

The Y's commitment to Service Quality within Supported Accommodation

The Y is committed to ensuring that all young people accessing its supported housing services are treated with respect and dignity at all times.

This pledge represents The Y's commitment to delivering a high standard of support and a high quality of housing to young adults.

The Y works tirelessly to ensure services will not fall below these standards, feedback is welcomed and encouraged to support us as we strive for excellence.

- We will only refer to our own or external providers of accommodation as Supported Accommodation both in written and verbal communications as we believe the word 'Hostel' has negative associations for young adults living with us or another providers.
- We will ensure that all accommodation units are regularly maintained and meet minimum organisational standards of 5★ as set out in The Y's Housing Vision.
- We will ensure that any young adult exiting supported accommodation within our provision will have their belongings packed, stored and/or transported in appropriate bags for that purpose to remove the practice of using black refuse sacks.
- We will ensure that any young adult who it is deemed necessary to move out of our accommodation, will do so under a structured move-on process except in extreme circumstances whereby the support of emergency or medical services may be involved.
- We will provide additional external move on accommodation to young adults who are ready to experience semi-independent living through a positive move on pathway within our accommodation.
- We will offer fair and open access to all young adults referred to our accommodation based on their presenting and emerging needs, and our ability to meet those needs.
- We will ensure that access to appropriate support is available 24 hours a day, 7 days a week, 365 days a year.
- We will ensure that every young adult living within our accommodation has a clear and focussed person centred support plan that aims to empower them to develop healthy interdependence for life.
- We will ensure that all young adults living in our accommodation feel safe and provide them with a person to advocate on their behalf when needed.
- We will actively seek the views of all young adults using a variety of means to ensure we reach as wide and diverse a range of young adults as possible when shaping future service delivery.
- We will work to empower young adults to become active members of their community, make informed choices, and take responsibility in their lives.
- We will ensure every young adult has access to appropriate health and emotional wellbeing services.
- We will support every young adult with removing barriers to access and engage their full potential through skills for life and Employment, Education and Training opportunities.

