



Shebahl Skills and Support Services

SEMI- INDEPENDENT SUPPORTED ACCOMMODATION





OUR LEGAL AND REGULATORY STATUS

Shebahl Skills and Support Services Limited operates as an Ofsted-registered 24-hour supported accommodation provider for looked-after children and care leavers aged 16–17.

Shebahl was inspected by OFSTED earlier in 2025 with excellent outcomes.

We work within OFSTED regulation guidelines and in line with: Supported Accommodation (England) Regulations 2023, including four quality standards:

- Leadership & Management
- Protection
- Accommodation
- Support



OUR LEGAL AND REGULATORY STATUS

- Care Standards Act 2000, Children Act 1989 & 2004, and associated care-planning and review guidance.
 - Working Together to Safeguard Children 2023 (updated June 2025) and local safeguarding partnership procedures.
 - Supported accommodation government guidance (“Providing supported accommodation for children and young people”) and Ofsted’s Social Care Common Inspection Framework (SCCIF) for supported accommodation.
 - Equality Act 2010, Human Rights Act 1998, UK GDPR/Data Protection Act 2018, Health and Safety at Work etc. Act 1974, Management of Health and Safety at Work Regulations 1999, and relevant fire safety and housing standards.
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THE YOUNG PEOPLE IN OUR CARE

We provide safe, stable and nurturing supported accommodation

- Offer homely, well-maintained, and appropriately furnished accommodation that meets:
- The Accommodation Standard in the Supported Accommodation Regulations (e.g. safety, comfort, access to local services).
- Local authority expectations for semi-independent placements related safety where relevant).

We ensure that:

- Each young person has their own bedroom and secure personal storage.
- Communal areas (kitchen, lounge, bathrooms) are clean, safe and respectful of privacy.
- Regular checks of fire safety, gas safety, electrical safety and environmental health standards.

Provide accommodation in areas that allow:

- Reasonable access to schools/colleges, health services, community amenities and public transport.
- Reduced risks around crime, exploitation, and isolation, in line with local authority placement guidance.



INDIVIDUAL ASSESSMENT, PLANNING AND REVIEW

Complete a thorough pre-admission assessment for each young person,
covering:

- Risks (including CSE, CCE, missing episodes, self-harm, substance misuse, radicalisation and other relevant associative risks).
- Strengths, aspirations, identity and cultural needs.
- Education, health, emotional and social needs.
- Develop an individual Support Plan / Placement Plan that:
- Aligns with the young person's Care Plan and Pathway Plan.
- Sets clear, measurable goals for independence, education, health and emotional wellbeing.
- Contribute to and support:
- Care planning and LAC Reviews (where applicable).
- Pathway planning for transition to adulthood and leaving care.
- Review plans regularly (and after significant incidents) to ensure:
- Support remains responsive to the young person's progress, needs and wishes.
- Risk assessments are kept live and updated.



SAFEGUARDING AND PROTECTION FROM HARM

Operate a robust Safeguarding and Child Protection framework in line with:

- Working Together to Safeguard Children 2023.
- Local safeguarding partnership procedures and Section 11 duties.

Implement the Protection Standard by ensuring:

- All staff understand signs of abuse, neglect, exploitation, radicalisation and contextual safeguarding risks.
- Clear thresholds and pathways for referrals to children's social care, the police, MASH, LADO, Channel/Prevent etc.

Maintain:

- 24/7 staff presence/on-call arrangements appropriate to the needs of the young people.
- Robust missing-from-home/placement procedures, including safe return discussions and multi-agency planning.

Manage risk through:

- Detailed, dynamic risk assessments (individual, activity-based, environmental).
- Clear boundaries, house rules and behaviour expectations that respect young people's rights and promote positive relationships.

Record and respond to:

- All incidents, complaints, safeguarding concerns and allegations; ensure clear escalation and learning.



HIGH-QUALITY, TAILORED SUPPORT FOR DAILY LIVING AND INDEPENDENCE

Provide structured support with:

- Budgeting and money management (benefits awareness, saving, prioritising essentials).
- Food shopping and meal preparation, including healthy eating and cultural/religious dietary needs.
- Self-care, hygiene and routines, including managing appointments and timekeeping.

Use keywork sessions and planned interventions to:

- Help young people reflect on their choices and develop coping strategies.
- Strengthen resilience, problem-solving, and decision-making.

Support young people to:

- Understand tenancy-like responsibilities (respecting neighbours, paying bills where appropriate, looking after the property).
- Prepare for future moves (e.g. social housing, private renting, supported accommodations).



EDUCATION, TRAINING AND EMPLOYMENT SUPPORT

Promote the expectation and aspiration that every young person:

- Engages in education, training or employment (EET) appropriate to their abilities and goals.

Work in partnership with:

- Schools, colleges, training providers and the Virtual School, to support attendance, punctuality and achievement.

Offer:

- Practical support with enrolment, applications, UCAS, apprenticeships, work experience and CVs.
- Structured weekly routines that prioritise study and EET commitments.

Where a young person is NEET:

Actively support re-engagement through careers advice, engagement with workplace, volunteering and vocational training.



HEALTH, EMOTIONAL WELLBEING AND MENTAL HEALTH

Ensure all young people are registered with:

- A local GP, dentist, and optician, and supported to attend appointments.

Promote access to:

- CAMHS/mental health services, counselling and psychological support.
- Specialist services (substance misuse support, sexual health clinics, domestic abuse services).

Provide day-to-day emotional support by:

- Building trusting relationships with staff who listen, advocate and respond promptly to distress.
- Using keywork to explore feelings, loss, trauma and identity in a safe way.

Encourage a healthy lifestyle through:

- Support with exercise, diet, sleep, screen-time, and social activities.
- Psychoeducation around mental health, self-harm, and managing strong emotions.





PARTICIPATION, RIGHTS, VOICE AND ADVOCACY



Embed the Supported Accommodation Key Principle that young people's voices must be respected and heard.

Ensure young people:

- Understand their legal rights, the role of their Social Worker, IRO, Personal Adviser, and how to contact them.
- Are supported to contribute meaningfully to LAC Reviews, Pathway Plan meetings and professionals' meetings.

Facilitate access to:

- Independent advocacy and, where applicable, independent visitors and specialist rights organisations.

Provide:

- A clear, child-friendly Complaints Procedure, including access to external routes (e.g. local authority, Ofsted).
- Regular house meetings and informal feedback channels to influence day-to-day decisions (activities, house rules, menus).

EQUALITY, DIVERSITY AND IDENTITY

Uphold the Equality Act 2010 by:

- Challenging discrimination and promoting equal access to services.
- Making reasonable adjustments for disability and additional needs.

Recognise and support:

- Cultural, ethnic, faith, gender and sexual-orientation identities.
- Access to appropriate places of worship, community groups and cultural events.

Ensure:

- Care and support plans reflect each young person's identity, heritage and language needs.
- Staff practice is actively anti-discriminatory and anti-racist.



PREPARATION FOR ADULTHOOD AND LEAVING CARE

Provide a structured independence programme covering:

- Budgeting, bills and banking.
- Cooking, laundry, cleaning and home maintenance.
- Understanding tenancies, housing options and homelessness prevention.

Support young people to:

- Build skills in time management, travel, appointments, and using public services.
- Understand and manage relationships, sexuality, consent and parenting responsibilities (where relevant).

Work closely with:

- Personal Advisers, housing teams and other services to plan a realistic, safe and supported move-on.



PARTNERSHIP AND MULTI-AGENCY WORKING

Work proactively with:

- Children's Social Care, Youth Offending Services, CAMHS, police, education providers, health professionals, substance misuse services, housing and voluntary sector organisations.

Share information:

- Lawfully and proportionately, in line with UK GDPR/Information-sharing guidance, to safeguard and promote welfare.

Participate in:

- Strategy meetings, risk panels (CCE/CSE/Missing), MARAC, Channel, multi-agency reviews and any relevant local forums.



RECORDS, INFORMATION AND CONFIDENTIALITY

Maintain clear, accurate and contemporaneous records of:

- Daily logs, incidents, keywork, safeguarding concerns and meetings.
- Support plan reviews and outcomes monitoring.

Ensure:

- Young people understand what is recorded about them and their rights to access information.
- All data is stored securely in line with Data Protection Act 2018/UK GDPR.



OUR STAFF

SAFER RECRUITMENT AND SELECTION

We have robust Safer Recruitment Policy including:

- Enhanced DBS checks (with appropriate barring list checks).
- Comprehensive employment history of minimum 2 years in relevant skills and reference verification.
- Robust fair, Values-based interviewing and risk assessment of suitability.
- All staff are graduates up to master's degree from UK State Universities in different disciplines and have also obtained Diploma level 3 in Adult and Children Social Care which is our minimum required relevant qualification. Some staff are currently pursuing Diploma Level 4/5 in social work qualifications.
- Our Service Manager is Ofsted Registered.
- The Director has over 30 years in managing Homes for vulnerable Young Persons, Pathway client group, Adults and families.
- Staff maintain good synergy with several Agencies and Local Authorities in information sharing and support around Service Users.

INDUCTION, TRAINING AND DEVELOPMENT

Provide structured induction programme for all new staff and ongoing staff training through on the job, external training providers, My Learning Cloud online training and Day release that covers:

- Organisational values and Statement of Purpose.
- Safeguarding, risk management, behaviour support, boundaries, Empathy, Radicalisation etc.
- Key policies (e.g. whistleblowing, health and safety, missing, confidentiality, GDPR) etc.

Deliver:

- Core and refresher training in safeguarding, supported accommodation practice, health & safety, and specialist topics.

Support:

- Ongoing CPD via supervision, appraisal, external training and qualifications



TRAINING & FEEDBACK

STAFF TRAINING:

Mentoring,
Autism, family
intervention,
report writing,
Health and Safety,
Fraud Awareness,
Crisis intervention
and more.

FEEDBACK:

- We obtain feedback from Young persons and their Social workers, IRP PA, at the time of stepping down from SIA.
- We also receive emails of positive feedback from Social workers and their managers intermittently for their appreciation of the outcome of our support of their young persons placed with us.
- We send out feedback forms periodically to Social Services for their young persons placed with us, as part of our continuous service improvement and integration, centred around the interests of the young persons in our care.

FEEDBACK - COMMUNITY SUPPORT:

As above, including plus
visits to clients' homes
periodically arranged
through their social
worker for a face-to-face
feedback that, in most
cases, include the young
person, depending on age
and preference of the
Adult in the household.

