



Statement of Purpose

IST Youth Support Services | 44-60 Richardshaw Lane, Pudsey, Leeds. LS28 7UR

01133227737

ist.yss@istresourcing.com

Document Purpose

This document summarises information about the Company for our Customers, their families, friends, advocates, formal and informal carers, other representatives of our customers and potential users of our service.

About

Provider Name	IST Resourcing Ltd.
Service Name	IST Youth Support Services
Legal Entity	Private Limited Company
Registered Address	44-60 Richardshaw Lane, Pudsey, Leeds. LS28 7UR
Location Addresses	DN1 2TW, WF17 OJZ, BD3 7DG & BD3 8PU
Business Phone Number	01133227737
Business Email Address	ist.yss@istresourcing.com
Registered Service Manager	Adetutu Obasa
Nominated Individual	Samiksha Tripathi
Local Authority	Bradford, Leeds, Kirklees & Doncaster
Ofsted Category	Supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers.

Aims & Objectives

Our ethos encompasses providing individually tailored care and support packages for looked after young people and care leavers aged 16 to 17.

We do this on a planned year-round basis, providing care that will help young people within our service to develop both the social and life skills that will enable them to build their own independence and to live safely and productively in the community.

To achieve this, we aim to:

- Provide a dedicated support worker to work closely with each young person to discuss progress and work towards future plans.
- Provide a safe and psychologically secure environment offering structure and consistency of boundaries to young people, coupled with a homely living environment.
- Listen to young people and encourage them to be involved in all aspects of their care.
- Provide an open and honest learning environment for young people and staff allied to promoting and encouraging respect for each other and promoting positive relationships with adults.
- Focus on a young person's strengths and use these as a basis to create achievable targets that address difficulties.
- Safeguard young people and take a proportionate approach to risk that minimises the risk of harm but also allows them to experience positive growth and development.
- Enable young people to explore past events, the present and their future possibilities in a safe and supportive environment.
- Support young people to develop an understanding of the meaning, significance, and consequences of their behaviour, thereby opening the possibility of change.
- Promote good communication and effective working relationships between relevant parties that keep young people at the center of all care planning and review.
- To work with young people, for them to be able to identify what is a safe and appropriate relationship, to then be able.
- To provide realistic expectations of behavior and sensitive measures of control.
- Provide a 'homely' living environment for the young people.

Our Values

Our core values will underpin the ethos, direction, and behaviour of the business as we develop our service offering.

All strategic and operational decision making will be guided by our values to ensure that we conduct business within our ethical and moral framework.

A summary of our key principles is noted below, these are aligned with the DofE 'Guide to the Supported Accommodation Regulations including Quality Standards' published in March 2023.

We ensure each young person can say:

- 1 I receive high-quality, tailored support that sustains my health and wellbeing
- 2 I have strong, trusting, and meaningful relationships within my support system and can rely on the adults around me
- 3 I feel supported to learn and apply skills for independent adult living
- 4 I feel positive about my future and opportunities because of the support I receive

Quality Standards & Compliance

The Supported Accommodation (England) Regulations 2023 set out standards (“the Quality Standards”) that must be met by supported accommodation.

The Quality Standards describe outcomes that each young person must be supported to achieve while living in supported accommodation. Each standard contains an overarching, aspirational, outcome statement with young people at its heart, followed by a set of underpinning, measurable requirements that providers and settings must achieve in meeting each standard. The Regulations prescribe four Quality Standards which must be met by supported accommodation:

1. The leadership and management standard
2. The protection standard
3. The accommodation standard
4. The support standard

Collectively these four standards are the Quality Standards. They are referred to individually in this Guide as “the protection standard”, and so on. There are core themes that feature across the four standards, which constitute important features of the standards in practice. Some of these themes include: the views, wishes and feelings of young people; working together; and building strong and meaningful relationships.

Ofsted’s Role

Ofsted is the registration authority for supported accommodation and as registration authority regulates and inspects supported accommodation undertakings. There are four elements to Ofsted’s function as a regulator:

1. Registration
2. Inspection
3. Compliance
4. Enforcement.

The purpose of Ofsted’s inspection of supported accommodation is to assess the quality of support provided to young people, promote improvement, and raise standards.

Inspection focuses on the experiences and progress of young people in supported accommodation and the effectiveness of the help they receive to achieve good outcomes. It tests compliance with the relevant regulations and considers the Quality Standards.

About Our Home

We have 4 Shared Houses

- ✚ 16+ 5 bedded Detached shared house x 1 (*2 rooms with ensuite facilities, can provide lodging for 5 young people*)
- ✚ 16+ 5 bedded Semi-detached shared house x 1 (*2 Shared Bathrooms, can provide lodging for 4 young people*)
- ✚ 16+ 4 bedded Terraced shared house x 1 (*All rooms with ensuite facilities, can provide lodging for 3 young people*)
- ✚ 16+ 4 bedded Detached shared house x 1 (*1 Shared Bathroom, can provide lodging for 3 young people*)

All house contains:

- ✚ Shared kitchen & dining area with fridge/freezer and appropriate cooking equipment.
- ✚ A communal lounge with a smart digital TV with internet access.
- ✚ Each young person has their own lockable bedroom allowing for both privacy and security.
- ✚ Bedrooms are fully furnished and provide a space to relax and study privately.
- ✚ We provide standard bedding, towels, personal hygiene products, and kitchen equipment.
- ✚ For safety reasons, staff can gain access to bedrooms and bathrooms if necessary. Where possible they will always request permission before entering a young person's room.
- ✚ We conduct an annual location assessment to ensure the premises are suitable and appropriate, considering the views of relevant stakeholders.
- ✚ Washer/Dryer Machine

One of the most important factors when accommodating young people who are being encouraged to gain more personal independence is to provide them with an environment which will make them feel safe and secure, whilst also providing the opportunity to be stimulated and explore new things.

Staff will keep everyone well up to date with local events, sharing information that meets each individuals' own interests. The local area is rich in history, has an active creative scene and is supported by a quality and reliable public transport infrastructure which makes the whole city accessible in an affordable way.

Supporting Needs

We consider the cultural, religious, and spiritual needs of young people as being central to their identity and welfare and are proactive in supporting them to fulfil them. We support young people to explore their religion and culture and work towards increasing young people's understanding and acceptance of different faiths.

At the time the young person is admitted to IST Youth Support Services, their care team will talk to them and their family if possible, to identify areas of need in relation to culture, language and religious observance. Where needs are identified they will become an intrinsic part of the young person's Care Plan/ Placement Plan and Cultural Plan.

Wherever practicable we would encourage a young person to attend a service or receive instruction in the faith to which they belong. We will do our utmost to provide for dietary requirements related to an individual's religion and would encourage dress that reflect their beliefs.

The local area and its environments represent a diverse and multi-cultural area, and this is reflected in the staff team. The area surrounding the property contains a multitude of places of worship, restaurants, shops, cinemas, theatres, and organisations that cater for people of different faiths and cultures.

At IST Youth Support Services, we actively encourage young people to experience a variety of activities and pursue different interests. We support them to develop existing and new hobbies. We acknowledge the importance of sport in developing an appropriate level of competition, teamwork, physical and mental health and so actively promote participation in a range of sporting activities.

We also understand the importance of peer relationships during adolescence and that belonging to groups can help a young person to find their own identity. We encourage young people to integrate with clubs in the local area.

We currently have a full team of staff who operate on a shift system, ensuring that one staff member is always available at the service, with additional staff available when needed. Staff members support young people accessing local services, attending meetings, preparing for work and education, and are available in-house to support our independence program.

We always have a member of staff sleeping on-site overnight, who is available to young people in case of emergencies or overnight accidents or incidents. We also have on-call support available for additional support as needed.

Young people can call an emergency number if they cannot access staff in the service or require on-call support. The number is listed in the young person's guide.

Education

We place great emphasis on maximising the independence of the young people we support. We have a shared agreement that all young people who stay with us will actively participate in education, training, or seek employment. We are here to help you identify where you currently stand in education, training, or employment, and figure out what areas you might need some extra support in.

Our supported accommodation is equipped to take account of both educational and emotional needs, and as such, must be both structured and yet offer a large degree of flexibility. The initial process is very much one of creating stability in order that young people can begin to function in an educational setting.

Children's Health

We actively promote good health care. We will support young people to remain healthy through the provision of information and guidance on health issues, including diet, sexual health, smoking and substance abuse. Smoking is not permitted within IST Youth Support Services and smoking cessation will be proactively encouraged by staff.

We monitor and record details related to the overall health and wellbeing of each young person and are mindful of the following:

- Health history (past illness, operations, vaccinations, immunisations, allergies, developmental milestones, prescribed medication, current treatments)
- Diet including cooking and menu planning
- Exercise and keeping fit.
- Dental care
- Optical care
- Sexual health
- Side effects of any medication

We encourage that a young person takes responsibility for managing their own medication and health care. Learning how to prepare meals in a healthy and financially sustainable way is one of the key areas IST YSS looks to develop in our young people.

Visitors

Our aim is to support and facilitate contact with family and friends, if it aligns with the agreed-upon arrangements.

It is recognised that maintaining these connections can be crucial for your well-being, and we're here to help make it happen.

An individual support worker will work closely with each young person to ensure that they can maintain contact with their family and friends in a way that is safe and beneficial for them. They will provide guidance and assistance in arranging visits or maintaining communication, so they never feel disconnected from their support.

The service is committed to making the necessary arrangements and ensuring that our young people's experience in the supported accommodation is inclusive, supportive, and maintains the important connections they have with their family and friends.

Management Details & Contact Information

Registered Service Manager

Adetutu Obasa

Contact Address

44-60 Richardshaw Lane, Pudsey, Leeds. LS28 7UR

Contact Phone Number

07794115010

Contact Email

adetutu.obasa@istresourcing.com

Nominated Individual

Samiksha Tripathi

Contact Address

44-60 Richardshaw Lane, Pudsey, Leeds. LS28 7UR

Contact Phone Number

07400322355

Contact Email

sam.tripathi@istresourcing.com

Staff

IST Youth Support Services has a commitment to care for all staff and for each member to be recognised as a valuable member of a team with a shared objective of giving the highest possible quality of care.

IST Youth Support Services recognise that for most service users, the most important people in our organisation are the care workers with whom service users will have regular contact.

Staff Recruitment

IST Youth Support Services will implement a robust recruitment process to ensure the right quality of care workers join our family. Using our recruitment expertise, we will select individuals who are a good fit for our organisation and our service.

We will also help all applicants make an informed choice about whether IST Youth Support Services is the right place for them. So that we can mutually identify those who are a good fit and could progress their careers within our company framework.

Staff Training

IST Youth Support Services will invest both time and resources into a continuous program of training and improvement for our entire workforce.

All staff undertake regular training which includes a minimum of:

- Safeguarding Children
- Fire awareness
- Health and safety
- Food hygiene awareness
- Positive Behaviour Support Training
- Infection control
- First aid
- Ethnicity and diversity
- Mental Health Act Awareness
- Physical Restraints Awareness
- GDPR
- Information Governance & Data Security
- Complaints Procedure

Staff Supervision

The object of supervision is to monitor individual performance against identified standards, support staff in their day-to-day work and develop them in their professional role, by offering advice, guidance, and training.

Key points of the supervision policy are:

- All staff have a supervision contract.
- All staff are regularly supervised by their line manager or a senior member of the staff team. The frequency of supervision is dependent upon an individual's role and level of experience.
- The supervisor keeps a written record of supervision, and the supervisee may have a copy.

Regular staff meetings facilitate sharing of information, developing skills, and learning retrospectively from issues/incidents.

Key issues in the implementation of each Young Person's Care Plan are discussed by the whole staff team at such meetings. Representatives from the education and therapy teams also attend these meetings to facilitate consistency of care in all areas of the young person's development.

Staffing Structure

The Staffing Structure at IST Youth Support Services details the staffing structure within the service. This will be maintained to reflect key lines of leadership and management within IST YSS, and where applicable, to demonstrate the wider management networks within the business.

We will have clear reporting lines in place and staff will be aware of who their line manager is.



Complaints Procedure

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality.

We assure the service user that no one will be victimised for making a complaint, we encourage service users to instigate the complaints procedure whenever they feel that it is necessary.

We do not like to confine complaints to major issues. We encourage service users to comment when relatively minor matters are a problem to them, such as receiving cold food, getting kept waiting without explanation or being spoken to in a manner that they do not like.

It is our policy that all matters which disturb or upset our service users should be reported and recorded, with appropriate corrective action being taken.

Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints should be taken seriously.
- All complaints will be acted upon with fairness and impartiality.
- A response will be provided within 24 hrs. of the complaint being made, and a final reply within 28 days.
- If the complaint is upheld, a formal written apology will be issued, and appropriate action will be taken to rectify the complaint. You will be kept informed of what that action is.
- Children and their families are entitled to involve an impartial third party in the complaint procedure if they wish.

The child or their representatives may take their complaints to the people in authority outside the business if they're not happy with the results they have been given.

In the event of a serious issue or complaint, a service user should contact OFSTED directly.

Access to Child Protection Policies

At IST Youth Support Services, we are committed to providing an environment where young people can live safely, without fear of abuse, intimidation, oppression, or threat from anyone. Staff will challenge bullying, or any activity intended to hurt, harm, or offend another. They will closely supervise young people and act swiftly to safeguard them.

The welfare of young people living with us is paramount. All staff are clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk.

Safeguarding procedures are detailed in our policy and procedures manual which can be accessed in the company's Office and are available on request to those not employed in the home. The Policies and procedure for safeguarding are also published on the company website.

IST Youth Support Services is committed to living and working in an environment that encourages positive growth through a respectful approach. Abuse can constitute physical, emotional, sexual and neglect and where there was evidence to suggest that abuse had occurred, we would:

- Work within child protection procedures that will inform our actions
- Support the victim of abuse to resolve their experiences.
- Support any witnesses of the abuse to increase their understanding of how to prevent abuse in the future.
- When appropriate, support the perpetrator of the abuse to understand and change their behaviours.

Consulting About Quality of Care

We encourage young people to take an active part in making decisions that affect their lives.

Consultation with young people is viewed as an essential part of their care and development, and takes numerous forms: Care Team Time, Young People's meetings, involvement in Care Planning and Statutory Reviews, visits to the Home from the advocacy/independent visitor service, Regulation 44 visits and inspections carried out by OFSTED.

Young People's Meetings

These take place on a monthly basis and their purpose is to encourage and support young people to speak out and listen.

Young people can express their views and be involved in decisions about living at IST Youth Support Services. They are also encouraged to express their views about the day-to-day running of the Home. They are offered opportunities to make decisions concerning their physical environment, as well as choice of food and leisure activities.

Behavioural boundaries are also set through discussion at these meetings. All young people's meetings are attended and supported by staff on duty. The young people will be helped to set the meeting agenda and will be supported to either chair the meeting or take the minutes.

Care Team Meetings

Each Care Team meets every six weeks. Prior to each meeting the young person is informed of the planned meeting, given an agenda for them to complete and invited to attend the meeting.

If the young person does not wish to attend the meeting they are encouraged to speak to their key worker and to discuss any issues they wish to be raised on their behalf.

All aspects of the young person's care are discussed during each meeting and minutes are taken. The young person, therapist, teacher and social worker is invited to attend each meeting to ensure that a consistent level of care is provided, and all relevant information is shared.

The meeting is then discussed with the young person following the meeting, either to confirm their understanding and share their feelings or to provide feedback on the meeting if they did not attend.

Statutory Reviews

Young people are involved in the discussion and formulation of their own care plans and are helped to understand their content and outcomes.

Young people are encouraged to attend all Statutory Reviews. Families are consulted and involved in key decisions as appropriate.

OFSTED Inspections

OFSTED inspects IST Youth Support Services once each year. The Home is inspected each month by an independent Regulation 44 inspector.

Children's Rights and Anti Discriminatory Practice

We believe that all young people, whatever their background, ethnicity, or gender, have the right to be treated fairly, equally and with respect. We encourage all young people to value themselves and others and to respect property.

All young people living at IST Youth Support Services have the right to live their lives free from abuse, fear, and oppression and to experience safety and security. They have the right to be heard and they will be listened to.

At IST Youth Support Services young people can expect to enter an environment where they can look forward to good and positive experiences that will help repair the damage of the past and lay a foundation for future recovery, change and progression.

Protection of Children

First and foremost, we have a duty to protect the young people in our care. We are committed to providing a residential environment where young people can live safely, without fear of abuse, intimidation, oppression, or threat from anyone. Staff will challenge bullying, or any activity intended to hurt, harm, or offend another. They will closely supervise young people and act swiftly to safeguard them.

Safeguarding

All staff are clear about their role in relation to safeguarding and what action they are to take and procedures they are to follow to protect any young person who is at risk. Safeguarding procedures are detailed in our policy and procedures which can be accessed in the homes Office and are available on request to those not employed in the home. The Policies and procedure for safeguarding are also published on the company website.

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- Work within child protection procedures that will inform our actions
- Support the victim of abuse to resolve their experiences.
- Support any witnesses of the abuse to increase their understanding of how to prevent abuse in the future.
- When appropriate, support the perpetrator of the abuse to understand and change their behaviour.

Bullying

We recognise the unhappiness and huge damage that can be caused by any form of bullying behaviour. Bullying will not be tolerated, and it is discussed at every young person's meeting. It will always be a challenge. Our opposition to bullying is underpinned by a clear company policy that is rigorously enforced.

Surveillance

Our homes has CCTV in place. There is a camera which is situated on the gate at the entrance to the house. This will only be accessed if there is any cause to do so and is being used as a way to monitor any traffic that may cause the home a concern.

There are internet and email facilities with the appropriate safeguards in place to protect information sent and received about young people.

Alarms have been fitted to external doors and are activated during the night to alert sleep in staff.

Behavioural Support & Management

Our Positive behaviour policy can be accessed in the home and is available on request, this policy is also available on the company's website.

Background

An important aspect of caring for young people is establishing positive relationships and clear professional and personal boundaries, helping to encourage the growth of trust, partnership, and a sense of value, for both self and others. Our belief at IST YSS is that young people excel when they feel valued, supported, respected, and safe.

At IST YSS there is also a clear expectation that people treat each other with respect. This is encouraged through a number of ways including incentives, direct work, young people's meetings, and consistent application of behavioural boundaries.

Positive Reinforcement and Sanctions

Being aware of how much positive regard can help to build up a good sense of self and self-esteem, at IST Youth Support Services, we endeavour to create a setting that functions positively, making greater use of rewards and positive reinforcements, using sanctions only when absolutely necessary.

While we promote positive behaviours, we realise that young people will make mistakes and should be able to learn from these in order to develop and be ready to be a positive member within society. However, there is a clear expectation that boundaries will be kept and if breached a series of measures are used to maintain them.

All staff undergo positive behaviour support training. IST Youth Support Services works on the premise of positive reinforcement, understanding that this will encourage and help each young person to gain a sense of confidence in their aspirations and ideas, it also helps to strengthen their self-belief that they have something positive to offer to the world.

Positive feedback is essential for personal growth and particularly in adolescence it is vital to help establish a good sense of identity. Without positive reinforcement we are likely to grow up without a good sense of self and identity. At times it may be felt appropriate to provide constructive feedback to a young person, this is always delivered in a sensitive manner, helping to establish new ways of looking at a situation and broadening our views.

Sanctions or Consequences of Actions

IST Youth Support Services has a clear policy about how sanctions can be applied. This can broadly be summarized as follows:

Applied Sanctions

- Informal measures as a first option
- Mild/severe verbal reprimand
- Curtailment of leisure activities
- Additional household chores
- The payment of a reasonable sum by way of reparation
- Grounding – provided that it is “in the best interests of the young person who may be at immediate risk.”

Prohibited Sanctions (non-exhaustive list)

- Any form of corporal punishment
- Deprivation of food or drink.
- Any requirement that a child wear distinctive or inappropriate clothing
- Withholding of medication or medical or dental treatment

- Any intimate physical examination
- The intentional deprivation of sleep (but young people should not stay in bed all day)
- Physical restraint (except to prevent harm to self, others)
- Refusal to speak to a child.
- Bullying, teasing or humiliation, verbal intimidation or abuse and discriminatory language.

Restraint

At IST Youth Support Services our approach to control, restraint and discipline of young people takes account of the following:

General

- Strength of relationship between adult and young person is key
- Respect for the individual to be maintained at all times.
- Opportunities to make amends should always figure strongly i.e.: care staff to model an understanding and seek solution approach.
- Appropriate language should be used at all times, maintaining a respectful environment. Any comments perceived as derisory by a young person may contribute to an escalation of negative behaviours.

Physical Intervention/Restraint

- Within an environment based upon mutual respect, physical restraint is only used as a last resort; dialogue and diversion are IST Youth Support Services primary interventions.
- Physical restraint is only applied if care staff believe the immediate action is necessary to prevent a child from seriously injuring themselves or others or causing serious damage to property.
- All situations involving restraint will be recorded in detail in an incident report.

Only staff trained in Physical Restraint/Intervention apply these methods within the home.

Useful Contacts

Ofsted

0300 123 1231

Children's Rights Director

0800 528 0731

National Youth Advocacy Service

0808 800 5792

Children's Legal Centre

020 7713 0089

Children's Commissioner

020 7783 8330

Help at Hand

0800 528 0731