



Statement of Purpose

2018/19

Transitional Plus Care (TPC)
Suite 302
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1.0 INTRODUCTION

This is the Statement of Purpose for Transitional Plus Care (TPC) who provide 16+ Semi Independent Accommodation and Support to young people in care, leaving care, custody, refugee and asylum seeking young people.

This Statement of purpose is approved by the Senior Management Team of Transitional Plus Care

2.0 *The Vision*

We pledge to:

Have close liaison between Transitional Plus Care and placing Local Authorities.

Review the effectiveness and quality of support provided by Transitional Plus Care.

Review stability of placements for young people placed in our units.

3.0 ***The Values:***

Transitional Plus Care will:

Ensure that young people placed with us feel safe, secure and receive effective support for the duration of their placement.

To achieve this, Transitional Plus Care will:

Work in collaboration with Children Social Care teams and linked stake holders to provide a range of support to young care leavers to ensure that the risks of placement instability are identified and priority is given by a range of agencies and services to prevent breakdown. TPC aim to provide a range of training and support services to our staff to ensure that the risks of placement instability are identified and priority is given to the prevention of placement breakdown.

Ensure that, wherever possible, all young people make informed choices regarding their placement

Ensure that all staff have access to training and development opportunities.

Ensure that all young people placed with us are protected from emotional, physical, sexual abuse and neglect.

To achieve this, Transitional Plus Care will:

Provide policies and procedures to be followed by staff to ensure the protection of young people.

Provide regular supervision of staff in keeping with Safer Recruitment.

Ensure all young people have been provided with a copy of their current Pathway Plans by the local authority.

Ensure that all staff access to suitable training and development opportunities in respect of child protection and safeguarding.

Ensure young people receive support to access appropriate education, employment, training health and other services identified within their Pathway Plan.

To achieve this, Transitional Plus Care will:

Promote the academic achievement 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 TPC units e.g. attendance for dental check ups and health assessments.

Promote access to and participation in constructive and appropriate leisure activities for young people leaving care.

Ensure that the services we provide are flexible, responsive and enable young people; and to influence the delivery of the service.

To achieve this, Transitional Plus Care will:

Encourage 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.

Promote opportunities for staff and young people to jointly participate in service development.

Increase placement choice, suitability and support by actively recruiting staff from diverse backgrounds.

Ensure a range of support is provided to young care leavers to ensure that the risks of placement instability are identified and priority is given by the linked agencies and professionals to prevent breakdown.

Ensure the ethnic origin, cultural background, religion and language of young people and staff is incorporated into all our policies and procedures.

To achieve this, Transitional Plus Care will:

Seek to place young people in units that reflect their ethnic origin, cultural background, religion and language with staff who will actively promote their ethnic origin, cultural background, religion and language.

Work in partnership with all those involved in the support of young care leaver.

To achieve this, Transitional Plus Care will:

Ensure that staff are supported to play a key role in the professional team around the young care leaver.

Provide opportunities for young care leavers to contribute to recruitment of new staff.

Encourage young care leavers to contribute to service development, delivery and design.

Ensure that young people leaving care are supported to make positive transitions to adulthood.

To achieve this, Transitional Plus Care will: -

Ensure that young people aged 16 to 17 are able to remain in semi independent accommodation until they feel ready to leave.

4.0 Our Commitment to Staff

Transitional Plus Care will:

Ensure that the services provided are flexible, responsive and supportive of staff.

Respect the ethnic origin, cultural background, religion and language of young people and staff.

Work in partnership with all those involved in the support of looked after young people, including staff, young people and their families.

Encourage staff, and young people to participate in service design and development.

Develop support, information services and training opportunities to staff.

Ensure that all staff have access to the relevant policies and procedures in respect of the young people leaving care.

Ensure that staff have access to training and development opportunities in keeping with the TPC's policy and training strategy.

Ensure that staff are supervised, supported, managed and trained in keeping with the organisations Training and Development Policy.

Offer 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.

5.0 Transitional Plus Care's mission is:

To recruit, train, assess and support sufficient staff to meet the needs of young people who are leaving care.

In order to fulfil this mission Transitional Plus Care has developed a series of key objectives described below:

Objectives

- To minimise the number of young people who leave our placements in an unplanned way.
- To maximise the flexibility of our staff supporting young people to their maximum potential.
- To ensure that Transitional Plus Care fully implements and adheres to seeks to exceed national and local minimum set standards.
- To ensure that all prospective placing local authorities are given all the information they require in order to make an informed decision prior to placement.
- To ensure, once an application for a placement is received that the assessment is completed and a decision made within 24 hours.
- To consult with staff on a regular basis on ways to improve the service.
- To ensure that staff are supported both professionally and by offering peer group support.
- To investigate complaints speedily, thoroughly and fairly.

6.0 Complaints, Comments, Compliments and Allegations:

Complaints, comments, compliments and allegations can provide opportunities to review services and promote service developments.

Complaints:

- Transitional Plus Care has a policy in place to manage complaints from both young people, and staff , including local authorities .
- There is an established system for young people who are looked after to make complaints and/or comments about the service they receive.
- The Complaints Procedure requires Transitional Plus Care staff to attempt to resolve complaints informally, whenever appropriate. However, when complaints do need to be dealt with formally there is a clear policy and procedural guidance information available.
- Complaints by young people and staff are taken seriously and investigated thoroughly and lessons learned from any recommendations and that relevant Local Authorities are informed within statutory timescales.
- Staff are given information about the complaints procedure as part of staff the Induction and all staff have access to the TPC Staff Handbook.

Stage 1: We try and resolve problems listening carefully to complaints, offering advice and using skills and common sense to resolve the difficulty. We aim to resolve complaints at this stage in 10 working days (although this can be extended to 20 working days in the interest of conducting a proper investigation).

Stage 2: If it is not possible to resolve a complaint at a local level (Stage 1), then complainants may use Stage 2 of the complaints procedure which involves an investigator, independent of the service, investigating the complaint together with an independent person.

Stage 3: If the complainant still remains dissatisfied the complainant may take the complaint to an independent panel. If the complainant remains dissatisfied with the outcome of the complaint he/she may, in some circumstances, seek the intervention of the Local Government Ombudsman. All Looked after children and young care leavers also have the right to contact the Children’s Rights Commissioner.

Comments and Compliments:

- Transitional Plus Care values its staff and young people and regularly seeks their views to inform service developments.
- A record is maintained of compliments regarding the services or individuals within the Service.
- Staff are acknowledged for their contribution to the service and acknowledgments are sent when an individual has been complimented.
- The service shares good practice in order to learn and develop.
- There is a clear procedure in place when an allegation of abuse made against a staff member occurs. Through high quality, training and support we minimise the risk of complaints or allegations against staff.
- Allegations include when an individual, it may be a young person, parent, Social Worker or another person, makes an allegation that the staff member has harmed a young person or whose actions could have caused harm and/or distress to the young person.

- If such an allegation is made then the allegation will be thoroughly and fairly investigated. Where appropriate the relevant government department will be made aware of the allegation.
- Whilst the allegation is being investigated the staff member will be supported by Transitional Plus Care.

7.0 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

8.0 The Services provided by Transitional Plus Care are as follows:

Short term – Episodes of short-term supported living indeterminate in nature and of time limited duration.

Long-term support – Provision of accommodation and support designed to provide a semi-independent permanent home for a young person with TPC providing accommodation, advice, support and assistance on a longer-term basis through transition to adulthood at age 18.

9.0 Management Experience

All senior TPC Managers are qualified to and above degree standard and our Transition Support Workers are professionally qualified with NVQ's Level 1 to 3 in a social care and/health related topic. The middle management team have significant experience of providing a range of services to young people and adults in 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.

Mark Brown
Director

Transitional Plus Care

Nov 2018

Review Date: November 2019