

# Knowland House Service Description

## Knowland House



Reviewed – November 2014

This service description is made freely available upon request.

## **INTRODUCTION**

St Christopher's Fellowship is a charity for young people and children. We are a registered provider of social housing that has been providing care and support for vulnerable young people in the UK for over 140 years.

Our services include 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 children and young people to fulfil their potential.

This Statement of Purpose is designed to describe what Knowland House sets out to do for the young people it accommodates and the manner in which support is provided. It will be reviewed and revised annually to ensure it continues to reflect best practice in residential care for the client group.

## **ABOUT US**

Opened in 2012 Knowland House is a spot purchase service for young people (both male and female,) aged 16 to 21 (and over in exceptional cases.) It provides high quality accommodation and support services for young people transitioning from public care to independent living and beyond.

## **SUPPORT SERVICES**

The staff team support young people with development of social and life skills. We provide support and help with emotional issues and practical tasks in preparation for making transition from care to independent living and six weeks complementary outreach work after residents move on to independent accommodation.

Emergency short stay placements are available by arrangement. We endeavour to accept short notice referrals with less than 24 hours notice.

Each young person is assessed when referred and allocated a residential project worker who will devise a personal tailored support plan with them in partnership with their parent local authority. The plan describes the aims and goals of the young person in line with the requirements of the Children Leaving Care act to prepare and equip young people with independent living skills. The plan links in with services provided locally and those of the parent local authority to provide the best resources to achieve positive outcomes for each young person. Support plans are renewed quarterly or as necessary to ensure that the aims and goals are being met.

We complete attachment style questionnaires with our young people within the first month of them living with us. This enables us to ensure that our support approach is tailored and appropriate to individual emotional needs.

We complete life skills courses with our young people certified by the AQA examinations and assessment board. This helps our residents to identify the progress they have made towards independence and build their confidence with organised formal learning.

We operate a strict no alcohol, no illegal substances, no smoking policy but recognise that young people are at an age of experimentation and vulnerable to misuse. As such we have a dedicated substance misuse officer at Knowland House two days a week who runs one-to-one reflective practice and group education workshops to support young people with reduction and cessation.

## **TENURE AND HOUSE RULES**

Our residents are issued Licence to occupy single rooms with full use of shared facilities. The accommodation is offered with support and young people must attend key working and engage in one-to-one and group meetings in line with their support plan process. No overnight visitors are allowed. Our house curfew is 11pm (this is variable upon request.) No drugs or alcohol are permitted on the premises.

## **AIM OF THE SERVICE**

The aim of the service is to work in partnership with young people looked after by local authorities or leaving the care of local authorities to deliver packages of individual support in line with the requirements of the Children's Act and Children Leaving Care Act 2000.

## **OBJECTIVES**

- To provide after care support services to care leavers aged 16-21.
- To work in partnership with young people agreeing a personal support plan focused on building the necessary practical, social and vocational skills to enable them to live successfully in the wider community.
- To provide safe and comfortable accommodation offering a staffed presence 24 hours a day, 365 days a year.
- To work with our partner local authorities to ensure structured move on plans for all residents and to offer post move resettlement services.
- To adopt a young person focussed approach to all aspects of practice and management that encourages consistency, reliability and sensitivity to young people when delivering our services.

## **FACILITIES**

The House provides

- Fully furnished single rooms
- Communal baths, showers and toilets
- Laundry room
- Communal kitchen
- Communal lounge
- Courtyard garden
- Self-catered with breakfast and fruit provided



Knowland House is a three storey purpose built 16 bed service in Zone 2 South East London. We have two flats of four bedrooms, two flats of three bedrooms and two close monitoring en-suite wheelchair accessible rooms.

The staff team at Knowland house control access to the building. Each resident has a key to their flat and individual room.

## **SERVICE STANDARDS**

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

## **EQUAL OPPORTUNITIES**

Our practice is based on the principle of challenging discrimination and prejudice in whatever form it is expressed and ensuring that our service is delivered in an anti-discriminatory manner which reflects and meets the needs of our service users. It is their experience of the services we deliver which must always lie at the heart of all we do.

## ACCESS TO RECORDS

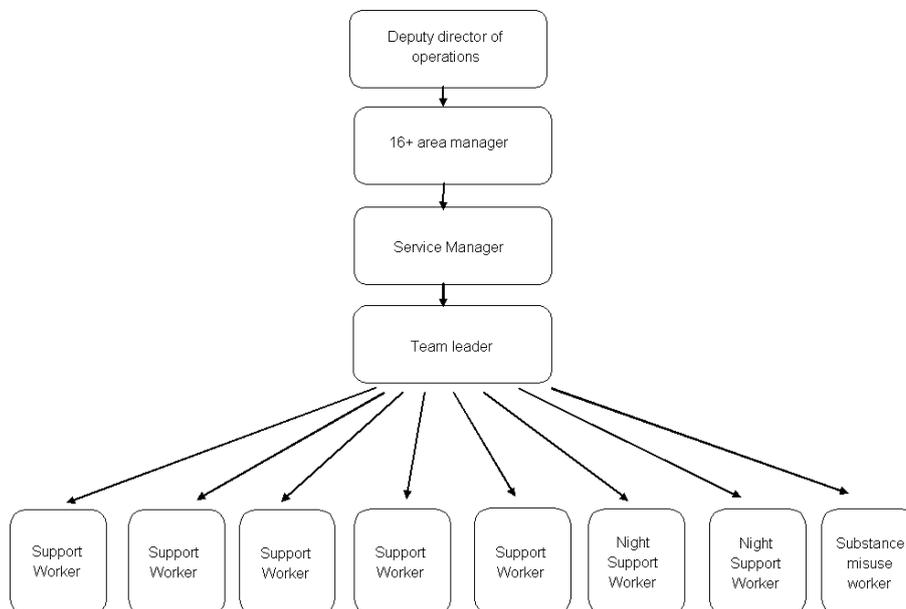
We have an open recording system as we believe that young people have a right to access all written material that pertains to them and we encourage young people to be party to all relevant discussions. All the work a young person does with the staff of the project is recorded and kept in an individual file. Personal records of young people will be made available to them upon request after third party information has been removed. We are committed to the consultation and participation of our residents. All residents will be invited to discuss their support plans routinely with their keyworker to promote their ownership and stake in their own progress.

## STAFFING

The project is staffed by

- 1 x Service Manager
- 1 x Team Leader
- 5 x Support Workers [male and female]
- 2 x Waking Night Support Workers [male and female]
- 1 x Substance Misuse Worker [part time]

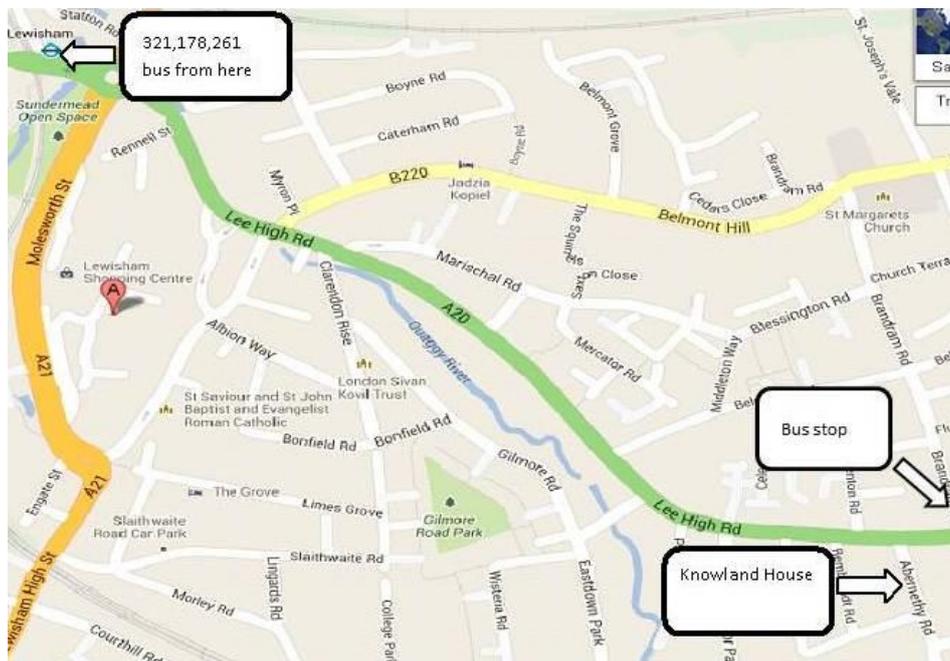
The Service manager reports to the 16+ area manager who in turn reports to the Deputy Director of operations.



# HOW TO GET TO KNOWLAND HOUSE

Lee High Road is well served for public transport. With regular trains from Charing Cross, Waterloo East and London Bridge as well as local bus routes Lewisham is served by DLR.

Once at Lewisham Station you can take buses 321, 178 or 261 from outside Lewisham DLR station to Brandram Road stop (about 10 mins) Knowland House is a short walk back from Brandram Road on the opposite side.



To learn more visit [www.stchris.org.uk](http://www.stchris.org.uk) or telephone us on 0208 780 7800

To make a referral to one of our 24 hour transition to independence services  
Call our referrals line on 0800 234 6282 or email [referrals@stchris.org.uk](mailto:referrals@stchris.org.uk)

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Registered Charity No. 207782

