



INSPIRE . EMPOWER . ACHIEVE

STATEMENT OF PURPOSE



ABOUT US

Hanker Homes is dedicated to creating a significant positive impact in the lives of young people in care. As a reputable provider with a proven track record of delivering top-notch care and support, we are deeply committed to helping young individuals unlock their full potential.

Our approach revolves around close collaboration with local authorities and professionals to ensure that each young person receives the customized support they require. Our range of services includes:

- **Semi-independent living:** We offer fully staffed homes where young people can experience independent living while still benefitting from ongoing support.
- **Floating support:** We extend our assistance to young people who are living in their own homes, providing them with the necessary support and guidance.
- **Therapy:** We at Hanker will work with the local mental health/therapeutic services to support the mental health of the young people placed with us.
- **Education, Employment and Training:** We facilitate the continuation of young people's education by supporting their integration into mainstream schools or specialized settings. Our team works closely with individuals and their schools to ensure they receive appropriate support. Our focus on training and development equips young people with the vital skills they need to thrive independently.

We firmly believe that every young person deserves the opportunity to forge a bright future, and we are resolute in providing the support necessary for them to achieve their goals.

MISSION STATEMENT

We **inspire** and **empower** young people to **achieve** their highest potential.
We are committed to providing a safe and nurturing
environment where young people can thrive.

WE DO THIS BY:

INSPIRE

Inspiring them to have a passion for learning
and to believe in themselves.

Empowering them with the skills they need to live
independent and fulfilling lives. These skills
include budgeting, shopping, cooking, further
education, apprenticeships, getting a job, paying
bills, and managing a home.

EMPOWER

ACHIEVE

Achieving their goals, whatever they may be. We
believe that every young person has the potential
to achieve great things. We are here to help them
reach their full potential.



CORE VALUES



WE INSPIRE



WE ALWAYS SEEK TO EMPOWER.



EMPATHY



WE VALUE INTEGRITY ABOVE ALL.



WE ARE RESPECTFUL TO ALL.



DIGNITY



RESPONSIBILITY



OUR VISION

At our core, we aspire to offer an unparalleled service that caters to individuals, particularly young people, within a serene environment. We firmly believe that when provided with a secure, safe, and supportive setting, young people can flourish and unleash their boundless potential.

Our primary objective is to identify the unique challenges and needs faced by young individuals and equip them with the necessary tools for success. To achieve this, we foster motivation, provide a solid educational foundation, offer vocational training, cultivate entrepreneurial skills, and cultivate a nurturing environment.

We strongly hold the belief that young people can effectively transition into adulthood when equipped with essential life skills, guided by supportive staff, and instilled with a sense of belonging. By ensuring the provision of these vital elements, we empower young individuals to thrive and generate positive impacts within their communities.



OUR HOMES

Our homes are fully modernized, with a fully equipped staff office, spacious bedrooms that can be customized to the individual needs of each resident, and well-appointed communal areas. All homes also benefit from state-of-the-art CCTV systems in all outdoor and communal areas to ensure the safety of all residents.

Here are some of the specific features of our homes:

- **Staff office:** The staff office is fully equipped with the latest technology, including computers, printers, and scanners. This allows our staff to provide the best possible care and support to our residents.
- **Bedrooms:** Our bedrooms are spacious and comfortable. They are furnished with beds, dressers, nightstands, and desks. We also provide residents with the opportunity to personalize their bedrooms with their belongings.
- **Communal areas:** Our communal areas are well-appointed and inviting. They include a



Bathrooms



Hallway



Kitchen

living room, dining room, kitchen, and laundry room. These areas provide residents with a place to relax, socialize, and cook meals.

- **CCTV systems:** Our homes are equipped with state-of-the-art CCTV systems. These systems are monitored 24/7 by our staff. They provide an added layer of security for our residents.

We believe that our homes provide a safe, comfortable, and supportive environment for our residents. We are committed to providing the best possible care and support to our residents so that they can thrive.



Here at Hanker Homes, our team employs a more person-centred way to support the growth of our young people. This enables them to acquire the necessary knowledge, skills, and self-assurance for making better decisions and taking charge of their well-being.

We can cater to young people aged between 16 and 18, encompassing a wide range of characteristics and requirements. Some of these include:

- Young people - Males and females aged 16 to 18 years old.
- Young people who experience emotional behavioural difficulties.
- Young people that are Not in Education, Employment or Training.
- Young people are involved in crime, conduct disorder, and antisocial behaviour.
- Young people who require support with their independent living skills.
- Young people who require close supervision, monitoring and significant support.

We also offer the following support to our young people:

- We support young people with Family issues and Challenges.
- Support with gang-related issues
- Support with behaviour that could lead to exploitation.
- Support with managing Autism, ADHD, and other behavioural challenges
- Support with substance and alcohol abuse



WORKING WITH **YOUNG PEOPLE**





SAFEGUARDING

Hanker Homes is committed to safeguarding the welfare of all young people in our care. We recognize that abuse can take many forms, and we have a responsibility to protect our young people from harm.

All staff at Hanker Homes receive safeguarding training, which raises awareness of the different types of abuse and how to identify and report it. We also have a clear policy and procedure in place for dealing with safeguarding concerns.

- Be alert to the signs of abuse. Abuse can take many forms, both physical and emotional. It is important for staff to be aware of the signs of abuse so that they can report any concerns they have.
- Know the name, contact, and role of the Local Authority Designated Officer (LADO).
- **Report concerns:** If there are any concerns regarding a staff member's unprofessional role with a child these concerns will be reported to the local LADO immediately and the police should this be needed. The placing LA

would also be notified of these concerns as soon as possible to safeguard the young people in our care. If a staff member has any concerns about a child or young person, the staff member must report them to the LADO immediately. You can also report your concerns to your manager.

- **Record-keeping:** We will keep written records of concerns about young people, even where there is no need to refer the matter immediately and we will ensure all records are kept securely and in locked locations.
- **Allegations against staff:** We will follow internal procedures where an allegation is made against a member of staff and this will include a LADO referral as stated above.
- **Safe recruitment practices:** We will ensure safe recruitment practices are always followed in accordance with Hanker Homes' recruitment policy and the UK legislation, specifically in respect of the Disclosure and Barring Service (DBS). And ensure that all staff are subjected to enhanced DBS disclosures and enrolled on the online update service for annual checks.

- **Data protection:** We will ensure Hanker Homes' GDPR policy is understood and followed by staff and young people alike.
- **Security:** We will provide systems of security such as visitor and staff ID checking arrangements and signing-in processes, security cameras, and door access..
- **Environment:** We will establish and maintain an environment where young people feel secure, are encouraged to talk, and are listened to. We will ensure young people know that there are staff in

the organisation whom they can approach if they are worried and want to talk. We will ensure young people know who to contact outside of our organisation if they feel unable to disclose information to someone within.

- **Training:** We will provide training opportunities for staff to develop and refresh safeguarding knowledge.

These procedures are in place to protect the safety and well-being of all young people in our care.

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Safeguarding the welfare
of all young people is our
RESPONSIBILITY.

EQUALITY & DIVERSITY

Hanker Homes is committed to creating a culture of equality and diversity. We believe that everyone deserves to be treated with respect and dignity, regardless of their background, beliefs, or identity.

We train all our staff on equality and diversity issues. This training helps them to understand the importance of respecting and valuing everyone, and to challenge discrimination when they see it.

We also encourage our young people to develop respect for themselves and for others. We want them to feel comfortable being themselves, and to know that they are supported by Hanker Homes.

We offer our young people opportunities to try out new experiences, even if they are not traditionally associated with their gender, race, physical ability or cultural beliefs/background. We also encourage them to understand their rights and to be well-informed about how to challenge discrimination.





We believe that it is important for our young people to know their rights. This empowers them and helps to protect them. We respect these rights and will advocate for them on behalf of our tenants and their families.

Here are some specific examples of how Hanker Homes promote equality and diversity:

- We have a staff diversity policy that ensures that all staff are treated fairly and equally, regardless of their background, beliefs, or identity.
- We offer training on equality and diversity to all staff so that they can understand the importance of respecting and valuing everyone.
- We have young people council that is made up of young people from different backgrounds. This council helps us to ensure that our services meet the needs of all tenants.



- We offer young people opportunities to try out new experiences, even if they are not traditionally associated with their gender, cultural backgrounds/beliefs and physical ability. This helps them to develop their confidence and to feel comfortable being themselves.
- We encourage young people to understand their rights and to be well-informed about how to challenge discrimination. This helps them to protect themselves and to feel empowered.

We are committed to creating a culture of equality and diversity at Hanker Homes. We believe that everyone deserves to be treated with respect and dignity, regardless of their background, beliefs, or identity. We are working hard to make this a reality, and we are confident that we will achieve our goal however challenging these may be.



OUR TEAM

Hanker Homes is committed to providing its staff with the training they need to deliver high-quality care. We believe that this investment in our staff development is essential to providing the best possible care for young people and our provider's clients.

In addition to the mandatory training that is essential for our homes to run safely and efficiently, Hanker Homes also offers continual professional development opportunities for staff. This training is designed to help staff improve their skills and knowledge, so they can provide the best possible care to the young people in our care.

All staff receive mandatory training in areas such as health and safety, safeguarding, and fire training. They also receive additional specific training to meet their individual needs.

Hanker Homes is committed to creating a culture in which workplace activities are valued for their learning potential. We encourage all employees to take advantage of training opportunities, and we believe that this

investment in staff development will help them go "Beyond and above the role of Compliance" in providing high-quality care.

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

- Autism Awareness
- Child Sexual Exploitation - Level 1
- Child Sexual Exploitation - Level 2
- Contextual Safeguarding
- Cyberbullying
- Emotional Abuse
- Equality and Diversity
- Fire safety awareness training
- First Aid
- Gangs and Youth Violence
- GDPR for staff (core)
- Information Sharing and Consent - for People Working with Children
- Keeping Good Records
- Safeguarding Children - Level 1
- Safeguarding Children - Level 2
- Safeguarding Children with Disabilities
- Self-Harm
- Sexual Abuse and Recognising Grooming
- Substance Misuse



Hanker Homes has a robust and comprehensive set of policies and procedures that support best practices and legislative requirements. These are reviewed regularly to ensure that they are up-to-date and compliant.

A copy of our Young People's Handbook is also given to every new young person upon arrival at our semi-independent living unit or at the beginning of our outreach work. The handbook contains all the key information that young people need to know to make informed decisions about their placement. This includes our values, rules and procedures, and the rights and responsibilities of young people. Our staff take the time to go through the handbook with young people to ensure that they understand all the rules and policies and have a clear understanding of the support they can receive from the staff team.

Here are some of the key topics covered in the Young People's Handbook:

- Our values: These are the principles that guide our work with young people.
- Rules and procedures: These set out the expectations of young people in terms of their behaviours and conduct.
- Rights and responsibilities: These outline what young people can expect from us, and what we expect from them.
- Information about the semi-independent living unit: This includes details of the facilities and services available, as well as the contact information for staff.

We believe that it is important for young people to be aware of our policies and procedures so that they can make informed choices about their placement. We also believe that it is important for young people to understand their rights and responsibilities so that they can feel empowered and supported.



PLACEMENT PROCESS

All our placements start with a risk assessment. This assessment is used to determine the needs of the young person and to identify the best possible semi-independent placement unit for them. This assessment is conducted by a team of experienced care managers.

The team considers the following factors when making a placement decision:

- The young person's needs and goals
- The young person's strengths and weaknesses
- The availability of programs and services
- The young person's preferences
- The risks around the young person.

Once a placement decision has been made, the young person is assigned to a designated staff member. This staff member will work closely with the young person to help them achieve their goals. The staff member will provide the young person with education, skills training, and lifelong learning opportunities. The staff member will also provide the young person with support and guidance as they transition to

independent living. And these will be delivered through key sessions twice a week at a time when the young person is available at reoccurring days and times.

Here are some of the specific services that we offer to young people:

- **EDUCATION:** We offer a variety of educational programs, including academic tutoring, vocational training, and life skills classes. These will include working with our local partners/agencies in the Local Authority.
- **SKILLS TRAINING:** We offer a variety of skills training programs, including cooking, cleaning, budgeting, and job search skills.
- **LIFELONG LEARNING:** We offer a variety of lifelong learning opportunities, such as workshops, seminars, and guest speakers. Again, this will encompass working with the local agencies and services for young people.

- **SUPPORT AND GUIDANCE:** We offer support and guidance and work collaboratively with the professionals involved with the young people as they transition to independent living. This includes help with finding a job, housing, and transportation.

We believe that every young person irrespective of their background and challenges deserves the chance to live a successful and fulfilling life. We are committed to providing young people with the support and resources they need to achieve their goals.



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