



Statement of Purpose



[www. https://www.manchestersettlement.org.uk/supported-housing](https://www.manchestersettlement.org.uk/supported-housing)

Change History

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October 24		Organisational Structure Updated with small role changes Property total number updated
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1. Manchester Settlement – A Community Charity

This supported accommodation provision is provided by Manchester Settlement, a charity established in Manchester in 1895.

The charity head office is located at

The New Roundhouse

1328 – 1330 Ashton Old Road

Openshaw

Manchester

M11 1JG

The charity provides a wide range of locality based services for children, young people and adults largely from our Community Hub building at this address.

The team of housing support workers and the management team are based in the community hub, providing a point of face to face drop in access 5 days per week

2. Organisational structure, including management structure and staffing arrangements;

Manchester Settlement is a registered charity (#228577) and a company limited by guarantee (#241676)

The directors of the charity are the charity trustees and are listed at any time on the companies house website.

<https://find-and-update.company-information.service.gov.uk/company/00241676/officers>

OFSTED Registered Individuals

The Registered Person is **Adrian Ball** – Charity Chief Executive

The Registered Service Manager is **Tavina Nyirenda**

Chair of Charity Trustees / Directors – Maria Lester

The CEO/ Service Manager leads a team comprising of

Housing Support Operations Manager

Housing Support Deputy Operations Manager

Housing Support Workers

Housekeeper/Cleaner

The team is supported through the wider charity corporate function for matters of finance/ HR / administration

3. Introduction

Manchester Settlement delivers a Supported Accommodation Service that provides the environments necessary for every young person under our care to recognise the key principles below.

The Statement of Purpose has been constructed upon the evidenced delivery of Manchester Settlement as a provider of supported accommodation for UASC and Care Leavers as commissioned by Manchester City Council in various forms for over 10 years, more recently as a UASC specific provider. We have evidenced and been scrutinised via monitoring reports and commissioner visits throughout that time.

4. Key Service Principles

- I feel safe and secure where I live and in my wider environment.
- My voice is respected, heard and advocated for, so I can influence the support I receive.
- I have confidence that the adults who support me understand me, are skilled and work effectively together to best meet my needs.
- I have my own space that I feel proud of and live in a comfortable, well- maintained, and stable accommodation.
- I receive high-quality, tailored support that sustains my health and wellbeing.
- I have strong, trusting, and meaningful relationships within my support system and can rely on the adults around me.
- I feel supported to learn and apply skills for independent adult living.
- I feel positive about my future and opportunities as a result of the support I receive.
- To be fully able to express your views and opinions, to understand and be understood, through the use of interpreters if necessary
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5. Purpose, (ethos, core aims and function)

Ethos and Values

All our services are driven by our mission to “Creating Stronger Communities Together”, by which we are referring in this service proposal to our mission to support UASC young people with addressing their needs, furthering their strengths, connecting them to networks and communities, and facilitating their own contributions to collective social value.

In seeking to progress this mission, our trustees and wider staff team are governed by our charity values (below) These values align with the values implicit in the contracting models desired by MCC, and the Our Manchester Strategy in general

Charity Values

- Respect the strengths and needs of all of our stakeholders.
- Believe that people are most powerful when connected to communities.
- Be truthful and transparent.
- Be brave enough to challenge boundaries.

Core Aims

Our service aims to provide person centred accommodation and support packages that prepare young people for independent living, as healthy and valued members of communities.

Core Functions

We provide a 38 room offer, comprising of 8 individual flats, and 30 rooms in 2/3 bed shared houses. All properties are in Manchester and meet the standards required by contract.

We prioritise young people arrived in the UK as Unaccompanied Asylum Seeking Children (UASC) with low current risk factors who could be ready for fully independent living following on average 1 year of semi independent supported accommodation.

We provide packages of on average 5 hours support per week, delivered during office hours, Monday to Friday with a 24 telephone help line for emergency contact with a premises officer or a support worker.

6. Categories of supported accommodation we provide

Individual Flats (Category 1 in the regulations)

“Supported accommodation in a self-contained unit, where the accommodation is for the sole use of the child or for the child and other individuals living with the child as agreed by the accommodating authority or the supported accommodation undertaking”

Shared Houses (Category 2 in the regulations)

“Supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers.”

7. Services provided for children we accommodate and support

Manchester Settlement provide services that support children and care leavers to achieve a wide range outcomes that will support their personal development, their education, and their transition into independent living.

Services are provided for children referred by Local Authority Childrens Services officers. Emergency placements are not provided.

Our full-service offer has many elements, including:

- **Referral, Placing and Risk Assessment**

During 2020, we refined our referral process following a co design meeting with the Manchester City Council Migrant Children's team. We will continue to work closely with the MCC partners to ensure that vulnerable young people are placed into the most appropriate accommodation, with full respect given their privacy, dignity, and rights.

Detailed referral forms with initial risk assessments, followed by young person centred “Getting to Know You” meetings aim to establish whether we are the right place for each young person, whether they would be happy with us, and how all stakeholders should work to ensure the placement meets everyone's aspirations.

- **Induction**

We will provide an induction for young people that ensures the paramountcy of their safety in all its guises. Service introductions are provided that utilise the skills of our team in communicating with young people with various barriers to their engagement. We expect to provide higher levels of support in the first weeks of our relationship to facilitate future progress. We will introduce the young person to our full team, from receptionist, all support workers, and managers, doing our best to make them feel welcome within the service and community.

- **Person Centred Planning/ Co Production**

Whilst we are constantly minded to the outcomes required from commissioners, (see personal development section) we are conscious that outcomes are only possible when they are person centred. We will build upon existing care plans, but more importantly we will begin co producing personal outcomes with each young person. We will continue to prioritise the feelings and ideas of

young people about how they wish to live their current and future lives, balancing the restrictions that are inevitable.

We will continue to ensure a constant cycle of listen, plan, do, review with individual young people, and with groups of young people that we facilitate in our feedback panels.

- **Support**

Housing Support workers are allocated a caseload of approximately 10 young people, normally based upon the property in which they are living. The support worker will drive the person centred planning systems alongside the young person. Weekly work will be delivered through a combination of home visits, outreach, community centre meetings, group work, social activities and social action projects.

Our experience has allowed us to develop expertise in the development of highly engaging programmes of support, that develop the skills and independence of young people in many different layers.

All aspects of the support journey, from referral to move on are noted and recorded on our management information system, which equally allows for management oversight.

We will continue to maintain the very strong networks we have with statutory and other service providers that work alongside us, especially within physical and mental health environments.

- **Personal Independence Development**

The minimum outcomes referenced in the service specification have been mapped to our Independence Booklet, which forms a loose “curriculum” and resource map for Housing Support Workers. Support workers are required to gradually address the different sections of the booklet, using their skills to negotiate these aspects of independence into the personal priorities of the young person.

- **Social Action/ Contribution**

Our values drive us to work alongside each young person to increase their independence and resilience, reducing their dependence upon services where possible. In addition, we are driven to uncover and facilitate ways in which young people can contribute to their community (however they may define this, but to include their local neighbourhood community) and/or social action. We have a constant programme of sports/arts/environmental and charitable projects which support the connection between the young person and their community.

- **Safeguarding/Health and Safety**

Our services are structured at their core around safeguarding the children and young people that we support. Our staff team are well trained to recognise the emergent signs of safeguarding risk, which are discussed across teams at weekly meetings, with actions monitored. We ensure that young people are fully involved in co producing their support plans, even when such risks have been identified.

We invest heavily in ensuring that our homes are continually clean, comfortable, and safe.

- **Move on**

Our service recognises that it is resource intensive, and that we play a big part in ensuring value for money by supporting young people to move on into independent living as soon as possible. We have well established procedures for supporting these processes without delay, and provide a 4 week light touch follow on support package for when they are in their new home.

- **Overcoming Language Barriers**

Our service specialises in supporting young people who are UASC. Inevitably many of these young people will have poor if any English language skills. In addressing this barrier to engagement and progression we firstly work with the referring authority to establish contractual entitlement to funded translation services.

Once that preplacement agreement is in place, we use all our extensive experience to put together a programme of support that enables both sufficient early understanding, and long-term language and cultural education and support.

We maintain close working relationships with local colleges, supporting the young people to get the most out of their English language and other courses.

It is equally important that our team is culturally competent across languages and cultures, allowing young people the freedom to retain cultural identity whilst progressing as a successful member of the

local community.

8. Characteristics of the children for whom it is intended the supported accommodation undertaking will provide accommodation and support

Manchester Settlement specialises in placements for Children and Young People who have needs associated with being an Unaccompanied Asylum Seeking Child (UASC) or similar

The service is suitable for children aged 16+ who are assessed to have the potential to live independently after an average of 1 year of support

Age range: 16- and 17-year-olds plus care leavers aged 18+

Number: 53* (Subject to change as more properties are approved)

Sex: Any

Health Requirements: Young people need to be able to self manage any health conditions

Risk Profiles: In general we are a service for young people with low levels of potential risk to people and property, but we invite discussions at the point of referral as to how a semi independent placement with 5 hours of support may address potential risk factors.

9. Facilities provided for children and young people we accommodate

Manchester Settlement is a multi service community charity, providing a range of services for children, young people and adults in our local geographical community.

The children and care leavers we accommodate live in homes that are located near to our Community Hub building (The New Roundhouse) in Openshaw, North Manchester.

Of particular interest to the children and care leavers supported will be our Youth Clubs, Community ESOL classes, Food Pantry, Football Club.

There are opportunities for children and care leavers to have work experience/ volunteering placements within our wider service offer (Food Pantry Volunteer, Youth Club Volunteer etc)

10. Our Homes

Manchester Settlement directly owns or has long term leases on a number of shared houses and individual flats in the Manchester City Council area.

Meeting the Standards

We have ensured that all of our homes meet all of the regulatory standards, and we talk to young people about how we could improve their homes regularly. We have selected homes that are well placed for access to education, retail and leisure facilities. We work hard to ensure that each home truly feels like a home for each individual child/care leaver. We encourage personalisation of bedrooms

We provide fully furnished, clean and homely homes that can be decorated with personal items to meet each young persons wishes. All rooms (except bedrooms) benefit from housekeeping, which assists young people to maintain their own living spaces.

Internet access is provided and TV's are provided in each property. There is always access to outside space, with places to lock bikes.

Our premises team and external contractors are carefully selected to ensure that each home is maintained to ensure the comfort and safety of children and care leavers at all times

Our shared houses each have lockable bedrooms with plenty of space. Rooms have good storage facilities, and there are opportunities for personalisation. Bathrooms are shared by no more than 3 young people.

Individual flats have a separate bedroom, bathroom and lounge/kitchen/diner

Our team will work with each child/care leaver throughout their time with us to ensure they have plentiful supplies to live comfortably. Individual placement plans will determine the financial responsibility of Manchester Settlement, the referring authority and the child/care leaver.

Adaptations

Limited adaptations may be possible to some properties, but the homes are generally not suitable for people with significant restrictions to their mobility.

Security

All homes have external CCTV only, they benefit from evening security patrols and a night time telephone helpline. We maintain communications with our neighbours such that they know how to contact our team with any feedback. We absolutely recognise that our young people are part of their community, which is a protective factor.

Location Assessments

The community-based model of the Manchester Settlement Service means that all our homes are close together, and benefit from significantly the same benefits of connectivity to services and support.

Each individual home has a unique Location Assessment, and has been approved by the Local Authority as a suitable location for children's provision.

All homes are located within a 10 minute walk to regular bus networks around Manchester, to local colleges and to GP, Dentist and hospital services.

Our community focused model aims to motivate and equip children and care leavers to be active members of local communities. The Manchester Settlement Community Hub building is a focal point for the local community, and provides for access to a wide range of services.

The Manchester Settlement Charity is well connected to other community provisions with the statutory and community sectors. The experience of our children and care leavers is often enhanced through access to projects that focus upon education, sport and connectivity.

11. Person Centred Support

Our services are designed for young people who are UASC, and who often have low levels of spoken or written English. We absolutely recognise the importance of ensuring that our residents become aware of their rights, and have a full say in their own programme of support. Their awareness of these rights will develop over time through a variety of inputs that build their confidence to have a say.

Our staff are skilled in person centred planning techniques, agreeing pathways that navigate through complex external systems to head towards each young person's life ambitions

The Young Persons Guide, information posted in homes, and our website provide ongoing reference points to these entitlements. Our simple entitlements statement allows for ease of understanding.

12. Outcomes

The key focus of the Service is on supporting and preparing the Young Person to transition successfully to independence. In addition to any specific needs identified in the Young Person's individual relevant Plan, we will work with the local authority to achieve the following outcomes listed but not limited to:

Health and Wellbeing. The Young Person enjoys good physical, emotional, mental and sexual health and makes informed choices that promote their positive health and well-being.

Staying Safe. The Young Person is living in a physically safe environment and feels safe; they have the appropriate support network to meet their individual needs; and are provided with information that helps them to make informed decisions to keep themselves safe.

Positive Relationships. The Young Person has positive peer, family, community based and working relationships.

Identity. The Young Person feels secure and proud of their identity and is able to choose his/her religion, culture, gender and sexuality. The Provider shall be able to access staff who are able to understand and meet the cultural and linguistic needs of Young People placed with them.

Enjoy and Achieve. The Young Person has access to employment, training or education and achieves in line with their ability and participates in social, cultural and leisure activities.

Promoting Participation. The Young Person is heard and actively involved in making decisions about their future; participates positively in their local community; and has self-confidence to deal with change and other life challenges.

Promoting Independence. The Young Person has learnt and can effectively utilise independence skills required to transition successfully to independent adult life.

13. Person Centred Planning for Future Independence

Each young person will be allocated a named Housing Support worker but will also get to know all of our small team. Our service is very community focussed, young people will often attend our community hub to speak to their HSW, or others in the team. All team members will have a knowledge of all young people in our cohort and will be able to help them when their named HSW is not available.

Our person-centred planning will ensure that we identify the individual outcomes that are planned for the placement. Inputs from social workers, and other linked professionals will inform the plan, but taking centre stage will be the outcomes that each young person has identified for their time in the provision, and their future aspirations.

Housing support workers have a wide range of potential strategies at their disposal to help each young person achieve their individual intended outcomes. They may provide interventions focussed through.

- Information
- Guidance
- Support
- Advocacy
- Education

14. Promoting young people's involvement and progress in education, training or employment

As a locality-based model, we are very well connected into the local education landscape, we have very close relationships with Manchester College where most young people will study. We advocate for young people

to get the best learning and support packages possible, negotiating class changes, bursaries etc to remove as many barriers as possible to learning.

When our young people have the immigration status that means they are able to work, we support them in making good choices about the balance between work and education.

We provide voluntary work experience opportunities within our wider charity, for instance within our community food clubs, or at our youth club.

15. Protecting and promoting the mental and physical health needs of young people, including medication handling, recording and safekeeping

Our Protecting and Promoting the Mental and Physical health needs of children and young people Policy ensures that staff know the range of interventions that are available to them in supporting health and wellbeing, and the necessary processes for carrying out those interventions.

In general, the role of our staff will be as educators and facilitators. We support each young person to register and access health appointments, whether these be related to general practice/ dentistry etc, or for more specific physical or mental health needs.

We maintain a good awareness of referral-based health interventions, such as for alcohol/drug use, for counselling and other therapies, and we work with each young person to allow consent for referrals, and to build their commitment to ongoing interventions.

We have a non-administration of medication policy. Any young people referred to our provision must be able to manage their own medication, or arrangements established for other complimentary professions to take this role. We ensure that there is a safe place for medication in each young persons room.

16. Behaviour Management Approaches (including Physical Intervention and Restraint approaches)

Our promoting Positive Behaviour Policy details the way we develop the capacity of young people to be able to meet the behaviour requirements of the service offer, such that they, other young people and our team are safe.

Young people are introduced to a positive participatory culture of rules, and are supported to adapt their behaviours when they have not been able to meet those rules.

Our experience implementing this “Low Risk” service for many years informs our practice, and we remain committed to the effectiveness and appropriateness of a non restraint approach in the vast majority of instances, favouring de escalation approaches.

17. Anti-discriminatory practices in respect of children and their families;

We train and monitor our staff to deliver the inclusive ethos of our service. The UASC young people we support are at risk of being subject to many discriminatory views as they carry out their normal lives. In our practice it is vital that we go way beyond ensuring equal services and support, to the provision of services that seek and promote equity for the life experiences of our young people.

18. Supporting the cultural, linguistic and religious needs of young people

Our locality /community based offer helps us to really see the experience that our young people face as residents of the North Manchester community. As a local community charity, we are very well networked and connected to a wide range of community groups reflecting the cultural diversity of our young people.

Our weekly and annual events calendar is reflective of the religious calendars that may influence the lives of our young people.

We advocate for all our young people to take English language classes provided by local institutions, and we provide access to informal English language support drop ins from our community centre.

Informal translation help is productively used within our community of UASC young people. Young people helping each other either in their shared houses, or at group social/learning activity is encouraged as part of our community ethos.

Formal translation services are essential for ensuring children are able to live semi independently, and progress in their life learning. We reach agreements with referring LA's as to who provides/funds these services for each referral. When Manchester Settlement sources translation services, we use services approved by Manchester LA.

19. Dealing effectively and sensitively with complaints

The young person's guide contains information on accessing our complaints policy. Any member of the Housing support team can be contacted with a complaint.

Partners organisations can complain through contacting the

Registered Manager (Supported Housing)

Manchester Settlement

The New Roundhouse

1328 – 1330 Ashton Old Road

Manchester

M11 1JG

You can telephone us on 0161 9741300

You can email to info@manchestersettlement.org.uk

20. Complaining to OFSTED

To complain about Manchester Settlement, or another childcare provider, get in touch with OFSTED at enquiries@ofsted.gov.uk or 0300 123 1231.

<https://www.gov.uk/government/publications/whistleblowing-about-childrens-social-care-services-to-ofsted/sharing-concerns-and-information-with-ofsted-about-childrens-social-care-services#contact-us>

21. Accessing Our Policies

Headline policies relating to the provision of support and protection are available on our website at www.manchestersettlement.org.uk