Black Roses Support
Semi-independent living

BLACK ROSES SUPPORT

Statement of Purpose

November 2026

51 Ragstone Road
Slough, SL1 2PP

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1. About the service

Black Roses Support C.I.C. (company number 12679270), known as Black Roses Support, is proud to offer a 24-hour support service for looked-after children and care leavers aged 16 and 17. Our service supports young people across Berkshire and Buckinghamshire.

> **Registration**
>
> Black Roses Support C.I.C. is registered with Ofsted as a supported accommodation provider under the Supported Accommodation (England) Regulations 2023.
>
> Ofsted unique reference number (URN): **2763435**
>
> Date of registration: 11 October 2025
>
> Our homes provide ring-fenced shared accommodation, used only to accommodate looked-after children and care leavers, under regulation 2 of the Regulations.
>
> Ofsted record: reports.ofsted.gov.uk/provider/53/2763435

The aim of the service is to provide a safe and homely environment in which young people who are at risk of exclusion and isolation can build the skills, confidence and resilience they need to reach their full potential and make a smooth transition to independence. We are able to support young people from all walks of life. Under the guidance of the Director, all staff are able to support young people who are involved in, or at risk of involvement in, serious youth violence and other harmful practices.

1.1 Aims and objectives

Our aims and objectives are:

- to provide support that is tailored to each young person's individual needs
- to provide accommodation for young people for emergency, short-term and long-term stays
- to empower young people to lead as independent a life as possible
- to provide services that are anti-discriminatory and promote diversity
- to provide a service that takes into account young people's preferences, wishes, personal circumstances and individual abilities
- to provide young people with support of the highest quality within our homes
- to provide a safe and protected environment, prioritising young people's safety at all times
- to provide a home environment that is safe from exploitation.

1.2 How we achieve these objectives

We can achieve these objectives by:

- meeting the needs of every young person through a consistent, planned and holistic approach that addresses all of the young person's needs, in accordance with the Children Act 1989, the Children (Leaving Care) Act 2000, the Children Act 2004 and the Supported Accommodation (England) Regulations 2023
- working to an individual support plan agreed with the young person and the professionals involved

- working with young people to promote and develop their independence through a ‘can do’ culture and learned life skills
- treating all young people with dignity and respect, and making sure they feel heard, listened to and valued as individuals
- encouraging young people to be involved in developing the service through house meetings and by seeking their feedback on our service
- ensuring that support is provided by trained and competent staff
- supporting young people to access the community services and opportunities available to them
- ensuring that suitable strategies are identified and put in place to help young people become socially aware, so that they can stay safe in the community
- supporting young people to make decisions and choices, and promoting their right to take informed risks
- supporting young people to maintain contact with their friends and family, and providing opportunities to help them develop new friendships within the community they live in.

Black Roses Support is designed to support young people in their transition to adulthood and independent living. The service is for looked-after children and care leavers aged 16 and 17, including unaccompanied asylum-seeking children aged 16 and 17.

2. Our service facilities

Black Roses Support ensures that all homes across our service provide facilities that create a homely environment and promote a positive living experience for all our young people.

- All homes have a communal lounge where young people can watch television, with a varied selection of channels through Freeview. Netflix is also available.
- Our homes have computers with safe internet access. Young people are encouraged to use these to help with homework and their wider educational needs.
- The kitchen is fully equipped with modern appliances, including cookers and fridge-freezers. Each young person has their own designated food cupboard. A table and chairs are provided to encourage young people to share mealtimes and talk together.
- Each home has a plentiful supply of household linen, toiletries and cleaning products.
- Smoking is strongly discouraged. Young people who smoke are asked to do so away from the premises.

Wherever possible, we involve young people in decisions that affect the service we provide to them. Each home holds a monthly house meeting, where young people have the opportunity to tell staff about their feelings, views and ideas. There is also a suggestion box, where young people can make suggestions anonymously.

3. Governance and quality assurance

Our governance and quality assurance arrangements cover:

- young person files
- health and safety

- young person meetings
- team meetings
- staff supervision
- staff training
- home finance.

3.1 External inspections by purchasers of the service (local authorities)

The service is subject to inspections and reviews by local authorities. Staff must co-operate when these visits take place, and appropriate information is made available. Local authorities may have access to the files of their own young people at any time.

The service is also registered with Ofsted (URN 2763435) and is subject to Ofsted inspection under the Supported Accommodation (England) Regulations 2023.

3.2 Staff training

Staff team meetings take place monthly, and each team member has regular individual supervision sessions. These give staff the opportunity to share their views and give the Manager feedback about the service being offered. Black Roses Support will carry out annual appraisals for all staff and will seek feedback from the young people using our services at least quarterly. Young people, and those involved in their support, are made aware of the service's complaints policy and are encouraged to give feedback through individual reviews and family and significant others forums.

All staff undertake regular training, which includes as a minimum:

- Safeguarding
- Child sexual exploitation (CSE)
- Prevent (including CHANNEL)
- Female genital mutilation (FGM)
- Alcohol misuse
- Challenging behaviour
- Communicating effectively
- Confidentiality
- Diversity and equality
- Drug misuse
- First aid awareness
- Fire training
- Food hygiene
- Hand hygiene
- Health and safety
- Infection control
- Mental capacity
- Nutrition and diet
- Post-traumatic stress disorder
- Record keeping

- Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)
- Risk assessment
- Self-harm
- Stress management
- Supervisions and appraisals (managers only).

4. Our referral process

The referral process begins with an enquiry by telephone, email or letter. We will then ask for a referral form to be sent to us, giving more detailed information about the potential placement, including the young person's risks and support needs. The form can be completed by a social worker and/or other professionals.

5. Our matching assessment process

During the assessment, we will discuss the following aspects of the service with the local authority:

- the current support needs of the young person referred
- the identified areas of risk for the young person referred
- what the young person is seeking from the service (outcomes)
- the proposed plan of support to be offered by the service.

6. Our admission process

If the assessment confirms that the service can meet the young person's needs, they will be invited to visit. This gives them the opportunity to look around, meet the other young people living in the property, and ask questions or check anything they are unsure about.

If the young person likes the service, a transition plan is then agreed with the placing local authority. This can include both day visits and overnight visits to help the young person settle into their new environment. If there are no concerns during this period, an admission date is agreed.

6.1 Emergency admissions

When we receive a request for an emergency admission, an initial risk assessment will be completed. If our service can offer a suitable placement and the placing local authority confirms funding, we can usually accommodate the young person quite quickly.

A Placement Planning Meeting (PPM) is then arranged with the allocated social worker on the next working day. The PPM should be completed within the first week.

Each young person receives a welcome pack on admission, containing a new duvet, bedding, towels and toiletries.

7. Accommodation

Black Roses Support provides accommodation suitable for shared living. A Location Risk Assessment is completed for each home before we take on the property. All our homes are a short distance from health and education services, local amenities, leisure activities and shops.

Our staff help young people to settle into their placement by:

- giving detailed information about the service in the form of a young person's guide
- allocating a member of staff to lead introductions to all the young people and staff in the home
- helping the young person to find their way around the local area
- giving each young person a Licence Agreement setting out the terms of the service and accommodation
- offering introductory visits to prospective young people, and avoiding unplanned admissions except in emergencies
- sharing access codes for the home computer and internet to support learning
- listening to young people when they want to tell us about their background, life experiences and characteristics
- providing access to a range of leisure and recreational activities to suit their interests, hobbies and abilities
- responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every individual.

8. Range of support available to young people

Black Roses Support aims to help young people develop the skills they need to live independently as young adults. Through an independent assessment programme and targeted key work sessions, we aim to give every young person the skills and knowledge they need to build confidence in their ability to progress to greater independence. We also aim to increase young people's engagement with education and learning, so that they can achieve economic wellbeing.

The ways in which we support young people may include providing advice, supervision and support with:

- understanding their entitlement to benefits, and making benefit applications
- budgeting, paying bills and the importance of saving
- meal planning, shopping and cooking
- keeping their living space clean and well maintained
- understanding home security and safety
- opportunities for employment and voluntary work
- opportunities for education and leisure
- registering with a GP and dentist of their choice, and maintaining links with appropriate healthcare services
- responding to their changing support needs, in liaison with the other agencies involved in their support

- maintaining and developing community links and relationships
- fostering links with family members, where appropriate
- general support
- chaperoning on initial visits to education services, where needed
- identifying the best transport routes and links for visiting family
- accessing laundry facilities
- taking part in and accessing recreational facilities.

9. Core values

- Black Roses Support promotes every young person's right to choice.
- Young people are valued, respected and treated as individuals.
- We support young people to present themselves to others as they wish, through their personal appearance and social interactions.
- We challenge any form of discrimination that young people may face.

10. Equal opportunities

Black Roses Support complies with equal opportunities legislation and company policy, and does not discriminate in any way on the basis of race, religion, gender, disability, sexual orientation, marital status or age, in relation to either staff or young people. A copy of Black Roses Support's current Equality and Diversity Policy is available on request from the home manager.

11. Respecting a young person's right to privacy

Black Roses Support recognises that living in a shared home may sometimes present challenges for the young people who live there. We therefore aim to protect each individual's privacy as far as possible by:

- offering a range of communal areas around the properties, or opportunities for young people to be alone or with people of their choosing, where appropriate
- providing locks on bedroom doors, with each young person holding their own key
- ensuring that all staff follow the service's policy on entering young people's bedrooms
- ensuring that young people understand that any CCTV outside the home or in communal areas is used purely to promote the safety and welfare of young people and staff, and is only viewed if there has been an incident
- respecting every young person's expectation of privacy – access to any CCTV images is restricted to the Director
- ensuring that all staff receive training on confidentiality
- restricting access to sensitive data and information.

Black Roses Support's CCTV policy is available on request.

12. Safety and security

Black Roses Support provides a supportive environment and responds proactively to the need to safeguard young people by:

- protecting young people, wherever practicable, from all forms of abuse and from all possible abusers
- ensuring that young people and staff know how to make a complaint or raise a concern about any aspect of the service or the environment
- ensuring that the atmosphere in our properties is open, positive and inclusive
- restricting unauthorised access to our homes
- ensuring that all visitors show valid ID and sign in and out of the building, and that access to young people's rooms is restricted without the prior consent of the Home Manager (for example, for tasks such as routine maintenance)
- ensuring that all staff and young people understand our whistleblowing process.

12.1 Fire precautions, associated emergency procedures and safe working practices

All young people are made aware of what to do in the event of a fire or other emergency. The service complies with all guidance on promoting and protecting the health, safety and welfare of young people and staff.

Fire alarms are tested weekly, and fire drills are carried out every three months at different times of the day and night. Every home displays its fire evacuation procedure.

Individuals must take responsibility for the safety and security of themselves, their belongings and their home, and must be considerate of other young people. This includes making sure the doors to their own rooms are secured when left unattended, and that the external doors are properly secured when they enter or leave the property.

We have CCTV on the outside of all our properties for added security.

13. How we assess a young person's needs

When a young person is referred to our service, we carry out a matching assessment and a full impact risk assessment. This assessment covers a range of potential risks, including physical violence, gang affiliation and/or involvement, child sexual exploitation (CSE), child criminal exploitation (CCE), self-harm, harm to others, racism and more.

A full individual risk assessment is completed on admission.

During the first four weeks of the placement, each young person is assigned a key worker. The key worker will complete a detailed support plan with the young person and those involved in their support, based on the most recent assessment of their needs. All information is treated as confidential and is discussed with the home manager to make sure the service can continue to manage the identified risks and meet the young person's needs.

When requested by the local authority, the service will arrange a placement review meeting. The young person, their social worker and the home's support team will be invited to review the

placement, discuss any issues that have arisen and/or discuss positive achievements, with a view to making any appropriate changes to the support plan.

14. Support plans and risk assessments

For each area of need or risk identified, the key worker produces a support plan with the young person. The plan sets out specific objectives for that area and how they can be achieved, and incorporates the control measures identified in the young person's risk management plan for any related areas of risk. All support plans are reviewed during key worker one-to-one sessions and updated as appropriate at least every 12 weeks, or more often if the young person's needs change.

Each young person's social worker or personal adviser (PA) will have a copy of their support plan. The young person, their social worker or their PA can request a review at any time if they feel the support plan is not appropriate.

15. What our young people can expect

All young people are given an agreement that sets out their rights and responsibilities towards the service provider, and Black Roses Support's responsibilities towards them. The Young Person Licence Agreement / House Rules guide describes what young people can expect from Black Roses Support and what the service expects of them, including acceptable behaviour.

16. Service structure

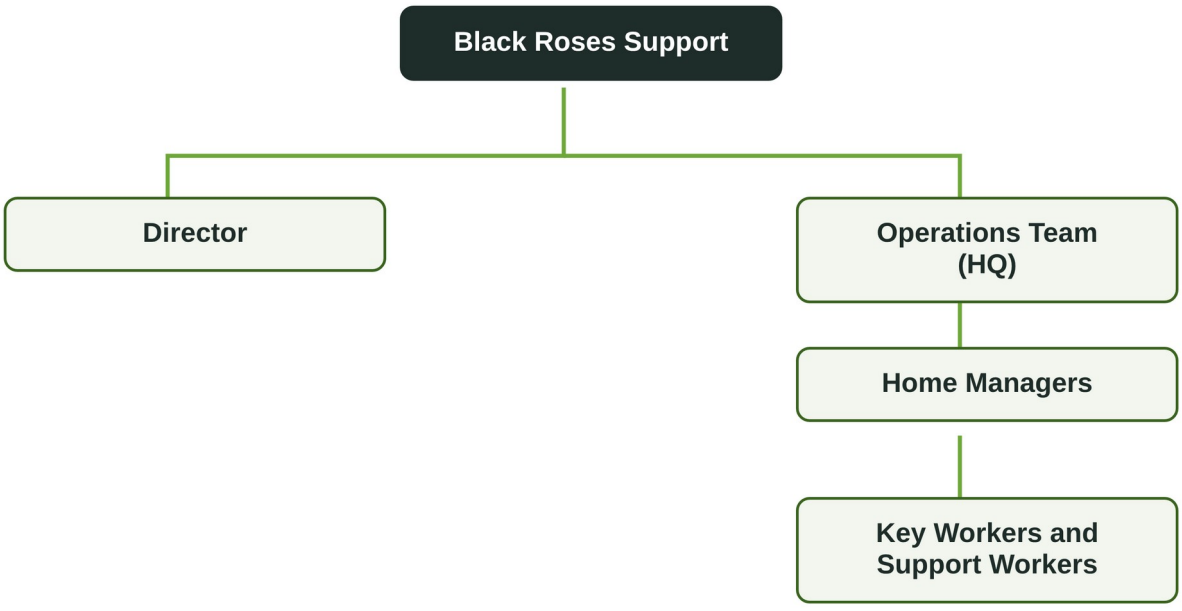


Chart description: Black Roses Support is shown at the top, with the Director and the Operations Team (based at HQ) beneath it. Home Managers sit beneath the Operations Team, and Key Workers and Support Workers sit beneath the Home Managers.

Black Roses Support complies with the Supported Accommodation (England) Regulations 2023 and the Quality Standards for supported accommodation in relation to our safer recruitment

practice, and aims to provide suitably qualified and competent staff in all our homes. Our service does not deliver care or personal care.

All employees complete an induction and probation period, as well as continuous mandatory and service-specific training, so that we continue to deliver a high-quality service. All new employees receive full mandatory training through the company's induction programme.

All support workers have achieved, or are working towards, an appropriate NVQ qualification. Training needs are reviewed regularly during staff supervision sessions, and annual appraisals reflect both individual learning goals and the needs of the service.

In accordance with the Care Standards Act 2000, young people are looked after by staff who are trained, competent and skilled to meet their needs.

To support staff development, team consistency and competence, every member of staff receives regular supervision and is encouraged to use the home's training programme. Supervision takes place regularly, every four to six weeks, and focuses on:

- roles and responsibilities (for example, key working)
- work performance against objectives
- relationships within the team and team performance
- current service issues and new priorities, including safeguarding and health and safety
- timekeeping, presentation and attitude at work
- any gaps in skills, and any training or support needs
- action plans to help things run smoothly.

Staff meetings are held monthly.

17. Views and comments

17.1 Consultation

Our service aims for everything we do in each home to be led by the wishes, needs and preferences of our young people. We also recognise how easily this focus can slip, and we remain vigilant to make sure that the facilities, resources, policies, activities and services in each property stay focused on young people.

Our young people are regularly consulted, both individually and as a group, about how the service is run. Every month there is a house meeting at which young people are helped to tell staff about their feelings and views. All young people are encouraged to take part in quarterly surveys, through which we seek feedback about the service, receive suggestions and take action.

Black Roses Support aims to make the running and management of our service as transparent as possible, and to ensure that the service has an open, positive and inclusive atmosphere.

17.2 Gifts and gratuities

Our aim is to provide a high-quality service so that our young people receive the best possible support. There is no need for anyone to offer gifts, tips or gratuities to staff, and staff cannot accept any. Further information can be found in our Gifts Policy.

17.3 Complaints and compliments

Although we strive to provide a safe, homely environment, we understand that there may be times when young people or their supporters are dissatisfied. To address this, we:

- provide a simple, clear and accessible complaints procedure
- welcome constructive feedback as part of our continuous service improvement and consultation with the people who use our service
- carry out an evaluation process across every home, and provide each home with a complaints and compliments record book to record comments from anyone connected to or visiting our service.

Our service is committed to achieving its stated aims and objectives, and welcomes all comments from individuals and their representatives through the following procedure.

17.4 Complaints procedure

This policy covers complaints about Black Roses Support made by people who use the service and others involved in their case. Staff who wish to make a complaint should refer to the company's Grievance Policy and procedures.

The home's complaints procedure is explained to every young person on admission.

A member of staff completes a complaint log, which the young person signs to confirm that the procedure has been explained to them and that they understand it. All complaints are taken seriously and investigated.

Where appropriate, staff will support young people to follow through their complaint as part of their role as an advocate. All complaints are reported to the Operations team at head office.

Our complaints policy is available on request.

18. Contact details

If you need more information about Black Roses Support, or would like to make a referral, please contact:

> **Operations Team – Black Roses Support C.I.C.**
>
> 51 Ragstone Road
>
> Slough
>
> SL1 2PP
>
> **General enquiries:** contact@brsupport.org, Latoya@brsupport.org, janine@brsupport.org
>
> **Referrals:** 07590 333039, Janine 07802 420794, janine@brsupport.org
>
> **Ofsted URN:** 2763435
>
> **Company:** Black Roses Support C.I.C., a community interest company registered in England and Wales, company number 12679270. Registered office: 51 Ragstone Road, Slough, Berkshire, England, SL1 2PP.

19. Concerns about adults who work with young people

If anyone is worried that an adult who works or volunteers with young people has harmed a young person, may have committed an offence against a young person, or has behaved in a way that suggests they may not be safe to work with young people, the concern is reported to the Local Authority Designated Officer (LADO) for the area where that adult works.

Young people, families, staff and professionals can also contact the LADO directly. If a young person is in immediate danger, call 999.

19.1 Buckinghamshire

Buckinghamshire Council
01296 382070, secure-LADO@buckinghamshire.gov.uk

19.2 Berkshire

Bracknell Forest Council
01344 351572, LADO@bracknell-forest.gov.uk

Reading (Brighter Futures for Children)
0118 937 2684, LADO@brighterfuturesforchildren.org

Slough (Slough Children First)
07927 681858, LADO@sloughchildrenfirst.co.uk

West Berkshire Council
LADO.LADO@westberks.gov.uk (email only)

Royal Borough of Windsor and Maidenhead (Achieving for Children)
07774 332675, lado@achievingforchildren.org.uk

Wokingham Borough Council
lado@wokingham.gov.uk (email only)