

Cornock-Taylor

Service Description

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INTRODUCTION

St Christopher's Fellowship is 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 Cornock-Taylor sets out to do for the young people 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 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
- supported training
- service improvement consultancy.

CORNOCK-TAYLOR

Cornock-Taylor is one of St Christopher's transition services - providing accommodation and support to care leavers and homeless young people. The service offers a safe, structured and caring environment to young people aged 16 and over who are living away from their families. Cornock-Taylor was developed in consultation with local authorities, in order to provide a service that meets their needs and supports them to fulfil their corporate parenting responsibilities.

- Cornock-Taylor provides flexible and responsive accommodation and support packages - working in partnership with local authorities and specialist agencies to provide tailored support to young people with a range of needs.
- Cornock-Taylor offers two distinct levels of support in two adjacent houses; Cornock House and Taylor House. Cornock House provides high support with on-site 24 hour staffing and controlled access to the building for residents and visitors. Taylor House offers a mix of high and medium support with staff available 24 hours a day and sleep-in staff on-site overnight. Both houses support young people to become more independent. The medium support 'move through' accommodation at Taylor House, offers young people who have demonstrated that they can keep themselves safe, the opportunity to learn and practice their independent living skills in a managed, but less structured, environment.
- Cornock-Taylor is able to accommodate long-term, short-term and emergency placements. Young people can be accommodated as a planned part of their transition towards independence, due to placement breakdowns, family crisis, the need for respite care or when a young person is remanded into the care of the local authority by the courts or the police.
- Social workers are provided with a weekly progress report to ensure that they have a good understanding of how the placement is progressing, including agreed tasks and how the young person is experiencing the placement.

We commit to ensuring that all young people at Cornock-Taylor:

- Are provided with a high quality service
- Feel and are safe
- Make a positive move towards independence
- Maintain contact with their family wherever safe and possible
- Are actively engaged, or working towards engagement, in education, training or employment.

ADMISSION CRITERIA

Referrals to Cornock-Taylor are accepted from any local authority. We are able to accept planned and emergency referrals and can work with local authorities to make placements on a contract or spot purchase basis. There is no minimum referral length.

Cornock-Taylor offers accommodation and support to young people with medium and high support needs including:

- Young people who need support to develop independent living skills
- Young people with substance misuse issues
- Young people with mental health problems
- Young people with chaotic lifestyles, including those displaying anti-social behaviour
- Young people at risk of offending and or with a current offending history including those on remand
- Young people deemed to be vulnerable and at risk
- Unaccompanied minors
- Young people who need a safe place to live due to external threats to their safety.

Cornock-Taylor offers medium and high support packages. The management team assess referrals to determine if the risk and needs of the young person are appropriate for medium support provision, or if they initially require a higher support package, with the aim of moving to medium support as they make progress.

Referrals are assessed in conjunction with the placing authority, to ensure that the correct resources are put in place to meet the young person's needs. Final decisions about accommodating a young person take into account whether the service can meet the young person's needs and the possible impact on the young people already living at Cornock-Taylor.

We are pleased to be able to offer accommodation to young people with physical disability, for example, wheelchair users, in one of our DDA (Disability Discrimination Act) compliant flats.

Cornock-Taylor accommodates young people aged 16 to 21. We are happy to discuss referrals for slightly older young people on a case-by-case basis.

OUR APPROACH TO SUPPORT

We recognise that the young people using our services often have little or no positive link with their families and as such have lost much of the support network that they need. Faced with a number of difficult transitions – managing a home, finding employment or accessing education or training, learning to cope financially and building a new network of support and friendships, it is expected that they will experience practical and emotional difficulties and have a need for tailored support.

Cornock-Taylor provides a supportive, structured and stimulating environment that is responsive to the individual needs of young people by providing:

- Values, standards and boundaries
- Holistic, tailored support
- Assistance and encouragement to access and maintain education, training or employment
- Planned activities during the week and at weekends
- Recognition of achievement and encouragement of individual skills
- Collaborative interventions with external partners.

Through planned individual programmes with each young person, staff set clear, realistic and achievable goals and focus on positive interactions, reinforcement and support. Young people are allocated a designated key worker when they move in, who is responsible for co-ordinating the young person's support plan and supporting the young person to achieve their goals. Key workers also provide weekly summary reports to social workers.

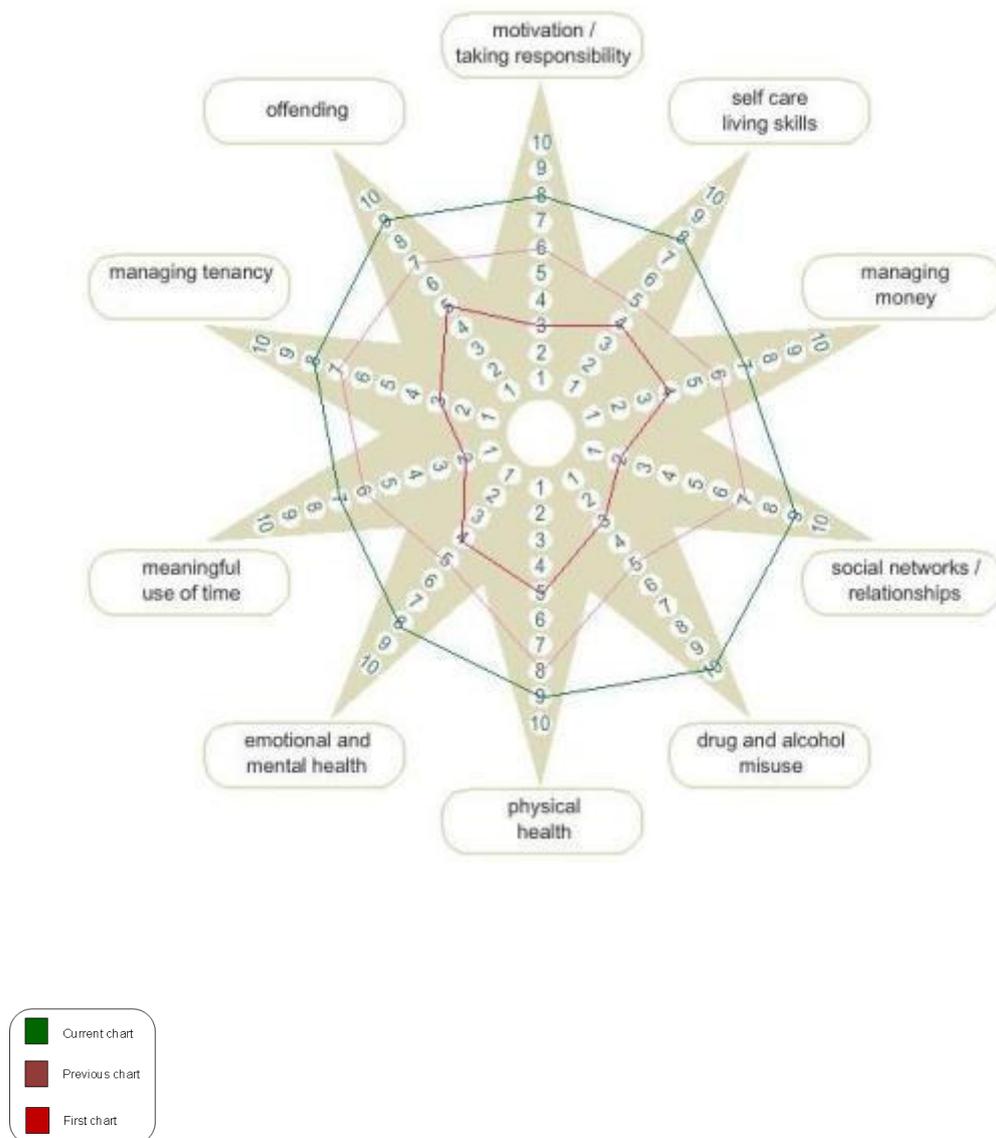
There is an emphasis on practical learning such as cooking and budgeting - vital as many of our young people live on less than £60 per week. We help the young people we work with to learn these life skills and become more independent.

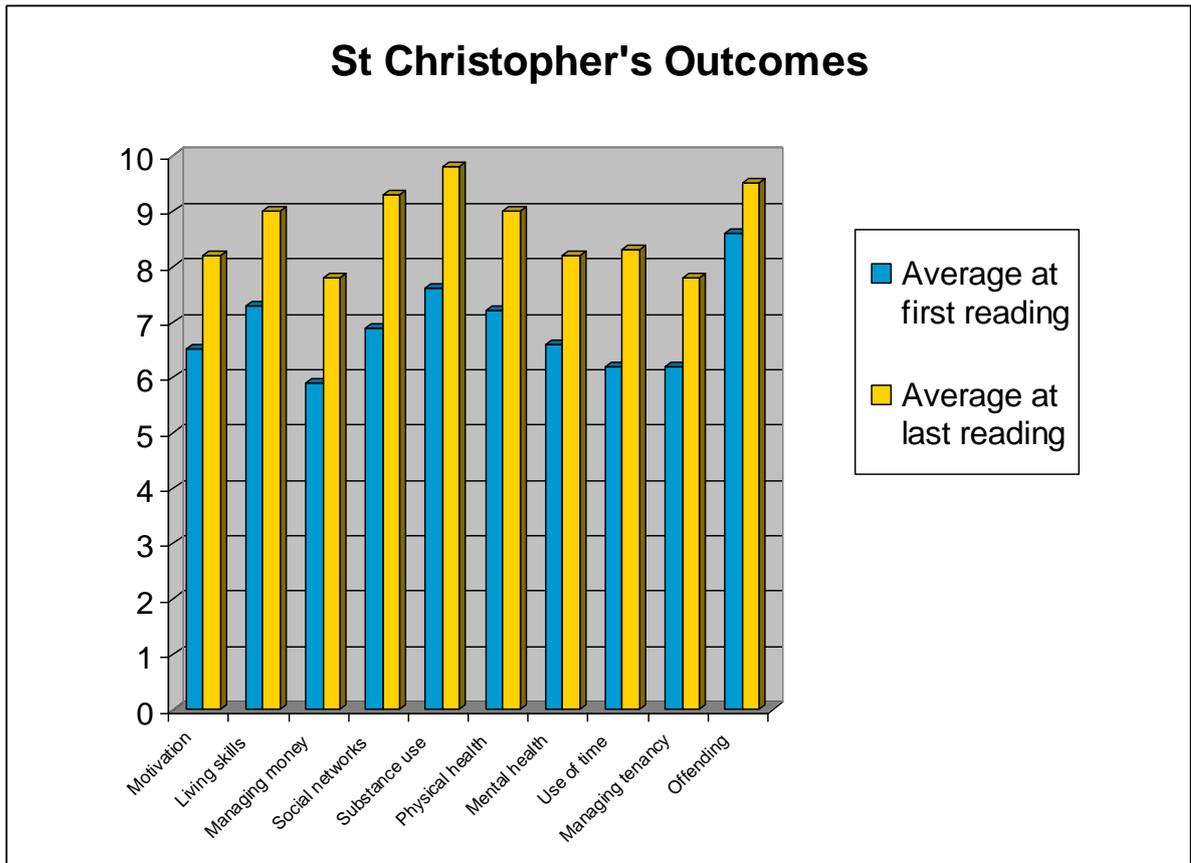
Support is available 24 hours a day but as the majority of young people at Cornock-Taylor are working or in education, support is focused predominantly in the evenings and at weekends. High support at Cornock-Taylor offers clear boundaries and close supervision to ensure the safety of young people with higher needs and/or risk levels. All young people at Cornock-Taylor are supported to increase their independent living skills and when young people have demonstrated key life-skills, including the ability to keep themselves safe, they can be accommodated in the medium support 'move through' accommodation at the Taylor House. Here young people are given more independence with less close monitoring, whilst retaining the 'safety net' of staff support.

DEMONSTRATING OUTCOMES

St Christopher's 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 young people to visually demonstrate their progress.

Example Outcomes STAR





We commit to ensuring that all young people at Cornock-Taylor make a positive move towards independence. In their time at Cornock-Taylor, young people are supported to demonstrate that they:

- Can cook (at least) seven meals from scratch
- Can manage their finances
- Know how to open a bank account
- Know how to apply for a job
- Have an updated CV
- Engage in meaningful use of their time
- Understand how to sustain a tenancy
- Keep themselves safe and healthy
- Sustain positive relationships.

We use the nationally recognised AQA Unit Award Scheme to give young people proof of the progress they are making in these and a range of other life skills. Whilst at Cornock-Taylor young people undertake a range of AQA Unit Awards to demonstrate their new skills. For many young people, the AQA programme gives them the confidence that they can achieve and rewards them for personal progress and achievement that are often not recognised by more formal qualifications.

EDUCATION AND PREPARATION FOR WORK

Young people living at Cornock-Taylor are expected to be engaged, or working towards engagement, in education, training or employment. The staff team expect and actively support all of the young people to be up and busy during the working week. Young people who are not in education, employment or training (NEET), are required to attend our 'NEET' breakfasts, where they get the chance to discuss options with an education or work advisor from the local community, update their CV and receive support to access work and training options.

SPECIALIST DRUG AND ALCOHOL SUPPORT

Cornock-Taylor operates a policy of no alcohol, illegal drugs or smoking. However, we recognise that some of the young people living in Cornock-Taylor may need support in these arrears. St Christopher's dedicated substance misuse worker delivers one-to-one specialist support, as well as workshops and diversionary activities to young people with substances misuse issues.

SAFEGUARDING

The robust child protection and safeguarding procedures used at Bridge Close are designed to ensure that young people are safe and protected from abuse. Staff are trained to understand the principles and practice involved in the protection of young people and take appropriate action if they have concerns about the possibility of abuse. Cornock-Taylor's systems include clear procedures for recording and reporting information and incidents.

Young people are required to return to Bridge Close by their curfew time. If young people are missing this is reported in accordance to their placing authority's own policy, which are agreed at the time of placement.

ACCOMMODATION

We provide a friendly and relaxed environment that offers the feeling of belonging and a safe place to live. Cornock-Taylor comprises two buildings; Cornock House and Taylor House, which have been decorated and furnished to a high standard using modern finishes and high quality furniture.

Cornock House provides high support with 24 hour staffing on-site and controlled access for both residents and visitors. Taylor House is adjacent to Constance Allen House and offers a mix of high and medium support with staff available 24 hours a day and sleep-in staff on site overnight.

Accommodation is provided to young people of both genders, in single sex two bedroom flats. Young people share a kitchen and bathroom with their flatmate and have access to a communal activities room, laundry facilities and to two computers. Taylor House includes some DDA compliant accommodation. There are meeting rooms available where, by arrangement, social workers and other professionals can meet with young people.

THE STAFF TEAM

The staff team at Cornock-Taylor provides the highest standard of support. The team comprises of a manager, team leader, three support officers, two support workers, two waking night staff and a linked substance misuse worker. There are staff on-site 24 hours a day; with increased staffing levels in the evenings and at weekends when young people are home from work or college.

St Christopher's recognises that Cornock-Taylor 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 young people 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 that 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 people living in Bridge Close.

CONTACT WITH FAMILY AND FRIENDS

Family and friends are an important part of all of our lives. Where it is safe and appropriate, we support and encourage young people to keep in contact with their family and friends.

In order to ensure the safety of young people who require high support certain restrictions on visitors are in place:

- Young people are required to sign their visitors in and out of the building
- Visitors are required to provide photo ID
- Visiting times are restricted with no overnight visitors allowed.

PARTICIPATION

At St Christopher's we believe that the young people who use our services are best placed to shape them. There are many different ways for young people to get involved, either for a couple of hours or as a more regular commitment.

Young people are encouraged to join St Christopher's participation panel, Challenge 4 Change (C4C). C4C is made up of young people from across our services, members of the Council of Trustees and the Senior Management Team. The panel is charged with collecting the views of all service users to ensure that they are involved in the running of the organisation and their views are heard at the highest level within the organisation. C4C members also:

- Produce short films
- Interview potential staff as part of our recruitment process
- Assess our 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.

EQUALITY OF OPPORTUNITY & ANTI-DISCRIMINATORY PRACTICE

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

We aim to meet the needs of young people of all races, cultures and religious beliefs. We try to employ staff teams that are mixed in terms of race and gender.

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.

THE LOCAL AREA

Bridge close is perfectly situated for easy access to anywhere in the Capital, which makes travelling to and from the service for appointments easy.

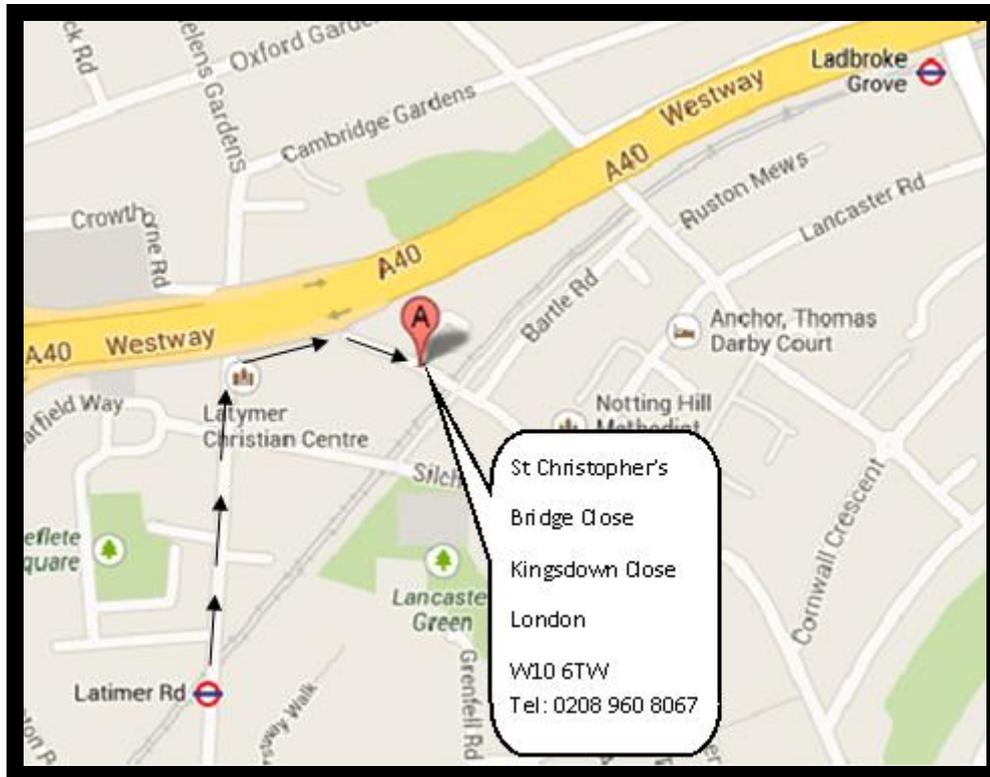
The Westway Sports Centre is two minutes walk from Cornock-Taylor and offers a range of sports opportunities including football, climbing and fitness classes. www.westwaysportscentre.org.uk/

Ladbroke Grove and Portobello Road market are nearby.
www.portbellomarket.org/

20 minutes walk, or a 5 minute bus ride, away is the Westfield shopping centre and Shepherd's Bush cinemas and library.
<http://uk.westfield.com/london/>

www.lbhf.gov.uk/Directory/Leisure_and_Culture/Libraries/Shepherds_Bush_library/14295_Libraries_Shepherds_Bush.asp

HOW TO FIND CORNOCK-TAYLOR



Cornock-Taylor is less than 5 mins walk from Latimer Road tube station and is also serviced by the 295 bus from either Ladbrooke Grove or Clapham Junction. (Bus stop—Latimer Road station)

Visit www.stchris.org.uk to learn more or phone 0208 780 7800.

Call our referrals line on 0800 234 6282 or email referrals@stchris.org.uk if you are interested in making a referral to one of our 24 hour, transition to independence services. Fees are highly competitive - especially so for London. Rates are negotiated based on numbers commissioned and length of placement.

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