

YMCA Leicestershire's Supported Housing Pledge

This pledge represents our commitment to delivering a high standard of support and a high quality of housing to young people. YMCA Leicestershire 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 ensure that all YMCA Leicestershire accommodation is maintained and meeting a 5★ organisational standard.
- ▲ We will deliver our service within the values of Advantaged Thinking through identifying, developing and, most importantly, investing in the skills, capabilities and assets of young people.
- ▲ We will offer fair and open access to all young people referred, based on a collaborative assessment of what they need from our service and what we can provide.
- ▲ We will ensure that access to appropriate support is available 24 hours a day, 7 days a week, 365 days a year.
- ▲ We work alongside every young person to co-develop a person-centred support plan that focuses on their strengths, aspirations and potential.
- ▲ We will ensure that all young people living in our accommodation feel safe and are provided with a person that will advocate on their behalf when needed.
- ▲ We will support every young person to explore their full potential through skills for life, employment, education and training.
- ▲ We treat all young people with respect and dignity at all times.
- ▲ We will ensure every young person has access to appropriate health and emotional wellbeing services.
- ▲ We will work to empower young people to become active members of their community, make informed choices and take charge of their lives and thrive.
- ▲ We actively use opportunities to co-produce future service delivery with young people and actively seek the views of all young people using a variety of means when shaping future service delivery.
- ▲ We promote a positive move on pathway within our accommodation for residents who are in education, training or employment.
- ▲ We will ensure that any young person exiting our supported accommodation will have/or be supported to pack their belongings, store and/or transport in appropriate move on bags.
- ▲ We will ensure that any young person who is moving out of our accommodation will do so in a structured move-on process (except in extreme circumstances requiring emergency or medical services).