



## Regulation 9

# The Statement of Purpose

## Contents

1. Ethos & Vision.
2. Purpose.
3. Core aims.
4. Function.
5. Categories of supported accommodation.
6. Services.
7. Preparing for adult living.
8. Health & wellbeing.
9. Choice of expression.
10. Education and training.
11. Leisure and community.
12. Hours.
13. Staff.
14. Young people and adults' characteristics.
15. Facilities.
16. Accommodation.
17. Office addresses and contact details.
18. Next Step Care Management Ltd organisational structure.
19. Young People and adults Rights and Views.
20. Making young people and adults aware of their entitlements.
21. Achieving positive outcomes.
22. Independent living skill.
23. Promoting young people and adults' education, training, or employment
24. Protecting and promoting the mental and physical health needs of young people and adults.
25. Anti-discriminatory practices.
26. Support the cultural, linguistic, and religious needs of young people and adults.
27. Complaints.
28. Children/Young People and Adults Protection and Safeguarding Policy.

We have replaced 'children' with the term 'young people and adults' throughout Next Step Care Management Ltd Statement of Purpose and all Policies & Procedures.

## 1. Ethos and vision

Respect: We treat everyone with the same respect and consideration we would want for ourselves.

Excellence: We are committed to continuous improvement and innovation to exceed expectations.

Integrity: We uphold strong ethical principles and always strive to do the right thing, no matter the cost.

Pride: We take pride in our work and strive to be part of something bigger than ourselves.

Our vision is for a society where every person has access to positive people, a purpose, and a safe place to call home.

At Next Step Care Management Ltd:

- We value our relationships with young people and adults and believe in their inherent resourcefulness, regardless of their age or background.
- We empower young people and adults by equipping them with essential life skills to make informed choices and create their path to success.
- We provide an environment that is judgment-free, supporting young people and adults to be themselves and achieve their full potential.

## 2. Purpose

Next Step Care Management Ltd provides supported accommodation, which also includes outreach floating support, to young people 16+ Leaving Care, Looked-After and vulnerable adults enabling them to achieve positive outcomes. We provide flexible, responsive and needs led packages that promote life skills and transition to independence.

We support vulnerable young people and adults to prepare for adult living by enabling / supporting them to manage their:

- Relationships with family, peers, neighbours, staff, and other multi-agency professionals.
- Accommodation.
- Budgeting.
- Cooking nutritious and balance meals.
- Personal and domestic hygiene.
- Physical and emotional wellbeing
- Health & wellbeing.
- Education and training
- Leisure and community recreation
- Employment opportunities.

## 3. Core aims

To achieve these aims we:

- Tailor the supported accommodation to meet individual needs.
- Provide real life experience and high-quality independence training which builds resilience and self-belief.
- Support young people and adults to restore and maintain the highest standards of personal, physical, mental health and hygiene.

- Enable young people and adults to challenge and overcome issues associated with rejection, discrimination, frustration, and persecution on any grounds (i.e., gender, age, sexual orientation, race).
- Provide chances for young people and adults to make informed choices about their lives.
- Help young people and adults to understand the consequences of and refrain from unproductive, offending, and antisocial behaviour.
- Enhance and develop moral, cultural, social, emotional, religious, and healthy wellbeing.
- Ensure adult role models are available to give information, advice, and guidance.
- Tailor support for young people and adults using assessment, planning and review.
- Listen to the voice, wishes and feelings of young people and adults, working together to achieve the desired outcomes.
- Produce contact sheets and detailed monthly/quarterly reports.
- Attend regular meetings with referring agencies.
- Offer 24-hour telephone access to support.
- Employ staff with skills and training to meet young people and adults needs.

#### 4. Function

To provide safe and secure supported accommodation to young people 16+ looked after children, care leavers and vulnerable adults with the right conditions to enable them to develop their independent living skills. Within an environment that builds their confidence and resilience, enabling them to achieve positive outcomes and transition to independence.

#### 5. Categories of supported accommodation

- **Single Occupancy:** Includes bedsits under a licence agreement and self-contained flats, which may be at the same location, or within the same building.

#### 6. Services

##### 6.1. Accommodation

The accommodation is in an area that is suited to young people and adults needs in terms of location, accessibility, maintaining relationships, away from known areas of crime and identified risks.

The accommodation provided is comfortable and a secure living environment with;

- All furniture and white goods.
- Carbon monoxide detectors (where necessary).
- First aid kit.
- Financial Support (arranged at time of referral if required).
- Practical support.
- Financial and practical support (arranged at time of referral if required).
- Good quality, appropriately sized accommodation in chosen area.
- Help to identify temporary and permanent accommodation.
- Landlord/tenant liaison.
- Payment of water bills.
- Smoke alarms.
- Essential items / starter pack as required.

- TV licence.

We ensure that all our accommodation meets the DofE accommodation standard and Government Decent Homes Standard.

## **6.2. Outreach floating support**

Outreach floating support sessions provide experiential learning opportunities for young people and adults to understand and develop life skills and routines. Staff continually observe, role model, shadow and assess young people and adults' achievements and give constructive feedback. This enables young people and adults to make the changes they need to become self-sufficient, confident adults and successfully live independently.

## **7. Preparing for adult living**

Equipping young people and adults with the necessary skills is an essential aspect of young people and adults' life education, this includes:

- Developing young people and adults social, emotional, and cognitive abilities.
- Support young people and adults to learn personal and domestic hygiene skills, and the skills to manage a budget, using public transport, manage their time and make informed decisions.
- Nurturing young people and adults' character and values to become responsible individuals.
- Support young people and adults to contribute positively to their community and society.
- Tenancy awareness, being a good tenant and neighbour.
- Supporting young people and adults to deal with utility service providers, as agreed, complete forms (benefits and entitlements etc).
- Support young people and adults to obtain National Insurance (NI) details and birth certificate.
- Outreach floating support sessions based on the young people and adults needs.

## **8. Health & wellbeing**

Supporting the health & wellbeing of young people and adults is crucial for their overall development, this includes supporting young people and adults to:

- Talk about their past experiences and expressing their wishes and feelings.
- Address physical, emotional and health needs holistically.
- Work on managing and preventing risky life activities.
- Make healthy life choices.
- Access health care, medical and support services.
- Register with local services e.g., doctor, dentist, and opticians.
- Access safety advice and support.
- Access drugs and alcohol information.
- Support and advise with personal and domestic hygiene.
- Take ownership of their health and wellbeing.
- Make informed decisions.
- Signposting to appropriate local and national services.

We will ensure that we have all relevant health and wellbeing plans, including EHC plans where young people and adults have special educational needs. Staff have the skills,

knowledge, and training to help young people and adults to understand and support them to change negative behaviours in areas of health and wellbeing.

### **9. Choice of expression**

Supporting young people and adults' choice of expression is an essential part of fostering their personal development and self-identity, this involves staff:

- Creating a safe and supportive environment.
- Supporting young people and adults to stay safe online and sign post them to additional online safety materials.
- Enabling and encouraging young people and adults to express themselves authentically and creatively without fear of judgement or ridicule.
- Support young people and adults' choice of artistic, cultural, religions & beliefs and social expression, cultivating their own identity.
- Encouraging young people and adults to promote their own sense of autonomy, self-confidence, and self-awareness.

### **10. Education and training**

- We are committed to promoting and supporting young people and adults to access education and training for their personal and professional development, this involves:
- Identifying opportunities for young people and adults to access education and training programmes.
- Supporting young people and adults' academic pursuits, through schools, colleges, teachers, and resources.
- Supporting young people and adults vocational training through apprenticeships and job training programmes.
- Supporting young people and adults to use public transport confidently and safely to attend school, college, or other educational provision.
- Supporting young people and adults to use IT to connect to online learning opportunities.
- Promoting lifelong learning and encouraging young people and adults to pursue their interests, whether it be through academic subjects or more vocational routes.
- Support with employment applications and support with CV and covering letter writing.
- Supporting and encouraging young people and adults who are unaccompanied asylum -seekers to access English language lessons where needed to aid them in integrating into the community.

### **11. Leisure and community**

Leisure, community, and recreational activities are essential components of a healthy lifestyle and important for young people and adults mental and physical wellbeing, to this end young people and adults are encouraged and supported to:

- Engage in leisure activities outside of home, education, and work. Examples: of leisure activities include but are not limited to exercise, sports, listening to music, spending time with family and friends.
- Design an individual leisure plan with confidence.
- Engage in community events and activities for example social, cultural and beliefs connections.
- Encourage community involvement such as volunteering, taking part in local events.
- Connect with others and build relationships.
- Expand their knowledge and understanding of the world.

Next Step Care Management Ltd believe that opportunities for leisure, community, and recreational activities contribute to young people and adults:

- Overall happiness and wellbeing.
- Develop new skills.
- Learn about other cultures and beliefs.

## **12. Hours**

The packages detailing the supported accommodation will be agreed with the placing authority and young people and adults.

Young people / adults under 18 moving on from residential provision may be offered 1:1 staff support for up to 12 weeks, according to individual needs, as part of a 'stepdown' reduction plan. This involves staff being available onsite, sleeping nights, gradually increasing independence, enabling them to move on to semi-independent living and reducing staff support in an agreed and planned way. When on a stepdown reduction plan young people / adults retain full responsibility for their own decisions, wellbeing, and independence, and go out unsupervised.

Where young people / adults do not successfully stepdown into semi-independent living, the placing authority and young people / adults will make decisions about the most appropriate moving on placement, subject to individual assessed needs. Staff will work with young people/ adults and the placing authority to ensure a smooth transition onto the young person/ adults next placement.

When young people / adults successfully stepdown into semi -independent living staff will visit on a regular basis, providing floating support hours, agreed to meet the individuals needs each week.

For some young people and adults, support packages begin with semi-independent living, where outreach worker/s visit on a regular basis, providing the agreed hours each week, according to assessed needs, until they are achieving their outcomes and ready to move on to the next stage of their independent living plan.

In instances where the needs of the young person or adult intensify or a crisis arises, additional outreach floating support will be provided based on their needs and a thorough risk assessment conducted in collaboration with relevant professionals.

This approach ensures that the young people and adults needs are met while maintaining continuity and promoting progress towards independence.

Next Step Care Management Ltd also provided outreach floating support, without accommodation as part of its supported accommodation package.

## **13. Staff**

### **13.1. What Next Step Care Management Ltd staff will do;**

- Build honest and trusting relationships with young people and adults and multi-agency professionals.
- Provide telephone access to outreach workers assigned to young people and adults' during office hours.
- Provide telephone access to 24 hours out of hours advisory line.
- Record all visits and contacts on the young people and adults' file.

- Complete assessments, planning and review documents as specified in the young people and adults' plan.
- Attend regular meetings with referring agencies to discuss young people and adults' placement and progression.
- Provide verbal and written updates and reports to social workers / PAs according to requests and relevant plans.

### **13.2. Experience and qualifications**

- Staff have experience of working with young people 16+ Leaving Care, Looked-After and vulnerable adults.
- Staff with relevant experience and working towards Level 3 in Health and Social Care or equivalent.
- Staff qualified to NVQ Level 3 in Health and Social care or equivalent.
- Registered Service Manager and Regional Managers qualified to Level 5 Leadership & Management Health & Social Care, Children and Young people Services or equivalent.
- Regional Managers Level 4 Designated safeguarding training.
- Next Step Care Management Ltd Lead Designated Safeguarding officer, Level 5 Award for Safeguarding for managers.
- Qualified social worker/s, registered with Social Work England.
- Health & Safety Consultant, National General Certificate in Occupational Safety and Health.

### **14. Young people and adults' characteristics**

We provide supported accommodation which includes outreach floating support to young people 16+ leaving care, looked after and vulnerable adults.

We provide solo accommodation for both male and female young people and adults.

We accommodate and tailor intervention packages for young people and adults' who have been referred by the placing authority and/or NHS trusts.

We support young people and adults who are known to MAPPA, at risk of Child Sexual Exploitation, Trafficked, unaccompanied asylum seekers, teenage parents, young people / adults with learning needs, young people and adults in care, refugees, young offenders, challenging behaviour, and sexually inappropriate behaviour.

This is not an exhaustive list and referrers should contact Next Step Care Management Ltd to discuss the individual needs of young people and adults.

### **15. Facilities**

Solo studio, 1,2- or 3-bedroom properties in the private rental sector. Properties may be in a block of flats, maisonettes or converted houses.

Solo properties have one young people / adult residing. Young people and adults have their own bedroom, living room and bathroom. Some properties have their own or communal gardens.

### **16. Accommodation**

We consult with young people and adults, and social workers / PAs to source properties in the private rental sector or use existing furnished accommodation to satisfy the geographical requirements of the placement in terms of location, accessibility, maintaining relationships, away from known crime hotspots and identified risks.



We have 42 properties for 16–17-year-olds solo occupancy supported accommodation. These properties consist of a variety of one- and two-bedroom flats, some with gardens or shared gardens, a maisonette, and two- and three-bedroom houses, in the following areas: Bristol, Buckley, Chichester, Doncaster, East London, Harlington, Sheffield, Southampton, Telford, Weston-Super-Mare, and Worthing

Accommodation for young people and adults is furnished and equipped to a good standard and can be adapted to meet their individual needs by taking account of factors such as their age, gender, disability, cultural background, and any needs they may have. Staff will:

- Complete a location risk assessment for all premises and review annually.
- Lease accommodation which is licenced to provide stability to young people and adults.
- Discuss and provide young people and adults with their signed licence agreement and placement acceptance.
- Ensure the physical environment is welcoming, homely, safe, and comfortable.
- Carbon monoxide detectors (where necessary).
- Smoke detectors are fitted and in working order.
- Arrange for the installation of Deafgard where young people and adults are deaf and hard of hearing.
- Ensure there is adequate privacy and personal space.
- Install, by agreement, security systems such as CCTV cameras and / or ring doorbells where this is deemed to be a requirement for young people and adults' safety.
- Ensure CCTV cameras are installed in communal areas or outside facing the front door, where required.
- Ensure young people and adults have access to Wifi.
- The accommodation is of good quality, secure, stable, and safe to effectively protect young people and adults from harm and review this annually.
- Young people and adults can access local services by a short bus ride or walking.
- Furnish accommodation for under 18s.
- Provide bedding, towels, personal hygiene products and kitchen equipment where a under 18s do not have access to them.
- Accommodation is accessible, safe, secure, and well-maintained.
- Maintenance issues reported during weekly inspection for U18s and monthly over 18s, or as reported by young people and adults to remove hazards and remedial work carried out in a timely manner and in a way which takes account of the vulnerability of the young people and adults.
- Front entrance doors, rear doors and individual self-contained bedsits / flats will have locking doors.

## 17. Office addresses and contact details.

### Principal Office

- **Head Office** Katherine House, 11 Wyllyotts Place, Potters Bar, Hertfordshire, EN6 2JD.  
Tel: 020 8211 3663, Email: [info@nscm.co.uk](mailto:info@nscm.co.uk)

### Local Offices

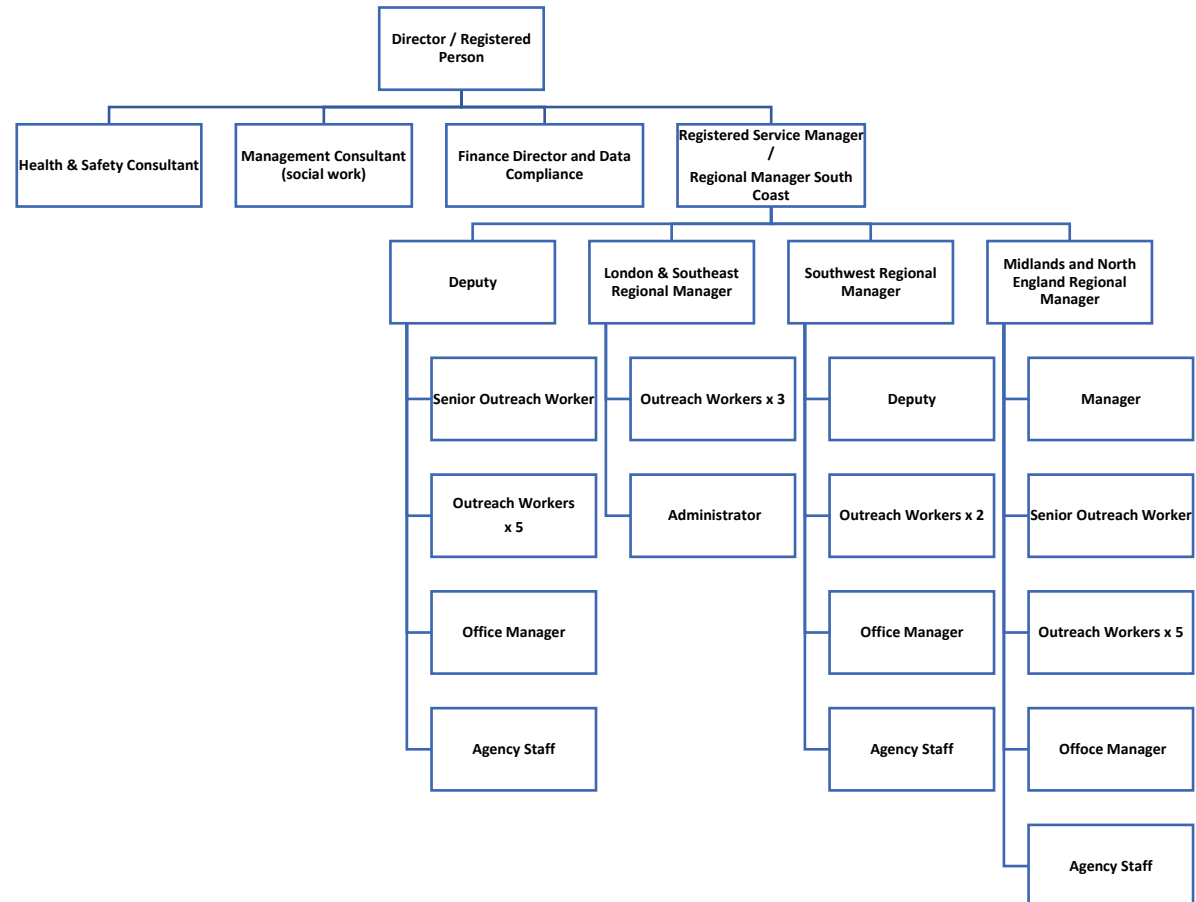
- **London and Southeast** 11 Wyllyotts Place, Potters Bar, Hertfordshire, EN6 2JD.  
Tel: 020 8692 1222 Email: [london@nscm.co.uk](mailto:london@nscm.co.uk)



- **Midlands and North of England** Suite 1 Longdon House, St. Georges Court, St Georges Road, Telford, TF2 7AS.  
Tel: 01952 872780 Email: [admin.telford@nscm.co.uk](mailto:admin.telford@nscm.co.uk)
- **\*North England (Satellite)** Suite F11 Epic House, 18-20 Darnall Road, Sheffield, S9 5AA.  
Tel: 01952 872780. Email: [admin.telford@nscm.co.uk](mailto:admin.telford@nscm.co.uk)
- **South Coast** Next Step Care Management Ltd South Coast Office: Unit 3a Spur Road Quarry Lane Chichester West Sussex PO19 8PR Phone:  
Tel: 01243 696040 Email: [southcoast@nscm.co.uk](mailto:southcoast@nscm.co.uk).
- **Southwest** Unit 44 Easton Business Centre, Felix Road, Bristol, BS5 0HE  
Tel: 0117 941 5328. Email: [southwest@nscm.co.uk](mailto:southwest@nscm.co.uk).

## 18. Next Step Care Management Ltd

### Organisational and Management Structure



### **19. Young people's and adults' rights and views**

We are committed to ensuring that the rights and views of young people and adults are at the centre of support and service delivery, and planning involves a person-centred approach that prioritises the needs and perspectives of young people and adults. This helps to create an environment that builds young people and adults' self-esteem and sense of belonging, as well as promoting positive outcomes. Staff achieve this by:

- Providing information and resources that young people and adults to make informed decisions and exercise their rights.
- Listening and valuing young people and adults' opinions, including their preferences, wishes, and feelings. Staff seek young people and adults' views and take these into account when making a decision that may affect them or when advocating for them.
- Involving young people and adults in planning, delivery, and evaluation of the service.
- Treating young people and adults with respect and dignity in all aspects of service delivery and support.
- Advocating and representing young people and adults in order that they can effectively express their views and needs.
- Being transparent and accountable in their decision-making processes and are able to explain the rationale behind decisions taken.

### **20. Making young people and adults aware of their entitlements**

To be able to successfully live independently young people and adults 'must understand their entitlements and how to access what they need. Staff ensure that young people and adults are fully aware of their entitlements by

- Putting in place clear and accessible communication channels that enable young people and adults to access information, options, guidance, and support.
- Providing a detailed written agreement that outlines their responsibilities, as well as the terms and conditions of the placement.
- Planning regular meetings to discuss any issues or concerns.
- Sign posting young people and adults during support sessions to ensure they are fully aware of their rights and entitlements.
- Encouraging young people and adults to access educational and training opportunities which we believe helps to empower young people and adults to develop the skills and knowledge to navigate the system and assert their rights.
- Understanding Next Step Care Management Ltd Quality Assurance system, complaints, and feedback mechanisms to raise any issues or grievances.
- Sign posting young people and adults to complaints and feedback mechanisms of organisations they work with to raise any issues or grievances.

### **21. Achieving positive outcomes**

Achieving positive outcomes for young people and adults requires a coordinated and collaborative approach that recognises and tailors' young people and adults support package to their individual unique needs, challenges, and aspirations. Building a supportive, inclusive, and empowering environment that builds on young people and adults' strengths and potential and provides them with the resources and opportunities they need to thrive. Staff will work with young people and adults:

- To develop independent living skills.
- To increase self- esteem and sense of self-worth.
- To assist in personal development.
- To develop positive peer group relations and appropriate relationships with authority.
- To decrease a negative and destructive mindset and behaviour.
- To increase and diversify young people and adults recreational and leisure activities.

- To encourage young people and adults to use their spare time in a more constructive manner.
- To develop young people and adults' sense of responsibility and accountability for their own behaviour.
- To increase young people and adults' social skills, problem solving skills, communication skills and self-care skills.
- To decrease impulsive, out of control behaviour in young people and adults and increase their ability to manage themselves and to make positive decisions about their behaviour.
- To develop appropriate expressions of sexuality in young people and adults.
- To explore, enhance and develop moral, cultural, social, emotional, religions, beliefs, and wellbeing.

We believe that by adopting this approach, staff can help young people and adults to build the skills, knowledge and confidence needed to achieve their goals, develop positive relationships, and participate in society, thereby promoting their overall well-being.

## **22. Independent living skills**

To support the development of young people and adults independent living skills in line with their identified individual needs staff will:

- Assess young people and adults' individual needs and capabilities to identify support needs and guidance required.
- Role model, shadow and observe young people and adults during support sessions.
- Regularly review, track, and measure young people and adults progress and work with young people and adults on areas identified to build independence and resilience.
- Work with other professional working with young people and adults to gain a comprehensive understanding of young people and adults' strengths, challenges, and aspirations.
- Tailor the support package to meet young people and adults' individual needs and preferences.
- Ensure the aims and objectives are realistic, measurable, and achievable and reviewed regularly.
- Explore with young people and adults' activities such as training and education, practical exercises, mentoring and role modelling.
- Provide opportunities to practice and apply the skills learned in real life situations.
- Give ongoing feedback, reassurance, guidance, monitoring, and adjusting the plan as needed.

## **23. Promoting young people and adults' education, training, or employment**

To promote young people and adults' involvement and progress in education, training, or employment staff will put in place arrangements tailored to young people and adults' individual needs and interests.

Staff will:

- Signpost to education and training opportunities relevant to young people and adults' skills, interests, and aspirations, as well as additional guidance to help young people and adults to succeed.
- Work closely with young people and adults to identify their strengths, challenges, and aspirations.
- Support young people and adults to identify apprenticeship programmes.
- Provide help and guidance to develop essential employability skills, such as writing a CV, interview skills, communication, teamwork, problem solving and time management.

- Support young people and adults to attend interviews and assessments.
- Reflect and record this effectively by expanding on young people and adults independent living skills assessment.

#### **24. Protecting and promoting the mental and physical health needs of young people and adults**

To protect and promote the mental and physical health needs of young people and adults, we have policies and procedures in place to ensure safe and effective handling of medication as well as the recording and safe keeping of health-related information.

Young people and adults are encouraged and supported to take responsibility for meeting their own day to day health needs.

We will put arrangements in place, to help, protect and promote the mental and physical health needs of young people and adults.

Staff will

- Support young people and adults with good self-care, healthy eating, and strategies for supporting good mental health.
- Create a supportive and inclusive environment that promotes good mental and physical health, encouraging young people and adults to engage in activities that support their wellbeing.
- Ensure young people and adults are registered with a Doctor, Dentist and Optician,
- Signpost young people and adults to appropriate agencies regarding mental and physical health.
- Work closely with the young people and adults and medical professionals at the request of young people and adults.
- Support young people and adults to implement treatment plans.
- Support young people and adults to store and self-administer medication at the required times as directed by a medical professional (GP, hospital doctor) who is the prescriber or, the pharmacist.
- Support young people and adults to put routines / timetables in place or prompt young people and adults to take their medication.
- Do not administer prescribed or any other forms of medication.
- Where necessary, will remind young people and adults to collect their medication and be able to identify when their medication requires replenishing.

NB: A list of national organisations and local organisation is available in the young people and adults guide.

#### **25. Anti-discriminatory practices**

Achieving anti-discriminatory practice in respect of young people and adults involves staff creating an inclusive environment that promotes equality, diversity, and respect for all. Staff

- Adopt a proactive and open approach, listening to the wishes, feelings, and experiences of young people and adults.
- Work collaboratively with young people and adults to identify and overcome any barriers to inclusion or participation.
- Attend ongoing training to help them understand and recognise their own biases and to further develop the knowledge and skills.

Our policies and procedures ensure that discrimination is identified and challenged, and that complaints are dealt with promptly and fairly.

The Director and RSMs review services on a regular basis to ensure that we do not discriminate against staff or young people and adults on the grounds of age, disability, LGBTQ+ status, gender reassignment, marriage, civil partnership, pregnancy and maternity, race/ethnicity, religion & belief, sex, or sexual orientation.

## **26. Support the cultural, linguistic, and religious needs of young people and adults.**

Regional managers will confirm with social worker / PA or young people and adults:

- During the referral process, their first and preferred language for verbal and written communication.
- Next Step Care Management Ltd will facilitate in another language, BSL, brail or through an interpreter.

Next Step Care Management Ltd website [www.nscm.co.uk](http://www.nscm.co.uk) is available in 76 languages. Young people and adults, parents or multi-agency professionals reviewing Next Step Care Management Ltd information can click on a tab on the website which automatically translate all Next Step Care Management Ltd information.

Staff support and encourage young people and adults.

- To be proud of who they are, follow their religious identity and beliefs, attend cultural events and places of worship.
- To explore and discuss wider cultures to promote a greater knowledge and respect towards others in society.

## **27. Complaints**

Contact the local Registered Service Manager or the Registered Person at Head Office. Address and contact details are available in point 17 above and on Next Step Care Management Ltd website.

## **28. Children/Young People and Adults Protection and Safeguarding Policy**

A copy of our Children/Young People and Adults Protection and Safeguarding Policy is attached Appendix 1. For further information please contact NSCMs Lead Designated Safeguarding Officer email [safeguarding@nscm.co.uk](mailto:safeguarding@nscm.co.uk)

Young people and adults have a copy of our Children/Young People and Adults Protection and Safeguarding Policy in the young people and adults guide.