



## Statement of Purpose

### 2023-2027

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July 2023

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## INTRODUCTION

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This document outlines the Statement of Purpose for Safer Accommodations, which launched as a limited company in 2023.

**Safer Accommodations** work in partnership with local authorities and other external entities to provide high quality supported living accommodation, key worker support and outreach services across London for young adults aged 18-25 who are care leavers that are leaving custody including, young refugees and asylum seekers. We offer modern supported living accommodation and facilities where young adults feel safe and supported in every way.

Our supported living services aim to provide young adults with a positive experience and the chance to live by themselves to help prepare them for independent living and a brighter future.

### **Our Senior Management Team**

This document has been developed and approved by our current Senior Management Team:

- Birkan Ozturk, **Founder and Company Director**
- John Ferraris, **Service Delivery Lead**

Our senior management team are fully qualified and highly experienced in the field of health and social care work. In addition, we have a dedicated and professional team of individuals with extensive experience in providing a range of services to young adults in both community and hospital-based settings. All support staff connected to the work of Safer Accommodations hold NVQ's within a social care and/or health related subject.

### **Head office address**

Our head office is located on 20-22 Wenlock Road, London N1 7G. Our office opening hours are from Monday to Friday, 9:00am to 5:00pm.

### **Contact us**



Call us on 0204 570 7184



Email us on [info@sa-homes.org](mailto:info@sa-homes.org)

For the latest news about our current services, please visit our new website on:  
<https://sa-homes.co.uk/>

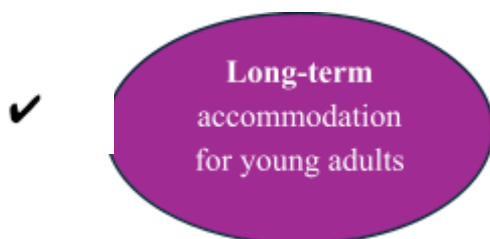
## SAFER ACCOMMODATIONS: OUR VISION

At Safer Accommodations, our **vision** is:

- To provide high quality, supported living accommodation and support for all young adults aged 18-25 who access our services throughout London
- To reach and meet the needs of each young adult who requires our help and inspire them to live safe, healthy, happy and fulfilling lives.
- To drive, sustain and further develop our services while building and maintaining effective partnerships with local authorities and other external entities
- To continuously review the effectiveness and quality of support provided by Safer Accommodations including stability of placements for young adults placed within our services across London

### More about our services

Our services aim to support young adults aged 18-25 to receive access to:



Placements within our **long-term supported living accommodation programmes** which are designed for young adults aged 18-25 who require supported living accommodation in London on a long-term basis.



Our highly trained and experienced key workers who collaborate with each service user and local authorities on a 1:1 ratio including their wider support teams to:

- Help facilitate and develop individual service user support plans throughout their placement with Safer Accommodations
- Assist with day-to-day activities such as support with grocery shopping, booking appointments, picking up and dropping off medication all in aid of developing life skills
- Help find employment, training or education opportunities for service users



### Outreach support for young adults

Our dedicated and experienced outreach support team work with service users living in 'hard-to-reach' communities (for example, young adults living in rural areas including people with disabilities and minority ethnic groups) and help bridge that gap between the support that is available to them.

Our outreach service aims to ensure that the needs of our service users are met by providing additional resources and facilitating individual support programs in collaboration with both the service user and their wider community support team.

By working in a compassionate, approachable and empathetic way, our staff team ensure service users receive access to the right support to live independent and fulfilling lives.

## Our placement process

At Safer Accommodations, our placement process consists of a four-step approach to fully support the individual needs and circumstances of each service user:

### Step 1- Initial Contact with Safer Accommodations

Our **referral form** can be completed by individuals, social workers or commissioning managers in local authorities and should outline details of the referee's requirements.

### Step 2 - Assessment and Application

We will then conduct a detailed assessment to evaluate the specific needs and circumstances of the individual. After which, they may also be required to complete an application process, providing essential information for suitable housing allocation.

### Step 3 - Placement Matching

Based on the assessment and the information provided in the application, our experienced team matches the individual with appropriate supported living housing. This step involves finding a housing solution that meets the individual's needs and support requirements.

## Step 4 - Ongoing Support and Review

Once placed in housing through Safer Accommodations, the individual receives ongoing support tailored to their needs and circumstances. This support is periodically reviewed and adjusted if necessary, to ensure the continuing effectiveness and relevance of the housing and support required. All service users placed within long-term accommodation through Safer Accommodations are expected to adhere to the upkeep of their accommodation in line with their placement agreement and support plans offered.

## SAFER ACCOMMODATIONS: OUR MISSION AND VALUES

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### Our Mission

At Safer Accommodations, our **mission** is to ensure that all young adults placed within our care feel safe, happy and secure and that they receive access to high quality, supported living accommodation that meets their individuals needs and enables them to fulfil their potential.

### Our Values

At Safer Accommodations, we are guided by our **four values** in everything that we do:



#### Warmth

We provide a warm and welcoming environment filled with empathy, trust and kindness.



#### Support

We are supportive, flexible and collaborative throughout our work and services.



#### Inclusivity

We celebrate diversity, respect individual differences and foster a culture of belonging where everyone feels welcome, included and valued.



#### Care

We are caring, compassionate and considerate of others and put people at the heart of everything we do.

## ORGANISATION OBJECTIVES 2023-2027

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To support Safer Accommodations to fulfil its vision and mission, we have developed and identified **organisation objectives and priorities for 2023-2027** which fall under **three** key themes:

- 1. Service Design and Delivery**
- 2. Business Development**
- 3. Staff Training and Development**

### SERVICE DESIGN AND DELIVERY

- To continue working in close partnership with our professional and skilled social care teams including, other external stakeholders to deliver effective support to young adults in our care
- To minimise the number of young adults who leave our placements in unplanned way
- To ensure Safer Accommodations seeks to exceed national and local minimum standards
- To ensure that all prospective placing local authorities and/or agencies are given all the information they require to make an informed decision prior to placement
- To ensure, once application for a placement is received that the assessment is completed and a decision made with 72 hours if all required paperwork has been received
- Ensure all Safer Accommodation services comply with the necessary legislations.

- Continuously monitor Safer Accommodations approach to risk management including the prevention of placement breakdown
- Ensure that where possible, all young adults make informed choices regarding their placement
- Ensure that all young adults placed in our care are protected from emotional, physical and sexual abuse and neglect
- Ensure that all young adults are provided with a copy of their current Pathway Plans by the local authority if applicable
- Ensure that all young adults placed with us receive support to access appropriate education, employment, training opportunities and other services identified within their pathway plan if applicable
- Support and promote the academic achievement of young adults leaving care in collaboration with their allocated Social Worker/Personal Advisor
- Promote access to and participation in constructive and appropriate leisure activities for young adults leaving care
- Ensure that the services we provide are flexible, responsive and enable young adults to positively influence the delivery of our service
- Promote opportunities for staff and service users to jointly participate and contribute to decisions about service design and delivery
- Ensure a range of support is provided to young care leavers to ensure that any risks of placement instability are identified and priority is given by the linked agencies and professionals to prevent breakdown of placement

## **BUSINESS DEVELOPMENT**

- Proactively explore new business development partnerships with local authorities, agencies and external entities to help drive, sustain and develop our services across London
- Increase placement choice, suitability and support by actively recruiting staff from diverse backgrounds



- Ensure that young adults leaving care are supported to make positive transitions to adulthood through partnership with all those involved in the support of young care leavers

## COMMITMENT TO STAFF TRAINING AND DEVELOPMENT

At Safer Accommodations, we will:

- Ensure that all our staff receive access to appropriate training and development opportunities which aim to support effective delivery of services to all young adults placed with us. This includes ensuring that all staff receive adequate training in relation to protection of young adults and safeguarding
- Ensure our staff actively support young adults access to training, employment, education and NEET Programmes
- Make sure our staff have access to and follow relevant policies and procedures that always ensure the protection of young adults
- Ensure staff share best practice to learn, grow and develop their skills, knowledge and experience
- Provide regular supervision for our staff in keeping with Safer Recruitment
- Consult with staff on regular basis on better ways to improve our services
- Ensure our staff are supported professionally by offering opportunities to attend regular peer support and well-being groups
- To ensure staff at Safer Accommodations are supported to play a key role in the professional team, supporting the young care leaver.
- To provide opportunities for young adults to contribute to the recruitment of new staff

## SAFER ACCOMODATIONS: Complaints process

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Safer Accommodations have a policy in place to promptly deal with any complaints raised by service users, staff including any local authorities and/or agencies.

Complaints can be raised by a young person, parent, social worker, staff member, local authority, agency or any other individual in connection with our services. At Safer Accommodations, all complaints are taken seriously and investigated.

As a service provider, Safer Accommodations aim to:

- Train, assess and support our staff to meet the needs of all young adults who are placed within our care
- Ensure that we consistently provide high-quality support and accommodation to all young adults in our care
- Provide high quality training for our staff to minimise the risk of complaints about our services
- Investigate all complaints swiftly, thoroughly and fairly.

While a complaint is being investigated, Safer Accommodations will ensure appropriate support is provided for all parties involved in the process.

There is an established process for service users to provide feedback and/or to make a complaint about the service they receive. A formal procedure is in place if an allegation of abuse occurs against a staff member.

For more details about Safer Accommodations *Complaints Policy and Procedure*, please contact Birkan Ozturk (Co-founder and Company Director) or John Ferraris (Service Delivery Lead) on [info@sa-homes.org](mailto:info@sa-homes.org) or call us on 0204 570 7184.

### **How to raise a concern or complaint**

Complaints can be raised by a service user, parent, social worker, staff member, local authority or agency or any other individual in connection with our services.

If you wish to make a complaint about any aspect of our service, you should follow stage 1 of the process below:

- **Stage 1:** If you wish to raise a concern or formal complaint about any aspect of our service, please submit details of your complaint in writing to Birkan Ozturk (Co-founder and Company Director) and John Ferraris (Service Delivery Lead) on [info@sa-homes.org](mailto:info@sa-homes.org)

Depending on the nature of the complaint, we aim to resolve complaints informally, where appropriate in the first instance. However, if a complaint needs to be dealt with more formally, the formal complaints procedure will apply. We aim to resolve complaints within 10 working days where possible. Where appropriate the relevant local authority will be made aware of the complaint and informed within statutory timescales.

- **Stage 2:** If it is not possible to resolve a complaint at a local level (Stage 1), the individual can use stage 2 of the complaints procedure which involves a

member of our senior management team formally investigating the complaint. The individual will be invited to attend a meeting to discuss details of the complaint. If considered necessary, an independent investigator may also be assigned to lead the investigation of a complaint and provide a report of the outcome.

- **Stage 3:** If in the event the complainant is not satisfied with the outcome following stage 2 of the process, they can initiate stage 3 and request to raise the matter further with an independent panel. Contact details of the independent panel would follow shortly after the request is submitted.

### Feedback

We value feedback from our staff and the young adults we support and regularly seek their views to inform service improvements and internal decision-making processes.

Staff are recognised for their positive contribution to the work of Safer Accommodations and acknowledgments are sent when an individual has been complimented on their service delivery. If you would like to comment or share a positive review about your experience at Safer Accommodations, please kindly send your feedback in writing to **Birkan Ozturk** (Co-founder and Company Director) or **John Ferraris** (Service Delivery Lead) on [info@sa-homes.org](mailto:info@sa-homes.org)

## SAFER ACCOMODATIONS: Our commitment to Equality, Equity, Diversity and Inclusion

Safer Accommodations are committed to embedding and promoting anti-discriminatory practices throughout our work which is reinforced by our **four** organisational values of:



As a service provider, we recognise the culture, religious and racial origins of young



adults in our care and celebrate diversity. We value, embrace and respect individual differences and perspectives of all young adults we look after and support our staff and service users to participate in cultural traditions.

As an equal opportunity employer, we are committed to supporting a diverse and inclusive culture and one which treats everyone with dignity, respect and fairness irrespective of race (which includes colour, nationality and ethnic or national origins), sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity. We value different experiences and perspectives and strive to create an inclusive environment where everyone can be their authentic selves.

