the right of individuals to receive an appropriate service without receiving less favourable treatment on the grounds of gender, race, colour, nationality, religion, disability, sexuality, or class.

Staff are encouraged to discuss cultural issues at team meetings as part of the meeting agenda.

Staff are also provided training in anti-discriminatory practice in relation to issues of race, ethnicity, religion, and gender.

The young person's keyworker has a responsibility to explain these rights to children and advocate for the young person where appropriate. All young people have access to an independent Young People's rights service, which can provide appropriate advice and support on their rights in care and any issues they may have whilst being looked after.

Keyworkers have a responsibility to ensure young people are aware of this service and can access support if required.

14.0 SUPPORT WITH INDEPENDENT LIVING SKILLS

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 including food shopping, practical and general household maintenance, hygiene and property cleaning.

Personal Care & Hygiene

Health and safety self-management, using public transport, form filling — (benefits/education/employment applications etc.) making appointments,

self-motivation. leisure Identifying and encouraging and ensuring the use of local facilities, and the encouragement of appropriate social links

15.0 POLICES TO PROTECT AND PROMOTE SAFETY

Young People's protection - We operate a safeguarding 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 and training are in place to ensure staff are working with young people safely.

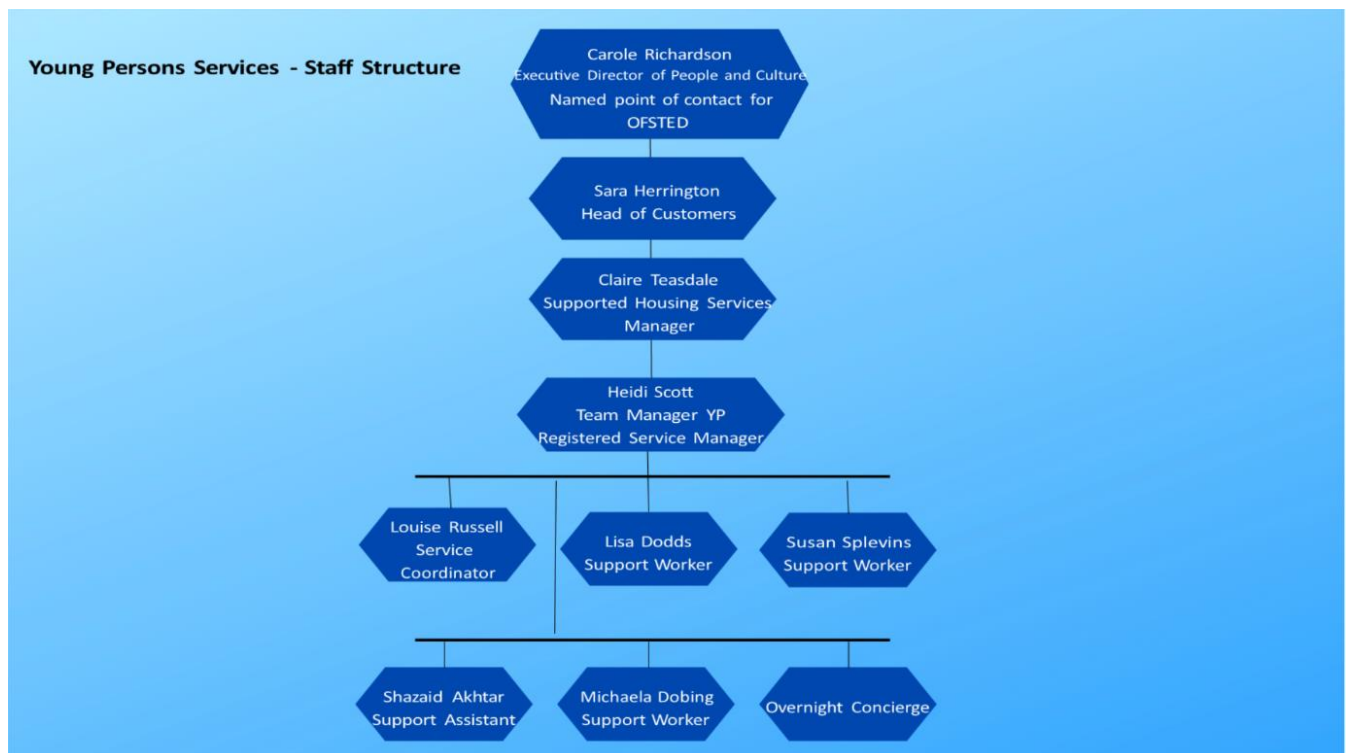
All documentation relating to young people will be saved on a central system only accessed by staff on a need-to-know basis. North Star work within relevant and appropriate GDPR governance.

16.0 COMPLAINTS

North Star operates a Complaints Policy where any young person/customer can complain about any aspect of the service with which they are unhappy with. Further details on complaints can be found on our website www.northstarhg.co.uk



Appendix 1





NORTH STAR

Creating homes, building futures