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**STATEMENT OF PURPOSE**  **SUPPORT AND ACCOMMODATION SERVICES**

Registered Address: 66 Heathway Dagenham RM10 9PL

This Statement of purpose is approved by RSM Florence Nyamuchiwa of Unique Dwellings Care.

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# Introduction

We are a newly established supported accommodation provider based in London, dedicated to offering unrestricted support to children and young adults transitioning out of care and into full independence. Our team of committed and well-trained professionals is deeply invested in creating a secure and nurturing environment for the individuals we serve.Our organization comprises a skilled team, including a service manager, nominated individual, safeguarding lead, senior support worker, and support workers. Although our service was officially registered in March 2023, we have not yet placed any individuals under our care.

Unique Dwellings Care is under the guidance of an individual who brings over 3 years of experience in the Health and Social sector, holding qualifications as a Nurse who brings over 3 years of experience in the Health and Social sector, holding qualifications as a Nurse. Currently, the director fulfils the roles of both Responsible Service Manager and Nominated Individual, further underscoring our commitment to providing exceptional care and support to those we serve.

# Aim of the service

Our goal is to create a nurturing and welcoming home environment that fosters empowerment, independence, and the freedom to make choices, all while enhancing the daily living skills of young individuals and enabling their journey towards independence. Our primary focus is to bolster their self-confidence as they transition into adulthood, empowering them to make well-informed life choices and decisions. We strongly believe in the importance of making these young people feel not only included and valued in society but also integral members of their local community. Recognizing the uniqueness of each individual, we tailor our support to their specific needs. Our environment encourages them to be courageous and forward-thinking, always respecting their identity, ethnicity, religious beliefs, abilities or disabilities, and cultural background.

### Our client groups:

* LAC (Looked After Care) background.
* Young people aged 16- 18 years, who are Care Leavers
* Unaccompanied Asylum Seekers
* Safe Base Placements
* Step-Down Children
* NEET Children (Young Person Not In Education and Employment) or Training,
* Emergency Placements

# Placement Aims and Objectives

* To provide support that is tailored to each young person’s individual needs.
* Offer dedicated and committed staff who enable and empower Children and Young People supported by us to achieve their optimum state of health and well-being.
* Treat all the Children and Young People supported by the organisation and all professionals who work with the organisation with the utmost professionalism.
* Provide appropriate and relevant support whilst respecting the human and citizenship rights to all our Children and Young People
* Support individual choice and personal decision-making as the right of all our Children and Young People.
* Respect and encourage the right of independence of all Children and Young People.
* Recognise the uniqueness of each Child and Young Person, staff and other Professionals, and treat them with dignity and respect at all times.
* Respect individual requirements for privacy at all times and treat all information relating to individuals in a confidential manner. (Please refer to GDPR Policy)
* Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need.

# How we achieve our aims and objectives

We create stability in the lives of our service users so they can reach their full potential through the following:

* A focus on continuous improvement and quality assurance.
* A service which actively values diversity and recruits’ staff from a range of ethnic, cultural and religious backgrounds.
* Effective application of the safer recruitment policy.
* Effective application of the Safeguarding policy in each provision.
* By encouraging service users to be involved in the development of the service.
* By ensuring that trained and competent staff provides support. –
* By supporting service users to access all community services available to them
* By treating all young people with dignity and respect.

# Governance and Quality Assurance

To deliver a high-quality service, the Placement Manager of the Service will carry out monthly audits. These audits include:

* Safeguarding Children and Young People
* Fire Awareness
* Health & Safety
* Food hygiene awareness
* COSHH
* Infection control
* First Aid
* Ethnicity, Diversity and Cultural
* Medication Awareness

We include each young person in the decision-making process that impacts the services we offer them. To achieve this, we schedule regular meetings with the young people, giving them the chance to share their thoughts, feelings, viewpoints, and ideas with our support staff. We also provide external advocacy services to support young people. Monthly staff meetings and service user supervision sessions are conducted for each team member, providing them with the opportunity to express their opinions and feedback to the Unit Manager regarding the services offered.

The organisation will conduct annual surveys for both staff and the young people who use our service. All service users and support worker are made aware of the service’s complaints policy and are encouraged to offer feedback through service user reviews and family forums. All staff will undertake regular training, which includes regular mandatory of:

* Safeguarding Children and Young people
* Fire awareness
* Health and safety
* Food hygiene awareness.
* COSHH.
* Infection control and First aid.
* Ethnicity and diversity.
* Statement of Purpose and Function
* Mental Health Act awareness.
* Medication awareness etc
* Confidentiality and data protection
* Drug and alcohol awareness
* CSE / CCE Awareness
* Working with challenging behaviour / conflict resolution
* Trauma-informed

# Services we provide

Unique Dwelling Care's primary mission is to foster a compassionate and nurturing environment where young people from diverse backgrounds can discover a safe space for personal growth and development. We are deeply committed to recognizing and addressing the unique needs of each individual.At Unique Dwellings Care, we understand that every young person is an individual Our organization offers services falling within the categories 2 and 3 of supported accommodation, as defined in Regulation 2 of the Guide to Supported Accommodation Regulations Including Quality Standards (March 2023). These categories encompass supported accommodation in shared or group living settings, both for children looked after and care leavers, as well as for individuals beyond this scope.Unique Dwelling Care provides round-the-clock staffed Supported Accommodation and support services to Children Looked After and Care Leavers aged 16 to 19 years (non-ring-fenced). Our 16- and 17-year-old children, who are non-ring-fenced, are accommodated in houses designed to accommodate up to three children or young people.Additionally, we offer Step Down Shared Housing, a category in which up to three children or young people reside in a house without on-site staff, but they receive a minimum of three hours of weekly floating support. This category is typically designed to assist young people around the age of 17½ as they transition to greater independence. Accommodations consist of individual rooms with shared facilities, and this service also falls under non-ring-fenced floating support.

# Admissions

All admissions to our accommodation should be planned whenever possible. We prefer to be involved at an early stage in planning for young people who may need to be placed in our care.

Decisions about admitting a young person to our accommodations will consider:

* Whether the young person fits into the available accommodation using our matching risk assessment.
* Whether the placement can meet his or her needs; and
* Whether the placement can manage the young person’s behaviour within the current group of residents.

# Admission Process

### Planned Placements

1. A pre-placement meeting will take place with all involved, including the young person, to identify the young person’s needs, what the service can offer and the aims of the placement. A date for the admission will then be agreed.
2. The young person will be encouraged to visit the placement to meet staff and other residents before the date of the admission.
3. A Support Plan will be completed at the organisation’s supported accommodation.
4. When possible, the identified support worker will be on duty at the time of admission and help the young person settle in. The Organisation will also involve an existing resident in helping with the settling in (other residents would have been informed of the new placement).
5. The social worker will ensure the Organisation and the young person and family if appropriate have a copy of the Essential Information Record, the Placement Plan, the Health Plan, and the Personal Education Plan.
6. The young person’s family will be encouraged to help with the admission.

### Unplanned Placements:

If a placement is required urgently, the referral will be considered by the staff on duty, who may also wish to contact the Manager before making a decision.

1. The referrer will give the manager as much information as possible, including any medical needs, legal status, and any family information, by completing the Essential Information Record and the Placement Plan for the young person which will be cascaded to all the staff at placement.
2. On admission the young person will be welcomed and helped to settle in.
3. The young person’s parents or carers will also be encouraged to be present during the admission (if possible / appropriate)
4. One member of staff will take particular responsibility for the young person until a key worker can be allocated.
5. The social worker must arrange a medical examination within two days of admission if the young person is new to the care system.
6. A planning meeting will be held within the first week of admission, and within 14 days the social worker must complete the Care Plan or Placement Plan with the key worker, family, and young person.
7. If parents or family members cannot be involved in the admission, contact with them will be made by our organisation on the day of admission or as soon as possible afterwards. A meeting with the family, at our organisation’s accommodation or elsewhere, will normally be a priority.

# Person-centred Support

All Children and Young People are assessed at the commencement of their placement with us, and a plan is designed to meet the specific needs of each individual young person. At the placement planning meeting, this is reviewed with input from the CYP. When a young person is placed with us, we work with the young person to develop a regular routine which enhances their quality of life. Examples of the basic tasks we will monitor and support the young people with are:

* Registering with the GP, dentist, and optician within a week of being accommodated
* Regular support with meal planning, shopping, and food preparation
* Regular support with managing a household and all aspects of daily living.
* Support in managing and attending appointments in the community and with other professionals.
* Support to access education, employment or training
* Managing incidents
* Support with accessing information about leisure opportunities available to them in the local area.
* Support with managing any benefits and applications.
* Support with managing their finances and budgeting.
* Support with understanding and accessing opportunities to be able to make a positive contribution.
* Support in learning how to keep themselves safe in the community and their own home.

# Statutory Reviews

The Statutory Review meeting takes place one month after the young person at our organisation after a further three months and then at six monthly intervals. Statutory Reviews ensure that the overall plan for the young person is working and identify what needs to be done, and by whom, to achieve the Care Plan. The Statutory Review decides whether the accommodation remains the best placement for the young person.

# How we work with Young People

All Children and Young people are vulnerable and deserve the best service possible. We aim to provide a service, founded on the principles of safeguarding and risk assessment ensuring our service users receive all the support they need to achieve their goals. We believe that our service represents both quality and value.

In meeting the needs of young people who reside with us, staff will:

* Involve young people in making decisions that affect their future.
* Appropriately involve parents, family member in day-to- day decisions about the young person’s care and plans for their future
* Encourage young people to maintain their religious, cultural, and linguistic identity. meet any needs arising out of disability.
* Actively protect and promote the health of young people.
* Assist young people to fulfil their educational potential and their employment prospects.
* Respect young people’s need for privacy and for information concerning them to be treated confidentially.
* Ensure that young people can develop and maintain self-respect, self-reliance and personal care skills, and enable them to make informed, age-appropriate decisions concerning their present and future.
* Provide young people with a continuity of care experience whilst being looked after.
* Involve young people in the day-to-day running of the home through young people’s weekly meetings.
* Ensure that information is made available to young people and parents, informing them of their rights and responsibilities and how representations can be made. provide young people with an opportunity to comment and give their views generally about the service provided.
* Communicate regularly with the young person’s social worker.

Young people are placed after a matching needs consideration and a risk assessment to ensure the placement would not be disruptive to others who may be more settled. Our organisation is experienced in working with young people who have some challenging and risky behaviour; the support plan will reflect the needs of the young persons and will offer the following.

* Support to develop reflective thinking.
* Support with reducing substance or alcohol misuse.
* Support with Family contact (where appropriate)
* Work around young people suffering with post-traumatic stress disorder.
* Support with asylum applications and other legal matters
* Working with the Refugee Council, Red Cross tracing service
* Support with reducing risky behaviour that could lead to exploitation.
* Support with managing ADHD, including anger management, and temper control disorder.
* Support with accessing and attending CAMHS; Counselling & other therapeutic appointments.
* Support with accessing education; training; apprenticeships or employment.
* Support with accessing additional tuition, where identified.
* Support with accessing leisure activities which sometimes act as alternative educational resources.
* Support with accessing local cultural & community clubs and events Through well-structured Risk Assessments, Individual Care Plans, motivated and skilled staff our aim is to ensure that independence and fulfilment are maximised for the vulnerable young people we work with

**Accommodation address:**

1. 102 Ballards Road, Dagenham, RM10 9AB

# Accommodation

### Facilities and services in our home(s)

Our service comprises (insert number) units providing semi-independent and supported accommodation for between 3-5 young people leaving care. Our accommodations include:

-Sizeable bedrooms

-Lounge

-Dining Area

-Kitchen

-2 Bathrooms

-2 toilets

-CCTV

- TV/Cable and Satellite dish/Wi-Fi/

-Staff office/combo

-Rear garden

Other facilities include laundry facility: Equipped with washing machine, iron, ironing table and individual drying rails. Lounge/Dining Areas: Equipped with T.V, coffee table and furnishings. This area can be used for leisure and residents to entertain visitors. Main office: Equipped with table, chairs, lockable filing system, CCTV monitor, office phone and computer. Outdoor Area Private Garden, with sitting area. Parking facility: There is free on the street parking space for staff and visitors. The premises will be frequently inspected and monitored to ensure a high standard of presentation and that all Health & Safety requirements are met.



A bed with a patterned bedding and a window

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# Education and Training

### Arrangements for Education

* Staff will ensure that each young person has a Personal Education Plan
* Staff will encourage young people to attend school and develop their skills and interests to their full potential. They, and especially a young person’s key worker will take an active interest in the young person’s education, offer help, and liaise with the young person’s designated teacher.
* If the young person is still at school or college, if appropriate, he or she will go to their usual school.
* If for some reason the young person cannot attend or is not on roll at a school, our staff will liaise with the social worker and the Education Department to help get the young person a place at a school or other education provision. Until a place is arranged, staff will ensure that the young person is engaged in other appropriate activities.
* We will provide a quiet place for the young person to do their homework and study
* The young person’s key worker will attend school meetings, such as parents’ evenings, together with the young person’s family if possible.

### Working or Looking for Work

Staff will give advice about looking for and applying for jobs and courses. If the young person has a job, or is in receipt of benefit, he or she will be expected to pay an agreed amount towards his or her keep.

# Looking after a young person's health

Our ethos is to promote overall healthy living for our young people. We do this by encouraging registration with the local leisure centre. All our homes are non-smoking. Young people are supported with attendance at all their medical appointments, including the sexual health clinic. As they develop their independence skills, they are encouraged to make their own appointments under staff supervision. Through regular conversation and interactions, we support CYP with skills for coping with life's highs and lows’ helping to build resilience.

# Anti-discrimination

As part of our commitment to provide a service which actively values diversity, we recruit staff from a range of ethnic, cultural and religious backgrounds. We have an equality & diversity policy in place. Equality training is included in staff induction and the RSM ensures that all staff have completed training and refresh as, and when required. Where necessary, external agencies are engaged to support us with cultural and linguistic needs of some of our CYP.

# Compliments, Complaints & Comments

Our organisation has a complaints procedure for staff and service users. The person responsible for complaints is the RSM. If the complaint is made against the RSM, the Registered Person is the person to whom the complaint should be made. A central log of complaints is kept on our case management system. The Complaints Policy can be accessed, for Staff, through the staff handbook and for the CYP, within the Young People's Guide. LA’s and other professionals, parents, or those in the community may access the policy on request. The organisation has a whistle-blowing policy for staff. Service users and Key workers have the right to put in a complaint without fear of reprisal. This section should be read in conjunction with our complaints policy which complies with Reg 31. Staff are always informed when recognition and/or positive feedback is received. Staff are encouraged always to find and make positive comments when working with the Children/Young People in order to build self-esteem.

# Safeguarding

We are committed to safeguarding our children/young people and staff. There is a policy in place which is reviewed annually or sooner if required. All staff complete mandatory Safeguarding Training as part of their induction and refreshed training at least every 12 months or more frequently if required.

The Designated Safeguarding Lead is Florence Nyamuchiwa.

Safeguarding is included in every staff supervision. Safeguarding is an agenda item in all staff meetings. We maintain a central Safeguarding log on our case management system, overseen by RSM and the Registered Person. This section should be read in conjunction with our safeguarding policy which complies with Regulation 20

# Child Protection

All staff receive training in Child Protection and are aware of, and alert to, the signs and symptoms of abuse. Any concern or allegation is recorded and immediately followed up by informing the manager and child’s social worker in accordance with the department’s Child Protection procedures. 13 Statement of Purpose and Function Visitors to the home, such as contractors, will be required to sign in and are monitored whilst on the premises.

# Voice of the Children/Young People

Children / Young People are encouraged to participate in decisions made about their activities, and choices. We encourage them to lead whilst we guide and inform Regular house meetings are held, with minutes taken, where each Child / Young Person contributes to general decisions affecting them. It is also an opportunity to hear their views on the service provided and desired changes. The agenda is set by the young people and minutes given to the RSM for review. This is in addition to individual key working sessions with the Child / Young Person ensuring adherence to their care plan and hearing their views. They also have an opportunity to review and comment on their monthly progress reports.

Our Children / Young People come from diverse cultural, linguistic and religious backgrounds. We learn from them about their culture and utilise their teaching to source requisite support. Where there are other Children / Young People from a similar background we introduce them, to minimise isolation for the CYP. We source appropriate clubs and communities but allow the CYP to decide their level of engagement at a pace that suits them. Where Children / Young People practise their faith, we provide support in identifying/locating a local place of worship. We travel with them, for the first time, if they are unfamiliar with the route.

Sometimes, the Accommodating Authority tasks us with disbursing the Child / Young Peron’s weekly subsistence and other financial entitlements. Staff are trained so that they are aware and understand the entitlements of each child relative to their status as a Section 17, Looked After Child or Care Experienced Young Person or UASC. Staff are trained and able to support and advocate for children to ensure that they receive that which they are entitled. CYP should understand what they are to expect from our organisation. We discuss spending, with the CYP and advice on saving for a rainy day. We take the opportunity to teach them about purchasing for ‘need’ and saving for ‘wants’.

# People / Staff

### Nominated Individual (NI):

Florence Nyamuchiwa is registered nurse and worked in a number of various areas Healthcare and Education.

She will be liaising with the stakeholders and is the main point of contact with commissioning local authorities placement teams/social workers. The NI acts as the general manager and oversees and manages the RSM’s responsibilities.

### Responsible Service Manager (RSM):

Florence Nyamuchiwa is also responsible for the day-to-day operation of the service.

She will perform the operation manager’s responsibilities which included managing the daily operations of the service in terms of staff supervision, compliance, complaints, and reports management.

### Safeguarding Lead (SL):

Florence Nyamuchiwa will ensure the safety and wellbeing of residents by developing and implementing policies and procedures to prevent abuse, neglect, and harm. They are responsible for identifying and responding to safeguarding concerns and ensuring that staff are trained to recognise and work with stakeholders and joint partners to respond appropriately to safeguarding issues.

These are the frontline staff responsible for the day-to-day support for the young person. This can include supporting tasks around the home such as cooking and cleaning, going out, taking part in activities, and attending college/work. They encourage young people to live more independently, keeping them safe and encouraging positive behaviour.

### Supervisors

As we expand, we will have 2 Supervisors per unit. Supervises support workers in completing weekly reports and the quality and relevance of daily log content. The supervisors or unit leads also complete the weekly accommodation quality assurance audit ensuring the accommodation remains safe and well maintained. The supervisors act as the link between management and frontline staff.

### Support Workers

2 active support workers and 6 bank staff

All staff members are safely recruited and are required to have NVQ or working towards NVQ level 3. All staff receive weekly supervision.

# Experience and Qualifications of Staff

A list of current staff and their qualifications is available on request. (Staff) Key workers will be allocated to support a client with due consideration to skills, personality, client’s needs and how they can best be met.

Other training, pertinent to the behaviours of the CYP is offered in order to ensure delivery of services are appropriate. All our staff members are recruited within a safer recruitment framework. All staff have a current enhanced DBS check, are required to be trained to NVQ level 3 or equivalent A number of staff members have NVQ levels 4, 5 & 6.

# Staff training program

Management ensures that the quality of staff as a necessary resource requires constant skills training and continuous improvement. All members of staff including management undertake regular continuous professional development (CPD). With a view to enhancing their skills and knowledge around client support and compliance. It is best practice to sign up new members of staff to gain certification in these basic levels within the first month of employment. Over one year, all new members of staff should have completed 60% of all the secondary training courses. Those qualified as social workers do not need to complete the health and social care NVQs but should continue to complete some other secondary certifications such as first aid, fire safety, and at least 6 safeguarding modules.  Each member of staff is added to the training matrix which is a periodical plan designed to set dates for completion of optional and compulsory courses to be completed; it will provide a detailed plan for completing courses and the refreshers based on the set dates. The training matrix is also the document that offers a summary of the training and skills development that corresponds to specialties the company offers such as DOLS, high and special risk placements where the allocated staff need that extra knowledge and skills to cater to the needs of these client groups efficiently.

### Compulsory /expected training and certifications – management.

All managers and directors who actively perform care duties within the accommodation are expected to have an NVQ level 5 Health and Social Care qualification or leadership and management level 5 diploma (children & families). Management would also be expected to complete 6 of the main safeguarding modules along with other certifications in leadership and management to support their skills and experience. Managers involved in education /employment within the care home should have a level 5 NVQ certification in Advice & Guidance.

### Compulsory training and certification for front line staff

* Health & social care NVQ Levels 3 or 5
* Safeguarding level 2
* All listed mandatory courses on the training matrix.

Access to training providers: Usually available from government funded providers/assessors. The caveat for this free option is the duration being a mandatory 12 months or more. Some providers offer fast track completion within 5 months, but this is provided outside of government funding. They offer flexible completion time if the learners can submit assignments and complete observation sessions on time.

### Secondary training for all staff

All members of staff are expected to commence these certificated courses within 1-2 months from the start of their employment.  They are available on rotation as delivered by contractor trainers. Some members of staff are required to take refresher courses over a period of time. All the listed courses are mandatory but are completed in order of importance. staff are not expected to repeat a training course for which they have received a certificate 24 months ago, but it is optional and usually encouraged to refresh the memory and maintain good performance.

* Fire and electrical safety
* Health and safety at work (General) (requires practical class participation).
* First aid (requires practical class participation).
* Food and nutrition handling
* PMVA / PRICE
* Restraint and protection (Require practical class participation)
* Food safety and hygiene
* CSE and safeguarding
* Records management / Use of care management system
* Dealing with ADHD
* Lone Working Awareness
* Care skills certificate (requires practical class participation).

Access to training providers:Some of these courses require on-site learning by accredited providers whilst others such as safeguarding modules can be done remotely. We register with local authorities safeguarding boards that allow staff to register and complete the online courses at their convenience.

# Organisation Structure

Senior Managers at our organisation are experienced and qualified to degree level or have been enrolled on the Leadership and Management level 5 diploma (Children & families) as minimum) and our Transition Support Workers are professionally qualified with NVQ’s Level 1 to 3 in a social care and/health related topic. Middle management team has significant experience of providing a range of services to young people in the community settings. All staff are supported on their own personal development, and they have annual appraisals with their line manager to agree targets and set goals.

**ORGANISATION STRUCTURE FLOW DIAGRAM**

**Nominated Individual**

**(Florence Nyamuchiwa)**

**Registered Service Manager**

**(Florence Nyamuchiwa)**



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Temporary Staff

Supervisors / Team Leaders

Support Workers

# Relevant Legislation and References

Guide to Supported Accommodation Standards, including Quality Standards

Regulation 4: The Leadership and Management Standard

Regulation 9 Statement of Purpose

This Statement of Purpose is subject to regular review considering changing practices, new legislation, and inspection recommendations. The running of our service is continually monitored against this statement.

This Statement of Purpose is approved and Signed by the Registered Service Manager Florence Nyamuchiwa.