

WELCOME TO **YOUNG LONDON TODAY**



STATEMENT OF **PURPOSE**

Young London Today is a non-profit organisation dedicated to helping young people leaving local authority care make a successful transition to independent living and education or employment.

Read me to find out loads of useful info!





OUR MISSION STATEMENT

“To capture the hearts and minds of our Service Users through targeted, high quality services, delivered by inspirational role models”



ABOUT US

Young London Today is a registered and regulated charitable care provider delivering person centred care packages for young people leaving care. We have built a great reputation for providing specialised care for young people with challenging behaviour and/or emotional needs in a semi-independent setting.



OUR VISION

To provide a range of high quality services to Looked after Children who are Leaving Care, enabling young people to learn, develop and reach their full potential. To be involved in the design and delivery of services and ensure services meet the needs of the Young people.



OUR ETHOS

We firmly believe that every child has the right to be supported into a successful transition from childhood to adulthood regardless of their background or circumstances. This support must be dynamic enough to respond appropriately to the child's changing needs, yet have consistency in the carer that builds the relationship with the child on the foundations of trust.

Our values include:

- Working with young people and professionals to improve and deliver services that meet their needs
- Valuing the individual and the contribution that each individual can make in their community
- Providing an inclusive service that embraces difference and promotes equality
- Delivering high quality services that improve and transform lives



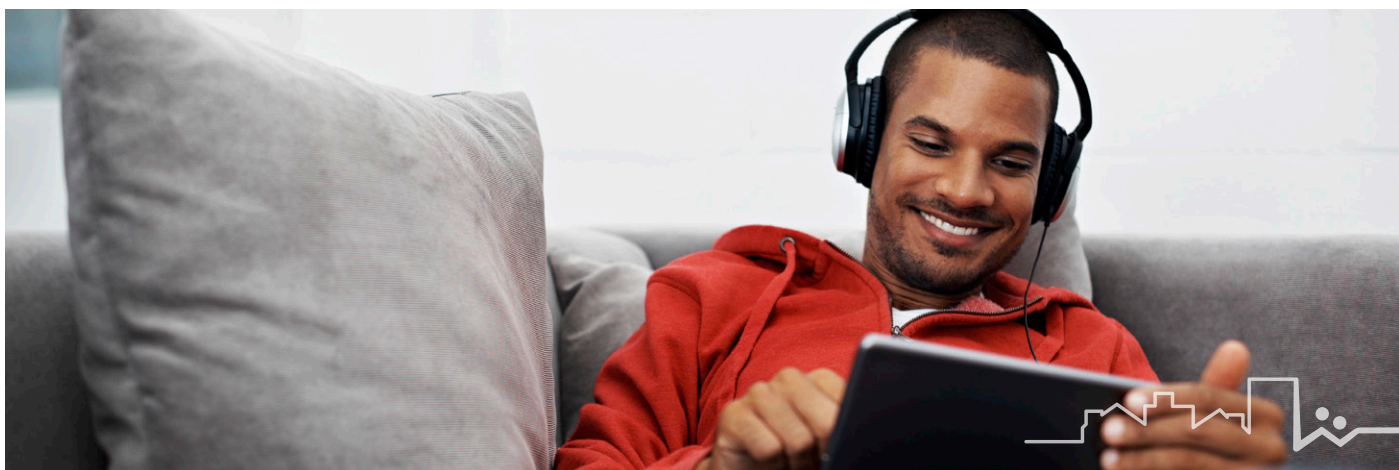


AIMS AND OBJECTIVES

We aim to achieve the following:

- To deliver and maintain an outstanding service that will improve and sustain the young person's overall quality of life and enhance and promote the pathway towards independence
- To deliver a service where young people feel safe, secure and valued
- To have a zero tolerance approach for any alerts of a safeguarding nature. Progress will be reviewed monthly
- To ensure that the service is delivered within an equality framework, ensuring young people's diversity is respected, giving them the right to make informed choices and to take risks
- To ensure that the service is delivered within a VFM framework in accordance with agreed purchasing arrangements
- To ensure that young people involvement is actively sought throughout the delivery of the contract promoting best practice and inclusion
- To provide quality support for young persons with challenging behaviour and emotional needs empowering them to achieve independence and to become positive members of the community
- To recruit staff within a safer recruitment framework ensuring we have a high quality workforce who are skilled to perform the desired tasks
- To continually assess the performance of our staff and ensure they receive support and guidance in order to maximise job satisfaction
- Ensure our workforce is receiving regular training and supervision to develop skills and confidence
- To develop strong partnership working with local authorities and professionals, achieving a reputation for excellence in all aspects of our service provision
- To record and evidence the outcomes achieved through our services
- To ensure and be able to demonstrate a comprehensive Quality Assurance monitoring policy throughout the organisation





NATURE OF SERVICE

Young London Today provides comprehensive semi-independent living services offering support and accommodation in London and Greater London boroughs to care leavers aged between 18 and 24. Our homes are of a high quality, are inspected yearly by a member of the Chartered Institute of Environmental Health to ensure that they meet the requirements of the Health and Safety rating system.

Our homes are located in residential streets and are located within areas that are close to transport, colleges and other amenities.

We are an AQA Registered centre allowing us to deliver certified in-house training for young people using a wide range of educational programmes, including soft skills training and tailor made units which meet the young person's abilities. As a champion of learning and development YLT also offer Student Placements for Social Workers in training who are supervised by a qualified Practice Assessor.

We aim to provide young people with practical life skills in a friendly and homely environment.

Our objectives are:

1. Promoting independence through tailored support by focusing on each young person's Individual Care Plan (ICP) in co-operation with the Personal Education Plan (PEP) and Pathway Plan process
2. Encouraging health and well-being through careful assessment to build structured plans for every young person which will work on harnessing their passions and securing their future goals
3. Ensuring safety, stability and security for all of our young people

4. Providing training in a number of areas around independent skills such as cooking, healthy eating, hygiene, household maintenance, job skills, budgeting, access to benefits and services and access to educational support
5. Building regular routines by encouraging community events integration and having visiting hours in which young people can have contact with their friends, family or other support networks
6. Providing a safe, secure and private environment which promotes equality and diversity

Our services are available 24 hours a day, at the weekend and on national and public holidays. We provide services during the day, sleep-over services or waking nights.

Office Telephone	020 8684 7117
Office Hours	9:00am – 5:00pm Monday – Friday
Out of Hours Emergency Service	07435 752 890 5:00pm – 9:00am All weekend

This service operates from Monday to Friday, 24 hours at the weekend and national/public holidays.





LEVELS OF SUPPORT

The supported homes service is managed by a series of multi-disciplined professions with up to 30 years' experience working with young people. We have qualified Social Work practitioners to assist management and NVQ level 3 support staff.

Semi-Independent support ranges from:

- Low, medium & high shared accommodation
- Stand-alone accommodation
- Staffed 24 hour accommodation
- Outreach work
- Emergency 24hr referrals

When a young person is placed with us we work with the young person to develop a regular routine which enhances their quality of life.

Examples of the basic tasks we will monitor and support the young people with are;

- Registering with the GP, dentist and optician
- Support with shopping and food preparation
- Support with managing a household and all aspects of daily living
- Support in managing and attending appointments in the community and with other professionals
- Support to access education, employment or training
- Managing incidents
- Support with accessing information about leisure opportunities available to them in the local area
- Support with managing any benefits and applications
- Support with managing their finances and budgeting
- Support with understanding and accessing opportunities to be able to make a positive contribution
- Support in learning how to keep themselves safe in the community and their own home

Young London Today is experienced in working with young people who have extreme challenging and risky behaviour; the support plan will reflect the needs of the young persons and will offer the following;

- Support to develop retrospective thinking
- Offending reduction programmes in partnership with YOT and other agencies
- Support with reducing substance or alcohol abuse
- Family work
- Work around young people suffering with post-traumatic stress disorder
- Support with asylum applications and other legal matters
- Support for young parents
- Gang awareness and intervention
- Support with reducing risky behaviour that could lead to exploitation
- Support with managing ADHD, including anger management, and temper control disorder

Through well-structured Risk Assessments, Individual Care Plans, motivated and skilled staff our aim is to ensure that independence and fulfilment are maximised for the vulnerable young people we work with.





THE EXTRA MILE

We offer a number of additional services aimed at enhancing our young people's development through education, workshops and experiences.

Acknowledging that a number of our young people are NEET, we deliver certificated in house training for young people using a wide range of educational programmes, including soft skills training and tailor made units which meet the young person's abilities.

YLT Projects (sister charity) has been established to deliver additional opportunities for care leavers and has been nominated as the Sainsbury's Crystal Palace charity partner of the year.

We have a Youth Board which enables young people to feedback on our services and made suggestions. We are also developing work young people involvement in the recruitment process, property inspections and governance.



QUALITY ASSURANCE

We have put into place various systems to assist in setting and achieving targets, monitoring assessing and reviewing performance and acting on findings to continually improve business quality and performance in the best interest of our young people.

We believe that our young people have the right to demand the highest standards of service from us and Young London Today will continually monitor the expectations of the local authority through the organisation's assurance plan.

We regularly review our young people's Individual Care Plan. This care plan review process involves the young person and relevant professionals. The aim of the review is to ensure that all previously identified needs are being met and any newly identified needs or changes in circumstances are taken into account when revising the care plan.

Our young people are invited to provide consultation to the organisation through our Youth Board and required to feedback on services formally on a quarterly basis with their Keyworker, and informally during house meetings which take place fortnightly.

To maintain the quality of services, the organisation will send out regular quality surveys to our young people and to relevant local authorities to evaluate and measure the quality of the service we provide.

The organisation is developing our quality assurance systems and is working towards achieving relevant accreditations.



WORKFORCE

We believe our staff are vital to ensure smooth delivery of our service. By ensuring that our staff are fully trained and meet regularly with the management team for monthly updates, we have a good track record in retaining staff and full employee engagement.

Staff are supported and trained to manage their caseload. We ensure through monthly supervision and an 'open door' policy that the staff member is effectively Staff receive regular training in a variety of methods to ensure successful delivery of the learning

Examples of training we provide:

- Safeguarding
- Lone Working
- De-escalation and managing challenging behaviour
- Recognising Mental Health in Adolescents
- Basic Food and Hygiene
- Report writing
- Scenario role play
- Understanding and working with relevant legislation i.e. Every Child Matters Agenda
- POVA Training
- Child Protection
- First Aid Awareness Medication Awareness
- Health and Safety

All our staff members are recruited within a safer recruitment framework. All staff have a current enhanced DBS check, are required to be trained to QCF (NVQ) level 3 or equivalent.



POLICIES AND PROCEDURES

Young London has a robust and comprehensive set of policies and procedures that support best practice and legislative requirements. These are reviewed annually to enable updates and ensure compliance.

INSURANCE COVER

Our staff members are fully insured through our Employer's Liability Insurance cover and full Public Liability Insurance cover which are commensurate with the level and extent of the activities undertaken.

DETAIL ON COVER

Employers Liability	Limit of indemnity £10,000,000
General Liability	Limit of indemnity £10,000,000
Professional Liability	Limit of indemnity £5,000,000
Management Liability	Limit of indemnity £100,000

MAKING A REFERRAL

In order to make a referral and/or to obtain further information about our organisation please contact us using the information provided below:

Agnes Amo-Mensah

Corporate Director

agnes.amomensah@young-london.org

020 8684 7117

Date of Issue
January 2013

Reviewed
January 2015

Date of next review
January 2016



ALWAYS HERE TO HELP:
020 8684 7117

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