

Service Specification

MG Supported Living proposes changing the current use of 172 Great Knollys Street from a normal dwelling home to 3-bedrooms with Twenty-four hours staffing support. We aim to provide Supported Living in a warm, caring, family-style for looked after young people with emotional, learning, social and behavioural difficulties who cannot live with their family.

The service proposed is for young people leaving care age 16 to 24 required support to manage their independent living skills to live more independently. We offer to accommodate three placements referred to the service through the East and West Berkshire Placement Portal. The Placement Portal requires our service registration to ensure we are compliant and meet the quality standard required for delivering 16+ leaving care services. All Local Authorities within the Berkshire region will have access to our registration on the portal and refer young people for placement in our service.

There will be a service manager on duty Monday to Fridays 9 am to 5 pm and will be on call from 5 pm to 9 pm for out of hours emergency support. The Manager's team will consist of: - a Behaviour Specialist, two Senior Support Workers and a minimum of four Support Workers on shift during the core hours of 8 am to 10 pm daily, and from 10 pm to 8 am, the home will have one waking night and a sleeping staff on duty seven days a week.

However, we are aware the current staffing level will vary from time to time as some young people will require 1-1 or 2-1 support to meet their individual needs. Therefore, the level of staffing may increase based on the needs of the service. We will adopt a flexible staffing level as young people in the home may be at risk of absconding, sexual exploitation, offending behaviours, non-engagement in education, self-harming behaviours. And may in their past have been subjects of/witnesses to physical, emotional, sexual abuse, neglect and domestic violence.

Young people may have had numerous placement breakdowns in the past, originated from a failed fostering and adoption, or living may be their first care placement.

We are not proposing to use any external staff or care agency other than bank staff recruited, or a specialist agency contracted as a preferred supplier. All staff will go through a thorough employment screening to ensure they meet the regulated recruitment process and have the required skills and knowledge to work with young people. We aim to recruit an entire staff team that will be supported with training and development as required under the Care Act 2014, and this will ensure the service is stable and has continuity for the young people we support.

Some of the young people placed with us will be in education, employment or training. While some young people with us will not be in employment, education or training, our behavioural specialist will work with young people through our Trauma-Informed Approach to best support all young people in employment education and training.

We will work with the local college, employers, training providers, sports facilities. In addition, each young person will have a designated social worker to have a pathway plan supporting their cognitive development to re-integrate back into employment, education, and training that support growth and transition from adolescence to adolescent adulthood.

Unless a young person has a supervised restriction that requires them to be supported in the community by staff, young people will be free to leave home as agreed in their care plan. However, when young people have no restriction, they must inform staff of leaving the premises, provide an expected time to return, and a contact in the case of emergency.

We aim to support each young person to develop the skills to manage risk to self or others to access the community independently based on their assessment. All young people will have the support to appointments, shopping, travelling, employment, education, and training or social activities.

The typical length of stay will be 12 to 24 months based on each young person's level of independence. Each young person pathway plan requires approval with their care team, and staff will be responsible for delivering the agreed outcomes for each placement plan.

All young person will have their lockable rooms and given their keys to access their rooms. Young people will only be allowed free access in the communal areas, kitchen, and shared garden.

Where a young person has a history of absconding, we have a missing person policy and protocol for staff to follow. First, all young person reported missing; it is our responsibility to inform the police, care team and notify the family. In return, the police will have a debrief with the young person, incident report completed and send to the care team with actions taken or any recommendations.

The home will have a visitors policy; all young people can have visitors as long as visiting times agreed with the staff in advance. All visitors will go through the vetting process to ensure all young people are safe from potential risk. Visiting is allowed between 9 am and 8 pm. We do not have sleepover facilities for visitors to stay over.

Over the years, we have worked tirelessly to develop our services model to achieve placement goals and the best possible outcomes for our young people. These are recognised and celebrated by placing authorities, commissioners, their own families, external agencies, awarding bodies, and the sector.

WHO WE ARE?

Halesowen is a privately owned company with an experienced management team drawn from social services, health, charities and the commercial world. Our professional credibility at the board level is also high, including a colleague with a lifetime history of campaigning for disability rights and another who has some 20 years' experience as a social worker and social services manager, who continues as an advocate.

Within our group, we have several distinctive companies offering both every day and specialist support to young people. We support individuals with a wide range of issues, including those with learning disabilities, autistic spectrum disorder, sensory impairment, or mental health problems.

CORPORATE GOVERNANCE

The Halesowen service Board of Directors (the "Board") remains committed to achieving the highest integrity, ethics, professionalism and business practice throughout its operations.

The Board is accountable to the Company's Shareholders for ensuring effective governance and strives to implement policies and procedures aimed at Code compliance as far as is reasonably practicable for a public company of its size and complexity.

Introduce principles to corporate behaviour and help make our governance meaningful and focused on improving our business and protecting Shareholder value.

Ethos and philosophy

We focus on the core values of being non-judgmental, providing care and empathy and accepting each young person as a unique individual. We believe that to offer an outstanding service, the needs of the individual must lie at the heart of everything we do.

Our principles are based on:

- Quality of care.
- Openness and transparency.
- Involvement of young people in the design and delivery of services.
- Participation of young people in decisions which affect them individually and collectively.
- Networking, interagency collaboration and benchmarking best practices.
- Raising public awareness, research and international cooperation.

Our commitments:

- Proximity: Analysing the realities in the immediate environment of the people most in need.
- Orientation to person: by placing the people at the centre of our humanitarian commitment.

- Community Orientation: seeking cooperation and relationships with other organisations in our society.
- Excellence: working with those who need us and improving our work every day.
- Integral Response: developing integral actions that respond to people's needs.
- Effectiveness and Efficiency: simplifying processes in order to achieve a more nimble, strong and sustainable care model.
- Innovation: anticipating people's problems through research in order to provide viable and sustainable solutions.
- Good Governance: ensuring a model of institutional action based on integrity, austerity, transparency and accountability.
- Co-responsibility: sharing responsibilities, projects and services by promoting networking.

We work, where appropriate, with the young person's family to assist in improving relationships and actively support them to maintain the positive links in their lives.

We also liaise with external agencies to support the work carried out with young people, includes drug and alcohol services, advocacy services and CAMH services.

As part of the proposal, we, the home, will provide regulated service. Either Ofsted will inspect it, or the Care Quality Commission and their reports will be publicly available for review. As part of our ongoing quality compliance, the local authority contracts will audit the service against their contractual agreement. In addition, we have a robust internal audit process that ensures we uphold exceptional professional standards across all our services at all times.

We take our social responsibilities seriously. We will be reinvesting profits in the service, and our **Ethos** and Philosophy and Ethical Code form the basis for how we accomplish our aims and objectives. Our well-thought-out work includes continuous development and improvement of a responsible, sustainable, transparent and externally audited management service.

Yours faithfully,
MG Supported Living Management Team.