

Statement of Purpose

Supported Living Service

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Our aim, objectives, and ethos

At Sakura Care, our aim is to empower our young people to grow and achieve through holistic support as they begin their journey towards independence. Our commitment is to provide a nurturing environment, where looked after young people, aged 16 and above, are offered the guidance, resources, and support needed to flourish as they transition into adulthood. Sound knowledge and experience of current immigration policy and procedure means that we can also provide support and assistance to young people seeking refuge in the UK, or those that may be struggling with their transition to living in the UK.

We aim to foster an atmosphere of respect, inclusion, and individuality, where each resident's unique experiences and aspirations are acknowledged and valued. We recognise the challenges many young people have faced and work diligently, with a trauma informed approach to create a safe space that promotes healing, resilience, and personal development. We assist and promote the key aspects and skills required, to enable a young person to build resilience and adapt to change.

Our work with young refugees is rooted in empathy, cultural sensitivity, and a commitment to empowering these resilient young people as they navigate a new chapter in their lives. We understand that the challenges faced by young refugees are unique and often involve trauma, displacement, and adaptation to a foreign environment. Our foremost priority is to create a nurturing and inclusive space where they can find solace, support, and the resources needed for a successful integration. We encourage our young people to gain the social and emotional skills necessary to live independently and engage positively within the community.

Being in the care system can have a profound impact on young people, shaping their behaviours and emotional well-being in various ways. While each young person's experience is unique, most will have struggled with feelings of abandonment, loss, and a sense of instability. These emotions can manifest in behaviours such as attachment issues, difficulty forming trustful relationships, and sometimes, a tendency to withdraw or act out as a form of communication. Young people growing up in the care system may also struggle with low self-esteem, identity challenges, and a heightened need for control over their lives. With appropriate support, guidance, and a stable environment, many young people in the care system can overcome these challenges and build resilience, ultimately thriving as they transition into adulthood. Sakura Care places great importance on the presence of supportive relationships, and access to resources and opportunities.

Our skilled and trained team of support workers, collaborate closely with our young people and other supporting agencies to co-create personalised pathways towards self-sufficiency at a pace and level appropriate to their individual need. Our culturally diverse team is equipped to address the specific needs of young refugees, offering personalised support. We provide emotional support, educational guidance, and vocational opportunities, all within a community that encourages camaraderie and mutual growth. Community engagement is at the heart of Sakura Care philosophy, and we encourage interaction among young people, facilitating the exchange of stories, traditions, and experiences. By creating a sense of belonging, we help young refugees build connections and develop a network of peers who share similar backgrounds and aspirations.



At Sakura Care, we are not just a home; we are a family. We are driven by the belief that every young person possesses the potential to achieve greatness when provided with the right tools and a supportive community. Our homes are a testament to our commitment to shaping a brighter future for each young person, inspiring them to overcome obstacles, embrace opportunities, and confidently step into their independence.

Organisational Structure

Sakura Care is a small business that consists of three directors and a staff team of seventeen (see annex a, for organisational chart) We have a Deputy Service Manager who oversees both the High Needs and UASC Projects within and reports directly to the Operations & Service Directors. The High Needs and UASC Manager are supported by Deputy Managers who have oversight of the day to day running of the homes and share oversight of a team of eight support workers. There are currently three senior support workers and five support workers. All direct managers have a minimum of a Level 5 in Leadership & Management or equivalent. Staff are supervised on a 4-6 weekly basis and regular monthly management meetings are held to ensure the Senior Management Team are aware of all relevant information. The Directors are frequently involved in the supervision of all staff to ensure the ethos is maintained throughout the business.

Accommodation & Staffing

Sakura Care provides the following categories of accommodation as defined in the Supported Accommodation Regulations:

Category 2

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

Our transitional service offers both accommodation and support, to young people aged 16-21. We offer medium to long term placements and, in some circumstances, emergency placements. We ensure that our staff team are fully trained, and work with a trauma informed approach so that we can support young people from a variety of backgrounds, including those with attachment issues, emotional and behavioural difficulties, and some learning disabilities. We accommodate all sexes and genders, sometimes in mixed settings with various levels of staffing dependant on the young person's need.

We recognise that some young people require more intensive support and so we offer a wide range of staffing models to ensure all our young people have the support that they need when they need it. This can range from 24/7 support to more relaxed 'drop-in' support, and we also offer a transitional programme for young refugees (see annex b) which focuses on higher levels of staffing initially, with a step-down plan tailored to the individual need of the young person. This offers a more flexible approach to the support needed and allows an initial focus on orientation and support transitioning to life in the UK. Any young person moving on from our accommodation is entitled to an outreach package to continue the support and relationships that play such an important role in the transition to independence. Those young people that engage with and complete their Young Person



Independence Plan are also eligible to be nominated for a move on flat which Sakura Care will guarantor for the first year of tenancy.

Sakura Care currently has nine properties located primarily in the Portsmouth area with one property in Southampton. The largest property we have can accommodate six young people plus one emergency bed and the smallest property we have accommodates two. Our young people have their own private room and share communal areas within the home. We offer a wide range of facilities and living spaces that are designed to make our young people feel at home, with secure and comfortable bedrooms, communal areas for socialising and recreation, and a fully equipped kitchen where they can learn valuable life skills. Additionally, we have a team of caring and skilled staff members who provide support, guidance, and encouragement. The majority of our homes have outdoor areas or gardens where residents can enjoy outdoor spaces. We take pride in creating a safe and inclusive space where young people can thrive, build meaningful relationships, and embark on their journey towards independence.

The location of each property is risk assessed prior to opening, and on an annual basis to ensure the safety, well-being, and security of the young people we support. These assessments enable us to thoroughly evaluate the potential hazards and challenges associated with each specific location, allowing us to proactively identify and mitigate risks. By conducting these assessments, we can tailor our support strategies to the unique circumstances of each home, considering factors such as safety within the local community, proximity to essential services, and potential environmental or social risks. This approach guarantees that our accommodations meet the standards of safety and suitability, providing a secure environment in which our young people can thrive, develop, and rebuild their lives with confidence.

At Sakura we understand the importance of providing stability and consistency of accommodation for our young people and believe that a stable living environment is the cornerstone of well-being, growth, and development. Our approach revolves around several key principles that ensure our young people experience a safe, nurturing, and dependable place to call home. We aim to establish a physical space that is secure, comfortable, and conducive to our young people's individual needs and we work directly with our young people to create a sense of belonging and ownership. Our young people are encouraged to decorate/furnish their bedrooms to their preference and all our communal areas are decorated to a good standard with modern and up to date interior furnishings. At Sakura we believe it is crucial to involve young people in decision-making processes regarding accommodation improvements or changes, to show them that their voices genuinely matter and can influence positive outcomes. Support staff will meet with young people regularly either in House Meetings or Key Work Sessions in order to ensure that their voices are heard regarding their home. Whilst the support we offer focuses on teaching our young people to maintain their living space independently and to clean after themselves, we understand that many of our residents will struggle with this due to previous life experiences. Staff will ensure that they maintain the homes to meet high standards of cleanliness and functionality, to ensure a comfortable and stable living space for each young person.

All homes are equipped with Wi-Fi and young people have access to a house mobile should they need to contact professionals or family members. We provide care/welcome packages, bedding, and towels to all young people when they move in and in some instances emergency clothing. All bedrooms have



fire safety compliant, lockable doors to ensure the safety and security of our young people and their belongings. We aim to ensure that our accommodation is near a main bus route or train station and are near to local colleges and job opportunities.

Our staff team actively build relationships and connections in the local area to support for our young people in the best possible way, to achieve their full potential and prevent the stigmatisation of young people in the care system. We utilise our social media pages to share any updates and positive achievements of our young people and their involvement in any local community projects. Our social media also allows us to build professional and personal relationships within our local community and keep up to date with any issues within the community. We work closely with Local Authorities, encouraging young people to attend any organised activities or events. We encourage positive local relationships with police and frequently arrange visits from local PCSO's and MET teams so that young people can feel familiar and safe within their local community and help those who may have built up negative views of the Police in their lives.

Sakura Care complies with all relevant Health & Safety and Fire Safety Regulations and a Fire Safety Risk Assessment is carried out on all Sakura homes by an independent FSRA Organisation prior to young people moving in. Weekly fire safety checks are carried out by staff with management oversight and all staff are fire safety trained. All young people are made aware of the fire evacuation plan on their move in day and regular fire drills are carried out quarterly to ensure that both staff and young people know what to do in the event of a fire. Where homes do not have a designated manager on site, the Health Safety and Maintenance Manager (HSM) will ensure that all weekly checks are carried out on the property. The HSM is also responsible for ensuring that any reported maintenance issues are logged and actioned within an appropriate timescale and the planning and delivery of any cyclical maintenance to ensure that all Sakura homes continue to be an accessible, safe, and secure environment for our young people. Staff are trained in Health & Safety to ensure that they can identify any risks and record and report them accordingly whilst Home Managers assume responsibility for the monthly Health & Safety walk through with HSM Manager oversight.

We do not use video surveillance at Sakura, rather we rely on staff presence and the use of video doorbells to review those entering and leaving our homes for the purpose of safeguarding and ensuring the welfare of the young people placed with us. In certain homes, where there is heavy pedestrian traffic outside, the ring camera will be placed inside the home pointing directly at the door to capture anyone entering or leaving the property. Consent forms are issued with the Young Person's guide and to the placing Social Worker during the placement planning meeting.

The safety, security, and well-being of our young people is paramount, and our robust procedures, well-trained staff, and comprehensive lone working policies ensure that every young person can thrive in an environment that prioritises their physical and emotional safety.

Our Service



Past experiences can leave our young people lacking the essential social and emotional coping abilities needed for self-sufficient living. We recognise that some young people encounter significant challenges during the transition to adulthood, often leaving the care system unprepared and hesitant to engage with the available support. We emphasise the significance of nurturing relationships to create a healing environment and prioritise strong community values in our approach.

Our support focuses on guiding our young people to raise their self-awareness and an understanding of themselves as valued yet accountable young adults. Our objective is to decrease their reliance on external constraints and consequences for managing emotions and behaviour, and instead, guide them towards making positive life choices of their own accord. Many of our young people have experienced a highly regulated and controlled upbringing within the care system, which can result in feelings of disempowerment and an inability to comprehend or accept the consequences of challenging or antisocial behaviours. Young people in the care system often perceive a lack of control over their own destiny and may believe they have no influence over their futures. Those who access our support can struggle to grasp that they possess the power to alter their future prospects and may find it difficult to shoulder the responsibility for the consequences of their actions. Consequently, they can become frustrated or disengaged from those they view as authoritative figures. Our aim is to support our young people to develop their independence skills while also helping them come to terms with their past experiences and begin again. We firmly believe that by collaborating with young people to enhance their belief in, and understanding of their connection to society, we can strengthen their internal sense of control and support them to engage positively both emotionally and socially within their local community.

All young people will receive a comprehensive needs assessment upon entry to our service. This needs assessment will inform the individually tailored support plan to be offered to the young person throughout their time with us. We will complete an initial 4–6-week assessment during the settling in period for all young people entering the service and there will be regular 1:1 discussion with the young person to ensure that their voices are captured, needs understood and that any plans made are recorded.

The support and advice offered by staff will be outlined in an Individual Support Plan (ISP). This will be produced by Sakura staff working with the young person and their social worker and will be reviewed on a quarterly basis with clear monitoring of progress made and skills developed. By tailoring our approach to the individual, we provide a stable, holistic and supportive framework that nurtures their growth and progress. All young people will have identified areas of need within Sakura. Expectations that support the development of the young person will be discussed with them and a plan will be developed taking into considering all mitigating factors of the young person's ability, emotional wellbeing, historical risk, and trauma. This support will be broken down into key areas that should be agreed during weekly sessions between the young person and their allocated keyworker. Feedback will be given to the young person detailing their progress and identifying further areas for development. A file will be compiled which documents the young person's Individual Support Plan, Risk Assessment, and brief recording of daily events. Young people in our service are fully involved in the planning of their journey and are inclusive of decisions made about their support.

All young people will have access to their support plans, reviews and will be fully included in any decisions made about their lives. We will ensure that all aspects of a young person's life are considered when setting goals to be able to achieve realistic outcomes. The objective of staff is to



support, advise, record and report through a structured plan and to identify an individual's strengths and their needs for the future. Each young person that resides with us will be supported to complete a 'Young Person's Independence Plan' or 'Y-Pip'. This will follow the young person throughout their journey with us and support them to learn all the skills necessary to be able to live independently. The Y-Pip covers the most basic skills from how to change a lightbulb through to monthly budgeting plans and becoming tenancy ready, all at the young person's individual pace. In addition to this, all our young people can utilise 'The Training Hub', where they can access a range of training courses to improve employment/education opportunities.

We support and guide our young people to developing a positive outlook on life, allowing them to experience both barriers and success and explore ways of finding resolution. We identify five key areas of support for young people in our service that we feel are key for overall development for them to transition into independent adulthood.

- Personal and household
- Practical life Skills
- Financial Skills
- Educational Skills
- Employment and Training Skills

At Sakura we strive to ensure that all young people can make suggestions about the service Sakura provides, we offer a variety of ways for young people to communicate with staff to support individual needs, any suggestions made will always be reflected on, discussed, and communicated back to the young people. which will be reflected on in group discussion. We ensure that all young people are supported and encouraged to express their views and know their rights. All young people have regular opportunities to have their views heard and documented. We offer this through the following platforms:

- formal and informal discussion.
- our in-house advocacy programme.
- assigned key worker.
- clear communication processes with multi agencies.
- tailored quarterly support plans and reviews.
- compliments and complaints procedure.
- risk management plans.
- flexible staffing arrangements.

All young people at Sakura will be expected to take part in health and safety discussions, fire safety routines, safe use of kitchen equipment, independent shopping, budgeting, communal living and learning how to use home equipment safely and responsibly. Young people will be expected to take ownership of their own medical concerns, education and training needs, social choices, and behavioural challenges. Sakura will be there every step of the way to offer advice, guidance, support, and suggestion, showing leadership, empathy and encouragement whilst giving the young person the tools, education, and life experience to grow to become confident and self-sufficient in managing independent living skills.



We will provide all young people with relevant key information that can support and impact their future in the young person's guide and throughout their tenancy with us. Our advocacy programme will identify areas of need and ensure that all young people have equal opportunities and highlight their rights and entitlements. All young people will be made aware and where appropriate invited to discuss their tenancy alongside multi agency workers. Sakura will ensure that all young people have access to a community board, house meetings, suggestion for change and weekly key work sessions. Sakura strive to work collaboratively with multi agencies to ensure that the best possible outcomes are achieved.

Sakura collaborates closely with relevant authorities, including child protection agencies and legal guardians, to ensure that the young people's rights are upheld, and their best interests are at the forefront of decision-making. Regular communication and information-sharing with these agencies contribute to a cohesive and stable support network around the young person.

Sakura works in line with the principles of the Equality Act 2010 to embed anti-discriminatory practise towards our young people, their family members, and the staff team. Sakura is deliberate and proactive in its resolve to ensure that there is a diverse team working to support our young people. We are committed to upholding anti-discriminatory practices in every facet of our practise, and we firmly believe that every individual, regardless of their background, abilities, or identity, deserves to live with dignity, respect, and equality. Our staff team is trained to recognise and challenge discrimination in all its forms, whether it's related to race, gender, sexual orientation, disability, or any other characteristic. We strive to create an inclusive and welcoming environment where our young people feel valued and empowered. Through continuous training, awareness-building, and a person-centred approach, we work to ensure we eliminate discrimination and promote a culture of understanding, compassion, and fairness within our homes. Our commitment to anti-discriminatory practices is the cornerstone of our mission to provide the highest quality of support to our young people.

Additionally, Sakura recognises the significance of maintaining consistent and caring relationships. Our staff members are not just support workers; they become trusted adults who aim to build meaningful connections with the young people. We staff our homes dynamically and in accordance with the needs of the residents, allowing for individual attention, emotional support, and the building of genuine bonds. This continuity of staffing ensures that the young people experience a consistent presence, which is particularly crucial for those who may have experienced disruptions in their past.

Sakura promotes further education to all young people; we identify a training need and area of interest for all young people. We are conscious that not all young people strive for further education however through our quarterly support plans and key work sessions we promote and offer advice around possible training and education in areas identified. Sakura will discuss future opportunities that education and training can provide to all young people. Sakura educates all young people regarding financial stability, housing costs for independent living and the cost of living associated with this, enabling the promotion of employment and the benefits this can have to a young person's life.

At Sakura care we promote the independence of health and wellbeing and the safe management of identifying health needs in each young person. Sakura will not hold or dispense medication as general practice, however, can identify that at times young people may need support to manage medication, we have a clear medication policy that is in place at Sakura Care and will work alongside multi agency



professionals to ensure that all young people are safe from harm when managing medication. Medication will be stored in each young person's own bedroom in a safe locked box unless there is an immediate safeguarding risk. Medication stored at any time with Sakura staff will be recorded and dispensed using a MAR sheet. Due to the nature of supported living accommodation medication can only be stored for a short period of time with Sakura staff. Sakura will work collaboratively with medical services to ensure that the best possible way of prescribing and dispensing of medication to each young person is achieved and is within their best interest, health and wellbeing and development. Sakura Care promotes health and wellbeing to all young people through, healthy eating, positive exercise, routine, group activities & 1:1 sessions. Sakura staff are trained to identify areas of need with all young people's health and wellbeing and find ways to support that are person centred.

Members of Staff will never physically intervene to manage the behaviour of the young people, instead they will use de-escalation training to support the young person to make safe decisions for themselves and any other residents in the property. In the event of the member of staff feeling unsafe at any time, they should leave the property and telephone Sakura's on call manager. If the member of staff feels it necessary, they should also contact the emergency services. We do not put any sanctions in place with the young person and there will be no financial deductions from young people's weekly allowance. If a young person causes criminal damage or theft of Sakura's property, the young person will be given the opportunity to reimburse the value of the damage/property. Should the young person choose not to do this the alternative action of involving police may be appropriate, however Sakura always seeks to avoid criminalising young people wherever possible.

Sakura sets reasonable and manageable expectations, enabling the young people ownership and responsibility. We believe and promote the restorative process wherever possible. If a young person is willing to engage and work towards a new beginning, then we will always support this. In the event of a young person continually failing to live by the house rules then the young person will be spoken to by the relevant member of staff. This conversation will be written up clearly explaining what has happened and what behaviour will need to change or not be repeated. A copy of this will be shared with the young person's social worker.

In the event of further rule breaking then a meeting will be convened with the young person, their Social Worker, a parent, or guardian (where applicable) and the Home Manager or relevant Senior Manager. It will again be explained to the young person what the behaviour is that must change and what they are required to do for their tenancy to continue. This will also be shared in writing. Any further rule breaking by the young person may result in the young person being placed on a 28-day suitability assessment. If the young person continues to present behaviours that go against the community values and house rules, then either twenty-eight days' notice will be served, or immediate termination of the placement will occur. This decision will be made at a meeting of all involved agencies and key people involved with the young person.

If we need to safeguard the young person or other residents within the home, we may take action that could result in the immediate termination of the placement. If a young person displays serious behaviours this could also result in an immediate termination of the placement regardless of whether there have been previous behaviours or not. This decision will always be based on the risk of significant harm.



Complaints

All young people are provided with information about their right to complain, how to complain and what happens when they complain, in their young person's guide and are reminded of the procedure on a regular basis throughout their tenancy.

Young people can complain directly to the Registered Service Manager in person, in writing or by telephone, if they are unhappy with any aspect of their support or tenancy, by contacting:

Gemma Putman email: gemma@sakuracare.co.uk Tel: +44 7393 696513

or

Simon Putman email: simon@sakuracare.co.uk

(Address and postcode available on request)

A complaint may also be made by a third party acting on behalf of the young person if they have appropriate consent to do so.

To ensure the complaints can be dealt with quickly and efficiently Sakura will ensure:

- That the young person has private access to a member of staff if requested.
- Representatives, relatives, and other significant people have access to staff if requested.
- The young person has a regular opportunity to discuss aspects of their placement and any issues arising with other residents.
- That the young person has immediate and private access to any representatives in the case of a serious complaint.
- Paper, pen, envelope, and postage when needed should be provided for the young adult to write the complaint. If the young adult requires assistance to complete the written complaint, then this should be offered.

Our complaints policy can also be accessed in full via our website www.sakuracare.co.uk or by email request to info@sakuracare.co.uk

Safeguarding and Child Protection

It is the policy of Sakura to act within the legal framework of the following:

- Children Act 1989, Children Act 2004, Children and Social Work Act 2017
- The Protection of Children Act 1999
- The Human Rights Act 1998
- The Sexual Offences (Amendments) Act 2000
- The UN Convention of the Rights of the Child
- The National Care Standards Act 2000.



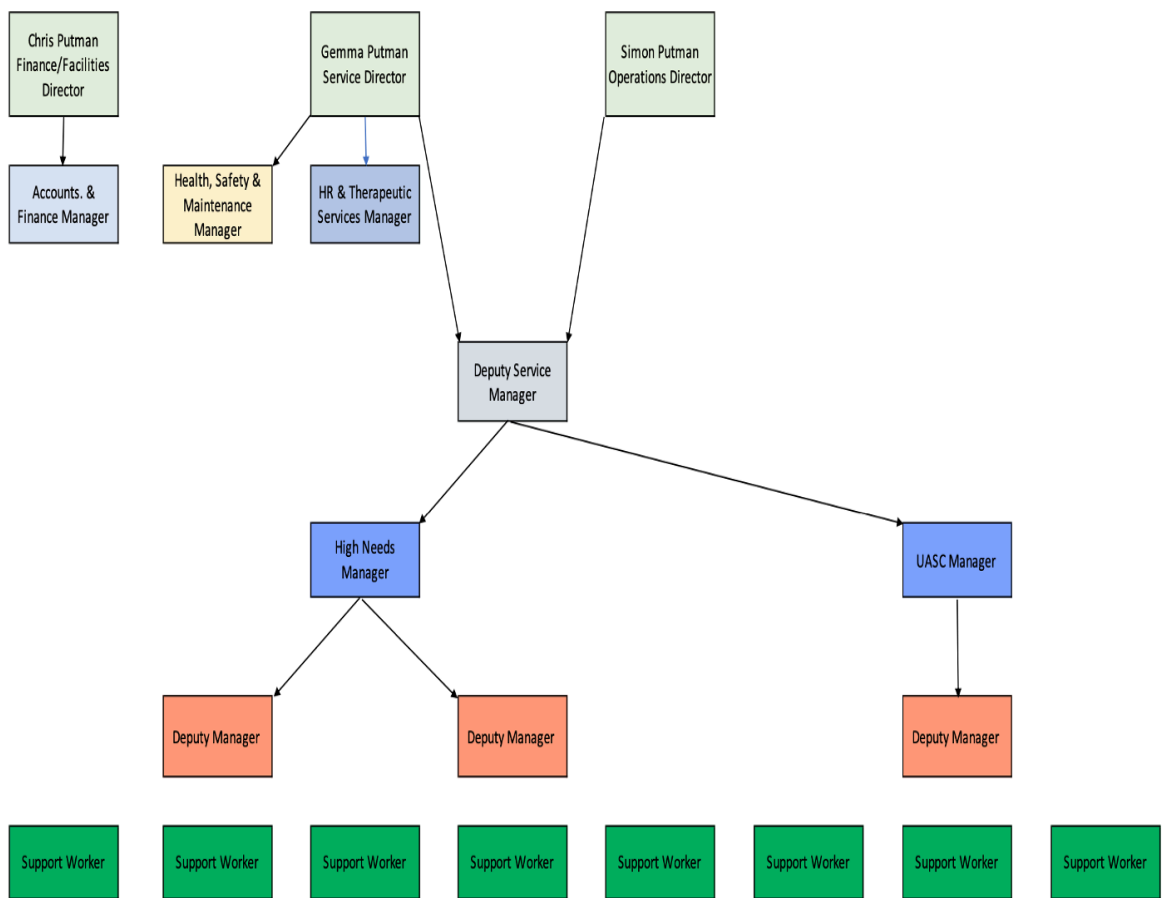
Sakura Care also embraces the policy practice and requirements of placing Local Authorities Safeguarding Children Board (LSCB) with the expectations and requirements of “Working Together to Safeguard Children” July 2018.

To ensure that we comply with all the above legislation and guidance and to keep our young people safe we have our own in-house policies. Anyone employed by Sakura is expected to always adhere to these policies, and to report immediately if they are ever breached. To effectively safeguard our young people, it is imperative that all these policies are looked at collectively.

Anyone involved in the support or protection of a young person can access our Child Protection Policy via our website www.sakuracare.co.uk or by email request to info@sakuracare.co.uk



Organisational Chart





Stage 1	Stage 2	Stage 3 without Leave to Remain or under 18's	Stage 3 with Leave to Remain	Stage 4	
New Arrivals on Safety Plan (2 week period)	Transitory stage for those coming off safety plans or those with higher support needs. Y PIP Folder Commences at Stage 2	Semi Independent - The Young Person should be assessed in placement (minimum period of six months) and able to evidence, through Y PIP or alternative that they are able to live mostly independently and within a shared environment.	Semi Independent - The Young Person should be assessed in placement (minimum period of six months) and able to evidence, through Y PIP or alternative that they are able to live mostly independently and within a shared environment.	Fully Independent Tenancy (secured through Sakura) offered following a minimum of a 12 month period at Stage 3 (to assess suitability)	
24/7 staffed shared accommodation	24/7 staffed shared accommodation	Shared Accommodation with floating support and bi weekly house meetings. Some support for health/legal/education appointments secured through individual key work hours.	Shared Accommodation with floating support, consisting of two daily drop ins (minimum of one hour each) and bi weekly house meetings. Limited support for health/legal/education appointments although support will be given to book these in.	No staffing other than interim landlord checks.	
Orientation period of up to 12 weeks, staff will complete safety plan work and escort on all community outings. Minimum of 10 Individual Support Hours to arrange Solicitors, Colleges, Health Appointments and Registrations. Further work to familiarise with local area and public transport. Personal Allowance of £57.90	Individual Support Hours tailored to the needs of the young people but a minimum of four hours required. Gym membership and Bike Loan Scheme included along with incentives for clothing allowances based on engagement with Y PIP. Staff will support with appointments (providing there are no clashes) and encourage attendance. Personal Allowance of £57.90	Individual Support Hours tailored to the needs of the young people but a minimum of four hours required. Gym membership or Bike Loan Scheme available. YP's make a £10 weekly contribution to wifi and utilities. Personal Allowance of £57.90 paid weekly	Individual Support Hours tailored to the needs of the young people but a minimum of four hours required. YP's claim housing element of Universal Credit and make contributions to utilities as below:	No individual support hours. Young person is responsible for all utilities and rental price.	
Weekly Fee Individual Support Hours Personal Allowance	£865.00 Weekly Fee £225.00 Additional Individual Support Hours (minimum) £57.90 Personal Allowance	£865.00 Weekly Fee £90.00 Individual Support Hours (minimum) £57.90 Personal Allowance (paid to YP)	£565.00 Weekly Fee £90.00 Individual Support Hours (minimum) £57.90 WiFi Water Gas Electric Local Housing Allowance Cost to YP	£365.00 Weekly Fee £90.00 Individual Support Hours (minimum) £3.00 £5.00 £6.50 £5.50 £134.63 £154.63	
Cost to Local Authority	£1,147.90	£1,012.90	£712.90	£455.00	
Cost to Local Authority	£0.00	Cost to Local Authority (excluding PA)	£712.90	Cost to Local Authority	£0.00