

Camden Progress Services

Service Description

March 2015

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INTRODUCTION

St Christopher's Fellowship is a children's charity and registered provider of social housing that has been providing care and support for vulnerable young people for more than 140 years.

Our range of services includes fostering, children's homes and 16+ accommodation and support. We put young people at the heart of what we do and develop innovative practice dedicated to improving outcomes. We pride ourselves in working in partnership with local authorities to tailor our support to the individual needs of young people.

All our services have the same goal - to support young people to fulfil their potential.

This service description is designed to describe what Camden Road sets out to do for the young women it accommodates and the manner in which support is provided.

OUR MISSION AND VISION

Our mission is to support children, young people and vulnerable adults to recognise and achieve their potential.

We believe that children and young people, regardless of their background or journey so far, deserve the chance to shine.

When young people meet us for the first time they have often lost belief in family, society, professionals and themselves. Through a combination of experience, specially designed services and perseverance we help young people to start rebuilding their lives. Regardless of whether they come to us as young children, or teenagers making their transition into adulthood, we support them to have rich, rewarding and fulfilling lives.

Our services include:

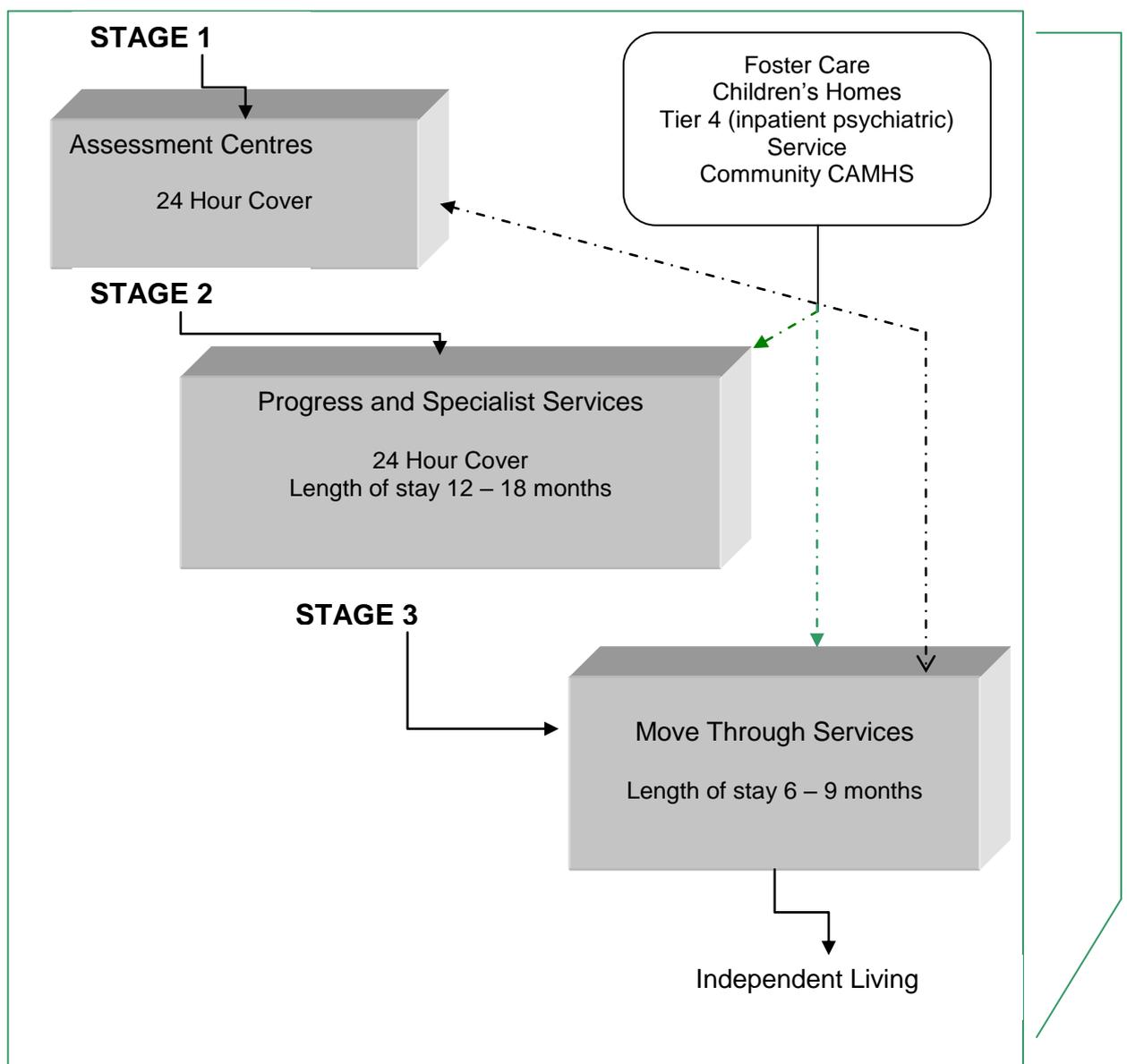
- fostering
- children's homes
- services for young runaways
- advice and guidance for young people leaving care
- supported housing and hostels
- support for young people living in their own accommodation
- educational support
- advice on training, employment and health
- service improvement consultancy.

CAMDEN YOUNG PEOPLE'S PATHWAY

The Camden Young People's Pathway aims to meet the needs of young people who are homeless and have support needs by providing them with a range of supported accommodation options, ensuring that they have a seamless journey towards living independently in the community.

The Pathway comprises three stages; Assessment Centres, Progress and Specialist Services and Move Through Accommodation.

Young people move through the Pathway as they become more independent, with the majority of young people progressing through each of the three stages as their independent living skills develop. However, as progress is not always linear, in some cases young people may skip a stage in the Pathway, or very occasionally, move back from lower to higher levels of support.



CAMDEN PROGRESS SERVICES

Camden Progress Services offer accommodation and support to young people with a range of support needs.

- A safe, secure, homely environment
- Responsive, non-judgemental support to address individual needs
- Support to build and maintain positive relationships
- Self-esteem and confidence building
- Emotional support and coping strategies
- Collaborative interventions with external agencies
- Practical support and encouragement with training and employment
- Support to develop independent living skills
- Recognition of achievement and encouragement of individual skills.

ACCOMMODATION PROVIDED

- All services provide individual rooms
- Residents will share bathrooms, kitchens and lounges.
- There is Wi fi set up in all services
- A residents PC is also provided.

REFERRAL CRITERIA

We accommodate young people between the ages of 16 and 21 with medium to high support needs, including:

- Those with a history of, or at risk of, domestic violence
- Those with a history of, or at risk of, sexual exploitation
- Vulnerable young women who need to be in a women-only service
- Those who need a safe place to live due to external threats to their safety.
- Those with Mental health support needs
- Those with substance misuse issues.

All referrals to Camden Progress services are made through the Young Persons Pathway Referral Co-ordinator. Although the majority of placements are planned, there may be occasions when same-day placements are required.

SAFEGUARDING

When young people first move in to our services, the team's initial objectives are to welcome them and provide them with a safe and secure environment. They are given a tour of the home where its security features, including staff-controlled access, are explained. Staff also make clear the part that young

people are expected to take in ensuring their own safety, for example adhering to the visitor restrictions and curfew times.

A risk assessment and safety plan are devised with each young person when they enter the service. These are living documents which are updated at least quarterly and after any change in circumstance. During their time with us the staff team work with each resident to help them to develop the skills they need to stay safe, to build their confidence and to sustain positive relationships.

To support the safety of our residents services have:

- On-site 24 hour staffing
- Controlled access to the building for residents and visitors
- External CCTV monitoring
- Alarmed external doors.

Certain restrictions on visitors are in place:

- Visitors must be authorised by the Pathway Panel in advance
- Visitors are required to provide photo ID
- Visitors who are under 16 years of age are only permitted to visit if accompanied throughout their visit by their parent or guardian
- Young people are required to sign their visitors in and out of the building
- Visiting times are restricted (visitors are permitted from 4.30pm-9.30pm Monday-Friday and 10.30am – 9.30pm at the weekends), no overnight visitors are allowed.

It is important that staff know that residents are safe. Young people are required to return to Camden Road by the curfew time of 11pm Sunday to Thursday and midnight on Friday and Saturday. Young people are required to stay at Camden Road seven nights a week, permission to stay overnight with a relative or friend must be agreed by the young person's social worker or lead professional. If a young person goes missing, the team work closely with the police and Out of Hours Duty Team to locate them, assess the risk to them and work with them on their return to reduce the risk of them going missing in the future.

In addition to this Young women who are in a vulnerable situation can use St Christopher's female-only taxi account to return to our services. Use of the service will trigger a 'return home' interview and a review of their risk assessment, safety plan and placement plan.

SUPPORT PROVIDED

The team carry out initial assessments with new residents on their arrival at the service to inform support planning and specialist referral:

- Risk Assessment and safety planning
- Attachment Assessment (Q-Pack)
- State of Mind Assessment
- Outcomes STAR

- DUST (Drug Use Screening Tool).

Young women are allocated a key worker, a member of the team who is responsible for co-ordinating their support, and liaising with their social worker and other professionals.

A support plan is agreed with the young person, their key worker, social worker and other key professionals, where appropriate, at the young person's placement meeting. The support plan links into their Pathway Plan, as well as feeding into their Pathway "Steps to Independence" portfolio. Young people have weekly support planning meetings with their key worker to work towards achieving the goals set out in their plan. The team address issues of trauma by working at the pace of the young person at all times to encourage them to feel safe and that their voice is heard.

The young person's keyworker works with them to ensure that they are registered with a GP, dentist and optician and have access to sexual health services. Support is offered using a Team Around the Young Person approach, with a designated lead professional co-ordinating a multi-disciplinary team of practitioners, established on a case-by-case basis depending on the young person's needs. This includes co-ordinating specialist support required to address the young person's needs both from external agencies such as:

- Camden Safety Net
- Barnardos
- Tavistock Centre
- The Havens
- FWD
- Youth Offending Service
- Young People's Pathway Community Safety Co-ordinator
- Schools and Colleges (WAC Arts, Camden Apprenticeships, LCBT)
- Camden Under 25s Service
- Camden 16+ Service
- Camden (Canteloves) Safer Neighbourhoods Team
- Connexions

During the first four weeks of their stay the young person's key worker provides a weekly progress report to the social worker; after which, unless specified, monthly reports are provided.

Q-PACK

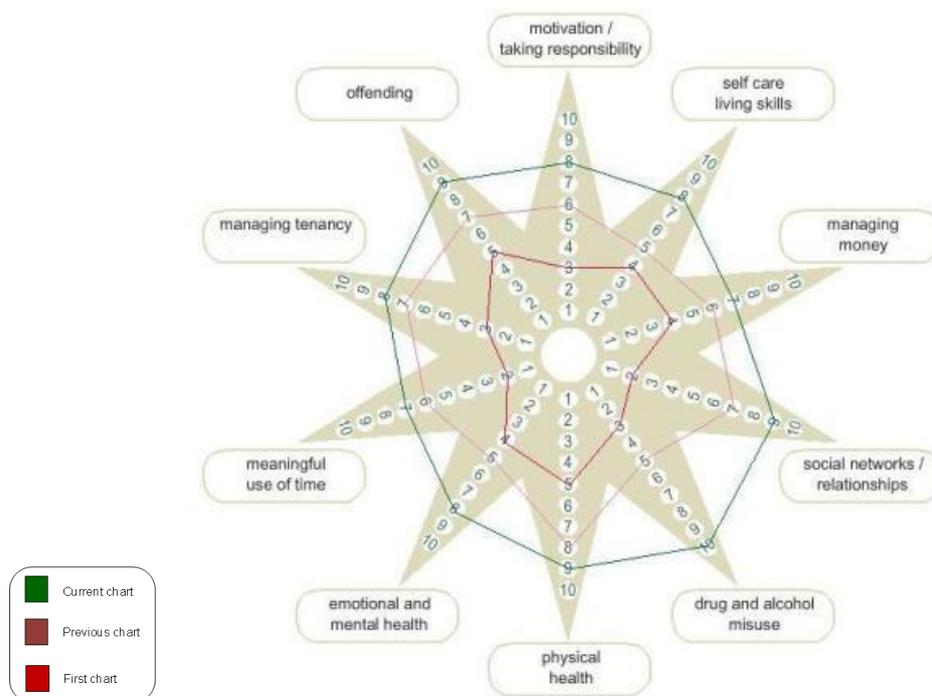
The Camden Progress team use "Q-Pack", an evidence-based assessment and outcomes measurement tool, to inform each young person's support package. Developed with the Centre for Abuse and Trauma Studies (CATS), at Middlesex University, it uses three standardised assessments to better understand the young person's attachment style, and consequently inform the structure and type of work which is likely to help overcome underlying issues.

Staff complete the Q-Pack with residents shortly after they arrive in our services and at regular intervals during their stay. Reports are produced based on analysis of the results, which are used to inform support planning and evidence outcomes for young women. The Q-Pack enables the team to provide individualised support for each young person based on a robust assessment of their needs and progress during their placement.

OUTCOMES STAR

The team also uses the Outcomes STAR to identify support needs and measure distance travelled. The STAR looks at all areas of a young person's life and asks them to consider where they are in terms of attitudes and behaviour. An initial reading is taken with the young person when they first start working with us. These readings are plotted onto the young person's STAR and feed directly into their support plan. Subsequent readings enable residents to visually demonstrate their progress.

Example Outcomes STAR



PARTICIPATION AND ACTIVITIES

Taking part in activities and exploring their interests and talents can foster resilience and recovery, for those who have survived trauma, by focusing on the well, coping part of their lives. Recognising and developing their talents and confidence can also encourage residents to think about their future. St Christopher's provides trips and activities focusing on developing positive experiences and exploring the world outside Camden. These include:

- Film nights
- Cooking sessions

- Sunday lunch
- Games night
- Trips outside London e.g. to the seaside
- Sporting activities, including participation in the Camden Pathway Football League.
- Yoga
- Cultural activities e.g. theatre, cinema, concert
- Food related activity e.g. dinner in a restaurant, professional cooking lessons outside the service
- EET based experiences e.g. work experience placement, work site visit, university tour.

Young people are also encouraged to engage in C4C (Challenge for Change) – St Christopher’s regional and national participation project which allows young people a say in how St Christopher’s services are run. Participation in C4C attracts credits which can be exchanged for positive rewards such as driving lessons or work clothing. C4C members also:

- Interview potential staff as part of St Christopher’s recruitment process
- Assess St Christopher’s services for quality
- Plan events
- Issue their stamp of approval on leaflets and policies that have met their readability / plain English standards
- Review policies and procedures
- Attend external events, such as the Associate Parliamentary Group for Looked-After Children and Care Leavers.

EDUCATION AND PREPARATION FOR WORK

Residents are supported to engage, in education, training or employment.

Young people are supported to take part in practical life-skills sessions. All sessions are supported with AQA Unit Awards, a nationally recognised scheme, which gives young people proof of the progress they are making. These sessions are provided in-house and on occasion and subject to risk assessment in other services in the borough. Sessions cover:

- Functional skills
- Confidence building workshops
- Staying safe
- Positive relationships
- Tenancy management and sustainment
- Employment skills
- Entry to education
- Personal hygiene and care
- Sexual health and pregnancy
- Cooking
- Personal safety
- Safe internet use and social networking

- Cleaning

St Christopher's provides regular opportunities for young people to participate in work experience activities with our business partnerships. Young people can receive financial support to access education, training and employment through St Christopher's Go-Scheme, a fund offering grants of up to £500 to pay for necessities for becoming work-ready e.g. first month's travel cost, interview clothes.

THE STAFF TEAM

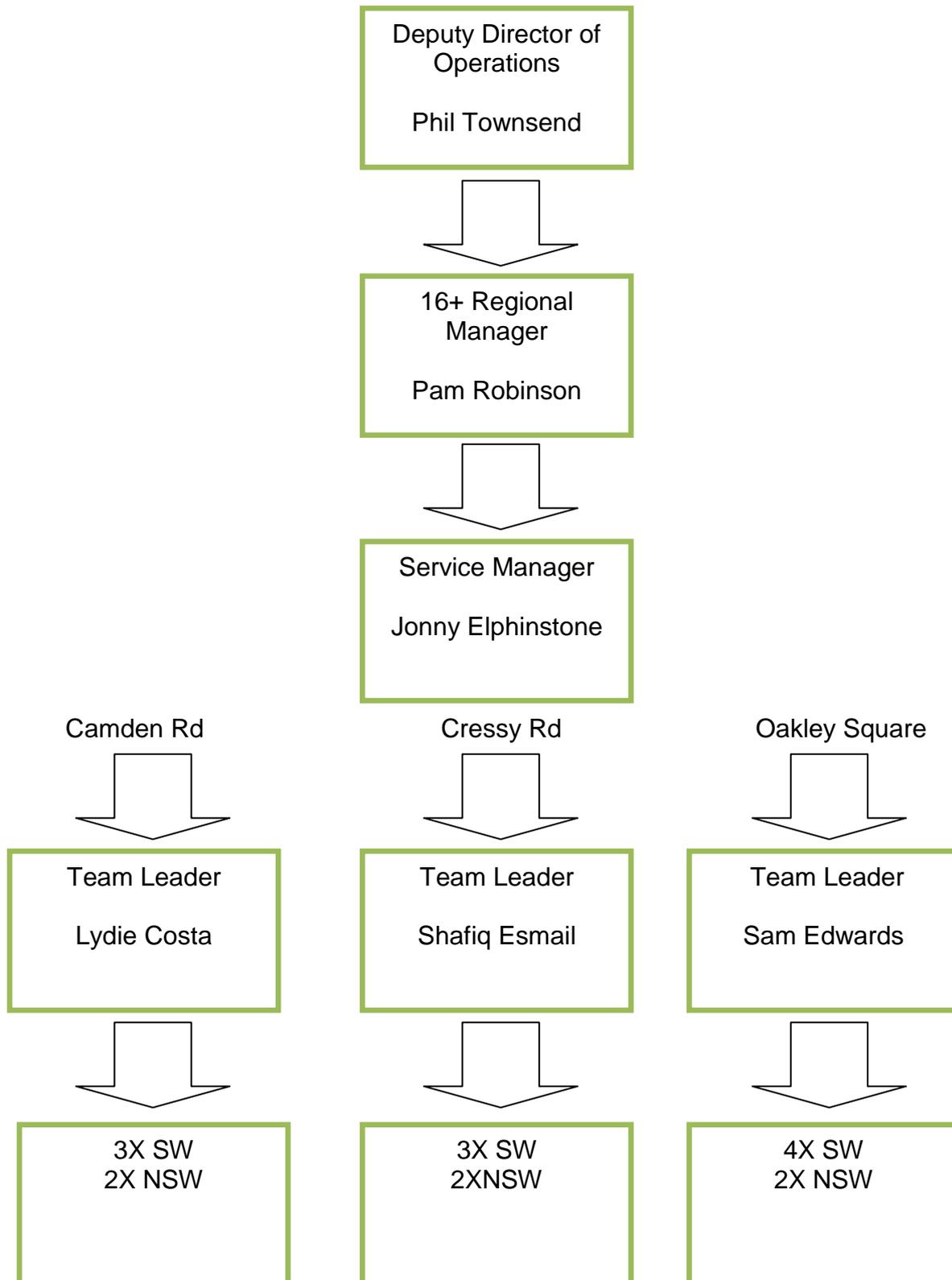
St Christopher's recognises that Camden Progress services can only provide excellent support, if it has the right staff working there and if they are supported and enabled to achieve their best. The team requires a special mix of personal qualities, experience, skills and knowledge. Each member of the team is recruited with care using clear, thorough selection and vetting procedures (including enhanced DBS checks), designed to protect vulnerable young women and ensure that the team has appropriate competencies and approaches. Young people are involved in the recruitment of all front line staff.

St Christopher's is committed to providing high quality support, supervision and training to staff and aims to ensure that staff know they are valued for the essential role that they fulfil. Staff, including managers, receive monthly supervision. Supervision is used as an opportunity to enhance knowledge and skills, feedback on job performance and develop greater individual awareness. Supervision includes reviewing decisions and judgements, considering alternative options and learning from experiences. Supervision and annual appraisals incorporate review and analysis of training requirements and considers on-going development needs.

Further support is provided by St Christopher's Practice and Development Manager, who works with the team to:

- Explore team dynamics
- Support effective reflective practice
- Enable the team to function at its best
- Most effectively support the young women living in Camden Road.

One staff team works across St Christopher's three Progress Services; Cressy Road, Oakley Square and Camden Road, although because of the needs and vulnerability of the young women at Camden Road only female staff are based at the premise. The staff team comprises:



In addition to the staff above St Christopher's also employs a peripatetic team of support workers who are available to cover services on a long term basis such as during recruitment or long term sickness and who can also join teams to fulfil specific requirements such as 1:1 working with particularly challenging or vulnerable residents.

On a more short term basis such as days of staff sickness or annual leave we also have our own care bank of experienced workers who receive a full induction into our Progress services and help to maintain consistency, both for the effective running of the service and for the residents themselves.

The above staffing levels are designed to ensure that residents can be accompanied to meetings and appointments if required and also to enable staff to run regular activity sessions and hold keywork meetings in more informal settings outside the service. the package of support on offer will include at least 2 hours of face to face support for each young person in our services.

LOCALITY MANAGEMENT

St Christopher's has experience managing supported housing services within many residential areas and is aware of the need to ensure that new services enrich the local neighbourhood rather than having any kind of detrimental impact. A locality plan is in place to allay and address any concerns that neighbours may have and to put in place strategies to minimise any disruption to them.

St Christopher's will work closely with the Young People's Pathway Community Safety Co-ordinator and the Safer Neighbourhood Team to discuss possible concerns; in particular Anti-Social Behaviour and noise nuisance, and to agree management plans to minimise these issues; specifically strict rules and boundaries enforced by 24 hour staff and supported by security features such as CCTV.

Security of the building is enhanced with CCTV and a door entry system to ensure that building is secure. Regular checks of the property are made to check for noise nuisance and other forms of disturbance. All incidents are monitored and logged in the Noise Monitoring File. Copies of St Christopher's Harassment and Anti-social behaviour policy are provided and explained to young people when they move into our services.

MOVE ON

The team work with young people throughout their stay to ensure that they have realistic expectations of their housing options.

Staff ensure that young people understand that in order to move forward in the Pathway they are required to: -

- Engage with their support plan and on-going assessments
- Engage with identified service interventions
- Engage with activity and community programmes as agreed in their support plan
- Comply with any Acceptable Behaviour Agreements
- Engage with the support plan requirements of identified move on stages within the Pathway
- Consistently pay rent and service charge.

EQUALITY OF OPPORTUNITY & ANTI-DISCRIMINATORY PRACTICE

We believe that every individual has the right to be treated with respect and therefore expect everyone in our services to behave in a way that does not discriminate against others because of their race, gender, disability, religion, culture or sexuality.

We will ensure that any young person in our care has the opportunity to follow their religion and culture.

We have a strong commitment to ensure that an atmosphere prevails where a young person is able to openly practise their religion and be proud of their culture.

All instances of discrimination are unacceptable and will be challenged seriously and consistently by the manager and the staff as they arise. All staff receives training to enable them to describe and understand how discrimination can negatively impact on all concerned and how to deal with it effectively. This is a process supported and monitored by regular supervision.

COMPLAINTS AND POSITIVE FEEDBACK

We would love our services run smoothly all the time but unfortunately sometimes things go wrong and we will want to put that right. We want young people to tell us if they think we are doing something wrong, or are acting unfairly in some way. Complaints will always be treated seriously and we will try to put things right as quickly as possible. The manager will, in line with clear procedures, deal with complaints in the first instance.

Information about how to make a complaint is given to every young person when they first arrive. Staff talk to young people about their right to make a complaint and ensure that all young people living in the service know how to. Staff support young people when they wish to make a complaint.

Of course we are always delighted when we receive positive feedback. It tells us where we are getting things right and helps us to continue improving.

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Registered Charity No. 207782



The Government Standard

