

ROSSLYN ROAD AFTERCARE STATEMENT OF KEY PRINCIPLES

Equal opportunities

Rosslyn Road staff team are committed to working within the terms of St Christopher's and the London Borough of Richmond Equal Opportunities Policy. Staff recognises the discrimination and oppression experienced by young people and believes that anti-discriminatory practice must underpin all services to ensure quality of opportunities and appropriateness of services.

Young people in need:

The team is committed to working with young people to provide a high quality and equitable service that meets young people's needs.

Leaving care:

The team recognises the significance of the transition from care to independent living and that all young people have to be properly prepared for leaving care. They also have the right to good quality accommodation and support to meet their needs.

Choice:

Young people will be enabled and empowered to make informed decisions. The team believes that all young people have the right to make their own decisions and to change their minds.

Accessible services:

The services provided by the team will be easily accessible, user friendly and responsive to the ever-changing needs and aspirations of young people.

Consultation:

The team is committed to consulting fully with users of the service and to working in partnership with them to plan and develop resources.

Legal framework:

The services provided by the team will fall within the terms of relevant legislation and Richmond Borough Council's policy for young people leaving care. Failure to carry out legal duties and responsibilities, whether by workers in the team or others, will be challenged.

Working with other agencies:

The team is committed to working with other agencies to ensure that existing resources are used appropriately and effectively, and to develop new resources to meet the needs of users of the project.

Evaluation of services:

The team believes that regular monitoring, evolution and reviewing of its services is essential to ensure the continuation of a high quality and effective service.

Individual responsibility:

Individual staff within the team have a personal responsibility to ensure that the key principles of Rosslyn Road are reflected in practice at all times

Project Service Standards

Introduction

It is the right of service users and partnership agencies to expect a quality and professional service at all time. It is our aim to provide quality, efficient and effective services to all our users and partnership agencies. Rosslyn Road sets itself high standards in all its activities and measures its performance against these standards.

What can be expect from us

1. Information:

We provide clear and accessible help and information on all aspects of our service on request. For example, a service brochure is provided to all service users.

2. Telephone:

We answer all enquiries made by telephone in a respectful and courteous manner.

3. Letters:

We reply to any written request for information within 7 days or, if not possible, we acknowledge any enquiry and explain why an immediate reply can not be given.

All letters are written clearly in plain English.

4. Referrals:

We reply to all referrals within 14 days of receipt.

5. Assessment:

We start an assessment as soon as a decision to accept an offer of a placement has been received. Assessments are completed within 28 days.

Accommodation is offered appropriate to the needs of the young person.

6. Support Plans:

Support Plans drawn up in consultation with the young person and his or her social worker or leaving care worker within 2 weeks of an assessment being completed.

Young people are allocated a Project Worker at Rosslyn Road when the assessment is completed.

Staff will meet with young people at least twice a month for keywork sessions and sessions are written up and the contents discussed with young people.

We use the Outcome Star to measure outcomes and identify areas where the client needs support.

We have regular contact with all young people placed with the Project. All contacts are recorded.

We provide a written progress summary every month.

7. Equality:

Staff are courteous and fair, regardless of race, sex, religion or disability.

8. Complaints:

Complaints are responded to within 14 days of being received. Complaint forms are available from Rosslyn Road main office.

9. Information Sharing:

We operate an “open policy access to file system.” Service users may ask to look at their files at any time.