



**OYSTER
SUPPORTED
LIVING**

Statement of Purpose



Reviewed on: 20/03/2024

Next review: 19/03/2025

Reviewed by: Nicole Nganga

Contents

1. Purpose

1.1 Ethos and Values

1.2 Core aims

1.3 Function

2. Regulation and young people

2.1 Category of provision

2.2 Characteristics of young people

3. Accommodation

3.1 Regulation 6, The Accommodation Standard

3.2 Adaptions

3.3 Security arrangements

4. Facilities

4.1 Layout of home

4.2 Support provided to young people

4.3 Address of Registered service and person

5. Young people

5.1 Young people involved in service, planning and support

5.2 Young people's rights and entitlements

5.3 Achieving positive outcomes

5.4 Notification of serious events

5.5 Review and monitor quality of support

5.6 Developing independent living skills in line with needs

5.7 Education, employment and training plan

6. Staffing

6.1 Organisational structure

6.2 Staffing arrangements and contingency plans

6.3 Induction, probation, training and supervision

7. Policies

7.1 Protecting and promoting mental and physical health

7.2 Medication arrangements

7.3 Anti discriminatory practice

7.4 Cultural, linguistic and religious needs of young people

7.5 Contact details for access to policies

1.Purpose

The purpose of this document is to set out how Oyster Supported Living (OSL) will provide the service to young people. It details compliance with Supported Accommodation Regulations and Quality Standards 2023, accommodation, staffing arrangements and services provided.

1.1 Ethos and Values

At OSL we believe all young people should be treated with respect, happy, healthy, safe from harm and able to develop, thrive and fulfil their potential. We promote and advocate for young people, and actively encourage them to grow in self-confidence using a holistic approach. We promote their independence and support them to build their skills, enlisting their views through participation to shape their lives, whilst preparing them for the future. Our team actively promotes positive relationships and encourage, where appropriate, contact with family and social networks. At OSL we value young people's opinions and feedback

We work with a trauma informed and strengths-based approach.

1.2 Core aims

1. We aim to ensure young people feel safe and secure in their home and their wider environment
2. Young people's voice is respected, heard and advocated for, so they can influence the support they receive and the service as a whole
3. Young people have the opportunity to develop confidence, self-esteem, and self-worth
4. Young people have their own space that they feel proud of and live in a comfortable, well-maintained, and stable accommodation
5. Young people receive high-quality, tailored support for their health and well-being

6. Young people have strong, trusting, and meaningful relationships with their support system and can rely on the adults around them
7. Young people feel supported to learn and apply skills for independent living
8. Young people feel positive about their future and opportunities as a result of the support they receive

1.3 Function

OSL provides semi-independent living for young people aged 16-18. We work in collaboration with the young person's network, including family (if involved), social services, health professionals, police, CAMHS, and any other external service involved. We provide tailored support packages to meet individual needs and our dedicated support workers meet with each young person as part of a planned timetable of support. We hold regular reviews with young people and their social worker to assess placement suitability and plan move on. We support the development of independent living skills to help each young person successfully transition from us to independence.

2. Regulation and Young people

2.1 Category of provision

OSL service is provided under category 3, Regulation 2 of the Supported Accommodation Regulations and Quality Standards 2023:

Supported accommodation in a shared or group living situation in premises which are not limited to accommodating looked after children and care leavers. (Regulation 2(1), para (c)).

The Regulation further stipulates:

In addition to being registered to support looked after children and care leavers aged 16 and 17, this provision may also provide accommodation for people are not looked after children or care leavers.

2.2 Characteristics of young people

OSL supports young people between the ages of 16 and 18 referred to us from local authorities. The young people are either children looked after (CLA) or Care leavers. We place both male and female young people and can house up to four young people at one time in our home. With regard to Regulation 2 above, we also offer placements to 18+ young people, or extend current placements past 18, if asked for by the placing authority. We offer placements to young people who have experienced trauma, present with complex challenges and need to develop their skills before transitioning to independent living.

The young people we place, and support may have a history of, or current experience of, some or any of the following:

Abuse	Offending behaviour	Alcohol misuse
Neglect	Mental health concerns	Multiple placement moves
Drug misuse	Mild learning difficulties	Family breakdown
Criminal exploitation	Challenging behaviour	Not in Education, Employment or Training (NEET)
Child sexual exploitation (CSE)	Homelessness	Debt / financial exploitation

OSL does not discriminate, other than the age restriction being 16 to 18 years we place in line with the Equality Act 2010 protected characteristics. This includes young people from different ethnic backgrounds, different religions, unaccompanied asylum seeker children 16 to 18 years, different sexual orientations, pregnant young people or young parents.

3. Accommodation

OSL property is a large, semi-detached house over three storeys. There are 4 bedrooms for placement of young people, a bedroom for staff and an office for staff. The communal areas include a hallway, lounge, kitchen/ dining room with additional TV, living area on the top floor, a shower room and 2 bathrooms. The property is in a residential area, it has off street parking and a garden to the back.



3.1 Regulation 6 - The Accommodation Standard

OSL rents the property used for Supported accommodation on a long-term basis providing the service and the young people with stability. The accommodation conforms to the criteria set out in Regulation 6 – The Accommodation Standard. The property is in walking distance to bus routes and a train station so young people can access shops, leisure activities, park, education, employment and training, health services and maintain relationships with friends and family. Being in a residential

area means young people are immersed in the community from the start of placement, reducing isolation. We have good relationships with our neighbours and the young people get to meet them too and develop understanding for respecting others in the neighbourhood and being respected in return, which discourages stigmatisation of young care leavers. Having a home for four young people reduces potential stigmatisation from a larger, multi occupancy house. It makes it easier for staff to support young people to manage and reduce anti-social behaviour and noise.

The property is safe and secure with checks carried out monthly unless there is a need to do so sooner. Young people's bedrooms are only entered by staff for the planned monthly inspection, or if there is a serious risk of harm, such as self-harm and they aren't responding to us through the door. In this case we alert them that we are entering due to a safeguarding concern and enter. This is written up as an incident and shared with the placing authority, and Ofsted if it's serious, within 24 hours.

The doors and windows have locks and keys available, windows have restrictors to reduce opening for safety. Young people have a key to their own room and staff are on site 24/7 for access at the front door. We have a local maintenance company who carry out repairs as needed to keep the property safe. We have a fire and security company who check, maintain, and replace fire systems, equipment and emergency lighting. They also carry out staff training, complete an annual fire risk assessment and carry out 6 monthly fire drills with full evacuation. The outside of the property is well lit, and both inside and out is free from health and safety hazards.

We use CCTV cameras in communal areas only, this is agreed prior to placement with the placing authority. Young people are made aware at the start of placement and in their 'Guide to the service' of the cameras, where they are and what they are for. We use the cameras to promote the welfare of young people and to keep them safe. We do not monitor or watch the cameras more than is necessary for this purpose.

OSL property is comfortable and homely to further make young people feel welcome and to help them settle in. It feels like a family home, not an institution. There are locks on the staff office and bedroom, and on young people's bedroom doors. Other than this they have free access to the communal areas of the property, including the

lounge, dining room, kitchen and garden. Their privacy is respected, and other than for agreed monthly inspections, their bedrooms are private spaces. The furniture is bought complete with labels for fire safety and conforms to safety standards. We provide furniture throughout the home, plus each young person is provided with:

1x Double duvet	2x Hand towel	1x Dinner set
1x Double duvet cover	1x Bath towel	4x Drinking glasses
1x Double bed fitted bed sheet	1x Frying pan	1x Toothbrush
2x Pillows	1x Saucepan	1x Toothpaste
2x Pillow cases	4x Mugs	1 x Sponge
10x Clothes hangers	1x Set of cutlery	Sanitary products



3.2 Adaption

The property is an HMO and meets the standards set out in The Housing Act 2004. Young people are made aware of their obligations in their Guide. Maintaining the standards ensures everyone's safety, reduces the risk of fire, and includes:

- Maintaining decoration inside and out
- Ensuring sufficient lighting inside and out
- Provision and maintenance of bathing and toilet facilities with space for each persons possessions
- Ventilation in good working order and keys for window locks
- maintenance of heating and plumbing with up-to-date Gas Safety Certificate
- Electrical safety with EICR carried out every 5 years and PAT testing of equipment
- Rubbish removal to reduce hazards
- Fire safety including annual fire risk assessment, staff training, alarm tests, fire drills with evacuation, annual system and equipment check
- Up to date insurances

We have a bedroom on the ground floor so we can place a young person with reduced mobility, whether long term or short term. Our top floor has been designed with a bedroom, living area and bathroom to give additional privacy to a young person where needed.

3.3 Security arrangements

The property is safe and secure with checks carried out monthly unless there is a need to do so sooner, such as an incident with a young person. The front door has a Ring doorbell so we can see who is there before answering. The doors and windows have locks and keys available. Young people have a key to their own room and staff are on site 24/7 for access at the front door.

Staff are available 24/7 with an out of hours on call service for managing incidents. Staff use the office during the day and are in the property for support sessions. We have sleep in staff nightly.

We have a local maintenance company who carry out repairs as needed to keep the property safe. They can carry out emergency repairs at short notice. We have a fire and security company who we have direct contact with, they provide the services listed above. Our property checks include all security aspects, such as windows, doors, rubbish, other hazards, visual electrical checks and visual appliance checks.

We use CCTV cameras in communal areas only, this is agreed prior to placement with the local authority. Young people are made aware at the start of placement and in their 'Guide to the service' of the cameras, where they are and what they are for. We use the cameras to promote the welfare of young people and to keep them safe. We do not monitor or watch the cameras more than is necessary for this purpose.

The police and fire services know who we are, and that we support vulnerable young people. They provide an urgent response when needed.

4. Facilities

OSL provides a fully furnished home with internet access throughout. The bedrooms all have a double bed, wardrobe and a bedside chest of drawers. We decorate with a rug, curtains, light shade, lamp and pictures. We then encourage young people to personalise their room with their own pictures and soft furnishings. If they don't have these we support them with purchases. Each young person has their own cupboards in the kitchen plus their own spaces in fridge and freezer.

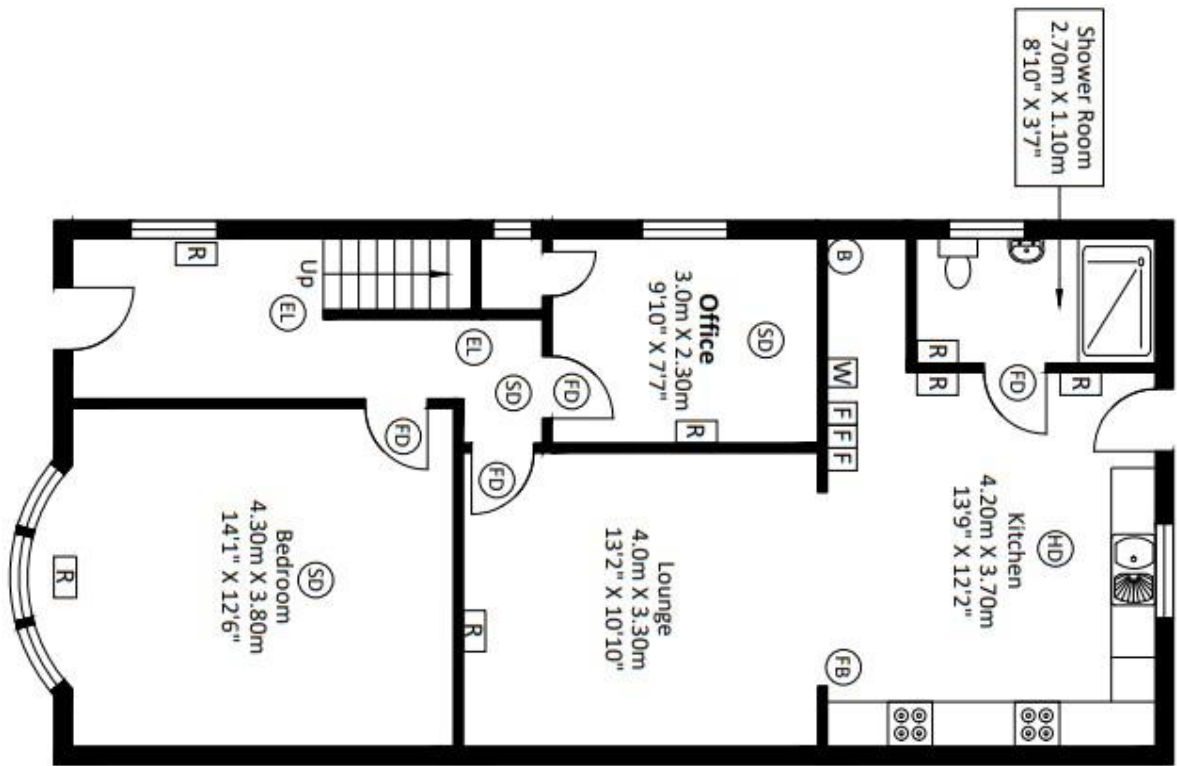
4.1 Layout of the home

From a large driveway at the front of the house, entrance is through the front door.

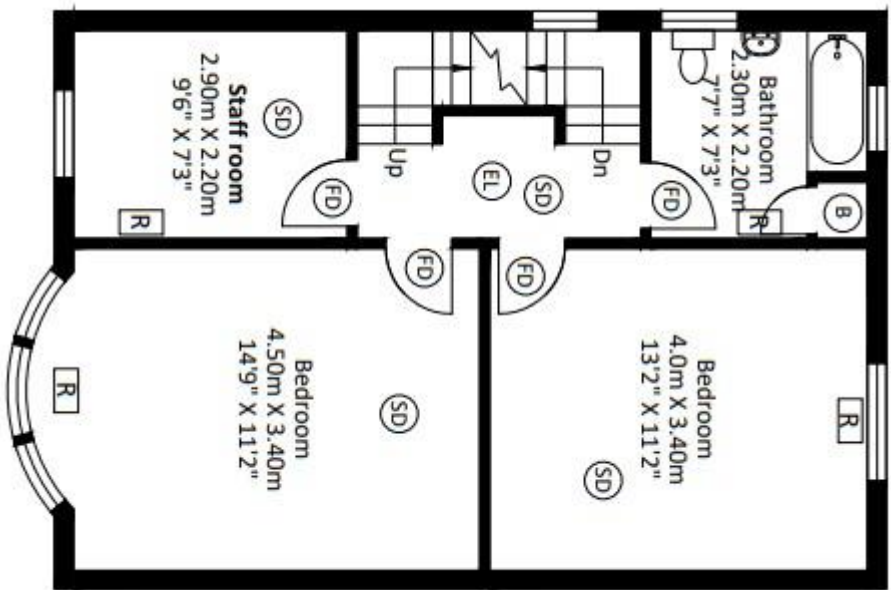
Floor plan

- (FD) = Fire Door
- (SD) = Smoke Detector
- (HD) = Heat Detector
- (EL) = Emergency Light
- R = Radiator
- B = Boiler
- F = Fridge Freezer
- W = Washing Dryer
- FB = Fire Blanket

Ground Floor



First Floor



Bathroom
2.70m X 2.0m
8'10" X 6'7"

Bedroom
2.90m X 2.70m
9'6" X 8'10"

Living room
5.60m X 2.70m
18'5" X 8'10"

Eaves Storage

Room features include: Toilet, Bath, Stairs (Up/Down), Radiator (R), Window (W), Door (D), Fire Door (FD), and Storage (SD).

At referral stage OSL request a completed referral form, a pathway plan, EHC plan if there is one, a completed Annex A and any other information about the young person, including current risks. Ideally, where time permits, we meet the young person and their social worker before they move in to get to know them and their needs. We carefully match young people in placement to reduce the risk of conflict and offer new referrals the opportunity to meet others in placement. We then offer a visit to OSL for a few hours where we can assess compatibility with a key worker, and staff will visit the young person in their placement for a smoother transition. We make sure that key worker is on duty when the young person moves in. We can also take emergency placements as long as we have all documentation.

Support is provided to young people in line with their needs and in collaboration with the social worker and the young person. Support hours can range from low level of a

few hours per week, up to higher level of sleep-in staff plus some daytime hours of support depending on need. The young person has a say about the days and times for their support and can choose what to cover from their plan. Plans are often adapted at short notice to meet a presenting need, such as low mood, or an incident.

The young person's support plan is tailored and includes their wishes, it is centred around the following main aspects:

- Mental and physical Health care – registering with GP and dentist, support to have up to date health checks, support to access services
- Finance – budgeting, managing money and debt
- Healthy relationships – with family if appropriate, social networks, building positive new relationships
- Education, employment, training (EET) – positive promotion of EET, support to know and access what's available
- Behaviour management – reducing challenges, coping mechanisms, reducing incidents, managing their accommodation
- Drug and alcohol support – where needed, access to external services, support to reduce and stop, and to fill time in a more meaningful way
- Leisure – to know and access local activities, to build in some exercise and meet new people
- Self-care – promotion of positive routines, support to learn what helps them and create a toolbox for future use
- Practical skills – for move on, cooking, cleaning, managing a tenancy, benefits

OSL staff create a support plan and risk assessment on arrival working from the information given to us by social care, and in conjunction with the young person. Risks are discussed and the young person has a say in what steps they can try to reduce the risk. The plans are reviewed 3 monthly with the young person and their social worker. When there is an incident or emerging risks the plans are updated sooner.

OSL staff support young people to access opportunities in the local area, such as EET or leisure activity. Young people often don't know what is available to them. We

work closely with local services so we have a range of options for young people to choose from. We support young people to access funding or to save for a particular activity. Support aims to promote self-confidence, self-esteem and self-belief in all young people. Where needed we support young people to attend appointments, for example with a GP or youth offending team, and we will take them to new places when they feel anxious, such as the gym, or college. We promote advocacy for young people and let them know how to access advocacy services.

4.3 Address of registered person

The address of registered person is the same as the address of the home young people live in. It is therefore, withheld under Regulation 9, paragraph 1(g).

5. Young People

In line with Regulation 7 – The Support standard – that children receive individual and tailored support that meets their needs. We do this by keeping young people at the heart of the service and working in collaboration with external agencies to meet their needs. Needs are identified using the information provided at referral stage, a placement planning meeting and involving the young person for their contribution. Young people are encouraged to make decisions and to have choices, this is both empowering them and building their confidence.

5.1 Young people involved in service, planning and support

OSL actively encourages young people to give their views, thoughts and opinions to us about the service they receive. We do this by providing writing materials, so they can leave a message anonymously, using questionnaires, and asking them in face to face support sessions. We take feedback seriously, discuss it in team meetings and plan changes accordingly if needed. We then feedback to the young person what we are doing, or why we can't do what they asked.

Young people take a lead role in the planning and carrying out of their support sessions. They set support and risk plans with staff making them meaningful to

young people and often seeing better engagement from them in completing the plan. This is done in a variety of ways, to suit the young person. They often don't want to sit in an office at a laptop, or have lengthy meetings talking about their support, so we break it down in to small, manageable sections. We may have these conversations while having a coffee, or on a walk, or watching TV or in the car.

5.2 Rights and Entitlements

Young people have their rights set out in the United Nations Convention on the Rights of the Child (UNCRC). The Convention has 54 articles that cover all aspects of a child's life, up to age 18, and sets out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. The four general principles are:

1. Non-discrimination (Article 2)
2. Best interest of the child (Article 3)
3. Right to life survival and development (Article 6)
4. Right to be heard (Article 12)

At OSL young people's rights are set out in our Guide given to them on arrival. We treat all young people fairly and with respect, regardless of background, ethnicity or gender and we openly encourage them to do the same.

We talk to young people about their rights during support sessions to aid their learning and understanding. We actively support them to access ways to exercise their rights including:

- Asking for feedback on the service and their experience
- Listening and making appropriate changes in light of their feedback
- Being involved in their support and risk plans
- Supporting them to access external agencies such as health care, therapy, drug / alcohol services
- Supporting them to access local services such as education, employment and training, local gym, sports groups

- Letting them know about advocacy services, how to contact them and what they do
- Giving them information about how to complain, who to and how it will be managed, and what they can do if they aren't happy with the result. This is inline with Regulation 7, paragraph 2 j(iii)
- Supporting them to maintain positive relationships with friends and family, showing them how to use public transport when needed to achieve this
- Informing them about benefits and other funding they are entitled to
- Supporting their wish to attend places of worship and take part in religious festivals
- Supporting unaccompanied asylum-seeking young people to access translators, legal support and education
- Access to their records with 48 hours notice

5.3 Achieving positive outcomes

OSL uses Solaris, a system for support plans, risk plans, recording work carried out and creating graphs and reports which evidence progression.

The support plan is set out with small, specific tasks which the young person can complete and see quick progress in their achievement. Young people are motivated to continue to engage in support when they see improvements.

Involving young people in setting the plan means they are more likely to engage with it and complete work in their support sessions. They feel a sense of ownership over the plan, giving them control and empowering them.

Staff make support sessions fun and engaging in line with the young person's likes and characteristics. Mixing fun activities with sessions completing applications for example keeps them interested.

Staff record the support sessions, noting what tasks have been achieved so we can track progress. An update is shared with the young person and their social worker prior to review meetings. In review meetings we can see what has been achieved, and what is still to complete.

As tasks in the plan are completed, we review it with the young person and add more in for them to continue their learning. They have a say in how we achieve the end goal.

Staff are training in trauma informed care and using a strengths-based approach. This helps them to better understand and support the young person, recognise when they need to change support sessions and use the strengths a young person has to praise achievement and compliment them in their development.

5.4 Notifications of serious events

OSL work in line with Regulation 27 – Notification of a serious event- and update Ofsted, commonly known as the CIECSS – His majesty’s Chief Inspector of Education, Children’s services and Skills – of the following:

- A young person’s death
- A young person involved in, or subject to, or suspected to be involved in, or subject to, sexual or criminal exploitation
- An incident requiring police involvement where the registered person deems it a serious incident
- An allegation of abuse against OSL or a person working for OSL
- A child protection enquiry starts or ends
- There is an incident involving the use of restraint (OSL staff do not restrain young people, an example would be police restraining a young person)
- Any other incident the registered person deems serious

5.5 Review and monitor quality of support

In line with Regulation 32 OSL has a system in place for reviewing, monitoring and improving the quality of support provided to young people. The quality of support is checked and reviewed by the registered manager through:

- Fortnightly team meetings

- Monthly supervision with staff
- Checking and signing off support plans and risk assessments
- Checking and signing off outcome reports

Feedback is gathered from young people, their social workers and other relevant professionals involved and includes:

- Their views
- Complaints received
- How the service has impacted the young person's life
- How prepared they felt for their move in to the service
- How prepared they feel for transition out of supported accommodation
- Developments in how young people's needs are best met

The information is compiled into a 6 monthly report which is sent to Ofsted (the CIECSS) and the placing authority of the young people involved, within 28 days. The report contains actions for the next 6 months to further improve the service.

5.6 Developing independent living skills in line with needs

At the initial planning meeting we discuss with the young person and their social worker which skills are to be developed. From these we work with the young person to set a plan of how they want to achieve them and timescales over the expected length of their placement.

These are then written up into a support plan which the key worker for the young person works through with them in support sessions.

Young people are encouraged to maintain personal hygiene and are provided with products to help with this. They are encouraged to clean their own rooms and to take part in cleaning communal areas and removing rubbish. These tasks maintain a nice environment to live in and become normal practice developing key skills.

Young people OSL support often have complex lives and present with challenges on a daily basis. Staff understand this, and often planned support sessions will be

postponed in order to support the young person with something more pressing such as a family crisis or low mood due to mental health. We don't force young people to complete set support when they are in crisis. We pick this up again when they are ready. This may be the next day or the next week. This approach builds trusting relationships and, over time, supports the development of key independence skills.

From the start of placement the focus is on where the young person will move on to and when this is likely to be. This makes it easier to plan what to cover in the plan and when to ensure young people are ready for their transition to independent living.

5.7 Education, employment and training plan

OSL encourages and supports young people to set and achieve their own positive goals in education, training, and employment. We work in partnership with relevant professionals such as Virtual School Heads (VSHs) schools, colleges, apprenticeships and alternative education provisions to promote the educational achievement of young people. In collaboration with the young person and their social worker we enable them to access a suitable range education options.

We recognise that many young people may have had disrupted or difficult experiences in education and that being in a school or college environment may not be suited to them.

Support includes helping young people to use public transport confidently and safely and supporting them to use technology to connect with online learning. Staff support young people to access resources around career planning, including facilitating conversations with other relevant professionals.

Staff encourage young people to continue their education or training and support them to develop the skills necessary to succeed in the option they choose. Support includes providing an alarm to wake up on time, accessing bus or train passes, liaising with the provision on behalf of the young person where needed for additional support, support to understand homework and emotional support to continue in education.

Young people have a Personal Education Plan, developed as part of the pathway planning process with their social worker. It includes information about career aspirations and ambitions and is reviewed in regular review meetings. The initial process is very much one of creating stability so that young people can begin to function in an educational setting.

We support young people to seek employment and engage in apprenticeships, career guidance and preparation for interviews. We work closely with local colleges, adult-training centres and Jobcentre Plus for this transition. We support young people with job searches, applications and clothing for interviews.

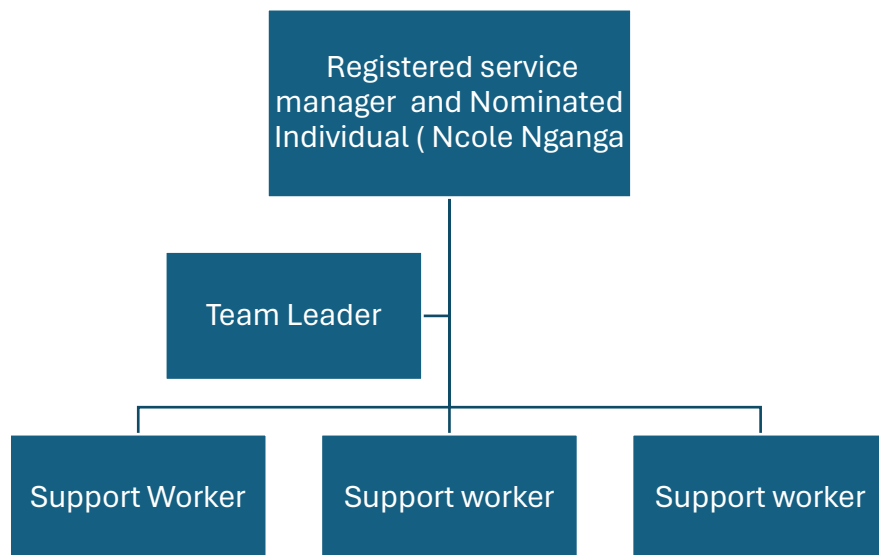
For unaccompanied asylum-seeking young people and refugees we work with the placing authority and education providers to enrol them onto English for speakers of other languages (ESOL) courses. This helps them learn the language and integrate into the community in the UK.

6. Staffing

OSL have their own recruitment process and policies in place to underpin this which meet Supported Accommodation Regulations 17 and 18. The advert, the job description and application for candidates contains our safeguarding, equality and diversity statement. We use competency-based interview questions and where possible have a young person's panel. They have a set of questions to ask candidates and have a say in the recruitment of new staff.

A new staff member can only start once we have an enhanced DBS, references covering the last 3 years and a completed risk assessment (covering health, gaps in employment and criminal offence disclosures).

6.1 Organisational Structure



6.2 Staffing arrangements and contingency

OSL has a number of support workers employed on a bank contract so we can be flexible in the amount of support needed. We can increase and decrease in line with the needs of the young people. We provide sleep in staff overnight. Employing bank support staff means we have enough staff to cover if there is staff sickness, holiday or any emergency leave.

Further contingency is using an agency with whom we've developed a good relationship. We align our use of temporary staff to Regulation 19 providing a policy, guide and shortened induction to the service prior to work being started. Security checks include a completed profile, references and an enhanced DBS. We have 4 staff members we use and they have attended our in house training, team meetings and have supervision so the support and service delivered to young people is not negatively impacted.

Support staff carry out the support sessions with young people, each young person has a lead key worker who completes their plans with them. They may have some support sessions with a different support worker to their key worker. We do this for safety, and so young people experience a mix of personalities.

The registered service manager can also provide support and cover sleep in shifts, which reduces the need to outsource for agency staff.

Nicole Nganga – a registered social worker (MA Social work) and experienced in the care and support industry for 14 years. Nicole is the nominated Individual and the Registered Manager and will lead and manage OSL in line with the Supported Accommodation Regulations and Quality Standards 2023 and the amendments to The Care Standards Act 2000. She will enable, inspire and lead a culture that puts young people first, and prioritises their safety, wellbeing and development.

Nicole's responsibilities include, but aren't limited to:

- Ensure the SoP is read and understood by all staff
- Ensure work is carried out in line with this SoP
- Ensure staff read all policies and procedures annually
- Oversee health and safety, and fire safety of the service
- Referrals into the service and matching to current young people
- Staff induction, probation, supervision and development
- Chair team meetings
- Compile monthly reports for stakeholders
- Ensure staff complete mandatory training
- Oversee outcome achievement for young people

6.3 Induction, probation, training and supervision

All staff work through an induction plan over their first few weeks following OSL induction programme. This includes reading policies, shadowing existing staff, learning the processes, meeting young people and shadowing meetings with professionals. They have a 6 month probation period with 3 review meetings during this time. We assess progress, address concerns and answer any questions they have. We ask for feedback from staff and young people prior to a review meeting and so we can check suitability for the role.

Supervision is carried out monthly with all staff, in line with our supervision policy. Staff can talk about how they are feeling and how they are getting on in work. We look at all aspects of their role, discuss any concerns and set some objectives for them to work on, such as completing training courses, or approaches to use in

support of young people. Supervision also focuses on the safety, wellbeing and development of young people.

Staff training list:

Staff training is carried out in house and by external agencies. We tailor and adapt training as the needs of young people change, meaning we can seek suitable training as needed. The following list is completed by all staff.

Safeguarding level 3	Understanding SA Regulations and QS 2023	QCF level 3 – health and social care, children and young people services
Equality, Diversity and Inclusion	Record keeping	Lone working
First Aid	Behaviour management and de-escalation	Supporting young people
Health and Safety	Trauma informed care	ACES- the impact on adolescent behaviour
PREVENT	Mental health	Support and risk plan writing
Basic food hygiene	Drug and alcohol misuse	Communication
CSE	Criminal exploitation	County Lines

7. Policies

OSL have policies and procedures in place for the running of the service, the safety and wellbeing of staff and young people, and covering property.

Staff have unlimited access to policies and are encouraged to read them frequently. An annual refresh is mandatory. Policies are kept in a folder in the office and replaced when updated.

In OSL Guide we give the young people there is a description of key policies for their reference. We go through the Guide in their first week and explain it to them.

7.1 Protecting and promoting mental and physical health needs

At OSL we believe all young people have an equal right to be protected from harm regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.

Child protection underpins our safeguarding policy, which, in line with Regulation 20, sets out how we respond to, and support young people, who have experienced, or are likely to experience, abuse or harm. OSL Safeguarding policy is updated to meet Regulation 20. The policy sets out:

- Types of abuse
- Signs of abuse
- Collaboration with local authority safeguarding board and the LADO, social care, police, NHS and other external services
- What to do when you get a disclosure
- How to report and record, and timescales
- Role and responsibility of staff, the registered person and the designated safeguarding lead
- Confidentiality and information sharing
- Allegations of abuse by staff
- Contact details for all services working to safeguard and promote the welfare of young people.

OSL promotes the mental and physical health of young people by:

- Working in collaboration with the placing authority
- Involving the young person in all aspects of their support
- Referring into external services such as counselling, drug/alcohol services
- Taking young people to register with a GP and dentist and supporting to appointments
- Ensuring the placing authority seek up to date health checks for children looked after

- Encouraging young people to take an active part in the community
- Seek activities to promote physical health such as the gym
- Plan support to reduce smoking, drug use and alcohol use
- Encourage healthy eating, meal planning and cooking
- Support young people to maintain and build new healthy relationships
- Build confidence, self-esteem and self-worth by praising achievements

Further information about the support given to young people can be found in our Support plan guide.

7.2 Medication arrangements

OSL is Supported accommodation, and in line with the Annex A document used at referral stage, we do not store or administer medication to young people.

If a young person is on medication and overdose is a known risk we support the young person to request short prescriptions from the GP so they have a safe dose at any one time.

Agreement for how this will be risk assessed and managed is discussed with the placing authority prior to placement.

We can provide the young person with a lock box to keep in their room to store their own medication if they wish. We can also provide a form so young people can keep a note of when they have taken medication if they feel this will be helpful.

We talk to the young person about their medication, and assess how they get on with self management. Our records are updated and shared with the social worker.

We have a policy on the Non administration of medication.

7.3 Anti-discriminatory practice

Anti-discriminatory Practice is ingrained in our everyday work and takes account of all protected characteristics set out in our Equality and Diversity policy.

OSL actively seeks to challenge discrimination towards young people and their families, where they are involved.

OSL anti discriminatory policy covers types of discrimination, what we do to challenge and manage this and what young people can do to challenge it. Staff are trained in how to manage discrimination they come across, and they support young people to address it in a safe way.

We advocate for our young people and on behalf of them, recognising their strengths, and seeking external support where needed. We know and understand the rights and entitlements they have so we can pass this on to them, developing their knowledge and understanding. We give them the complaints policy and show them where to find complaints policies for other organisations, supporting them to make a complaint.

We do everything we can to ensure that our young people are given opportunities to succeed in society regardless of their past or present experiences. We have creative support plans and solution focused approaches to support so young people can achieve their potential.

7.4 Cultural, linguistic and religious needs of young people

OSL support young people to have these needs met. We work collaboratively with social care and other services to make sure this can happen. Whether young people have been moved into the area, or they know the area we work hard to make sure cultural, linguistic and religious needs are met.

This may include:

- Seeking local cultural activities or groups, or planning travel to continue with those they had prior to placement
- Taking them shopping in areas that better meet their cultural needs
- Planning and supporting them to access transport to keep current relationships with friends and family
- Taking them to a local place of worship and introducing them to people of the same religion

- Shaping support sessions to meet cultural needs, such as cooking certain meals
- Respecting and supporting attendance at cultural or religious festivals
- Accessing translators for those who English is a second language, or who don't speak English
- Liaising with colleges and alternative provisions for access to ESOL courses
- Using various communication methods for those who don't speak English such as pictures and Google translate

7.5 Contact details for accessing policies

All policies, including this Statement of Purpose, Safeguarding and Complaints are available on request to external agencies, family, and young people.

They will be emailed or posted and staff at OSL are happy to answer questions about them.

Young people have the policy details in the handbook which is explained to them by staff.

Policy requests and complaints go to:

The registered service manager / Individual Oyster Supported Living – Nicole Nganga

Telephone number 07788455837

Email: info@oystersupported.org

Complaints about Nicole go to: Inspire Futures at:

charliedaines@letsinspirefutures.co.uk

Or Ofsted at: <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

Or the local council at:

https://www.hounslow.gov.uk/info/20158/customer_services/1402/make_a_complaint_or_comment/2

Or the local Government Ombudsman at: <https://www.lgo.org.uk/>