



**BSF MIDLANDS**

Providing quality care and support

# Statement of Purpose 2026/2027



## CONTACT

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## Introduction

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This Statement of Purpose aims to set out the services provided by BSF Midlands (BSF) in 2026.

As an emerging service provider, BSF is committed to developing its provision and to working with young people to ensure they receive quality, accountable services. This document summarises these services based on the Quality Standards headings.

BSF Midlands (BSF) is an organisation that provides accommodation and support for young people aged 16 to 18. The services provided by BSF focus on young people predominantly with a Looked After Care (LAC) background who require support in semi-independent supported accommodation. Many of the young people we assist are in the process of leaving the care system but are not yet ready to live independently within the community.

## 1. Quality & Purpose

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### **Commitment to high standards:**

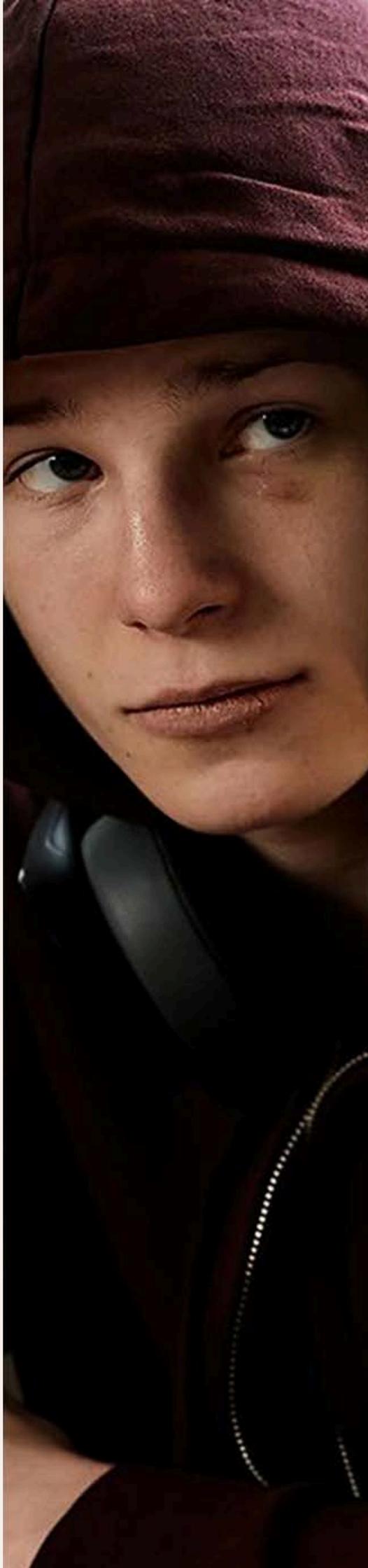
We strive to work at the highest regulatory standards and, as such, give recognition to the range of statutory and professional guidelines which assist in the BSF's service delivery to young people.

### **Placements:**

In 2026, our focus is on meeting the needs of young people working toward independence.

### **Early Intervention:**

BSF recognises the importance of early intervention and the benefits of addressing youth mental health issues to minimise potential problems later in life.



**Purpose and therapeutic objectives:**

*We have three objectives that are essential when working with the young people: -*

- 1. To assist young people in understanding their life journey so far.*
- 2. To help them understand how their life experiences have fashioned them into who they are today.*
- 3. To restore, repair or improve the relationship with their family members and key individuals in their lives.*

The following statement summarises the key elements in shared goals, philosophy and values underpinning the provision of services.

*“BSF Midlands will work in collaboration and in partnership with young people, their parents or careers and other agencies to provide a coordinated and integrated service.”*

This joint working approach contributes to the health, welfare and personal development of young people residing in our supported accommodation.

We have a focus on promoting education to improve prospects, access to therapeutic services and promoting independence.

BSF staff key workers will take initiatives to ensure that there is equality of opportunity for all young people in residence with us.

**Needs assessment:**

Young people who require a placement at BSF will undergo an assessment. BSF will conduct an initial assessment to understand the young person's needs and personal goals. We take the time to introduce the young person to our organisation and answer any questions they have about moving to a new placement.

BSF can arrange a pre -visit for the young person to look around so they can make an informed decision about our service.

We operate a young person-centred approach that ensures we always strive to make their transition smooth and a positive experience.

## Support Packages & Accommodation:

### Support packages

Our Support Packages: At BSF Midlands, we provide support tailored to individual young people's needs.

As a specialist provider, we understand that a young person might exhibit distressed behaviours and they may have underlying issues such as substance misuse, aggression, absconding, a mental health need, experienced child sexual exploitation, a history of child abuse, self-harming behaviour and having caused damage to a previous property. Additionally, the young person may require supervision or relocating to a new area to provide a new start.

### Accommodation

Depending on a young person's needs, our accommodation service can offer a variety of solo properties, including one- or two-bedroom houses. Our accommodation can cater to young people with support needs, with staffing ranging from 5 to 10 hours per week, as dictated by the support plan.

All BSF staff are required to have completed the mandatory training, with some staff members also working toward their level 3 qualification.

### **Referrals and admissions:**

We accept that there may be occasions for emergency out-of-hours referrals. In such cases, an emergency bed is available. In this situation, it is recommended that the young person join us on our emergency or intensive package for 28 days until they are offered additional support and settled within this period.

Where there is a planned placement, young people are appropriately placed after their needs and risks have been assessed, along with checks to ensure compatibility with the home. In both circumstances, we prefer to meet the young people face-to-face and, where possible, to complete an in-depth assessment.



**Referral process:**

Young people can be referred to us via email by returning the referral form and risk assessment, which includes details of the young person's risk level. The referral form must be completed to ensure the appropriate support package is put in place. Assessment of Needs and Risk:

When a referral is received, consideration is given to the following areas: -

- Assessment Locality Report
- Assessment of Risk of Harm to Others Assessment of Vulnerability
- Assessment of Emotional Coping Strategies
- Assessment of Educational Needs
- Assessment of Independent Living Skills to be developed

After assessments are conducted, a decision is made with regard to our ability to accept the referral. We do, however, welcome the opportunity to meet with the young person face to face to conduct these assessments.

This allows us to get to know the young person and assess our ability to support them. BSF young people are encouraged to slowly take responsibility for their lives and build on their independent living skills.

Where there are moderate learning difficulties or behavioural issues, we would work with other supporting agencies to address the behaviour and support emotional coping strategies.

**Every child matters:**

The principles of BSF Support Packages are based on the government's Every Child Matters Policy:

- To be healthy, to stay safe
- To enjoy and achieve
- To make a positive contribution
- To achieve economic well-being

To implement the principles of Every Child Matters:

- To be physically healthy - by registering with a local dentist and doctors, where appropriate, a healthy diet. Not to take illegal drugs, with information on the dangers of substance misuse encourage personal care and hygiene.
- To be kept safe - from sexual exploitation, neglect, violence, maltreatment, accidental injury or death, discrimination, bullying. Where safeguarding risks are identified, liaison with appropriate agencies will occur.
- To enjoy and achieve – encourage them into socialising activities, education on and off site, hobbies, cooking and cleaning, decision making and support in the environment and community.
- To make a positive contribution - Encourage law-abiding and positive behaviour, develop positive relationships, not to discriminate or bully, develop self-confidence, challenges and life changes.
- To achieve economic wellbeing - Encouragement to enter further education, employment, training, apprenticeships, work experience, to work on skills to live in a decent communities and homes, access transport, local services, saving and budgeting skills and assisted shopping trips.

## 2. YP Views, Wishes & Feelings

### **Making a complaint:**

If a young person, parent, or any other person involved has a complaint about an incident. This should first be discussed with a key worker. If this does not resolve the issue, the next step is to follow the BSF complaints procedure. This is summarised below.

The complaints procedure follows set stages: -

- **Stage 1** – complaint to be made and sent to the manager. The manager has 2 working days to respond. BSF Midlands aims to resolve complaints as soon as possible, but the timeframe depends on the complaint. All complaints are taken seriously. If the complainant is not happy with this outcome or feels the response to the complaint is pointless, it can be escalated to stage 2.

- **Stage 2** – If a complaint is escalated from stage 1, this will be investigated by a director and an independent person. The registered service manager will respond within two days; the outcome will again depend on the length of the investigation. If the outcome is still not satisfactory, then the complainant can contact our Walker Wise - Ibrahim Hanif on 01254300966.
- **Stage 3** – In addition to the complaint, the complaint can be made with the local government and social care ombudsman as follows: Phone: 03000610614

### **Local Government Ombudsman**

PO BOX 4771  
COVENTRY  
CV4 0EH

#### **Telephone:**

0300 0610614

#### **Website:**

[www.lgo.org.uk](http://www.lgo.org.uk)

#### **Privacy and respect:**

Young people have the right to be treated with respect, to have their views heard and considered, and to be involved in decisions about how they are supported and in their plans. Young people have the right to privacy, to proper health care, to education, and to rest and recreation.

Positive activities and opportunities are integrated into the daily routine of young people while they reside with us.

## **3. Education Standards**

### **Education, independence, and work experience:**

Our services support young people's broader learning and development in both formal and informal settings. Through work on independent living skills, young people are encouraged to engage with the local community. As an organisation, BSF provides opportunities to address problematic aspects of behaviour through tailored education and support services.

**Social Learning:**

BSF promotes a culture of learning from mistakes rather than judging young people for responding to negative emotions. This approach allows young people to work through their emotions, learn from their behaviour, and gain understanding of the impact it has upon themselves and others. It also allows the opportunity to face the consequences of their behaviour.

**Behavioural learning:**

BSF differs from other provisions in that we do not terminate placements for incidents of negative behaviour unless there are extreme circumstances. The reason is that we believe doing so adds to the young person's already entrenched perceptions and feelings of rejection.

## 4. Enjoyment & Achievement

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**Emotions & judgments:**

This approach allows young people to work through their emotions, learn from their behaviour, and move forward to enjoy and achieve their goals across various areas of independence.

The key areas of independence training comprise of and include:

- Education, training, and employment
- Finance management
- Understanding my journey
- Tenancy and premises maintenance
- Food management
- Personal care
- Social skills
- Building relationships
- Substance misuse
- Keeping safe
- Hobbies and artistic development

## 5. Health & Wellbeing Standards

### **Anti - bullying:**

To promote a non-bullying culture, young people will be provided with information on how to make a complaint and assisted in doing so by staff. Complaints of bullying will be treated seriously. If they cannot be resolved informally by those working with the young person on a day-to-day basis, the young person will be supported in accessing the formal complaints procedure.

### **Physical health:**

Young people registered with the local dentist and GP within the first 5 days of placement. We promote healthy eating and encourage young people to cook.

### **Emotional and mental health:**

Many young people come to us diagnosed with mental health conditions or issues relating to poor emotional coping strategies. Where there is a learning disorder or mental health illness, we will work with a range of professionals to ensure all needs are met and the condition is stabilised. If the problem relates to emotional coping strategies, we address these issues through various therapies, with guidance and support.

### **Medication:**

We do not administer medication. We do, however, ask the young person to keep any medication in our lockable safe to ensure it does not fall into the wrong hands. We then remind young people to take their medication and supervise them.

Where medication is kept in our possession, we record the number of tablets and amend as and when the medication is taken. This medication requires a signature from a member of staff and the young person.

### **Substance misuse and smoking:**

Smoking and vaping are strictly prohibited in all our accommodations, and individuals found smoking will receive a warning.

In cases of suspected substance misuse, they will also receive a warning.

At BSF accommodations, we prioritise addressing substance abuse through awareness and harm reduction sessions, ensuring our young people receive appropriate advice and support.

**Discrimination & oppressive conduct:**

BSF is committed to promoting equal opportunities and ensures equal access for all individuals, regardless of culture, disability, sexual orientation, or religion. We recognise the diverse needs of young people accommodated with us.

Young people have the right not to be discriminated against or bullied, and they have the responsibility not to discriminate against or bully others.

Staff will ensure that young people are made aware of their rights and responsibilities, and that those rights are upheld, taking into account the young person's age, level of understanding, and capacity to exercise them.

Young people will be encouraged to consider the impact of their actions on themselves and others.

## 6. Positive Relationships & Standards

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We recognise that many young people who are placed with us arrive after years of trauma because of being separated from their families or a variety of other reasons.

**Placement Approach:**

BSF has an approach to working with young people that has proven effective in helping them change their lives. When young people arrive with us, they receive extensive support and encouragement to not only settle in and feel at home, but also to find new ways to gain motivation, direction, and goals.



Once in placement, young people are allocated a key worker who works closely with them to get to know them and support them in setting goals and targets for the future, which are reviewed periodically in their progress reports. These are provided to local authorities to highlight progress made.

**Behaviour management:**

Once in placement at BSF, young people will sign their license agreement and receive a copy of the house rules.

This gentle approach does minimise the number of incidents; nevertheless, there are occasions when incidents still occur.

- BSF has a guidance document for dealing with aggression and violence. The document provides staff guidance and procedures for managing conflict, including conflict-resolution techniques.
- BSF recognises the importance of behaviour management within its placement environments and closely reviews its training, policies and procedures to this issue.

**Motivation and engagement:**

1. Engaging in all activities and opportunities regarding education, training and employment
2. Engaging in cleaning and cooking
3. Engaging key working sessions
4. Attend all key appointments
5. Work towards building independence
6. Keep the room clean and to a suitable standard
7. Good behaviour

## 7. Protection of Children

**Safeguarding:**

BSF has a comprehensive safeguarding policy in place, and it is implemented in daily practice. We are accustomed to working with young people who pose a risk to themselves for various reasons. These include self-harm, criminal behaviour, substance abuse and antisocial behaviour, within our boundary settings.

All procedures are in place to manage these risks. We provide work mobile numbers so we can stay in contact with designated team members by phone or text. When these risks are identified, measures are implemented to increase support and monitoring. This is why we offer different support packages. We want to keep young people safe, so they can learn to protect themselves.

Any abuse that may occur is recorded as a safeguarding concern, and the local authorities are advised as a matter of urgency. We also have a whistleblowing policy in place to protect anyone who reports abuse. At (BSF) all our staff are aware of procedures and safeguarding policies and operate within them. All members of the team have attended safeguarding training within the last 12 months, with particular focus on awareness of Children

The term safeguarding and promoting the welfare of children is defined within Working Together Guidance (2010 - 15) as: -

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care

All Healthcare Professionals who work in direct contact with children and young people are expected to have a heightened sense of responsibility and an understanding of their role and the significant roles of others in Safeguarding.

**Therefore, Level 2 Safeguarding Practitioners should: -**

- Act as an effective advocate for the child or young person
- Clear about own and colleagues' roles, responsibilities and professional responsibilities
- Be able to refer as appropriate to the role of social care if a safeguarding/child protection concern is identified
- Understand the paramount importance of the child or young person's best interests as reflected in legislation and key statutory and non -statutory guidance (including the UN Convention on the Rights of the Child and the Human Rights Act)



BSF works closely with Local Authorities, placing young people in our care and regularly reviews their safeguarding procedures and policies. These procedures are centrally maintained and referenced by BSF management and local regulators during regulatory visits.

**Child Sexual Exploitation:**

BSF has an understanding of the requirements of young people identified as having been at risk from Child Sexual Exploitation (CSE) and provides extra care to safeguard them from further harm. We take a proactive approach focused on prevention, early identification and intervention, and disrupting activity, while supporting the prosecution of perpetrators.

Dedicated support is provided by a BSF key Worker who remains in regular contact with placement providers.

We are fully committed to providing the highest standards of care and practice with young people. When young people are placed with us, their license agreements are reviewed alongside our safer care policy. This promotes trust, enabling young people to feel safe and comfortable at the provision, with a strong focus on safeguarding for both young people and our staff team.

**Missing from home:**

As we work with over 16 -18 -year-olds, there is an understanding of more age -appropriate boundaries and freedoms, with some young people having expectations of returning home.

In periods of absence when we are unable to make contact, or when we have information that they may be at risk, the police will be called, and information will be provided in line with our missing from home policy.

**Health & Safety - Fire safety:**

- All staff are aware of procedures that ensure the young people (staff and visitors) are safe from the risk of fire and other hazards.

- On admission, emergency exits are shown, the fire alarm will be demonstrated, and a fire drill takes place; this also applies to new members of staff. These procedures are repeated monthly, and notices are posted to highlight the fire exits and what to do in the event of a fire.
- The alarm system testing is within the checked lines of the council's fire precaution guidelines.
- In the event of a fire, the priority of the staff team must be the safety of themselves and the young people in their care. In most cases, this will follow the emergency evacuation procedure and contact the fire brigade. No one will re-enter the building until advised by the fire service.

## 8. Leadership & Management Standards

### **Staff training and development:**

All staff at BSF Midlands are valued and respected. All staff must complete mandatory training as part of their professional development, which is reviewed annually. They are also encouraged to further their qualifications and experience; this will add significant value to the skills and experience of our staff.

Additionally, we encourage existing staff to develop their skills by completing NVQs specific to their area of work.

All staff are subject to supervision, and regular team meetings are held to discuss any issues.

All our staff bring a range of skills and experience in relevant areas, enabling us to work as part of a small team and make a real difference to the lives of young people.

### **Registered Provider:**

#### **Head Office:**

BSF Midlands Ltd  
68A Berkeley Road,  
North Earlsdon Coventry  
CV5 6NX

**Email:**

info@bsfmidlands.co.uk

**Office:**

0247 666 6507

**24/7:**

07426504215

**Key Management Team:**

Registered Service Manager

- Stephanie Tatana

Nominated Individual

- Zahra Akhter

Property Manager

- Parvez Akhter

Directors

- Zahra Akhter
- Stephanie Tatana

## 9. Care Planning Standards

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**Principles of Practice:**

All BSF staff are committed to providing a warm, caring environment and supportive relationships whilst encouraging their personal development. We work closely with agencies and colleagues to advance the objectives set for young people in their development and learning programs.

To ensure we reach this objective for the young people, we will:

- Have regular meetings with the Social Worker.
- Support young people's freedom of access to all services in and around the project.
- Assist young persons to participate in social, cultural, recreational and educational activities.
- Encourage relationship development with significant adults who have an attachment to them. If no access is possible with family and friends, the person will be allowed access to an independent visitor.

- Facilitate access to landline telephone calls, access to health services within and external agencies.
- Encourage learning opportunities with a purpose and to encourage confidence.
- Build a secure and positive education and training to achieve employment

### **Planning and Reviewing:**

The in-depth assessment completed at the pre-admission stage allows us to plan a needs-led support package that manages risk. The process is as follows:

- On admission, young persons are allocated a key worker.
- This is to help them reach their goals and help the young person deal with their emotions and behaviour.
- We will support young people by completing forms, attending appointments, completing CVs, conducting job searches and applying for benefits.
- There is a focus on building confidence and motivation by initially providing lots of support, then gradually decreasing as the confidence grows.
- There is a focus on building confidence and motivation by initially providing lots of support, then gradually decreasing as the confidence grows.

### **Multi - Agency Working:**

We maintain working relationships with a range of professionals who support young people up to the age of 18. Other multi-agencies provide support to the young person as part of their transitioning into adulthood. These include the following:

- Job Centre
- Local dentist, GP and health surgeries
- Youth offender services and teams (YOS/YOTS)
- Local authorities and leaving care teams
- Rise
- (LAC) Nursing teams
- Police: including the spotlight team, missing from home child sexual exploitation (CSE) (MFH support teams)

### **Inspection of BSF Midlands:**

BSF undergoes quarterly inspections through Q&A visits by local authorities. This is to ensure we are delivering quality services.



**Standards:**

We strive to work at the highest regulatory standards. This allows us to regularly assess our working practice against the standards set by a range of statutory and professional guidelines.

**Review:**

This Statement of Purpose (SOP) is a revised version and remains open as part of the BSF Midlands ongoing review.

January 2026

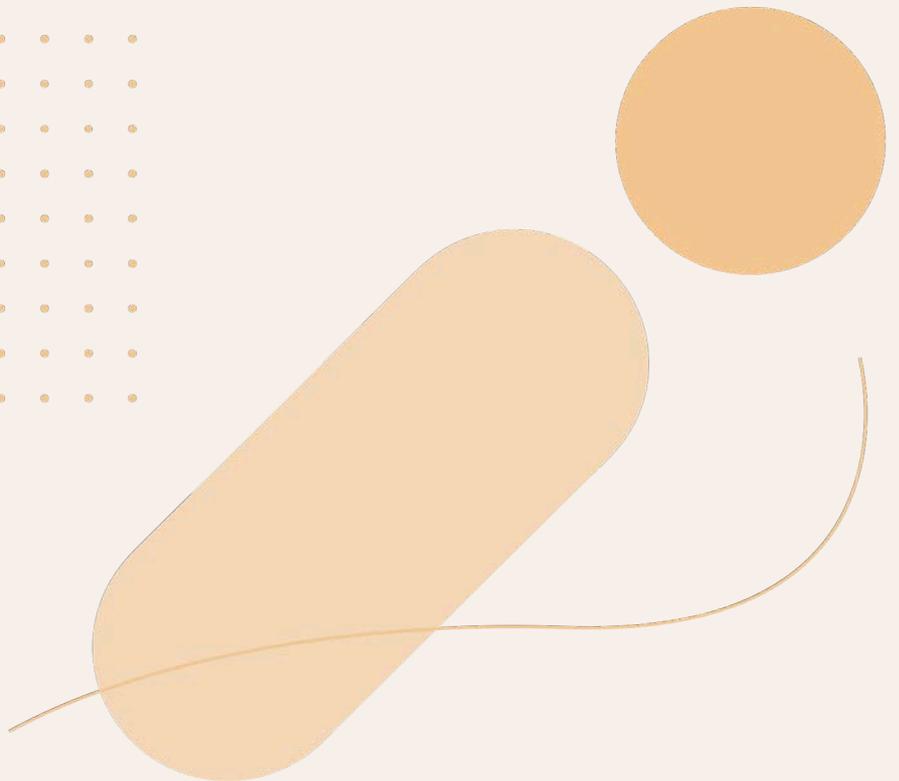
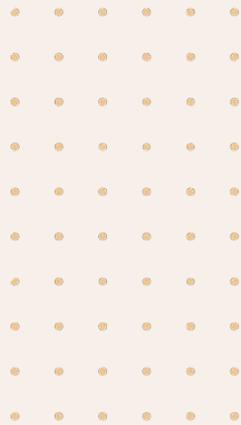
## NOTICE PERIODS

<p>Category 1</p> <p>Single accommodation + face -to -face support hours as specified</p>	<p>7 (seven) days’ notice if the Young Person has been in the Placement for 2 (two) weeks or less.</p> <p>14 (fourteen) days’ notice if the Young Person has been in the Placement for more than 2 (two) weeks and less than 4 (four) weeks.</p> <p>28 (twenty -eight) days’ notice if the Young Person has been in the Placement for more than 4 (four) weeks.</p>
<p>Category 2</p> <p>Outreach not linked to accommodation</p>	<p>7 days’ notice</p>



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