



Supporting young people's transition to independence and adulthood.



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Mission:

Our mission is to provide accommodation and support service that enable vulnerable young people to achieve their full potentials as they move into adulthood whilst ensuring positive outcomes in areas of health, employment, education and training.



Table of Contents

NIVOLA CARE SERVICES LTD	Pg.4
CORE BELIEFS	Pg.4
OUR PEOPLE	Pg.5
OUR STAFF	Pg.5
OUR SUPPORT SERVICES	Pg.6
BASIC SUPPORT PACKAGE(10 HOURS PER WEEK)	Pg.6
KEYWORKING, SAFEGUARDING ,EQUALITY AND DIVERSITY	Pg.7-8
REFERRAL PROCESS AND PLACEMENT	Pg.8-9
OUR ACCOMMODATION	Pg.9
OUR PROMISE TO YOUNG PEOPLE	Pg.10
STATEMENT OF PURPOSE	Pg.10
EXPECTATIONS OF YOUNG PEOPLE	Pg.12
CONTACT DETAILS	Pg.12

ABOUT NIVALO CARE SERVICES LTD

Nivalo Care Services is an innovative new supported accommodation service providing support to indigenous and unaccompanied asylum-seeking children aged 16+. It is set up to provide tailored and flexible support to young people transiting to adulthood and those who still need additional support and care.

Our aim is to provide targeted and personalised care and support in a supported accommodation to vulnerable young people (age 16+) particularly those with complex and high support needs. We believe passionately that every young person has the potential to realise their abilities and aspirations, and with the right support and care they can achieve successful outcomes for their lives while learning to live independently.

Nivalo Care Services focus on empowering young people to develop their social, emotional, independence, functional skills and building positive support networks to achieve their aspirations in areas of health, education and training, making new friendships, maintaining family relationships and their overall transition into adulthood.

Our services are provided in accordance with the Children (Leaving Care) Act 2000 and the Children Acts 1989 and 2004 (and additionally any relevant government and/or statutory regulations and guidance).

OUR CORE BELIEFS

- We believe that all young people are unique, they are capable and should be empowered to realise their goals, fulfil their potentials and choose their pathway to independence.
- We are committed to providing flexible, safe and caring home environments for young people through offering supported accommodation within areas where their educational, employment, training, health and leisure needs are met.



- We are committed to using the principles of co-production in the shaping and delivery of our service. We ensure that all packages of support are tailored to each person's individual needs, through a structured care and support plan to encourage each person to take control of their lives and work towards achieving their personal goals.
- We believe that all young people should have equality of opportunity, whoever they are and whatever their background.
- We believe in the importance of safeguarding all young people in our care and ensuring that our accommodation and services are set up to ensure that each young person is kept safe from harm.
- We believe in employing and training our staff to ensure that they deliver high quality services to young people and treat them with respect and dignity at all times.

- We are committed to commissioning high quality services that offer value for money while ensuring that young people have access to high quality care.

OUR PEOPLE

John Osazuwa – Executive Director

John Osazuwa has been in the Military with the British Army for over 18 years as a logistician. He has been to various deployments and operations and has undertaken various projects within the Ministry of Defence such as supporting new recruits and instilling discipline. John enjoys working with new recruits and has served as a role model to many soldiers. He is one of the Diversity & Inclusion Adviser (DIA), Casualty Notification Officer (CNO) and Casualty Visiting Officer (CVO) within the Ministry of Defence. John has supported many vulnerable families particularly when they experience difficulties such as life changing injuries and bereavement. John is married with three children and passionate about helping young people to achieve their full potentials.

Lauren Osazuwa, Director

Lauren Osazuwa is a qualified social worker with vast experience in working with vulnerable people particularly young people, children and their families and adults within the public; private and voluntary sector. Lauren has particular expertise in working with young people leaving care and adults. Lauren has worked in various capacities within different local authorities and is very passionate about achieving better outcomes for young people leaving care and vulnerable adults. Lauren has been involved in different transformation projects within local authorities. Lauren is a mum with three awesome children.

Efosa Efiannayi, Strategic Adviser

Efosa is a finance professional with over 10 years' experience in both government and private sectors e.g. Local authorities, retail and facilities management. She has significant experience in dealing with Local Authority financial affairs. As a qualified

Chartered accountant FCCA, Efosa brings significant expertise towards ensuring that Nivalo Care Services Limited Offers Commissioners value for money while providing an efficient and quality driven service. Efosa is married with two children and is passionate about helping young people to achieve their full potentials.

Our Staff

Our staff are our strongest assets and the core of our service. We are committed to investing in our staff learning and development to ensure that they are confident in carrying out high quality service to our young people. Our staff will receive comprehensive training in number of areas including:

- Child Protection
- Safeguarding Young People
- Mental Health and Wellbeing in Children and Young People
- Domestic Abuse: Children and Young People
- Dealing with Difficult and Challenging Behaviour
- Substance and Alcohol Misuse Training
- Preventing Bullying
- Cyber bullying/ Online safety
- Child Sexual Exploitation (Including FGM and trafficking)
- Equal Opportunities and Diversity
- Developing Employability Skills in Young People (Dare2Achieve programme)
- Fire Safety
- Communication Skills
- Record Keeping Skills
- Report Writing Skills
- Health and Safety and First Aid
- Food Hygiene
- Keyworking Skills

We also provide our staff with structured management supervision sessions to identify their training needs and to ensure that they are working to high standards of delivery.

All staff are DBS Checked.

NIVALO CARE SERVICES LTD IS A LIMITED LIABILITY COMPANY REGISTERED IN ENGLAND AND WALES WITH REGISTRATION NUMBER 12505664

Support and Services

We understand that every young person is unique, and their needs differ, and some may require more support than others. We will assess the needs of every young person and devise a personalised support plan in conjunction with Local Authorities to meet their individual needs.

Our support plan is based on a robust assessment of each young person's needs. The assessment process is person-centred ensuring that each young person's emotional, physical, social and practical needs are identified while working with them to develop specific goals and milestones. We celebrate small steps of success while maintaining high levels of motivation. Each young person is provided with Nivalo Care Services Independent Living Development Passport which records their goal, milestone achievement and targets they are able to take with them when they move to the next stage.



BASIC SUPPORT PACKAGE (10 HOURS PER WEEK)

Our basic support package of 10 hours illustrated below is tailored according to the young person's needs.

- Safeguarding
- Pathway planning
- Independent/self-care skills e.g. cooking, cleaning, use of public transport, laundry, managing money, shopping etc.
- Education, training or employment
- Support with physical and sexual health activities (Sexual health, GP, dentist and optician)
- Support with social and recreational activities
- Religious and cultural practices
- Administering and supporting residents with their budgeting
- Risk assessment and safety planning
- Allocated keyworker and regular key work sessions
- Supervised Spending.
- Community based appointments e.g. solicitors, banks
- Support with Substance misuse (Community based).
- Support with emotional health issues and self-harming behaviours.
- Risk management around child sexual exploitation
- Risk management around gang violence and involvement

- Family contact
- Offending behaviour
- Risk management around self-harm

- Risk management around self-harm

We are committed to ensuring that support is delivered using different measurable approaches below to promote the young person's independence to adulthood.

- One to one Sessions
- Group Work and Activities
- Signposting
- Accompanied Visits
- Advice, Information and Guidance

Additional Needs

For young people in need of additional support, we are able to offer additional tailored support which enhances the basic support already offered in the basic package. This may be in relation to issues around substance misuse, Sexual exploitation, self-harming, offending behaviour and emotional support needs. Prices are negotiated according to the needs of the young person and the support needed such as additional staff input to keep them and other residents safe.

KEYWORKING

We operate a key work system making sure that every young person has a named staff member who would work closely with them and be their main contact.

Keyworkers are matched with the young person and are supported through supervision to develop a nurturing and meaningful relationship with the young person whilst maintaining appropriate professional boundaries.

We provide structured key work sessions around independent living tailored to the needs of each individual young person. Their key worker will support them in these activities, which are part of the "Walking towards Independence" programme delivered by Nivalo Care Services.

Our professional relationship with our young people enables us to engage them in discussing their behaviours before they escalate and help them to identify alternative strategies for expressing any negative feelings in a constructive manner, therefore aiding placement stability.

Keyword sessions are expected to take place on a weekly basis and can be formal or informal. We will be innovative in our approach in order to ensure young people engage in these sessions. Keyworkers would utilise keyword sessions to address young people's identified areas of needs such as Not in Education, Employment, or Training (NEET), cooking, sexual health, positive relationships budgeting,

employment skills, online safety, confidence building, personal care etc.

SAFEGUARDING

Our priority is to ensure that young people are safe from any form of abuse. Staff have a key role in identifying abuse if it occurs and bringing it to the attention of responsible authorities. Once a young person moves into our service, a risk assessment and support plan will be developed. These documents will be updated quarterly or after any significant change in circumstances in the young person's life. Our assessments are not just holistic but an ongoing process reviewing and responding to the needs of the young people.

Our on-site 24-hour staffing and use of controlled access to the building for residents and visitors will ensure the safety of our young people. We will ensure that appropriate visitor restrictions are implemented to safeguard our young people, this includes the use of photo identity cards, signing in and out of the home, no overnight visitors allowed, and refusal of under 16 visitors into the home.

We will expect all young people to have returned back to placement by their curfew time which will be agreed with the allocated social worker during the placement planning meeting. Permission to stay out overnight with friends or relatives must also be on the consent of the social worker. In a situation where consent has not been given, we will report the young person as missing to the police and work closely with both the police and out of hours emergency duty service to ensure every young person's safety.

We will make note of unusual behaviours within and outside of the placement to ensure young people are not engaging in dangerous activities. This can include young people entering vehicles where they may be at risk or associations with individuals whom the staff consider may pose a risk to the young person or other residents. Where possible vehicle registration numbers will be noted and passed on to relevant authorities and we will ensure to establish links with relevant community safety groups in the area.

Our young people are not allowed to have visitors in their bedrooms as this may negatively impact on their safety or that of their visitors. Visitors may use the communal areas with permission from the staff and staff reserve the right to refuse any visitor or ask them to leave if they feel such visitor present a risk to any of the resident. Young people may be allowed in each other's rooms but only with permission from the staff and staff reserve the right to refuse to grant such permission if they believe safeguarding policy may be compromised as a result. Nivalo Care Services take safeguarding seriously and we strive to ensure all young people in our care are safe from harm.

EQUALITY AND DIVERSITY

Nivalo Care Services are committed to diversity and equality of opportunity. We will ensure that no young person will be discriminated against on the grounds of their faith, race, religion, sexuality or ability. We will actively promote diversity and equality of opportunity in our homes and deal swiftly and decisively with bullying or harassment of any young people or staff on the grounds of their faith, religion, race, sexuality and/or disability.

We are keen that all our properties have a diverse range of residents and will take all relevant steps to ensure that all young people's cultural or religious beliefs and practices are accommodated within the home where this does not pose a risk to the safety or wellbeing of other young people or staff. We shall ensure that all staff are suitably trained in all aspects of equality and diversity including legislation.



REFERRAL PROCESS AND PLACEMENT

Referral Process

Nivalo Care Services referrals are made through the Director and can be received via email or telephone in the first instance. Please call Lauren on **07751196310** or email **info@nivalocare.co.uk**

We aim to ensure that the care of young people who come to live in our service is well planned and that young people's experiences of being with us are positive.

- The referring authority must make the referral via telephone or email.
- The referring authority must provide the name/s of the young people and as much information as possible. This includes history, risks, ethnicity, language spoken, estimated time of arrival or pick up and any other relevant information pertaining to that young person.
- In exceptional circumstances same day placements may be facilitated but it is essential that all relevant paperwork and information are made available at the time of placement.
- No young person will be refused accommodation on the basis of race, culture, religion or disability.

Referral Criteria

We accommodate young people with low, medium and high needs ensuring that young people are appropriately matched for the safety of the young person and other residents. We expect referrals to cover the following issues:

- Experience of Traumatic and difficult childhood.
- History of, or at risk of sexual exploitation.
- Emotional and mental health support needs.

- History of, or at risk of offending behaviour
- History of, or at risk of substance misuse issues
- Those seeking a place of safety including asylum seeking young people
- Planned and emergency referrals

PLACEMENT STABILITY

Our aim is to consider the likely impact upon young people already placed at the semi-independent resource and the likelihood of the resource being able to offer a safe and positive placement for the young person being referred.

Nivalo Care Services insist on receiving adequate information prior to placement to enable us to make decisions on the interventions. This is to achieve a positive outcome and to assess compatibility with the existing residents.

Nivalo Care Services will ensure that statutory visits and reviews take place within appropriate timescales, and we will request a review of any resident's relevant plans where there has been a significant change in a young person's development or needs, or where there are concerns arising from behaviours that might suggest that a young person's welfare is at risk.

Should any special need become apparent once the young person is placed with our service, which had previously been unknown, and which we feel are beyond the staff team's ability to manage, this will be reported immediately to the placing authority's allocated worker.

We work closely with local authorities to find solutions to problems which may lead to placement disruption. We aim to maintain placements in difficult circumstances through solid partnership working. We believe that open, honest and ongoing communication between all parties involved in a young person's life and with the young person themselves, is the key to maintaining stability and minimising disruption.

Our expectation is that the placing authority's allocated worker will take the lead in seeking additional resources or moving the young person on in a planned way, whichever is decided as the appropriate way forward. If an emergency situation occurs out of hours the council's emergency duty team will be notified immediately and other relevant parties, the next working day.

Our Accommodation

Moving to our service

We know that moving into a new home may come with some anxiety. We aim to work hard to ensure that the young person is made welcome and supported to settle into their new home as quickly as possible. We supply each young person with a welcome pack that include basic food starter pack and complementary personal starter pack:

- A basic food starter pack (groceries).
- A complimentary personal starter pack including bedsheets, duvet covers, pillowcases, hangers, a clock, towel, dustbin, a laundry basket.
- Complimentary personal care pack including basic toiletries (sponge, soap, toothbrush and toothpaste).

We are keen to encourage young people to access education, employment and training and where necessary whilst providing stationary packs and cheap second-hand clothing to ensure young people are equipped on their first day.



NIVALO CARE SERVICES STATEMENT OF PURPOSE

OUR PROMISE TO YOUNG PEOPLE

Our service is committed to ensure that all the young people who live with us go on to achieve successful outcomes. We recognise this is particularly important for young people who have been looked after, in care or have left their homes here or abroad in difficult circumstances. Nivalo Care Services is dedicated to ensuring all young people who live with us are supported as stated below because we believe you deserve it and are worth it:

Respect and Dignity- We will treat young person equally no matter where they are from or who they are. We will make sure you feel included and welcome.

Inform - We will give you information about your physical, emotional and online safety, and what to do if you feel unsafe.

Give you a voice - We will make sure there are lots of ways for you to have a say and be involved. Also, if you are not happy with any aspect of the service you receive you can complain by speaking to the House manager first and then one of the Director's if you are still are not happy. We will try and deal with your complaint as quickly as possible.

Help - We will listen and act on what you tell us. We will help you with your hopes and dreams as well as your worries and fears. We will try hard to listen to you and if we disagree with your views and opinions, we will take all reasonable steps to explain why.

Trust - You can trust that we will care about your needs and feelings and will support you. We will continue to get better at what we do.
Safety - We will make our place happy and comfortable for you.

Confidentiality - We will keep your information confidential at all times apart from when we feel that to do so would mean you or someone else may be in danger. We will share information with your social worker as agreed in your plan.



Copies of this will be displayed in all our homes in communal spaces and made available for young people for whom English is not their first language.

If you have been referred to Nivalo Care Services, then we look forward to welcoming you to your new home. Please take time to read this page so you know what to expect when you arrive.

Our Pledge to Service Commissioners

We will work in partnership with all service commissioners, social workers and other relevant professionals in their duty to safeguard and promote the welfare of young people to delivering a high-quality service to the young people who are placed with us and their funding local authority. We will communicate with you regularly as agreed in our contract with you and will take all steps necessary to ensure that we deliver an efficient and value for money service at all times



Expectation from young people

It is your responsibility to maintain your own bedroom and keep it clean at all times.

- You are expected to treat other young people and members of staff with respect and dignity at all times. We will not tolerate any kind of harassment, bullying or discriminatory behaviour on the grounds of race, faith, sexuality, disability or any other reason.
- Physical abuse towards other young people and/or staff will not be tolerated and we will call the police and prosecute in the event of any assaults on staff or other residents.
- You must not cause deliberate damage to yours or any other person's property.
- NO smoking of illegal substances or drinking is allowed within the house. NO smoking is allowed within the home and may only take place outside or in the garden. Under no condition is smoking permitted in your rooms.
- You are not allowed to have visitors in your room without permission from the staff and we reserve the right to refuse to allow this if we have any concerns.
- You will return home before the curfew time agreed with your social worker and let the staff know if you are going to be late in good time. If you do not return without notice, we will report you to the police as a missing person.
- We expect you to abide by our visitor's policy.
- You are not allowed overnight visitors.

These rules are in place to protect you and other residents from harm. We expect all young people to obey them and failing to do so could result in the loss of your placement.

CONTACT US

PHONE: **07751196310**

EMAIL: **info@nivalocare.co.uk**

WEBSITE: **www.nivalocare.co.uk**





NIVALO CARE
SERVICES