

April 2019 Foyer Federation Accreditation Panel FOR Youth Accreditation Report Swan House and Dove Cott House, Swan Housing



Swan House and Dove Cott House gained Foyer Status Mark accreditation as two connected sites under the joint identity of Basildon Foyer in 2014, judged to be 'Amber - Building'. They are purpose build projects, opened in 2008 (Dove Cott) and 2009 (Swan), within reach of Basildon railway station and town centre. Swan House offers 17 single flats for 16-25 year olds (in practice, aged from 18), while Dove Cott specialises in accommodation for 24 young parents, in practice aged between 19-25 with children. The services are presented in good condition, with positive environments in keeping with the standards set at Heather Court from the January For Youth cohort, including attractive communal spaces with gardens. The Foyers are particularly notable due to the decision of Swan not to pursue funding from the local commissioner for a contract which was judged to be inappropriate to operate a Foyer. The services now exist as separate Foyer identities operating on tight budgets made up of rental income and subsidy from Swan. The council is highly supportive of the services, deems them as vital to the overall Basildon youth offer, retains positive links through referral and move on arrangements, and attended the validation visit to offer positive stakeholder feedback.

The services benefited from following the accreditation of Heather Court in the previous cohort, with a relatively new Foyer manager now in post with responsibility across the three services who was able to play a direct role in these two validation visits. Both services are reviewed through the report below, with a single QDP that shares common goals and timescales.

Foyer and QDP endorsement level (valid until April 2020)

Swan House and Dove Cott Foyers are endorsed to be **STRATEGICALLY SECURE** evidenced in the strong commitment of Swan and good stakeholder feedback despite the lack of external funding contract; and **OPERATIONALLY SECURE** evidenced in the overall quality of the offer and staff team with some room to grow the strength of youth involvement and evidence of impact; with a QDP that should enable the service to be strong in all areas.

N.B. Scale goes from 'not endorsed -> developing -> secure -> strong'

The assessor and panel recommended the **following item be added to the service's QDP:**

- To ensure that the fundraising plan in point 6. takes into consideration the potential for local activity budgets to better empower staff and young people to act on identified opportunities and needs.

The panel also commented that the dates could be over-optimistic and may need revising.

Assessment Headlines

Module 1 - FOCUS:

The services have a strong strategic Focus through a positive commissioner relationship and clear Foyer identity within Swan, with an effective staff team made up of service specific staff and those (including the service manager and ETE co-ordinator) that work across the three Swan Foyers, which is reflected in the general sense of consistency observed.

A) The service has an Advantaged Thinking Foyer vision, ethos, and voice

Advantaged Thinking has been embraced within Swan's Foyer vision, for example by staff being given group training and resourced with keyrings carrying the 7 tests. Advantaged Thinking is clearly evident within the service language and approach. The Advantaged Thinking audit identified the opportunity to develop a Foyer specific document on vision and values, which forms part of the QDP.

The service is clearly promoted as a Foyer within the Swan website and individual facebook site and identified as a Foyer within Swan's management processes for its supported housing services.

The Foyer is effectively managed through Swan's supported housing department. Foyers are referenced within Swan's Housing and Support Strategy, and through the annual operational plan for supported housing. An annual review of insights and achievements across the 3 Foyers might help to balance out the focus on housing management with a more holistic awareness, although efforts are made to share Foyer stories on a monthly basis through management reports and Swan's intranet.

Staff benefit from good training and support and are empowered to challenge each other in a positive way. Swan's commitment to staff is reflected in reaching 22 in the top 100 Times companies, and the provision of quality laptops with wifi access for staff to work in a more agile way by making use of communal spaces in the building. The commitment to digitisation appears to be better managed compared with other Foyers seen in Accreditation. Staff retention was reassuringly higher at Dove Cott and Swan than at Heather Court, although feedback did raise some niggles over the impact of challenging staff rotas, which some staff felt did not make best use of their talents during shift times when young people were unlikely to be present. While the services are strong advocates for young people, with appropriate influencing links, there is little evidence of a more strategic national communications voice within Swan.

B) The service accommodates a community of young people appropriate to its vision, ethos and resources

Swan House enjoys small caseloads of 5-6 young people, which are doubled in size at Dove Cott house. Both services benefit from weekly presence of an ETE staff member, and access to an income officer to support arrears and budgeting. Young people can work with any of the staff team. The Foyers are deemed to support low to medium needs, which is reflected in entry data and the general community balance.

C) The service enshrines belonging, value and trust through a 'something-for-something' deal

The concept of the Foyer 'deal' is introduced within the referral assessment process and supported through a resident Charter that shows both rights and responsibilities. Similar to Heather Court, not all the residents spoken to understood what the Foyer deal referred to, which might reflect its lack of visual identity in the service, or explicit reference within the Charter and other relevant policies, although there is a general sense of a 'something for something' culture present, evident in the way young people interacted with staff. The service has identified a need to strengthen its focus on the deal, including with stakeholders and through the move on process.

Feedback and observation suggest secure levels of trust and belonging, as does the achievement of zero evictions in the last year at Swan House and low evictions at Dovecote. New policies on sanctions and rewards had recently been introduced. The service tries to engage young people's sense of belonging and connection through a programme of shared activities across the Foyer group. The service has a decent network of links with stakeholders, from Greggs to the Prince's trust, and has identified the opportunity build more connections with the local community.

Young people benefit from a living skills programme and move on readiness procedures, although both could be more integrated to better map the young person's journey through the service. The service's relationship with the council has helped secure pathways to social housing, with the young people seen as good prospective tenants. However, the Foyers should be mindful of looking beyond this route for the future.

D) The service harnesses innovation and funding to sustain its offer

The willingness of Swan to preserve the services as Foyers rather than accept an inappropriate contract is a good example of leadership. Exploring alternative funding remains a future task in the QDP for local fundraising. The service has the potential to be a leader for Advantaged Thinking through a stronger communications strategy and more proactive influencing, which is also reflected in the QDP. The Head of Support and Innovation is tasked with securing 20k for the 3 Swan Foyers, with a new fundraising leaflet currently in production and a good track record of fundraising. Proactive examples of innovation include current efforts to secure MAC UK as a partner to work across all its young people, progressing the use of digital working and communication platforms with young people, introducing a core set of learning courses across the Foyers, and, at an organisational level, through Swan's involvement with building affordable housing and buying a shopping centre in Langdon. While Swan's leadership clearly seeks to empower Foyers to make their own decisions, it was notable that the lack of a local budget appeared to disempower and frustrate both young people and staff, with feedback suggesting that individuals sometimes felt there was a barrier to accessing items. It was notable, for instance, that at Dove Cott house some of the furniture in the living room was not conducive to an environment for young children, yet staff did not feel able to replace those items. The fundraising plan in the QDP could try to address this by safeguarding a more localised resident budget.

Module 2 - OPPORTUNITIES:

The Foyer has a secure offer for young people, which makes the most of the Foyer's environment, resources, partnerships, and move on. Support demonstrates effective use of the 'flourish plan' approach adopted from SAHA, although there is need to develop better guidance for staff on other areas of the support process. There is evidence that the offer is developing in quality, reflected in Swan's introduction of a new lifeskills programme and digitisation strategy. Given the strengths evidenced across the service, more attention could be paid to youth involvement, although a meeting with the Resident Involvement and Community Development team did highlight more exciting future opportunities in this area.

A)'The service offer invests in housing that supports young people to thrive'

Dove Cott House offers a specialised service for the needs of young parents with children, offering a Foyer environment which enables the young parents to sustain social interaction and continue their personal development. Swan House is a more typical Foyer, although like Dove Cott provides a homely environment through its communal kitchen and lounge space, with an additional wellbeing room furnished through a successful project with Ford motor company. Attention to displays, spacious rooms and the garden all give the Foyers a positive environment. As noted, the Council recognised that young people who progressed through the Foyers were likely to be positive tenants.

B)'The service offer invests in education, employability and healthy living skills that develop young people's potential'

The service benefits from a designated education and training office who works across Swan's Foyers. The post offers quality 1-1 support and facilitates group activities that form part of a new Swan Horizons informal learning offer. The programme covers parenting skills, skills for life and employment, health and wellbeing, technology and creativity. The visit allowed a chance to observe sessions where young people were involved in making xmas decorations and cooking together, which encouraged positive interaction and self-expression. The ETE post has plans to secure formal recognition for learning through this provision, including a workbook for participants, which is highlighted in the QDP.

C)'The service offer invests in tailored support, coaching, and mentoring to empower young people's progress'

Staff caseloads provide weekly support meetings and utilise an effective 'flourish plan' focus to assess needs, reflect on progress and break down goals into achievable steps. Young people also benefit from quarterly reviews with the manager and head of innovation to help focus on their progress, along with further support from an income officer. While the flourish plans looked effective in 1-1 support, the additional 'personal safety and success plan' was not always consistently completed by staff. This is referenced in the QDP under the action to introduce more guidance for staff. The plans nonetheless offer a good focus and overview on young people's progress. Not all the staff had

received coaching training, which perhaps Swan could explore how to sustain within the organisation without being fully dependent on external support in this area. Feedback from young people appreciated the person-centred quality of the support.

D) 'The service offer invests in youth leadership, involvement and influence'

The Foyer has monthly resident meetings although the agenda is mostly service orientated and attendance did not appear to be strong - examples provided showed Dove Cott reached about a third of its community while Swan house only attracted a couple of residents. There is not a current rep system, but young people at both Foyers were very happy to talk about the service and help show features of their service. As noted at Heather Court, there is a clear person-centred culture within the service's support, but not a strong approach to youth leadership and influence at present. This is highlighted for further development in the QDP. There do appear to be more opportunities within Swan to develop young people's connection with tenant involvement activities, which may grow participating in future. It is possible that the lower levels of engagement in the service reflect some of the feelings about the perceived lack of budget to act on feedback.

Module 3 - RESULTS:

The Foyer's performance is closely monitored at management level across a range of indicators. The Foyer's current collection of data does not fully capture the good work within the service, and there were notable weaknesses in the quality of data submitted. There is a willingness within Swan to develop more appropriate KPIs to measure Foyer performance, which offers a good opportunity for the future.

A)'The service collects the evidence base for an Advantaged Thinking Foyer'

While management reports are heavily focused on housing related KPIs, room is made to consider young people's achievements and stories. This would benefit from greater attention to young people's engagement with education, training, employment and positive activity on move on. Gaps in current data capture have been identified for improvement in the QDP.

B)'The service demonstrates an Advantaged Thinking impact'

The Foyer achieves a positive performance with all minimum thresholds met.

C)'The service uses its evidence and impact to influence and improve the offer for young people'

There is a good culture within Swan of reflecting on performance to improve the service. There is not a particularly strong campaigning or influencing voice within Swan, which could be developed in future to raise awareness for more investment and innovation in areas of need identified by staff and young people.

Data Analysis

The services offered some reflections on data but recognised that improvements could be made on how data was recorded to better evidence distance travelled in some areas. The quality of data and reflections appeared to be weaker than that submitted for Heather Court.

Key trends since last accreditation included:

An increase in the average length of stay from 68 weeks to 78 (18 months) weeks in both Foyers.

An increase in age, from previous joint figures of 89% aged 16-18 to 80% (SH) and 71% (DC) aged 19-20 - with only 1 young person entering DC aged 18.

A decrease in diagnosed mental health need from 37% to 30% (SH) and 18% (DC).

The data submitted suggested that the Foyer no longer accommodates any young people from care or offending backgrounds.

Housing

Swan House achieved 100% positive move ons, with 56% moving into their own tenancy; Dove Cott achieved 87% positive move ons, with all of these moving into their own tenancy through social housing.

Personal Development

The foyers reported that 100% had progressed personal development by achieving goals in their support plan, which in general reflects the approach used in Flourish plans

Finance

Dove Cott house reported that 95% had progressed in financial capability, while Swan house recorded 100%. The blanket 100% scores submitted by Swan in many of the Theory of Change areas suggest a lack of reliability in all of the data provided.

Social Skills

Both Foyers reported that 100% had improved their personal support networks or developed more positive peer relationships, but only 1 young person had become more actively engaged in local community life at Swan House, while 25% achieved this at Dove Cott. The learning provision is geared around encouraging positive social interaction, which supports the higher scores.

Health

The Foyers reported that 100% ate more healthily, with slightly lower rates of wellbeing at around 98%, but a notable difference in outcomes reported in physical activity from 100% improvements at Dove Cott compared with 23% at Swan House. There is little evidence to validate Dove Cott's data accuracy in this area, which is likely to be over scored. A stronger focus on promoting health and wellbeing is part of the QDP.

Employability

The Foyers reported different employability outcomes, with this time Swan House noting 100% improvements related to work readiness, while Dove Cott's figure was a more realistic 56%. In work figures are understandably lower at Dove Cott, with 27% in work on exit, compared with Swan House's 33% in work on exit. Only 1 young person took up a work opportunity during their stay at Dove Cott, compared with 42% at Swan House.

Learning

Swan house reported that 27% took up a learning opportunity during their stay, compared with only 2 young people at Dove Cott. No young people were in learning on exit from either Foyer. Plans to develop the education offer through accredited training should help to strengthen performance in this area, reflecting the majority age range is over 19.

Quality Development Plan (QDP)

The Foyer produced a comprehensive plan, clearly referenced to the accreditation framework, and involving different levels of staff. The dates in the plan are however over optimistic. At the time of submitting this report the Foyer manager was seeking to reschedule the timeline as actions scheduled to take place by March are still pending.

Items suggested for inclusion by the assessor and panel:

To ensure that the fundraising plan in point 6. takes into consideration the potential for local activity budgets to better empower staff and young people to act on identified opportunities and needs.

1. Develop better communications to promote the Vision, Values and Ethos of the foyer

FOCUS A1 – Vision and Values, A4 Campaign Voice, D1 Voice. OPPORTUNITIES - A1 Positive environment

Goal	Action	Who	Notes	By when
Care & Support services web page to be developed in an Advantage thinking way.	Comms to receive Advantage Thinking Training to understand the concept of Advantage Thinking	HOSI	Consider <ul style="list-style-type: none"> - Understanding of the Advantage Thinking Concept - Training to be delivered in an easy to understand format 	Feb 2019
	Communication Team and Care & Support to discuss content of web page for final input	HOSI, YPSM, DFM, & Comms	Consider <ul style="list-style-type: none"> - Positive content explaining what Swan House Vision, Value and Ethos is - Positive imagery - Young people input 	March 2019

	Advantage Thinking	Comms	<ul style="list-style-type: none"> - Detailing an explanation of what Advantage Thinking is within the content - If there is going to be a general foyer web page or individual foyer web pages? 	March 2019
	web page to go live on Cygnet and Swan HA website and Social Media		<p>Consider</p> <ul style="list-style-type: none"> - Young People and YPC's input - Promote the page on a regular basis to ensure awareness of the web page 	
Communication channels to be developed to promote the values, vision and ethos to beneficiaries and Stakeholders.	Provide Advantage Thinking posters/ leaflets to Beneficiaries and Stakeholders to promote Advantage Thinking	Comms , HOSI, YPSM, DFM, Bev Ford	<p>Consider</p> <ul style="list-style-type: none"> - Positive imagery - Costing - To be issued to relevant stakeholders and Beneficiaries 	March 2019
Development required of Swan House's communication and campaigns strategy in conjunction with Swan's Communication Team.	Support management and YPC's to meet to discuss campaign areas and ideas	HOSI, YPSM, DFM, Comms	<p>Consider</p> <ul style="list-style-type: none"> - National campaigns - Local Campaigns - Areas that affect young people 	On-going
	YPC's to consult with young people on the areas identified and identify young people who want to take part in campaigning	YPC's, Young People, Comms	<p>Consider</p> <ul style="list-style-type: none"> - Areas that affect young people - Areas that young people are passionate about - Young People leadership skills and collaborative working 	On-going

	Build links with the local Basildon MP's to build an understanding of youth services and difficulties surrounding young people to support campaigning	RI&CD, Comms , HOSI, YPSM, DFM, YPC's, Young people	Consider <ul style="list-style-type: none"> - Working with other youth services in the area - Young people led - Young people representatives 	On-going
Develop a communications and Campaign strategy	To ensure that there is an emphasis on the Foyer communications and campaigns strategies that are built into the overall Swan communication strategy	YPSM	Consider <ul style="list-style-type: none"> - Specific campaigns that affect young people 	March 2019
Wall displays and communal presentation to enhance a positive environment and be less clinical	Wall displays and communal presentation to be positive and visual remembering that it is the young person's home	YPC's and young people	Consider <ul style="list-style-type: none"> - Strategic placements - SMART information - Easy read / Makaton - Colour / photographs 	On-going
Increase ways of communication with YP through social media (Twitter)	Consult with Swan and Comms to discover which social	Comms , DFM	Consider <ul style="list-style-type: none"> - Confidentiality - Ease of access 	April 2019

	media platforms can be used		<ul style="list-style-type: none"> - Safety and security - GDPR - Possibly have a combined social media presence rather than individual foyers – Possibly part of Heather Court. 	
	Consult with young people to identify social media platforms being used	YPC's, young people	Consider <ul style="list-style-type: none"> - Confidentiality - Ease of access - Safety, security and reliability - Variety of social media platforms - Longevity 	Jan 2019

2. Develop new ways of recording feedback to improve service delivery

FOCUS A2 – People Development, B1 Access. OPPORTUNITIES – D3 Influence. Results – A2 Tracking

Goal	Action	Who	Notes	By when
Develop ways to gather and collate stakeholder feedback	Consult with Comms on best ways to gather feedback from Stakeholders i.e (electronic) (paper)	YPC's	Consider <ul style="list-style-type: none"> - The format on how it's going to be delivered - Easy to use for feedback - Drop down options and comment boxes 	Feb 2019
	Consider what feedback is required and design feedback questionnaire	HOSI, YPSM, DFM, YPC's	Consider <ul style="list-style-type: none"> - The format on how it's going to be delivered - Easy to use for feedback - Drop down options and comment boxes 	March 2019

Develop Stakeholder feedback to gather effectiveness of the referral and access process	Decide the best format and content for the most effective response.	Comms , DFM	Consider <ul style="list-style-type: none"> - The format on how it's going to be delivered - Easy to use for feedback - Drop down options and comment boxes 	March 2019
Develop or use current feedback forms from activities to include staff reflection on the learning outcomes or add reflection, aim and outcome to the current activity spreadsheet	Add section for staff to feedback their reflections on learning outcomes and comments	YPC's	Consider <ul style="list-style-type: none"> - Visuals - Written prompts to ensure comprehensive feedback - Staff understanding about the importance of feedback 	Jan 2019
Improve collection of young people's stories to evidence how young people are involved in the service and influence the wider community	Showcase Young people's stories and life within a foyer through social media platforms and internal communications	YPC's, Comms , ETE Officer	Consider <ul style="list-style-type: none"> - Young people input - GDPR - How this is done? What devices are required? - Digital knowledge of YPC's 	Ongoing
	Produce a monthly short film to be published on Swans internal network Cygnets 'Today I feel good because.....	YPC's, Comms	Consider <ul style="list-style-type: none"> - Young people input - GDPR - How this is done? What devices are required? - Digital knowledge of YPC's 	October 2018

3. Young People involvement in decision making and Feedback

FOCUS - B3 Balance, C1 Commitment. OPPORTUNITIES – B1 Informal and Formal Education

Goal	Action	Who	Notes	By when
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Develop a process to involve young people in the assessment stage of application, referral, assessment to the service	Set up a buddy system for young people to be involved from application stage	YPC's, Young people	Consider <ul style="list-style-type: none"> - Variety of young people with different skills - GDPR - Consider what stage young people want to support the process - Appropriateness of a buddy in relation to confidentiality and sensitive information - Implementation of a Guidance Noted 	Jan 2019
	Seek or develop appropriate training for young people who volunteer to be a buddy	ETE Officer, YPC's	Consider <ul style="list-style-type: none"> - What is expected from the buddy - Tasks they will be carrying out - 121 or group training 	March 2019
Young people to evaluate the deal upon move on to see if they have benefited from it	Develop the exit interview questionnaire and include questions on the foyer deal	DFM, YPC's	<ul style="list-style-type: none"> - GDPR - Implementation of a Foyer Deal leaflet 	Oct 2018

4. Understanding the Foyer Deal/Offer

FOCUS – C1 Commitment. OPPORTUNITIES – C3 Mentoring

Goal	Action	Who	Notes	By When
Define the deal to ensure young people and stakeholders can articulate and understand it.	Re write the residents charter in an advantage thinking way promoting the	YPSM, YPC's	Consider <ul style="list-style-type: none"> - Easy read / Makaton - Formats presented in (short film, leaflet) 	Jan 2019

	foyer deal to ensure understanding at sign up and throughout stay		- SMART	
To review the service offer to be clearer about what we can provide and where we can broker arrangements with external partners	To formalise a structured service offer.	HOSI, YPSM	Consider <ul style="list-style-type: none"> - Vision, Value and Ethos - Funding opportunities - What can be provided internally - What can be provided externally 	Jan 2019
	Continue to broker arrangements with external partners on the Swan Horizons programme to build links and funding opportunities	YPC's	Consider <ul style="list-style-type: none"> - Time frame - Involvement constraints - Funding - Opportunities 	On-going

5. Building and understanding Community Links and young people

FOCUS – C2 Connection, C3 Trusting Relationships, C4 Tenancy. Opportunities – A2 Housing Appropriate to stage

Goal	Action	Who	Notes	By When
Continue to build connections with the local community so that it meets the needs of the young people	To encourage staff and young people to attend local community groups, attend community days and events, community forums and links with the local council	YPC's, Young people	Consider <ul style="list-style-type: none"> - Appropriateness to the service 	On-going

Develop a way to measure our impact of building trust with young people and how, in turn, we can influence the community	Community feedback form to be developed and completed 6 monthly	DFM, YPC's	Consider <ul style="list-style-type: none"> - How the feedback will be distributed - Local services involvement - How the information is going to be used 	Jan 2019
Develop partnerships with private landlord services in the Basildon area	Communicate with Swans Development Team to see who Swan are linked with to establish other move on options with Basildon LA, Private developers and HA's in the community stock and availability in the local area	YPSM, DFM	Consider <ul style="list-style-type: none"> - Appropriateness to client ground - Availability - Standard of accommodation - Stakeholder involvement with move on 	March 2019
Include move on options through Swan general needs provision	Liaise with Swan General needs team to discover access opportunities to move on accommodation appropriate to young people needs	YPSM, DFM, General Needs Team	Consider <ul style="list-style-type: none"> - Appropriateness to client ground - Availability - Standard of accommodation - Stakeholder involvement with move on 	March 2019

6. Sustain offer to Harness Innovation and funding

FOCUS – D1 Leadership, D2 Risk Taking, Independence, C2 Campaigns

Goal	Action	Who	Notes	By When
Develop a procedure around taking risk and a lesson learnt register	Procedure to be devised which highlights appropriate	HOSI, YPSM	Consider <ul style="list-style-type: none"> - Previous decisions made by staff - What is considered appropriate or not 	Jan 2019

	boundaries for risk taking for staff			
	Produce a register to document any risks taken by staff to be discussed at 1-1 supervisions	All staff	Consider <ul style="list-style-type: none"> - Impact of the decision - Risk made - Best practice of making decisions 	Jan 2019
Develop a fundraising plan	Fundraising to be added to YPC's objectives to support the delivery of Swan Horizons and other foyer plans to ensure funding is wide spread for specific areas	All staff	Consider <ul style="list-style-type: none"> - Partnership working - Match funding - Funding specific to activity 	March 2019

7. Employment Training & Education

Opportunities – B1 Informal and Formal Education, B2 Employability Skills, D1 Leadership, D2 Involvement

Goal	Action	Who	Notes	By When
D ;evelop an accredited learning programme to help capture journey, outcomes and successes	Develop bespoke learning workbook to evidence life skills to support move on and to build learning credits	ETE Officer	Consider <ul style="list-style-type: none"> - Young people involvement - Young people consultation 	Jan 2019
	Register with an accredited learning centre to be able to offer qualification	ETE Officer		March 2019
	Consider funding to acquire accredited	ETE Officer		March 2019

	learning to be able to provide a qualification			
	Send out request across the company for donation on books/ manuals/ instruction DVDs to support the Swan House.	YPC's	Consider <ul style="list-style-type: none"> - Explanation of why they are required - Specific to learning needs - Suitability of donations – age restrictions. 	Dec 2018
Staff to go on specific leadership training	Staff to attend the full Foyer Federation Advantage Thinking Training	YPSM	Consider <ul style="list-style-type: none"> - Staff and site cover for all to attend 	March 2019
Include the development of a volunteering policy within the review of the employment offer	Devise a volunteering policy	HR, HOSI		April 2019

8. Promote a Healthy Living Lifestyle

OPPORTUNITIES – B3 Healthy Living Skills

Goal	Action	Who	Notes	By When
Develop further partnerships and networks to support Healthy Lifestyles	Continue to build links locally with services that specialise in Healthy lifestyles and provide information, Advice and Guidance to young people	YPC's	Consider <ul style="list-style-type: none"> - Locality - Young people transport - Foyers being used as a HUB for the community 	On-going
Include Healthy living into all move on assessments and Grow Coach Plans	Healthy Living to be discussed and Documented through Grow Coach Plans and	YPC's		Dec 2018

	evidence in support meeting to feed into the young people 3-month reviews			
Develop an affordable healthy eating recipe book	Consult with young people to collate suitable affordable recipes to be included in the recipe book	YPC's	Consider <ul style="list-style-type: none"> - Affordability - Access to ingredients 	Dec 2018
Develop policy and procedure around healthy living which will include nutrition, physical activity and mental well-being.	Policy and procedure to be developed with the Young People.	HOSI, DFM and YPC.	Consider <ul style="list-style-type: none"> - Various degrees of physical health and mental well-being. 	May 2019

9. Invest in tailored support, coaching and mentoring, to empower young peoples progress.

OPPORTUNITIES – C1 Information and Advice, C2 Coaching, Guidance and Counselling

Goal	Action	Who	Notes	By When
Develop a policy and procedure in relation to support, coaching, and mentoring	Devise a policy and procedure to support staff with Coaching and mentoring information	HOSI, YPSM,		March 2019
Ensure residents are aware and up to date on what their 'rights and responsibilities' are	Add a section in the support meeting notes that covers 'rights and responsibilities' to ensure that residents are aware and up to date at all times.	DFM, YPC's	Consider <ul style="list-style-type: none"> - The information is in line with their licence. 	Oct 2018

10. Review of service data to evaluate the service and make improvements

Results – A1 Approach, A3 Relevance, B1 Advantage Thinking KPI's, C3 Wider Understanding

Goal	Action	Who	Notes	By When
Review the stories collected to demonstrate what has been achieved as part of the service	Document comments from stories on Swans internal intranet to demonstrate feedback	YPC's	Consider <ul style="list-style-type: none"> - GDPR - Client anonymity 	On-going
Swan KPI's required to track Young People journey	Make the KPI's more advantage thinking based.	HOSI, YPSM, DFM,		March 2019