



Supported Accommodation for

58–60 Norwich Avenue West, Bournemouth, BH2 6AW

UASC



Statement of Purpose

Valiant Homes Limited

This Statement of Purpose is available to staff, young people (and those being considered), parents and the accommodating authority, and is provided to Ofsted. The Registered Person keeps it under regular review; material revisions are notified to Ofsted within 28 days and a revised copy sent. The service is conducted at all times in a manner consistent with this SoP and the Regulations.



Purpose, Vision and Objectives

The purpose of this document is to set out how Valiant Homes provides supported accommodation for young people, primarily Unaccompanied Asylum Seeking Children (UASC) aged 16–17, under the Supported Accommodation Regulations and Quality Standards 2023. Where appropriate, and where agreed by the placing authority, this non-ring-fenced setting may also accommodate young adults aged 18–25 alongside 16–17-year-olds, subject to safeguarding, matching and risk assessment. Our primary aim is to promote the wellbeing, integration and development of each young person living within the service. We recognise the unique challenges faced by UASC and strive to empower them to build a positive future.

Valiant Homes is registered with Ofsted under Category 3 – Shared/Group Living at 58–60 Norwich Avenue West, Bournemouth, BH2 6AW, for up to 19 beds. Each young person has their own bedroom (with a private bathroom where available) and shares communal areas.

Any professional or person involved in a young person’s support or protection may request our Safeguarding / Child Protection Policy and procedures. Contact details for the Designated Safeguarding Lead (DSL) and relevant local authority services are provided to placing authorities and are available on request.

Objectives

1. Cultural Integration and Support

- To facilitate cultural understanding and integration, helping young people to navigate and appreciate the diversity within their new environment while maintaining their cultural identity.

2. Education and Skill Development

- To provide educational support and skill-building opportunities that equip young people with the tools necessary for personal and professional growth.

3. Emotional Support and Counselling

- To offer access to emotional support and counselling services, addressing the mental health needs of young people and fostering resilience.

We do not administer personal care or medication. Young people self-administer; individual lock boxes are provided for safekeeping. Staff offer guidance, monitor self-administration proportionately and keep appropriate records.

By aligning our objectives with the needs of UASC, Valiant Homes is dedicated to creating a nurturing and inclusive environment that supports the holistic development of each individual, preparing them for a successful transition to independence.

Vision

1. **Advocacy and Representation:** To actively advocate for the rights and needs of UASC, ensuring they have a voice in matters that affect their lives and are represented fairly in all aspects of community life.

On induction and throughout placement we ensure each young person understands their entitlements (allowances, education, health, immigration/legal, leaving-care rights) and how to complain; information is provided in accessible formats/languages with interpreters as required.

We maintain a workforce plan covering structure and staffing levels (flexible daytime support based on assessed need, overnight sleeping-in staff cover, and 24/7 on-call management), safer recruitment (incl. enhanced DBS/barred-list), induction (min. two weeks), six-month probation, mandatory/refresher training, supervision/appraisal, CPD, performance management via KPIs, and acting-up arrangements when the Registered Service Manager is absent.

2. **Health and wellbeing:** To promote the physical and mental health of each young person by facilitating access to healthcare services and providing workshops on healthy lifestyles and wellbeing practices.

3. **Community Engagement:** To build strong relationships with local organisations and community members to create a supportive network for UASC, fostering a sense of belonging and mutual understanding.

4. **Family Tracing and Reunification:** To assist UASC in tracing and, where possible, reuniting with family members, ensuring that family links are preserved and strengthened.

5. **Continuous Improvement:** To regularly review and enhance our services through feedback from young people, staff, and stakeholders, ensuring we meet the evolving needs of UASC effectively.

By focusing on these objectives, Valiant Homes aims to create a nurturing environment that not only supports the immediate needs of unaccompanied asylum-seeking children but also lays a solid foundation for their future success.

Regulation and Young People

Category of Provision

Valiant Homes service is provided under category 3, Regulation 2 of the Supported Accommodation Regulations and Quality Standards 2023:

- **Supported accommodation** in a shared or group living situation in premises which are not limited to accommodating looked after children and care leavers. (Regulation 1(2), para (c))
- **Shared accommodation** — Young people have their own bedroom and may have their own bathroom while sharing communal areas like living rooms and kitchens. Provision may include **foyer type accommodation** that combines support with opportunities for education, training, and employment. This provision may accommodate care leavers aged 18+.

In addition to being registered to support looked after children and care leavers aged 16 and 17, this provision may also provide accommodation for people who are not looked after children or care leavers.

Characteristics of Young People

Valiant supports young unaccompanied asylum-seeking children and young people, primarily aged 16–17, referred to us from Bournemouth, Poole and Christchurch Council. We place both male and female young people and are registered to accommodate up to 19 young people at 58–60 Norwich Avenue West, Bournemouth, BH2 6AW. Where appropriate and agreed by the placing authority, the setting may also accommodate young adults (UASC) aged 18–25 alongside 16–17-year-olds; the accommodation is non-ring-fenced, with safeguarding, matching and licence conditions strictly observed.

In accordance with Regulation 2 above, we can also offer placements to 18+ young people or extend current placements past 18 if requested by the placing authority.

We offer placements to young unaccompanied asylum-seeking children and young people (UASC) who have been assessed as suitable for supported accommodation.

We recognize the level of instability, loss, and trauma some of the young people may have experienced. Our support staff possess lived experience of arriving in this country seeking asylum, which allows them to provide empathetic and informed care.

We do not accept young people who have drug and alcohol concerns, a known history of aggression or criminal activity, or a learning disability. Our aim is to create a safe, supportive environment that promotes stability and growth for the young people we serve.





Accommodation Description

Our accommodation is designed to meet the needs of young individuals, aiding their integration into the community and broader society. Situated in a residential area of Bournemouth, the home is converted as a HMO offering a prime location close to the beach and local shops. The property is ideally situated within walking distance to bus routes and a train station, facilitating easy access to shopping centers, leisure activities, parks, educational institutions, employment opportunities, health services, and the maintenance of personal relationships.

Accommodation Features

The accommodation is structured to provide a comfortable and secure living environment, meeting the criteria set out in Regulation 6 – The Accommodation Standard. Key features include:

- **Lockable Private Bedrooms:** Each young person has a room that can be personalised, ensuring privacy and comfort.
- **Comprehensive Furnishings:** All necessary furniture and white goods are provided.
- **Safety Systems:** Equipped with fire alarm systems, carbon monoxide detectors, and a first aid kit.
- **Utilities:** All utilities are included to ensure a hassle-free living experience.
- **Staffing and Support:** Flexible daytime support is provided in line with assessed need, planned appointments, occupancy and risk.
- **Overnight sleeping-in staff are based on site each night**, with 24/7 on-call management support available at all times.
- **Connectivity and Entertainment:** Wifi and TV facilities are provided.
- **Security Measures:** A security door with CCTV enhances safety (details below).
- **Maintenance and Cleanliness:** Regular rubbish clearing and maintenance by a local company ensure a clean and secure environment.

Valiant Homes owns the property providing stability for both the service and the young people. The property's location within a residential area means that young people are immersed in the community from the beginning of their placement, reducing feelings of isolation and fostering a sense of belonging. Our strong relationships with neighbors further support this integration, allowing young people to learn the importance of mutual respect.

Safety and Security

The property is safe and secure with daily health and safety checks of all communal areas. Young people's bedrooms are private and only entered by staff for planned monthly inspections or in cases of serious risk, such as self-harm. In such instances, staff announce their entry due to safeguarding concerns, any such incidents are documented and shared with the placing authority and, where required, notified to Ofsted in line with regulatory requirements.

- **Secure Access:** Doors and windows are equipped with locks and restrictors for safety. Each young person has a key to their room, while front door access is controlled through staffing arrangements, site security measures and overnight on-site staff cover.
- **Fire Safety:** A specialised fire and security company conducts regular checks and maintenance, ensuring all systems and emergency lighting are operational. Staff receive training, and fire risk assessments and drills are conducted periodically.
- **CCTV Usage:** Cameras are installed in communal areas, as agreed with the placing authority, to promote welfare and safety. Young people are informed about the cameras and their purpose upon placement.

Communal Living

Young people have free access to communal areas, kitchen, and garden. Their privacy is prioritised, with bedrooms remaining private spaces

apart from scheduled inspections. The furniture throughout the home adheres to safety standards and is labelled for fire safety compliance. Each young person is provided with essential items such as bedding, towels, initial toiletries, and communal cooking equipment.



Community and Support

The police and fire services are aware of our work supporting vulnerable young people and are prepared to provide an urgent response if needed. Our staff use the office during the day for administrative tasks and planned support sessions. Daytime staff presence is arranged flexibly in line with assessed need, occupancy, risk and planned activity. Overnight sleeping-in staff are on site each night to provide immediate support and oversight, with 24/7 on-call management available for additional escalation where required.

Overall, our accommodation is a nurturing and safe environment, encouraging young individuals to thrive as they transition into independent living.



Support Services Provided

Valiant Homes offers a comprehensive suite of services aimed at supporting young people, particularly unaccompanied asylum-seeking children (UASC), as they transition towards independent living. Our offerings are designed to foster personal growth, community integration, and self-sufficiency.

24/7 Support

- **Qualified Staff Availability:** Our experienced staff provide planned daytime support in line with assessed need, occupancy and individual support plans. Overnight sleeping-in staff are on site each night, with 24/7 on-call management available to provide additional guidance, support and escalation where required.

Support and Transition Planning

- **Regular Reviews and Planning:** We conduct regular reviews with young people and their social workers to assess placement suitability and plan for their future transitions, ensuring that each individual's needs and aspirations are considered.

Daily Support Planning

At Valiant Homes, we prioritise personalised support planning to ensure each young person receives the attention and resources they need:

- **Referral Process:** We require a completed referral form, pathway plan, risk assessment, and any other pertinent information about the young person, including current risks. Ideally, we meet the young person and their social worker before they move in to better understand their needs.
- **Matching and Transition:** We carefully match young people in placement to minimise conflict and offer new referrals a chance to meet others already in the placement. A visit to 58–60 Norwich Avenue West is arranged to assess compatibility with the setting and the allocated key worker, and staff visits to the young person's previous placement are used, where appropriate, to support a smoother transition.
- **Emergency Placements:** We accept emergency placements provided all necessary documentation is in place.

Support Plan Aspects

Our tailored support plans are centred around several key aspects:

1. **Mental and Physical Health Care:** Assistance in registering with healthcare providers, maintaining up-to-date health checks, and accessing necessary health services.
2. **Finance:** Education on budgeting, managing money, and understanding debt.
3. **Healthy Relationships:** Support in fostering relationships with family and social networks, and building new positive relationships.
4. **Education, Employment, Training (EET):** Promotion and support in accessing educational and vocational opportunities.
5. **Behaviour and Wellbeing Management:** Strategies for reducing challenges and enhancing coping mechanisms.
6. **Leisure:** Encouragement to participate in local activities and foster social connections.
7. **Self-care and Practical Skills:** Guidance in developing personal routines and acquiring life skills necessary for independent living.

Detailed Support Provided

1. Preparing for Adult Living

- **Life Skills Development:** We focus on developing social, emotional, and cognitive abilities, including personal hygiene, budgeting, and time management.

2. Health & Wellbeing

- **Comprehensive Support:** Addressing physical, emotional, and health needs holistically, promoting healthy life choices, and facilitating access to healthcare services.

3. Choice of Expression

- **Safe Environment:** Encouraging authentic self-expression and supporting young people's artistic, cultural, and social interests.



4. Education and Training

- **Access to Opportunities:** Supporting academic and vocational pursuits, facilitating safe use of public transport, and aiding in job application processes.

5. Leisure and Community

- **Community Involvement:** Encouraging participation in leisure activities, community events, and expanding social connections.

Valiant Homes is committed to providing a nurturing environment that supports each young person's journey towards independence and integration into the community.



Staffing

Hours

The staffing arrangements at Valiant Homes are structured to ensure the safety and wellbeing of all young residents. Daytime staffing is delivered flexibly, according to assessed need, occupancy levels, planned appointments, risk and individual support plans. At a minimum, one member of overnight sleeping-in staff is based on site each night, supported by 24/7 on-call management to maintain security and respond to emerging needs. Floating support hours are commissioned at the start of the placement, with a minimum of 5 hours per week direct 1:1 support. If additional needs are assessed, bespoke support hours can be allocated, such as providing up to 10 hours of one-to-one support weekly to cater to individual young people's needs in areas such as independence, health, education and wellbeing.

Support Staff Responsibilities

Support staff at Valiant Homes are committed to creating a supportive and trusting environment for young people. Their responsibilities include:

- Building honest and trusting relationships with young people and multi-agency professionals.
- Recording all relevant conversations, visits, and contacts in the young people's files. Completing assessments, planning, and review documents as outlined in each young person's plan.
- Attending regular meetings with referring agencies and solicitors to discuss young people's placement and progression.
- Providing verbal and written updates and reports to social workers and personal advisors as required.

Staff Experience and Qualifications

Valiant Homes' staff are highly qualified and experienced in working with young people and vulnerable adults, particularly unaccompanied asylum-seeking children (UASC). Key qualifications and experiences include:

- Experience working with young people and vulnerable adults.
- Qualification to NVQ Level 3 in Health and Social Care or equivalent, or actively working towards this.
- A Registered Service Manager with over a decade of experience in housing and supporting vulnerable adults and care leavers.

Valiant Homes follows a rigorous recruitment process that aligns with Supported Accommodation Regulations 17 and 18, ensuring all staff members meet the highest standards of safeguarding, equality, and diversity. This includes competency-based interviews and, whenever possible, a young person's panel to involve residents in the hiring process.

Management and Staffing Structure

Valiant Homes is a family-owned provider of accommodation and support services in Bournemouth, working closely with local authorities to meet the needs of young people, care leavers and vulnerable adults.

Heather Crump has extensive experience in providing housing and support services to care leavers and vulnerable adults, collaborating closely with local authorities to address community needs.

The staffing structure includes:

- Full time Residential Support Workers.
- Additional Support Workers on bank contracts for flexible support tailored to young people's needs.
- Overnight sleeping-in staff on site each night, with 24/7 on-call management support to ensure safety, welfare and escalation where required.
- Each young person is assigned a lead key worker, with additional support sessions conducted by various support workers to provide diverse interactions and safety.

The Registered Service Manager is integral to the operation, with responsibilities including:

- Ensuring staff understand and adhere to the Statement of Purpose (SoP).
- Overseeing health, safety, and fire safety standards.
- Managing referrals and matching young people to suitable placements.
- Conducting staff induction, probation, supervision, and development.
- Chairing team meetings and compiling monthly reports for stakeholders.
- Monitoring staff training compliance and young people's outcome achievements.

Induction, Probation, Training, and Supervision

All new staff undergo a comprehensive induction program, including policy review, shadowing, and process learning. The probation period lasts six months, with three review meetings to assess suitability and address any concerns.

Monthly supervision sessions provide staff the opportunity to discuss their roles, set objectives, and ensure the safety and development of young people. Training is conducted both in-house and through external agencies, adapting to meet the evolving needs of residents. All staff complete training in areas such as:

Staff Mandatory Training

Safeguarding (including CSE, Gang, Trafficking)	Supported Accommodation Regulations and Quality Standards
Equality, Diversity, and Inclusion	First Aid
Needs of UASC	Lone Working
Trauma-Informed Practice	Behaviour Management and De-escalation
Internet Safety	Prevent
Food Hygiene	Risk Assessment and Reporting



Young People's Rights

At Valiant Homes, we are committed to upholding the rights of young people as outlined in the United Nations Convention on the Rights of the Child (UNCRC). This includes ensuring that all young people are treated fairly and with respect, regardless of their background, ethnicity, or gender. Our approach is to empower young people to understand and exercise their rights effectively, fostering an environment of respect and equality.

UNCRC General Principles

1. **Non-discrimination (Article 2):** Every child has the right to be treated equally, without discrimination of any kind.
2. **Best interest of the child (Article 3):** The best interests of the child must be a primary consideration in all actions concerning them.
3. **Right to life, survival, and development (Article 6):** Every child has the inherent right to life and the opportunity to develop to their full potential.
4. **Right to be heard (Article 12):** Children have the right to express their views freely in all matters affecting them.

Implementation at Valiant Homes

Upon arrival at Valiant Homes, young people receive a guide that outlines their rights and how these rights are respected within our services. We actively engage young people in discussions about their rights during support sessions, ensuring they have the knowledge and confidence to exercise them.

Supporting Young People's Rights

- **Feedback and Involvement:** We encourage young people to provide feedback on our services and involve them in decision-making processes regarding their support and risk plans.
- **Access to Services:** We support young people in accessing external services like healthcare, education, and advocacy services, ensuring they are aware of how to reach these resources.
- **Complaints Process:** Information is provided on how to make complaints, with assurances on how these will be managed, in line with Regulation 7, paragraph 2 j(iii).
- **Maintaining Relationships:** We assist young people in maintaining positive relationships with friends and family, including support for using public transport.
- **Cultural and Religious Support:** Young people are supported in attending places of worship and participating in cultural festivals, respecting their religious and cultural needs.

Young People's Voices

Valiant Homes values the input and feedback of the young people we serve:

- **Feedback Mechanisms:** We provide various channels for young people to express their views, such as anonymous messages, questionnaires, and face-to-face support sessions.
- **Collaborative Planning:** Young people play a lead role in planning their support sessions, ensuring that the plans are meaningful and engaging.

Achieving Positive Outcomes

Valiant Homes is dedicated to achieving positive outcomes for young people through a person-centred approach. Here's how we do it:

1. **Goal Setting and Progress Tracking:** Using the IT Management System (Lief), we set achievable tasks within support plans, allowing young people to see their progress and stay motivated.
2. **Engaging Support Sessions:** We tailor support sessions to be fun and engaging, aligning with the young person's interests, which helps maintain their interest and involvement.
3. **Regular Reviews and Updates:** Progress is tracked and shared with the young person and their social worker, facilitating transparent and collaborative reviews.
4. **Trauma-Informed Care:** Staff are trained in trauma-informed care and use strengthsbased approaches to support young people effectively.

Unaccompanied Asylum Seeking Children (UASC)

We provide specialised support to manage their legal and immigration needs. This includes:

- **Legal Support:** Providing guidance and support at legal meetings and assisting with documentation.
- **Cultural and Religious Respect:** Ensuring access to interpreters and respecting cultural and religious practices.
- **Identity and Community Integration:** Helping young people understand their journey, identity, and connecting them with local community and faith groups.

Promoting Independence

Valiant Homes encourages the development of independent living skills through:

- **Skill Development Plans:** Collaboratively setting goals and timelines with the young person and their social worker.
- **Daily Living Skills:** Encouraging personal hygiene, room cleanliness, and participation in communal tasks.
- **Flexible Support:** Adapting support sessions to meet immediate needs, building trust and resilience over time.

Education, Training, and Employment

We promote education and employment by:

- **Collaborating with Education Providers:** Working with Virtual School Heads and other professionals to provide suitable educational opportunities.
- **ESOL Courses:** Supporting UASC in learning English to integrate into the community.
- **Transport and Technology Support:** Helping young people navigate public transport and use technology for learning.
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Mental and Physical Health

Valiant Homes prioritizes the health needs of young people by:

- **Health Policies:** Ensuring safe handling of medication and health-related information.
- **Self-care and wellbeing:** Encouraging healthy lifestyles and supporting mental health.
- **Medical Registrations and Referrals:** Assisting young people in registering with healthcare providers and accessing necessary services.

Valiant Homes is a supported accommodation service and does not provide personal care or administer medication. We can provide a young person with a lock box to keep in their room to store medication and monitor their self administration.

Anti-discriminatory Practices

Our commitment to equality and respect includes:

- **Inclusive Environment:** Creating a supportive space that values diversity and combats discrimination.
- **Ongoing Training:** Ensuring staff are equipped to recognize and challenge biases.
- **Regular Service Reviews:** Monitoring practices to ensure fairness and inclusivity.

Cultural, Linguistic, and Religious Support

Valiant Homes values the diverse backgrounds of our young people by:

- **Promoting Cultural Pride:** Encouraging young people to embrace their identity and participate in cultural and religious activities.
- **Cultural Exploration:** Facilitating discussions on diverse cultures to foster understanding and respect.

By adopting these practices, Valiant Homes aims to create a nurturing and empowering environment that supports young people’s development and integration into society.

Policies

Valiant Homes operates with a robust set of policies and procedures to ensure the effective management of services and the safety and wellbeing of both staff and young people. These policies are designed to cover all aspects of service delivery and property management.

Access and Familiarisation

- **Staff Access and Training**
 - Staff members have unlimited access to all policies and are encouraged to familiarize themselves with them regularly. An annual policy refresh is mandatory to ensure that all staff are up-to-date with the latest procedures and regulations.
 - Policies are maintained in a dedicated folder within the office and are updated when necessary to reflect current best practices.

- **Young Person’s Guide**

Each young person receives a Valiant Homes Young Person’s Guide, which includes descriptions of key policies relevant to their stay. Staff members go through this guide with the young person during their first week to ensure understanding and compliance

External Access to Policies

- **Availability to External Parties:**
 - All policies, including the Statement of Purpose, Safeguarding, and Complaints procedures, are available upon request to external agencies, family members, and young people. These documents can be emailed or posted as needed.
 - Valiant staff are readily available to answer any questions about these policies to ensure clarity and transparency.

- **Contact Information for Policy Requests:**

- Requests for policies and complaints can be directed to Heather Crump, the Registered Service Manager/Director. She can be reached at:

Telephone: 07854 410786

Email: contact@valianthomes.co.uk

Safeguarding Policy

At Valiant Homes, we are committed to ensuring that all young people are protected from harm, regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Our safeguarding policy is grounded in child protection principles and is aligned with Regulation 20, which guides our approach to responding to and supporting young people who have experienced or are at risk of experiencing abuse or harm. The policy is regularly updated to meet the requirements of Regulation 20 and includes the following key components:

Types of Abuse

- **Physical Abuse:** Involving the use of physical force that may result in injury.
- **Emotional Abuse:** Actions that harm a young person's emotional health or development.
- **Sexual Abuse:** Involving forcing or enticing a young person to take part in sexual activities.
- **Neglect:** The persistent failure to meet a young person's basic physical, emotional, or educational needs.

Signs of Abuse

- Behavioral changes, such as withdrawal or aggression.
- Unexplained injuries or recurring illnesses.
- Fear of certain places or people.
- Poor hygiene or appearance.

Collaboration with External Services

We work closely with the local authority safeguarding board, the Local Authority Designated Officer (LADO), social care, police, NHS, and other external services to ensure a coordinated response to safeguarding concerns.

Responding to Disclosures

- **Listen:** Stay calm and listen carefully without asking leading questions.
- **Reassure:** Let the young person know they did the right thing by telling you.
- **Record:** Document the disclosure accurately and immediately.
- **Report:** Inform the designated safeguarding lead as soon as possible.

Reporting and Recording

- All safeguarding concerns must be reported and documented promptly, following specific timescales outlined in our policy.
- Reports are made to the designated safeguarding lead, who will take appropriate action.

Roles and Responsibilities

- **Staff:** Responsible for identifying and reporting concerns.
- **Registered Person:** Ensures safeguarding procedures are adhered to.
- **Designated Safeguarding Lead:** Oversees safeguarding practices and liaises with external agencies.

Confidentiality and Information Sharing

- Information is shared on a need-to-know basis, respecting confidentiality while ensuring the safety of young people.

Allegations of Abuse by Staff

- Any allegations against staff are taken seriously and investigated thoroughly, with appropriate actions taken to protect young people.

Contact Details

For all services working to safeguard and promote the welfare of young people, contact details are provided to ensure timely and effective communication.

By adhering to these principles and procedures, Valiant Homes aims to create a safe and nurturing environment where the rights and wellbeing of young people are prioritised.

Complaints Procedure

Valiant Homes is dedicated to ensuring that every complaint is handled with care, fairness, and promptness. We believe in maintaining an open dialogue with young people and other stakeholders to continuously improve our services. Here's how we ensure a transparent and effective complaints process:

Making a Complaint

1. Initial Complaint Submission

- Young people or any interested parties can make a complaint directly to any staff member. Complaints can be verbal or written.
- Staff members are required to inform the Registered Service Manager (RSM) or Director immediately upon receiving a complaint to ensure timely action.

2. Access to Complaints Policy

- A comprehensive copy of the complaints policy is readily available upon request from any staff member. This document outlines the detailed process for handling complaints, ensuring that all parties understand the steps involved.

Handling the Complaint

1. Acknowledgment and Investigation

- Once a complaint is received, it is acknowledged promptly, and a thorough investigation is initiated by the RSM or Director.
- The investigation process is conducted with impartiality, ensuring all relevant information is considered and confidentiality is maintained.

2. Resolution and Feedback

- After the investigation, a resolution is sought, and the complainant is informed of the outcome and any actions taken.
- Feedback is encouraged from the complainant on the resolution process, allowing for continuous improvement of our complaints handling.

Escalation Process

If a complaint is made against the Director, they may escalate the issue to the Local Authority (LA) Commissioning team or the Local Authority Designated Officer (LADO) at BCP Council.

Email: lado@bcpcouncil.gov.uk

Telephone: 01202 817600

Young People and other interested parties can direct unresolved complaints to Ofsted:

Website for complaints procedure: www.ofsted.gov.uk

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231


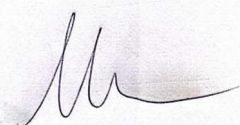
Valiant Homes is committed to maintaining an open and transparent environment where the rights and safety of young people and staff are prioritised. Through these policies and procedures, we aim to provide a supportive and secure environment for all residents and staff members.

Contact information

58–60 Norwich Avenue West, Bournemouth, BH2 6AW

Heather Crump **Telephone:** 07854 410786 **Email:** contact@valianthomes.co.uk



	Name	Title	Signature	Date
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