

The Foyer Federation Accreditation Scheme: Foyer Independence Support Home

An Overview of the FISH Accreditation Scheme

Introduction

The Foyer Accreditation Scheme has been redesigned to strengthen the identity of the Foyer brand, enhance the voice of young people within the Accreditation process, improve assessment, mapping and passporting procedures, and provide a flexible and rigorous quality framework for the future.

The Accreditation Scheme has been produced after a period of extensive consultation that has included work with consultants who contributed to the development of the Supporting People Quality Assessment Framework, together with Foyer managers, young people from the Foyer Council, and the Foyer Accreditation Panel.

The new indicators are made up of four Performance Areas: Foyer, Independence, Support, Home. Each performance area links to a set of Foyer Promises and Quality Standards.

The Foyer Promises represent the overall criteria used by the Accreditation Scheme to measure a Foyer service. They are based on the three 'core' tests of Foyerness which continue to be used to define the Foyer model, but the Foyer Promises provide greater scope and detail on quality expectations to help assess how the tests of Foyerness are put into practice.

The Quality Standards underpin this with the evidence required to meet the Foyer Promises, drawing on all the Supporting People Quality Assessment Framework alongside additional Foyer Federation indicators and Foyer contextualisation.

The Three Tests of Foyerness

Since the inception of the Foyer movement, there was pressure from Foyer developers for the Foyer Federation to define what it is to be a Foyer, and to develop an Accreditation scheme that addressed this. The Foyer Federation responded by defining three tests that form the basis of Accreditation. These are:

- The focus is on helping disadvantaged young people, aged 16-25, who are homeless or in housing need, to achieve the transition from dependence to independence
- The approach to the young person's needs is holistic. The Foyer offers integrated access to, at a minimum, affordable accommodation, training, guidance, personal development and job searching facilities
- The relationship with the young person is based on a formal agreement as to how the Foyer's facilities and local community resources will be used in making the transition to independence, commitment to which is a condition of continued residence in the Foyer

Foyers commit to the Accreditation process on the basis of subscribing to the principles of the 'Three Tests'. These are then demonstrated through the Foyer Promises and Quality Standards which form the assessment and validation process to achieve Accreditation.

The Accreditation Process

The Accreditation process requires Foyers to complete a rigorous self-assessment against the four Performance Areas and underpinning Foyer Promises, and to identify the quality of evidence in place drawn from the indicators which form the Quality Standards. Foyers are encouraged to actively involve staff and young people in the assessment process. A set of Foyer Promises and Quality Standards 'evidence assessment' tools have been devised to help the Foyer evaluate its service. A toolkit has also been produced to show how the full range of Supporting People indicators have been contextualised to the specifics of a Foyer in order for Assessors to consider evidence in line with Supporting People requirements. Best practice guidelines and training seminars will be produced on an ongoing basis to support implementation of the Foyer Promises and Quality Standards and so assist Foyers with the assessment process. This will enable new areas of practice, such as in Mental Health, to form part of the frame of reference when Foyers assess specific areas of their service. The ability of Foyers to 'recognise' how and to what level their service has been assessed is of crucial importance, and will be significantly strengthened through the design of the new Accreditation process.

An Accreditation validation visit will be conducted over two days, which will include a feedback session on overall strengths and weaknesses at the end of the visit. A final report and recommendation will be approved by the Accreditation Panel, with an action plan and follow up monitoring and support on an annual basis. The report format will include the following headings: summary recommendation; overview of service; overview of performance; section 1 - Foyer; section 2 - Independence; Section 3 - Support; Section 4 - Home; Conclusion and Future Action Plan. Feedback from young people will be integrated into each section of the report. The report format will demonstrate how far the Foyer has met the Promises and evidenced the Quality Standards, with more specific focus on strengths, weaknesses, best practice, and links to the Supporting People Quality Assessment Framework. Foyers will be required to formally 'sign up' to the report's recommendations as part of their ongoing commitment.

Current guidelines governing procedures such as appeals and suspension will remain in force, to be published as part of an updated Accreditation Workbook.

Supporting People

The FISH Accreditation Scheme makes full use of both the core and supplementary Quality Assessment Framework, and continues to include evidence from the existing Accreditation scheme to meet the needs of passporting through Supporting People Accreditation. ODPM have confirmed that the FISH Accreditation Scheme can also be used to passport through the QAF review process, which offers the possibility for joint working with local Supporting People teams. Foyers that have completed a Supporting People QAF review may use evidence from this to passport through relevant sections of the FISH scheme where appropriate.

The FISH Accreditation Scheme

The following pages provide an overview of each of the four performance areas, together with the related Foyer Promises and Quality Standards.

SECTION ONE: F O Y E R

Foyer Promises

- The Foyer promotes a service offering accessible accommodation, support and personal development as part of an inclusive and integrated approach to helping young people achieve security and independence in their lives.
- The Foyer maintains a balanced, active and locally representative community of young people with mixed support needs who are predominately aged 16-25.
- The Foyer's staff are managed and developed as an integrated team to deliver a consistent and responsive service that meets the needs of young people.
- The Foyer manages a stable project with opportunities for innovation and development in the services offered to young people.
- The Foyer reviews the quality and performance of its service on an ongoing basis with young people, staff, and the local community.

Quality Standards

(1) Foyer Service

(i) Supporting People Supplementary Indicator: Service Description (S3.1 Level C / B)

'The FOYER has a coherent description of the support service/s to be provided, based on defined values, rights and philosophy of support (*in keeping with a Foyer service*)'

(ii) Foyer Federation Indicator: Service Development

'The Foyer has a planned approach to the development of a stable, diverse, inclusive, and innovative project'

Policy & Procedural Guidance available from the Foyer Federation

*Examples available -
Foyer Marketing Plans
Service User Surveys
Fundraising Plans*

(2) Foyer Management

(i) Supporting People Supplementary Indicator: Staff Recruitment, Management and Development (S4.2 Level C / B i-iv / A ii-vi)

'Service quality and improvement are achieved through sound support, management and development of all the people working to deliver support.'

(ii) Foyer Federation Indicator: Operational and Financial Procedures

'There are procedures in place to secure the operational, administrative and financial needs of the Foyer'

(3) Foyer Monitoring and Review

(i) Supporting People Supplementary Indicator: Choice, Sensitivity and Responsiveness (S3.2 Level C / B / A ii-iii)

'The *FOYER* is flexible, sensitive and responsive with the aim of maximising service users' dignity, independence, choice and control over their own lives.'

(ii) Supporting People Supplementary Indicator: Continuous Improvement (S4.1 Level C / B / Avi)

'The *FOYER* is organised within a culture of continuous improvement. This Framework is used as the basis for ensuring that the key aspects of support service improvement are being described, evaluated and improved.'

(iii) Supporting People Core Indicator: Complaints (C1.6 Level C / B)

'*YOUNG PEOPLE*, carers and other stakeholders are made aware of complaints procedures and how to use them.'

(iv) Foyer Federation Indicator: Foyer Performance

'Performance data demonstrates a stable, diverse and inclusive Foyer service'

Policy & Procedural Guidance available from the Foyer Federation

<i>Examples available</i>	<i>Guidance notes available</i>
<i>Core competency assessment for staff</i>	<i>Handover procedure</i>
<i>Staff Induction Programmes</i>	<i>Staff Induction</i>
<i>Foyer Job Descriptions</i>	<i>Volunteers</i>
<i>Supervision Policy</i>	<i>Business Plans</i>
<i>Recruitment Policy</i>	<i>Fundraising</i>
<i>Staff Training Plan</i>	<i>Risk Assessment</i>
	<i>Supervision</i>
<i>Service User Surveys</i>	<i>General policy guidance</i>
<i>Performance Data monitoring form</i>	<i>Complaints</i>

SECTION TWO: I N D E P E N D E N C E

Foyer Promises:

- The Foyer ensures that young people know what they can get out of the project and are engaged in the service on offer as part of a formal commitment to independent living.
- The Foyer encourages the involvement of young people in its management and supports their participation in developing services both in and outside of the project.
- The Foyer promotes and protects the rights and responsibilities of young people and staff.
- The Foyer works with the local community to provide the right support and services for its young people, including progression to education, employment and resettlement opportunities.

Quality Standards:

(4) Empowerment and Participation

(i) Supporting People Supplementary Indicator: Empowerment and Supporting Independence (S1.3 Level C / B)

'There is a commitment to empowering *YOUNG PEOPLE* and supporting their independence'

(ii) Supporting People Supplementary Indicator: Informing Service Users (S1.1 Level C / B)

'*YOUNG PEOPLE* are well informed so that they can communicate their needs and views and make informed choices.'

(iii) Supporting People Supplementary Indicator: Consulting and Involving Service Users (S1.2 Level C / B)

'*YOUNG PEOPLE* are consulted about the services provided and are offered opportunities to be involved in their running.'

<i>Policy & Procedural Guidance available from the Foyer Federation</i>	
<i>Examples available</i>	<i>Guidance notes available</i>
<i>Staff Handbook</i>	<i>Residents Handbook</i>
<i>Residents Charter</i>	

(5) Rights and Responsibilities

(i) Supporting People Supplementary Indicator: Privacy and Confidentiality (S2.1 Level C / B)

'Individual rights to privacy and confidentiality are respected.'

(ii) Supporting People Supplementary Indicator: Rights and Responsibilities (S2.2 Level C / B / A)

'The rights and responsibilities of *YOUNG PEOPLE*, staff and community are promoted and protected.'

<i>Policy & Procedural Guidance available from the Foyer Federation</i>	
<i>Examples Available</i>	<i>Guidance notes available</i>
<i>Confidentiality Policy</i>	<i>Confidentiality</i>
<i>Tenancy/Licence Agreements</i>	
<i>Residents Charter</i>	

(6) Community Involvement and Progression

(i) Supporting People Supplementary Indicator: Participation in the Wider Community (S1.4 Level C / B/ Aii)

'*YOUNG PEOPLE* are empowered in their engagement in the wider community and the development of social networks.'

(ii) Foyer Federation Indicator: Resettlement

'*YOUNG PEOPLE* are offered supported access to move on and resettlement opportunities.'

<i>Policy & Procedural Guidance available from the Foyer Federation</i>	
<i>Examples Available -</i>	<i>Guidance notes available -</i>
<i>Resettlement / Move-on Policy</i>	<i>Resettlement</i>
<i>Exit interview</i>	

SECTION THREE: S U P P O R T

Foyer Promises:

- The Foyer seeks to offer young people accessible support with their housing, health, cultural, leisure, employment, education and training needs, as part of an inclusive and integrated approach to developing independent living skills.
- The Foyer engages in the development of each young person through a dynamic support plan based on an ongoing assessment of needs which shares individual goals, learning opportunities, and achievements.

Quality Standards:

(7) Assessment and Support Planning

(i) Supporting People Core Indicator: Needs and Risk Assessment (C1.1 Level C / Bii-iv & vi-vii / A i-iv)

'Assessments of needs and risks are carried out for all *YOUNG PEOPLE*. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.'

(ii) Supporting People Core Indicator: Support Planning (C1.2 Level C / B i-iv & vi / A i-iii & v)

'*YOUNG PEOPLE* have up-to-date support plans in place. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.'

(8) Foyer Development Programme

(i) Foyer Federation Indicator: Learning and Personal Development

'There is a learning and development programme for young people, linked to the assessment and support plan process. The programme responds to individual needs, encourages an interest and enjoyment in learning, and supports the development of skills that can help achieve independent living.'

Policy & Procedural Guidance available from the Foyer Federation

Examples Available

Guidance notes available

'Form Flow' interview process

Assessment at interview

Risk assessment (of clients)

Support Planning

Support Plans

Key-working

Resident engagement

Skills & Training Assessments

SECTION FOUR: H O M E

Foyer Promises:

- The Foyer promotes and protects the security, health and safety, of young people and staff.
- The Foyer maintains an accessible and safe living and support environment which promotes and protects equal opportunities and provides young people and staff with the resources they need.

Quality Standards:

(9) Health and Safety

(i) Supporting People Core Indicator: Security, Health and Safety (C1.3 Level C / B / A)

'The security, health and safety of all individual *YOUNG PEOPLE* and staff are protected.'

(ii) Supporting People Core Indicator: Protection from Abuse (C1.4) Level C / Bi / Ai)

'*YOUNG PEOPLE* have the right to be protected from abuse and this right is safeguarded.'

<i>Policy & Procedural Guidance available from the Foyer Federation</i>	
<i>Examples Available</i>	<i>Guidance notes available</i>
<i>Lone Worker policy & risk assessment</i>	<i>Health & Safety</i>
<i>Home visits safety procedure</i>	<i>Lone Working risk assessment</i>
<i>Drug / Alcohol Policies</i>	<i>Substance Misuse</i>
<i>Child / Vulnerable Adults Protection policy</i>	<i>Protecting Vulnerable Adults / Young People</i>
	<i>'Whistleblowing'</i>
	<i>Professional Boundaries</i>

(10) Equal Opportunities

(i) Supporting People Core Indicator: Fair Access, Diversity and Inclusion (C1.5 Level C / B iv-v & Viii-ix / A vi-vii)

'There is a commitment to the values of diversity and inclusion and to practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority ethnic service users are appropriately met.'

(11) Living and Support environment

(i) Supporting People Supplementary Indicator: The Living Environment (S3.3 Level C / B /Aiii)

'The living (*and support*) environment is suitable for its stated purpose (*as a Foyer*), accessible, safe and well maintained; is appropriate to the needs of *YOUNG PEOPLE (and staff)*; and meets the requirements for independence privacy and dignity.'

<i>Policy & Procedural Guidance available from the Foyer Federation</i>	
<i>Examples Available</i>	<i>Guidance notes available</i>
<i>EOP</i>	<i>Eligibility & Lettings / Allocations</i>
	<i>Equal Opportunities & Diversity</i>

Associated Documents available from the Accreditation Team:

Twenty Steps to Accreditation

Countdown to Accreditation

Foyer Accreditation Promises

Accreditation Fees

Application Form to Commit to Foyer Accreditation

Performance Data Review Form

Commitment Sign up Form

*Guide to Completing the Assessment and Submission Document

*Evidence Guidance Toolkit

*Initial Assessment Document

*Final Submission Document

Please contact Sonia Dunand at sonia@foyer.net

** Only available to Foyers who have committed to the Accreditation Process.*