



SILVER BIRCH CARE
16+ ACCOMMODATION & SUPPORT SERVICES

STATEMENT OF PURPOSE

OUR MISSION STATEMENT

“To provide looked after young people with a safe and nurturing environment, one that promotes empowerment, independence and choice, while enhancing their core living skills, and ability to move across the care continuum into fully independent living.”





OUR VALUES



The core values embedded in our beliefs and daily performance include:



integrity



fairness



respect



compassion



dignity



empowerment



collaboration



responsibility

ABOUT US

Silver Birch Care was established in 2006 to provide support for looked after young people aged 16 years and over across our 33 supported living homes. We work in partnership with 33 Local Authorities and County Councils and provide services directly to HM Government Home Office.



OUR VISION

Our vision is to be recognized for providing first-class supported living services to our looked after young people in a safe, comfortable, and welcoming environment; one in which we would be happy to treat our own families.

We believe that with the appropriate support and guidance, every young person has the potential to develop the motivation and skills they need to lead a fulfilling and rewarding life. Our aim is to create a supportive environment in which to facilitate each young person's access to education or vocational training, and to support them on to a diverse range of employment opportunities.

We recognise the challenges young people may encounter as they prepare to leave local authority care and make the transition into independent adult life. We believe that by providing young people with positive role models, and dedicated, empathetic, experienced support staff, we can successfully equip them with the life skills they need to move forward and make positive contributions to their wider communities.

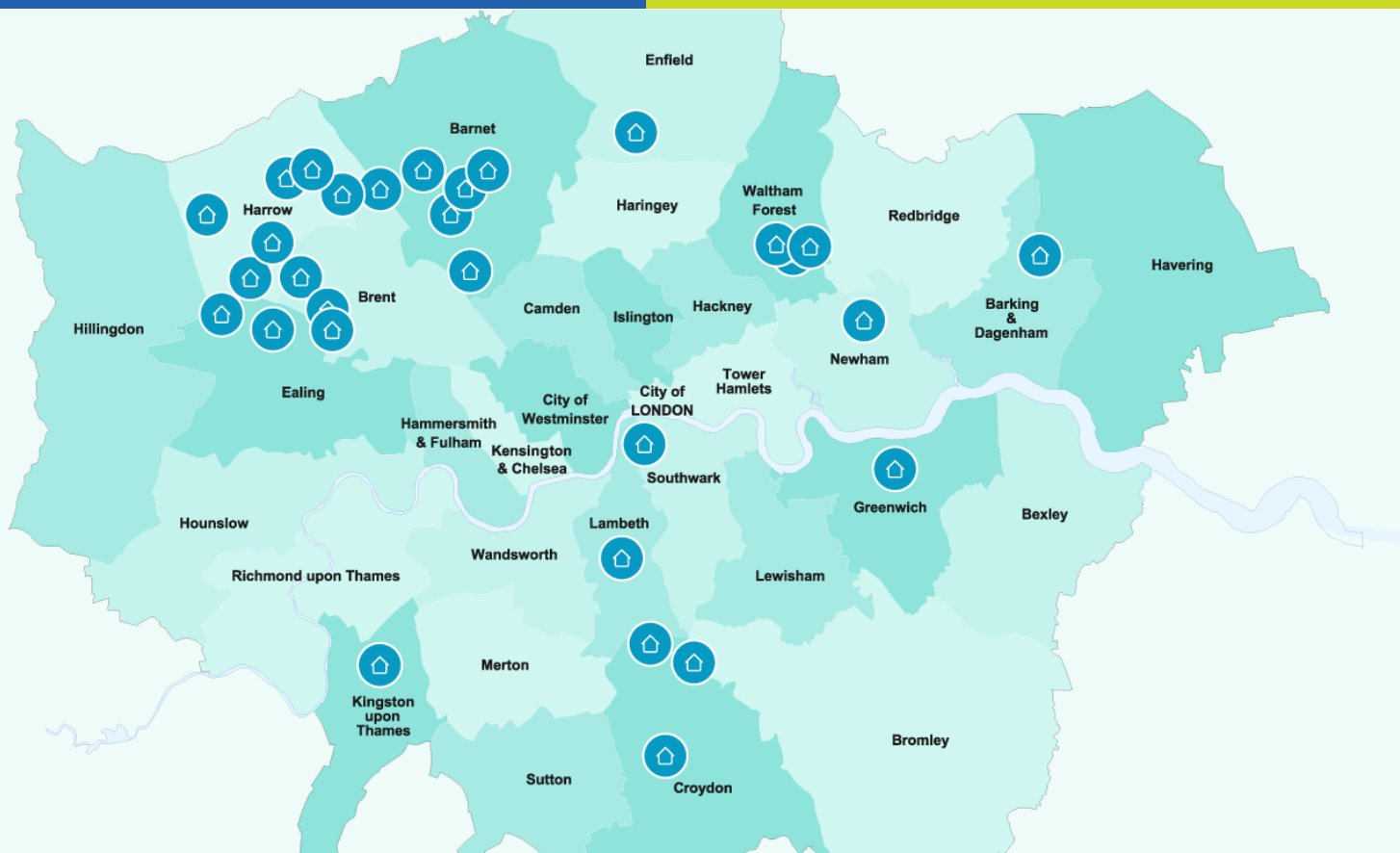


OUR SUPPORTED LIVING HOMES

We currently have 33 semi-independent homes across London, Cambridgeshire, Hertfordshire, and Peterborough. All our homes are fully modernised and completely refurbished, with a fully equipped staff office, spacious bedrooms that can be decorated to the bespoke needs of each individual, and well-appointed communal areas. All properties further benefit from state-of-the-art CCTV systems in all outside and communal areas to ensure the safety of all our residents.

PLACEMENT PROCESS

Our Placements Manager (L3 Safeguarding) carefully assesses each referral request, conducts a risk assessment related to the young person's needs, and reviews accommodation availability including suitability match with existing young people in our home, before making a placement offer. We use the referral to also consider any of their specific needs – e.g. interpreter, Makaton, cultural and religious needs, and access to circles of support. Each young person has a designated Key Worker to support them to achieve their own aspirations and ambitions through education, training, and lifelong learning; helping prepare them to develop life skills to live independently.





LEVELS OF SUPPORT

Our success, passion and commitment require us to always provide the highest standards of support, and to consistently encourage the development of opportunities for our young people, and our skilled, dedicated staff team.

Our supported living service is managed by a team of professionals with over 40 years' experience in this field.

Semi-Independent support ranges from:

- Staffed 24/7 Semi-Independent provisions
- High support staffed 24/7 Semi-Independent provisions
- Outreach work
- Emergency 24hr referrals

THERAPEUTIC AND PSYCHOLOGICAL SUPPORT

We have access to several therapeutic interventions that aim to provide psychological assessment and therapeutic support for young people with complex and challenging needs. This therapy takes an integrative approach, ensuring that all young people get the right support, at the right time, using the right therapeutic approaches.

We also use the BERRI assessment tool throughout young people's time in our care, providing us with reliable outcome metrics that enable us to evidence the difference our support is making to their lives. It focuses on the following areas of development: Behaviour, Emotional wellbeing, Risk (to self and others), Relationships, and Indicators (of psychiatric or neuro developmental conditions). BERRI identifies needs and tracks progress in complex young people, provides a measure of efficacy, targets and tracks specific concerns we may be working on, and provides overview measurable data about each young person.





WORKING WITH YOUNG PEOPLE

Our staff apply a strengths-based person-centred approach when working with all our young people. This enables our young people to develop knowledge, skills, confidence to make informed decisions, and manage the support and care they may require.

Young peoples' characteristics and needs that silver birch care can accommodate:

- Males and females aged 16 to 25 years old.
- Unaccompanied Asylum-Seeking Children (UASC).
- Young people who experience emotional behavioural difficulties.
- Young people that are NEET (Not in Education, Employment or Training).
- Young people involved in crime, conduct disorder, and anti-social behaviour.
- Young people who require support with their independent living skills.
- Young people who require close supervision, monitoring and significant support.

When placed within our semi-independent homes, we specifically focus our work with young people on the following areas:

- The provision of high-quality accommodation in both staffed and unstaffed shared accommodation, according to the young person's needs and the requirements of the local authority.
- The development of service plans with the young person as part of a wider person-centred planning process.
- Home care skills (e.g. cooking, cleaning, and shopping).
- Budgeting skills and financial awareness.
- Exploring, researching, and accessing educational or work opportunities.
- Challenging anti-social behaviour through the use of restorative practice techniques, and by encouraging the young person to reflect on their behaviour from the perspective of significant others.
- Managing and developing personal relationships, both formal and informal.
- Developing key life skills in literacy, numeracy, and Information technology.
- Offering specialist counselling and therapeutic care if required.
- Fully preparing young people for their 'move on' to independent living at 18 years of age by helping them bid for, and secure appropriate accommodation, and support with managing any benefits applications.
- Providing post 'move on' support by arranging regular meetings with young people after they have left our care, to provide them with additional advice and support.

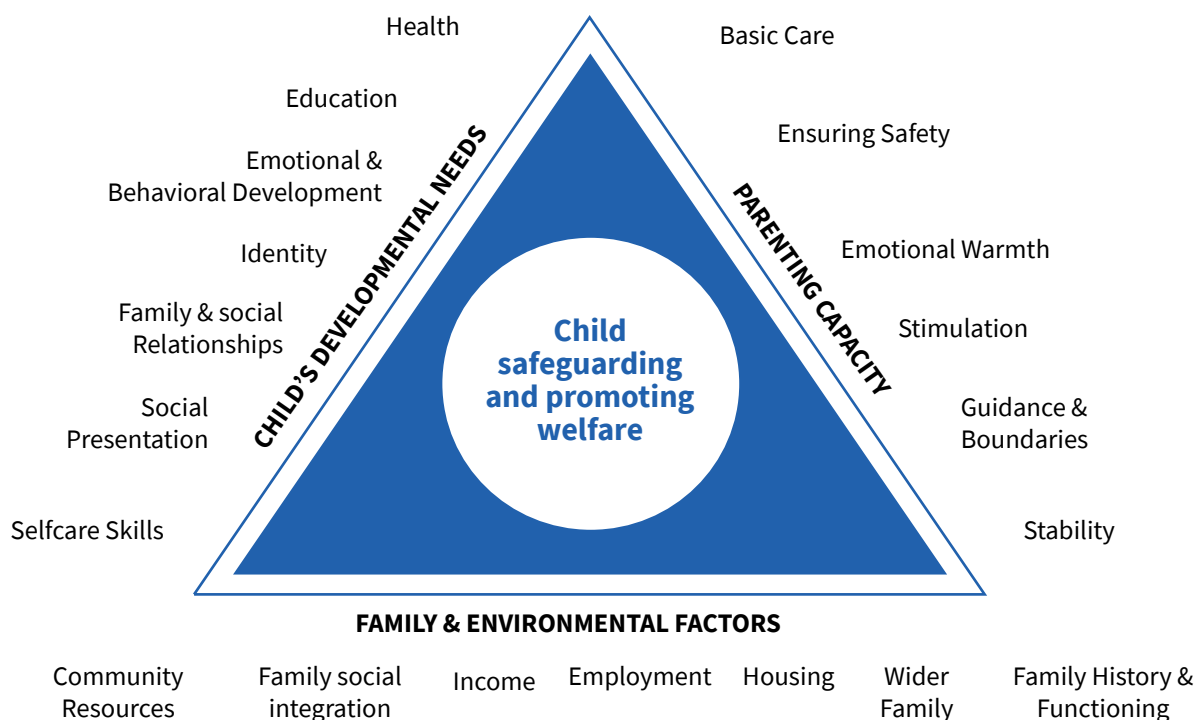




There are many young people that go through extremely difficult experiences and challenges, and often display risky behaviour. It is our role to support young people through these experiences and challenges by offering the following:

- Support to develop consequential thinking.
- Working in partnership with YOT and other agencies.
- Support with reducing substance or alcohol abuse.
- Support with family relationships.
- Work around young people suffering with post-traumatic stress disorder.
- Support with asylum applications and other legal matters.
- Gang awareness and intervention.
- Support with reducing risky behaviour that could lead to exploitation.
- Support with managing ADHD, Autism, and other behavioural developmental diagnoses.

Through well-structured Risk Assessments and Individual Care Plans, our motivated and skilled staff aim to ensure that independence and fulfilment are maximised for the vulnerable young people we work with.



The majority of our outcomes fall within the dimensions of the Assessment Framework. *

* Framework for the Assessment of Children in Need and their Families, Department of Health, Department for Education and Employment Home Office



TRAUMA INFORMED PRACTICE

We recognise that adversity and trauma can have a long-lasting impact on a young person's mental health and their relationships with other people in their lives. We see people's reactions and responses to adverse and traumatic events as attempts to survive and make meaning in their lives. We encourage our support staff to adopt a professional curiosity about adversity and trauma – to take the time to listen to the young people we work with, understand what lies behind the behaviours they present with, and avoid jumping to conclusions, making assumptions or offer solutions. We are in the process of embedding a Trauma Informed Approach into our policies and procedures, staff training and support, to ensure that we are best placed to respond effectively to the needs of young people in our care. Specific steps taken, include:

- Our Senior Leadership Team are completing a review of our policies and procedures to ensure they reflect and build upon Young Minds, Health and Education England's six principles for adversity and trauma-informed practices. Specifically, we are using the Adversity and Trauma-Informed Practice (TIP) – Guide for professionals developed by Young Minds to further integrate TIP into all aspects of the service delivery;
- Providing additional training for Managers and support staff on the Children's Home Training Hub training module on Trauma Leaving Care;
- Following Trauma Informed Practice approach that is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma, that emphasises physical, psychological, and emotional safety for everyone, and that creates opportunities for survivors to rebuild a sense of control and empowerment; and
- Recognising the secondary impact of dealing with trauma on our staff and ensuring we have sufficient support in place through enhanced supervision and reflective practice; providing staff with access to confidential counselling and support, wellbeing resources via our Health assure EAP.

QUALITY ASSURANCE

We have various systems in place to assist with setting and achieving targets, reviewing performance, and putting action plans in place to continually improve the quality of service and care delivered to all our young people.

We follow a strengths-based person-centred approach ensuring that the young person's voice is heard and listened to. Working with the young person and their Social Worker, we will develop an Individual Support Plan which is tailored to the individual needs of the young person. Each Individual Support Plan is to be reviewed by the young person, their Social Worker, and Independent Reviewing Officer within 6 weeks of their placement, and then on a 6-monthly basis. This is to ensure that all previously identified needs are being met and any newly identified requirements or changes in circumstances are taken into account when revising the plan.

We also believe it is extremely important that all our young people are able to express any feelings or concerns they may have via a secure channel. Therefore, we have created a confidential suggestions, thoughts, and feelings mailbox which they can use to share any feedback they may have regarding their placement, or anyone in it. They are also encouraged to provide consultation during sessions with their Keyworker and Home Manager.

Security and protection of sensitive information is also key for us, so we are pleased to use ClearCare Integrated Management System. It is specifically designed for the care industry and provides us with a secure solution to manage data, case files, reports, and immediate access to our tailored Key Performance Indicators. This allows us to operate and deliver our services in a more efficient and timely manner.



RELIGION AND BIRTHDAY CELEBRATIONS

We respect our young peoples' wish to engage in religious instruction and observance, and birthdays, and will always provide celebrations/parties for all young people. This includes purchasing gifts, food, and all supplies required for the celebrations.

We also arrange outside trips, which include trips to the seaside, theme parks, bowling, cinema, Go Karting, and much more. All expenses are courtesy of Silver Birch Care.



SPORTS COACHING

We recognise the importance of sports coaching in improving both physical and mental health, which is available to all our young people on request and delivered by our own well established and experienced Sports Coach. He will create a bespoke programme for the young person, setting short and long-term goals to work towards and achieve. Risk assessments will be carried out accordingly for group and individual purposes.

Our sports programme has already proven to be a great success, with young people participating in a variety of activities and challenges including boxing, table tennis and much more. It is a fantastic way to get young people involved and engaged in positive activities that promote both their physical and mental wellbeing, as well as relationship building. Our Sports Coach will also support young people who are interested in obtaining the Duke of Edinburgh Award and/or Sports Leaders Qualification, which can help young people gain important life skills, such as communication, commitment, leadership, and teamwork.

It can also assist them with developing valuable character traits like confidence and resilience, that can boost their mental health and wellbeing, and help them face and overcome personal challenges. Achieving a Duke of Edinburgh Award and/or Sports Qualification can then be used on the young person's CV and when applying for jobs or further/higher education.





EQUALITY AND DIVERSITY

We are committed to all aspects of equality and diversity which is reflected in our ethos, culture, and practice of service delivery. We treat each individual with respect and embrace the significant contributions that come from the diversity of our young people, staff, partners, and stakeholders.

Our team come from a range of professional backgrounds, which allows us to take a comprehensive multi-disciplinary approach to supporting the young people in our care. All staff are registered with relevant professional bodies in accordance with their remit within our service.

In line with our Mayor of London's Good Work Standard and Good Business Charter accreditation, we champion inclusion and opportunity in the workplace. We are one of the few social care organisations to have received the Living Wage Accreditation. At Silver Birch Care we recognise that by adopting this ethos we provide significant benefits to both the organisation and the young people in our care. Research consistently shows that the most diverse organisations, and those who make a real effort to break down systemic barriers in attracting, developing, and promoting individuals from the widest possible pool of talent, provide vastly improved services over those who do not.

At Silver Birch Care we have 130 employees and growing. Our team currently includes 84% BAME and 52% female managerial staff across all levels of seniority. This reflects the diverse backgrounds and communities of our young people and provides them with relevant and positive role models.



WORKFORCE

Employees are the most important asset in delivering high quality care. In addition to the mandatory training that is essential for the company to run safely and efficiently, staff's continual professional development is a high priority for Silver Birch Care in order to go 'Beyond Compliance'.

We aim to have a culture in which workplace activities are valued for their learning potential, and encourage all employees to take advantage of training opportunities. Some training will be dictated by statutory and mandatory requirements in relation to Health and Safety laws, Safeguarding, and the requirement of regulatory bodies e.g. Fire Training, Basic Life Support etc.

The training team at head office will ensure that staff are supported and trained to manage their caseload. We ensure through monthly supervision and an 'open door' policy that the staff member is effectively receiving regular training in a variety of methods to ensure successful delivery of the learning.

All staff receive Mandatory training and additional specific training to meet specific training needs, including:

- Safeguarding L2 and L3
- Equality and Diversity
- First Aid
- Radicalisation and Extremism
- Food Safety and Hygiene Level 2
- Report Writing and Recording
- Health and Safety Level 2
- Self-Harming Behaviours
- General Data Protection
- Child Protection
- Safeguarding Young People with Learning Disabilities
- Substance and alcohol misuse
- Staff boundaries and safer caring
- Managing risk
- Understanding and mitigating gang related activity and 'County Lines'
- Cyber bullying, e-protection
- Child exploitation training; sexual, criminal, financial and Modern Slavery
- Sexual health and personal health



- Child and adolescent development training, related to preparation for independence and the transition to adulthood (leaving care).

All our staff members are recruited within a safer recruitment framework, and have a current enhanced DBS check. All our support staff are required to be trained to QCF (NVQ) Level 3 or equivalent, and all Managers are required to be trained to QCF (NVQ) Level 5 or equivalent.

POLICIES AND PROCEDURES

Silver Birch Care has a robust and comprehensive set of policies and procedures that support best practice and legislative requirements. These are reviewed regularly to enable updates and ensure compliance.

A copy of our Young Peoples Handbook is also given to every new young person upon arrival at their SBC unit. The handbook contains all the key things that every young person needs to know about so that they can make informed decisions about their semi-independent living placement. This includes our core values, rules and procedures, and rights and responsibilities for young people. Our staff take them through the handbook to ensure that they understand all the rules and policies.



“Thanks for what you did for us today I do appreciate it, I never forget what you did for me – you and all the staff too, they were my family”

Previous Looked After Young Person

“I have worked with Silver Birch Care now for many years. I have found their staff professional, dedicated and committed to all the young people in their care. I will continue to place young people in their care, as I know they will be safe and well looked after.”

Senior Social Worker, London Borough of Hammersmith & Fulham



HOW TO MAKE A REFERRAL

- A referral must be made via email to our Placements Manager at placements@silverbirchcare.com. If the referral is initially made by phone call, this must be followed up in writing via email together with the referral details and risk assessment, if applicable.
- The referral must include information such as age, gender, information around any safeguarding concerns, and as much information as possible in regards to the young person's life experiences and background.
- SBC will then conduct a risk assessment and placement match for the young person being referred to us. The aim is to establish any possible causes for concern based upon information available at the time of referral.
- SBC will respond within two hours, if not immediately to acknowledge receipt of referral and identify whether we feel we are able to meet the young person's needs or not. If SBC are unable to meet the needs, SBC will advise the reasons why in writing, and the referral will be closed.

Referrals made through dynamic purchasing vehicles (Care Place):

- SBC Placements Manager will receive an email notification that our service has been chosen and details of our homes that have been selected will be displayed.
- Placements Manager can then access the information on the site and download the referral and risk assessment. Placement risk assessment and matching process will be carried out and an offer will be made if applicable. If we are not able to offer a placement there are options to select according to the reasons for rejection.



CONTACT DETAILS

📞 020 8848 1800

✉ placements@silverbirchcare.com

📍 SBCH House, 212 Ballards Lane, Finchley, London N3 2LX

