

STATEMENT OF PURPOSE

Principles:

Outcome- focused

Person-centred

Strengths-based

Trauma-informed

Coproduction

UASC specialist



Our vision is of a world in which all young people are able to fulfil their potential and make the positive transition to independent, adult life.

Our mission is to provide housing, support and training for young people who have experienced disadvantage and isolation.

Our ambition is to develop a replicable model of best practice for agencies and individuals involved in the support of care experienced young people, including those seeking asylum.

We value diversity, encourage individuality, and celebrate difference. We empower each other, respect everyone and treat people with dignity. We believe that all young people should have equality of opportunity, whoever they are and whatever their background or identity.



Our full Equality, Diversity and Inclusion policies are available on our website (link [here](#))

“I respect Pathways because if I need help they always support me and look out for what is best for me” young person

About us

Pathways to Independence (Housing) UK – known as ‘Pathways’ by our young people - is a social purpose business with not-for-profit activities that has seen a two-decade record of successfully supporting thousands of young people across the South East of England. We provide high-quality supported accommodation, specialist support for young people from asylum-seeking and refugee backgrounds, and bespoke life skills training to our young people, aged sixteen and over. We use our expertise to help people navigate the difficult path to independence, the complicated asylum process, life in the UK and help them to integrate into their local communities. We use our expertise in safeguarding to ensure that concerns are followed up, compromising behaviours are disrupted and risk-taking behaviours are managed and reduced.

“The people are good and help me too much, about the court, my life, everything. I appreciate that. It's been very positive. People show me respect.” Young person

Contact us

If you have any questions or would like further information about our services get in touch.

Young People’s Centre

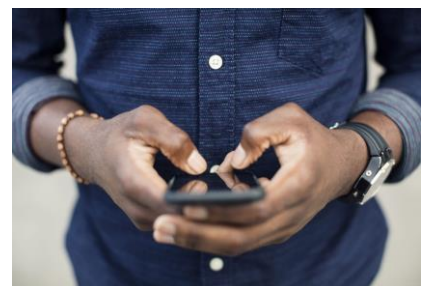
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Our aims – We have worked with our young people to co-produce our aims.

- Feeling safe
- Having increased social connections
- Feeling valued and having a sense of belonging as part of a community
- Having increased self-confidence and agency

Empower young people to make positive choices by:

- Providing safe, secure housing in areas where their needs can be met and by providing accessible and psychologically informed specialist support.
- By providing information, guidance and support around their rights and responsibilities, realistic options and working towards securing positive outcomes.

Enable young people's involvement in their communities by:

- Embedding their involvement in decisions that affect them within the organisation and working towards replicating this in the communities in which they live.
- Working in partnership with other agencies to build links with community groups so that they feel connected to others and develop a sense of belonging.

Collaborate to positively influence policy and practice by:

- Challenging stereotypes, raising awareness of the experience of young people from an asylum seeking and refugee background, and encouraging communities and society to be more welcoming through changes in practice.
- Disseminating good practice guidance on working with young asylum seekers and refugees and Triple Planning throughout the asylum process, including through knowledge sharing with Local Authorities and providers to strengthen all services that support young people.

Our Services

We can work with:

- ✓ Any young people who are in care or care experienced aged 16 and over
- ✓ Young people from refugee and asylum-seeking backgrounds (also known as UASC)
- ✓ Young people seeking asylum who have just arrived in the UK (new arrivals)
- ✓ Young parents with dependent children

We offer various accommodation options:

- ✓ Single units – one-bed flats/studios (Category 1 Supported Accommodation)
- ✓ Shared units (3, 4 or 5 beds), living with other looked after young people and care leavers (Category 2 Supported Accommodation)
- ✓ Single and mixed-gender accommodation



We offer various support models:

- ✓ Enhanced support – 8 hours of support (6 one-to-one and 2 group work)
- ✓ Medium support – 5 hours support (3 hours one-to-one and 2 hours group)
- ✓ Low support – 2 hours of support (2 hours one-to-one, can also access 2 hours group)
- ✓ Support only model (any support model with no accommodation attached)

We can also adapt any of the models above to meet individual needs by agreement.

We help young people with training to prepare for independent living:

- ✓ Delivery of bespoke life skills training through one-to-one and group sessions
- ✓ Support for life skills training provided by colleges and other organisations

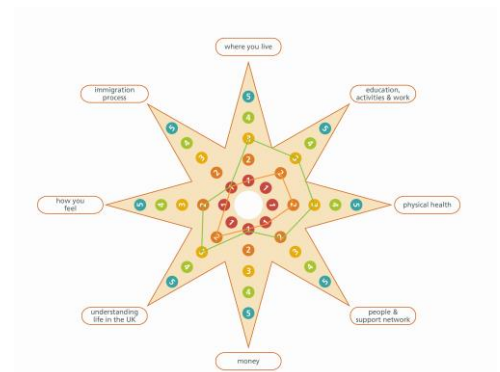
We support young people to understand their rights and entitlements:

- ✓ Supporting understanding of entitlements as looked after children and care leavers
- ✓ Developing understanding of life in the UK including rights and responsibilities

Our Outcomes

We are **outcomes-focused** so young people leave the service prepared for independent living. Each young person has an assigned keyworker, who uses the Outcome Star™ process to talk with the young person and help them understand their strengths, needs and goals. We currently use either the Young Persons Star™, or the specialist Planning Star™ for young people from an asylum-seeking or refugee background, which was designed in collaboration with Pathways young people backed by Home Office funding. These discussions lead to the creation of an individual action plan with SMART goals, using targets set by the young people themselves and informed by their wishes, and focussed on the development of their independent living skills - budgeting, cooking, emotional support, accompaniment, benefits, housing planning etc.

“Planning is important because this is not my country and it is still not my country and I really need help from someone else. Planning in life – everyone has to have a plan to see the future and make life a bit more easy for me.”
Young person



The Outcome Star™ process helps young people to look at and make plans for key areas of their life, including:

- Where You Live (accommodation)
- Physical Health and How You Feel
- Education, Activities and Work
- People and Support Network
- Money
- Understanding Life in the UK and the Immigration Process, supporting the specific needs of young people from asylum-seeking and refugee backgrounds (Planning Star™).

Young people from Pathways designed and named the Planning Star, and we have worked with Triangle to make this tool available in several languages to support accessibility.

For more information about the Outcomes Star™ and for full copyright details, see www.outcomesstar.org.uk . See also the Outcome Star briefing [here](#) about how the Outcome Star™ process links to DfE standards as regulated by Ofsted.

Our Support

Our support focuses on the following key areas to promote the positive outcomes identified with young people to meet their needs.

“My real journey started with Pathways... when I felt I could really be the person I wanted to.. Pathways helped me see the bright light, the pathway clearly. I felt like I was going from zero to something, from dark to light and from emptiness to fulfilment.”
Young Person

Resilience building – We know that young people can draw upon strengths or protective factors like positive educational experiences and a secure support network to overcome their difficulties, achieve great things and thrive in the face of adversity.

Relationship building - We believe that trusting relationships are the springboard for positive decision-making and improve a young person’s life trajectory, we aim to build positive trusting relationships and connect them to other adults in their communities.

Boundary building – We are trauma-informed about young peoples’ lives, but we do not make allowances for repeated poor choices; we are clear about our expectations, we make psychologically-informed behaviour change interventions, and we have a clear warnings procedure, so that young people can lead happier, healthier, more aspirational lives.

Supporting young people from an asylum-seeking and refugee background – We are the experts when it comes to working with young people who are or have been involved in the asylum-seeking process. When local authorities need an organisation who will provide their young people with holistic support, to ensure they are well-informed, well-prepared, well-supported, they come to us.

“...you couldn’t ask for a better team, dedicated, well trained; they know the process inside out, it’s so vital as we are not experts, they led on everything...” professional

We are experienced at supporting young people through the asylum process, with new arrivals, those who are appeal rights exhausted, at risk of detention, have reporting restrictions or are detained. We have developed and shared our knowledge with other professionals in the use of Triple Planning throughout the asylum process, to prepare for different possible outcomes. We work with young people who are preparing to return and in need of reintegration support.

“ Helpful friendly ... They come with me, help talk to doctors when no interpreter ” young person

Our support is:

- **Outcome-focused**
- **Person-centred**
- **Trauma informed**
- **Strengths-based**
- **Safeguarding-oriented**
- **Based on Triple Planning throughout the asylum process where needed**

Further details of our support principles and practices can be found in our **Support Policy** and **Code of Conduct**, and in our **Young Person’s Guide**, all available on our website (link below). Details of our **Support Procedures** and **Behaviour Management Policy and Processes** are also available on request.

Service includes:

- Accommodation costs (based on Local Housing Allowance for under 35s)
- Support costs (key work, group work and other self-development activities)
- Support planning using the Young Persons Star™ and the Planning Star™
- Enrolment in our bespoke Life Skills programme
- Experience disrupting exploitation, radicalisation, trafficking, HBV/FGM
- Out-of-hours emergency support – On Call Scheme
- Welcome pack (includes bedding, toiletries, stationery etc - one-off supply)
- We oversee referral processes, case management and housing management
- Strong links to youth and refugee support and community organisations.
- Specialist support navigating the asylum process and triple planning throughout the asylum process
- We can deliver training to local authorities on working with young asylum seekers (UASC)

We take safeguarding extremely seriously and as such we are compliant with Brighton and Hove Children’s Safeguarding Children’s Partnership Section 11 Audit, the ‘Safer Surrey’ approach and the standards outlined in key legislation and guidance including Working Together to Safeguard Children and the Supported Accommodation (2023) Regulations.

Full details of our **safeguarding policies and processes** can be found on our website (link below)

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Our Accommodation

We believe that our properties should be a home for young people where they feel **safe and comfortable**. All young people have their own private lockable room where they can rest and study. Each Pathways home has all the facilities that a young person needs to live an independent life, including a fully equipped shared kitchen, shared bathrooms and a shared living space to relax, and wifi access throughout.



"Here is fantastic I slept last night, have a lovely room. I feel safe here" - young person

We make sure that all our homes are located in areas that allow young people to pursue their interests and access facilities to meet all their needs, including:

- A range of appropriate education and training options
- Different employment opportunities
- Healthcare facilities
- Leisure and community activities
- Access to different religious and community groups

We work hard to make sure that our homes are safe and welcoming, including **regular checks** by staff and a **team of maintenance staff** to support young people in keeping their homes comfortable and maintained to a high standard. We also review security measures regularly to **keep young people safe**. We work closely with young people to meet their individual needs in their home including making reasonable adjustments for accessibility and to meet cultural and personal needs. Our homes comply with all relevant health and safety and security legislation including HMO rules where applicable.

More details about our homes are available in our **Young Person's Guide** on our website.

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Our Partners and Community Links

We believe that positive partnerships achieve the best outcomes for young people, communities and the wider sector.

Student Social Worker Programme – “The work that Pathways does is an invaluable resource and our successful partnership has been driven by the ethos and ethics of Pathways to improve the lives of young people.” Director of Practice Learning, Sussex University



Global Social Club meets every Monday 5 to 7pm. Our team welcome young people aged 14-25 from around the city and around the world. The Club is based at the BMECP Centre in Brighton, delivered by a partnership between the **Hummingbird Project, Refugee Council** and **Pathways to Independence**.

Global Social Club is an awarding winning youth service and recognised as the UK's first Youth Club of Sanctuary!

Triangle Consulting, creators of the Outcomes Star™ – “Pathways was undoubtedly one of the most impressive and rewarding collaborations, due to the depth of knowledge of their workers and the positive relationships they had with the young people... They are real experts in the field, which is exactly what we need to recreate a Star that speaks to and reflects the reality of people in a sector” Director, Triangle - creators of the Outcomes Star™

Croydon Voluntary Action – “In a world of busyness, it's nice to know that I am working with lovely, warm kind external colleagues” CVA colleague

South East Strategic Partnership for Migration – “has greatly valued working with Pathways over a number of years both in their capacity to deliver a vital a specialist input to our regional ‘Outcomes Star’ programme and in evaluating an element of our work with Unaccompanied Asylum Seeking Children. We have enjoyed a collaborative relationship to develop practical resources for Children’s Services both at the front line and strategic planning level”

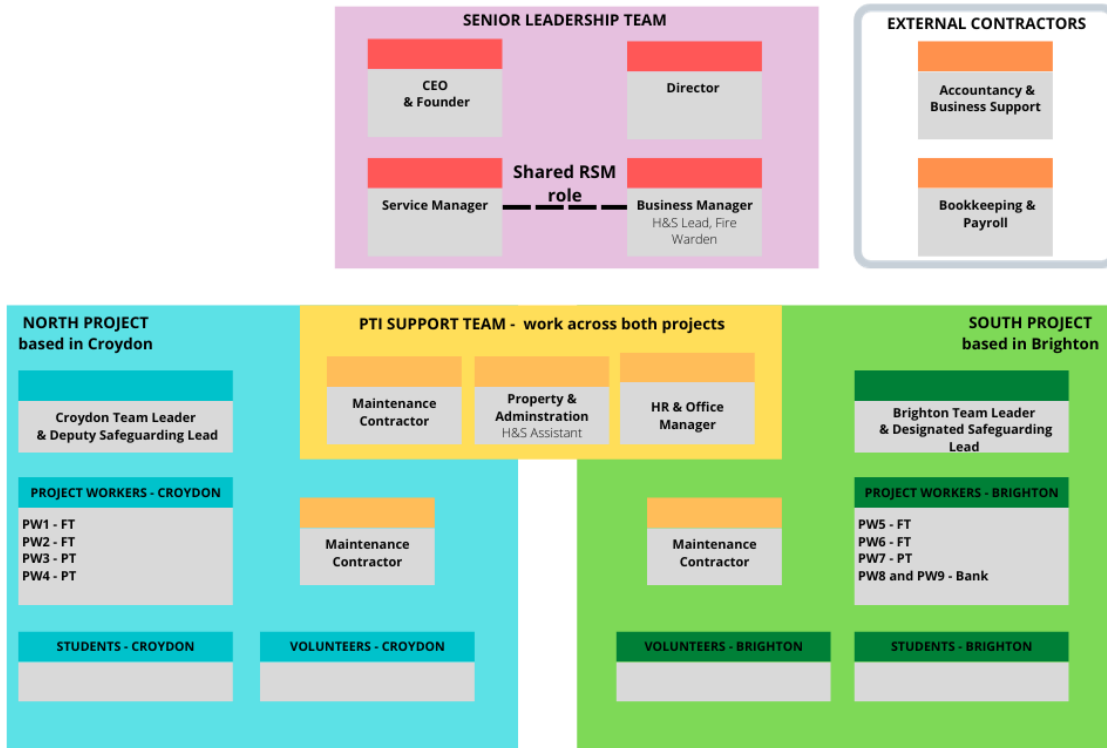


Commissioning Alliance



Our Organisation

PTI (UK) ORGANISATIONAL STRUCTURE Last revised: 01/07/2023



We are a single service currently operating in two areas, a North project with an office in Croydon covering placements in south London and Redhill, and our South project covering the Sussex area with an office in Brighton.

Each project has a team of keyworkers, who we call project workers, who provide support to our young people. They are managed by a team leader, and we have maintenance workers in each project area. Both projects are supported by a central senior management, an administration team and additional maintenance support to provide emergency 24 hour coverage.

We also regularly provide placements for social worker students and have managed a number of volunteers to provide additional activities and support.

Further details of our workforce structure, recruitment, support and development can be found in our **Workforce Plan**, which is available on request.



Our Policies

We have a full range of written policies and procedures to ensure a high quality of service for our young people and partners, underpinned by our aims and values. This includes a Code of Conduct co-produced by the whole organisation, and individual policies which are developed in consultation and undergo Equality Impact Assessments whenever possible.

All our **key policy documentation** is available on our website.
<https://www.pathwaystoindependence.org.uk/>

Feedback

It is very important to us to hear from young people, staff and our partners so that we can continue to provide a service that meets changing needs and leads to positive outcomes.

We regularly request feedback from young people and staff through **individual and group meetings and using surveys** during and at the end of a placement.

Anyone can share feedback with us at any time by calling or visiting our offices, or in writing by post, by email or using our online form.

Feedback by post:

Please write to the Registered Service Manager at either of our office addresses - see page 2 above

Feedback by email:

Please write to the Registered Service Manager at young.person@ptiuk.org.uk

Feedback using our online form

(with your name or anonymously):

<https://bit.ly/3PLiJZS>



We work to facilitate **young people's participation and feedback** for all of our processes and organisational development, with co-production of a number of key documents and processes including;

- Co-produced organisational aims (2016)
- Co-produced Outcome Star Planning Star™, named by our young people and developed by them and a diverse group of collaborators including ourselves, the South East Strategic Partnership for Migration, Local Authorities, and other agencies. (2019)
- Participation in policy review (Equality Impact Assessments)
- Invited to participate in interview panels as part of our safer recruitment process
- Collaboration in development of revised and accessible House Rules (2023)
- Co-production of all monthly support plans and Pathway Plans

If a young person is not happy

We do everything we can to work positively with young people, but if they are not happy it is **important that they are able to talk about how they feel** and are able to make a complaint if necessary. Young people can talk to their keyworker or use any of the feedback methods to make a complaint to Pathways. There are also other people they can complain to, and who can support them to make a complaint if they need help, including **their Local Authority, independent advocates, and the Children’s Commissioner.**

More details for young people about the different ways to complain and how to get support in making a complaint are provided in the online Young Person’s Guide on our website (link above), or by following the link below.

Our full Comments, Compliments and Complaints policy is also on our website (link above).



How to Make a Complaint Procedure
link at <https://bit.ly/3PLijZS> , or use the QR code on the left

Compliance

We are fully compliant with all relevant legislation applicable to the provision of supported accommodation services for care-experienced young people, including those covering health and safety and safeguarding. We meet and aim to exceed the standards and requirements of the Supported Accommodation (2023) Regulations, as outlined in the following key documents available on our website or on request.

Leadership and Management Standard Statement of Purpose Young Person’s Guide Workforce Plan Support Review	Protection Standard Statement of Purpose Young Person’s Guide Safeguarding Policies and Procedures, including Safer Recruitment Policy and Procedures
Accommodation Standard Statement of Purpose Young Person’s Guide Health and Safety Policies	Support Standard Statement of Purpose Young Person’s Guide Support Policy and Procedures Outcome Star documentation