

## Knowland House Service Description



*St Christopher's vision is for every child and young person to be safe, happy, achieve their potential and have a bright future.*

*Our mission is to create brighter futures for children and young people*

### **Overview of our service**

Knowland House is a 16-bed three-storey property in Lewisham, South East London on the Zone 2/3 border with easy access to public transport. It is split into five units, each with two toilets, a communal bathroom and a kitchen. Young people have their own individual, lockable, bedrooms and use of the house TV lounge and computer suite. There is a secure garden courtyard and off-street parking.

We provide high quality accommodation and support services for young people, both male and female, aged 16 - 21 transitioning from public care to independent living and beyond.

We offer 24 hours staffed service which includes waking night support staff. We operate by offering double cover to enable intensive interactive support of our young people.

### **Aims of the service**

- To provide high quality support and accommodation service to care leavers aged 16-21.
- To provide safe and comfortable accommodation offering a staffed presence 24 hours a day.
- To actively involve young people in the running of the project and to shape its future direction.
- To achieve positive outcomes that encourages our young people to progress towards independent living.

### **Key-working and support planning**

Our home's approach is rooted in using positive relationships to enable young people's development and wellbeing. The team uses concepts and theoretical models drawn from social pedagogy and attachment theory. This empowers them to actively participate in decisions about their care and future plans.

Our support places emphasis on fostering healthy meaningful attachments between our staff and young people built through honest, respectful dialogue. We strive to give all young people the opportunity to grow in a safe, stable, caring environment.

All of our young people will be allocated a key-worker upon their arrival. Key-working between a young person and an allocated staff member is pivotal in the relationship and takes place on a weekly basis. An individual support plan will be created and will be used as an on-going tool to assist the development of the young person.

Key work is tailored to the needs of the individual with a strong focus on them entering to Education and training, Independent livings skills with budgeting, shopping, cookery, health and offending being prioritised in the early stages of placement. We use the Outcomes Star system to guide young people through positive reflection towards personal development. AQA life skills certificates are used to deliver short courses to the residents in all areas to bolster their confidence in their own ability and as a stepping stone to re-engagement with more formal education where needed.

The safety of our young people is paramount. We understand that growing and learning can only be achieved once a resident feels safe, secure and stable in their environment. We work closely with Lewisham safeguarding officers to ensure staffs are aware of risks from

CSE and gangs. In addition to in-house safeguarding training staff attend local authority safeguarding training with Lewisham and all our partner boroughs. We have good working relationships with the local police, missing persons and SNT teams.

All young people receive a welcome pack of clean linen, cutlery, crockery and cooking pots and a £20.00 welcome food shop upon arrival. We strive to ensure our young people are given the chance to make the environment as homely as possible. We provide £50 room personalisation shopping within the first month of moving into the service, with the aim that the young people are enabled to buy home furnishings suited to their wishes. We provide breakfast and fruit 7 days per week for our young people.

### **About St Christopher's Fellowship**

We are a charity founded in 1870 to create brighter futures for children and young people. We work across the UK and Isle of Man providing children's homes, supported housing, fostering and specialist support services, all designed for young people in care, on the edge of care, or leaving care. We work alongside young people to support their development, grow their confidence and reach their full potential.

St Christopher's Fellowship

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