

Statement of Purpose

27 Tickhill Square, Denaby Main, Doncaster, DN12 4AW



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Illuminate Care Group proudly specialise in offering exceptional semi-independent care and support to young people as they transition out of care. We will cater to those with emotional, behavioral, and learning needs, providing a pathway to independence through a nurturing and structured environment. Our vision is to empower young people to develop the skills, confidence, and resilience necessary to lead independent, fulfilling lives.

Our homes will be warm, welcoming, and secure places where young people can truly thrive. We will cultivate an atmosphere that feels like family, where individuals are supported in reaching their full potential. Through strong, trusting relationships, we will lay the foundation for brighter futures, giving each young person the tools they need to succeed.

Our therapeutic approach will ensure that all care is trauma-informed and holistic, addressing both the emotional and practical needs of the young people we support. Each home will be staffed by experienced professionals who are dedicated to fostering growth, healing, and personal development.

At Illuminate Care Group, we aspire to be more than just a service provider; we will be a guiding force in helping young people navigate challenges with confidence and resilience, preparing them for the future they deserve.

Aims

Creating a Place to Belong

We uphold the belief that every young individual deserves a secure, nurturing environment they can proudly call home. Our spaces are designed to nurture growth, support development, and instill a profound sense of belonging. We ensure our homes exude warmth, friendliness, and a familial atmosphere, offering young people a sanctuary where they can thrive and feel protected.

Respecting Unique Identities

Recognising the distinctiveness of each young person, we acknowledge their individual abilities, aspirations, and requirements. By actively listening to their voices, we ensure their needs are not only heard but addressed. Through personalised support programmes, we empower them to uncover their talents, nurture their capabilities, and embrace their strengths, creating a sense of pride in their identity and optimism for their future.

Compassionate Mentors

Understanding the challenges inherent in the transition to adulthood, we are dedicated to employing compassionate staff who genuinely prioritise the well-being of the young individuals under their care. Our aim is to support secure, trusting relationships between our young people and our support mentors who are invested in their welfare.

At Illuminate Care, our dedicated staff embody compassion and commitment in every aspect of their work. We understand that the journey of each individual we support is unique, and our team is trained to provide personalized care that meets diverse needs.

Our staff members are not only highly qualified professionals but also compassionate individuals who prioritise building meaningful relationships with those they serve. They actively listen, show empathy, and respond to the emotional and physical needs of our residents, ensuring that they feel valued and understood.

We will foster an inclusive environment where our staff is encouraged to practice kindness and respect, creating a safe space for residents to express themselves. Regular training and development opportunities equip our team with the skills necessary to provide the highest quality of care while promoting dignity and independence.

At Illuminate Care, compassion is at the core of our service philosophy, guiding our staff in delivering care that nurtures not just the body but also the spirit of every individual we support. Together, we strive to illuminate paths toward personal growth and well-being.

“Leading with Love, Empowering with Purpose”

Our Mission Statement:

What is a home to a child? A child’s home is a place where they feel safe, loved, and secure, providing a stable environment with consistent routines. It’s a space where they belong, learn, and grow, forming their identity and relationships. Within this nurturing environment, children create lasting memories, traditions, and foundational life experiences crucial for their well-being and development. We are dedicated to long term placements, crafting stable, safe, nurturing, and inclusive environments where children can flourish, heal, and realise their utmost potential. Our goal is to provide top-tier care, and a pathway uniquely tailored to each child, empowering them to develop lifelong skills and foster positive relationships. Through our unwavering dedication to excellence, collaborative teamwork, and evidence-based practices, we aspire to make a profound and enduring difference in the lives of the children and families entrusted to our care.

Trust

We believe in building trust as the cornerstone of every interaction, ensuring a safe and secure environment where children feel valued and supported

Respect

We foster an atmosphere of mutual respect, honouring each child's uniqueness, ideas, and perspectives while promoting dignity and understanding among all.

Impact

We are dedicated to making a positive impact in every child's life, striving to empower them with skills, tools, and experiences that shape a brighter future.

Belonging

We cultivate a sense of belonging, creating spaces where every child feels welcomed, accepted, and embraced for who they are, fostering a sense of community and connection.

Enable

We are committed to enabling and nurturing the potential within each child, providing the resources, guidance, and encouragement necessary to help them thrive and succeed.





Our Objectives

Delivering Exceptional Care: We are committed to providing outstanding care to our young people, establishing ourselves as a reputable and compassionate service within our community.

Promoting a Sense of Home: Our goal is for young individuals to not only reside in our properties but to embrace them as their homes, where they feel safe, respected, and supported.

Recruiting Quality Staff: Through a rigorous recruitment process adhering to the safer recruitment framework, we aim to onboard high-quality, empathetic staff members who are dedicated to nurturing the growth and resilience of our young people.

Tailored Support and Community Integration: We strive to offer tailored support services and forge connections with local resources to equip our young people with the skills and resources necessary for their well-being and future success in society.

Community Engagement: By facilitating volunteering opportunities and skill-sharing sessions, we aim to integrate our young people into the local community, fostering mutual understanding and respect among all members.

Support We Offer

Our supported accommodation homes are designed to provide safe and nurturing environments for children and young people in care, tailored to their individual needs and circumstances. We will offer varying levels of privacy and communal living spaces to foster a sense of belonging and community while respecting each young person's personal space.

In our shared or group living situations, we will exclusively accommodate looked-after children and care leavers, in accordance with Regulation 2(1), paragraph (b). Each young person will have their own private bedroom, equipped with essential furnishings to create a comfortable and personalised space. They will also have access to their own bathroom, ensuring privacy and hygiene. Communal areas, such as living rooms and kitchens, will be designed to promote interaction, socialisation, and the development of essential life skills. These shared spaces will serve as a setting for communal activities, fostering relationships and a sense of camaraderie among residents.

Furthermore, our provision will accommodate care leavers aged 18 and above where it is deemed necessary by all stakeholders, offering them a supportive transition into independent living. We recognise that this phase is crucial for developing autonomy and life skills. Our staff will be dedicated to providing guidance in areas such as budgeting, cooking, and job-seeking skills, ensuring that young people are well-prepared to navigate the challenges of adulthood. By maintaining a supportive and collaborative atmosphere, we will empower young people to thrive and achieve their personal goals as they embark on their journeys towards independence.

Services We Provide

At our homes, we will be dedicated to providing transparent and comprehensive support arrangements for young individuals aged 16-18. Central to our approach will be clear, collaborative communication with local authorities, ensuring a mutual understanding regarding the support services we offer. Here, we detail the specific support young people will be able to anticipate, encompassing both on-site staff engagement and access to external agencies.

Our service extends a wide spectrum of support to meet the diverse needs of our young people. They will be able to expect a holistic approach that addresses practical assistance, life skills guidance, alongside emotional well-being support. Our devoted staff members (support mentors) will play a pivotal role in delivering personal support, offering guidance, encouragement, and empathy throughout their transition to adulthood. Collaborating closely with young people, they will develop individual care plans that will be tailored to address unique requirements, covering aspects such as education, employment, health, and personal aspirations.

Each young person will be assigned a key worker who delivers at least 4 hours of direct individual support weekly. The support mentors will be able to provide planned sessions as well as ad hoc sessions put in place as and when identifies to support each individual grow in confidence and wellbeing. Sessions could cover various tasks such as facilitating the booking of a GP or dentist appointment, accessing benefits, participating in activities, managing budgets and household affairs, enhancing cooking skills, accessing mental health or substance abuse support, addressing emotional challenges, and pursuing educational or vocational goals. While empowering young people to recognise their own support needs and empowering them to navigate tasks independently, staff members advocate on their behalf when necessary.

In addition to individual support, we organise group sessions tailored to the preferences and interests of young people collectively. These sessions, which may include cooking nights or skill swap evenings, promote a sense of pride and community while promoting skill development and mutual learning.

Staff will also manage any incidents within the home, adhering to relevant policies and addressing issues such as damage, anti-social behaviour, or interpersonal conflicts among young people.

We recognise the importance and value of external agencies, we will actively pursue and maintain partnerships with community organisations, educational institutions, and health care services providers to offer supplementary support. These agencies could provide specialised services such as counselling, vocational training, educational sessions which we will actively encourage participation of as we recognise that these sessions will support the enrichment of our young peoples' overall well-being. Through collaborative efforts with these agencies, we will ensure a robust network of support that caters to the diverse needs of our young people.

Ensuring the safety and security of young people will be paramount. In emergencies, our young people will be able to access a 24-hour on-call help system supported by our senior team. We will also be able to offer access to a designated helpline staffed by trained professionals. This emergency helpline will serve as a reliable resource, ensuring immediate assistance and support for not only our young people but our staff as well.

Central to our philosophy will be the creation of a supportive and nurturing environment. Our support mentors cultivate positive relationships with young people, fostering open communication, trust, and mutual respect. By encouraging active engagement from our young people our support mentors will be able to offer a safe and inclusive space where young people feel comfortable discussing concerns, seeking guidance, and forming meaningful connections with their peers and staff members.

We are committed to maintaining transparency and collaboration with local authorities and stakeholders. By clearly outlining our support arrangements and staff involvement, we will ensure all parties have a comprehensive understanding of our services. This transparency facilitates effective partnerships and enables local authorities to make informed decisions regarding the placement and ongoing support of young people.

Who We Support

We will support up to 5 looked-after children and care leavers aged 16 and 17 in one setting.

We accept young people who demonstrate a growing sense of independence and readiness to acquire additional skills for a successful transition into adulthood. Our service is specifically designed to cater to young individuals who no longer require the level of care or specific environment provided in a children's home or foster care setting. We will accept the following characteristics, provided the young person is compatible with any existing group dynamics and their needs are not incompatible with the needs of any existing young people, which will be assessed before a place is offered and subject to a satisfactory risk assessment.



- Autism Spectrum Disorder (ASD)
- SEMH Problems
- ADHD
- Self-Harming Behaviours
- Attachment Disorder
- Risk of Criminal Exploitation
- UASC
- Mental Health Issues
- Challenging Behaviour
- Moderate Learning Disabilities
- Drug and Alcohol Abuse

Our Facilities and Accommodation

All of our accommodation settings offer high-spec, comfortable, clean, and spacious living in a secure setting. Designed to cater to the needs of young individuals, our facilities provide both privacy and community engagement opportunities, ensuring a supportive environment for personal growth and development.

Private and Communal Living spaces

Each young person will be able to enjoy a private room with a desk space and an ensuite bathroom. Complemented by communal lounge, kitchen, and outside area.

Personalised Spaces:

In supported living environments, bedrooms are designed to provide residents with personal, comfortable, and secure spaces that reflect their individuality. Each room is typically furnished with essential items, allowing residents to personalise their space with personal belongings, decorations, and furnishings that make them feel at home.

Privacy and Independence:

Bedrooms in our supported living offer a private retreat for residents, promoting independence while ensuring that support is readily available when needed. This balance allows individuals to enjoy their personal space while having access to assistance and companionship in shared areas of the facility.

Bedrooms and Personal Space

Young people will have access to lockable, well-furnished, comfortable bedrooms equipped with internet connectivity. We will provide standard bedding, towels, kitchen equipment, and a welcome pack of toiletries and where necessary essential clothing.

Additionally, each bedroom features lockable cabinets for valuables, and each young person will have a personal cupboard as well as an allocated shelf within the fridge and the freezer in the fully equipped kitchen for their food.

Comfort and Accessibility:

Rooms are often equipped with comfortable beds, adequate storage solutions, and access to essential amenities. All bedrooms include ensuite bathrooms, ensuring privacy and convenience. Additionally, rooms are designed with accessibility in mind, accommodating residents with varying mobility needs.

Leisure and Community

Young people will have access to a variety of leisure activities designed to foster social interaction, skill development, and relaxation. Communal spaces, such as lounges and gardens, will provide opportunities for group activities like movie nights, board games, or collaborative art and craft sessions. Outdoor activities, including sports, gardening, and barbecues, will encourage physical well-being and team building. Additionally, young people will be encouraged to participate in local community events, volunteering, or hobby groups, helping them to form connections and explore new interests outside the home. These leisure activities will play a crucial role in promoting a sense of belonging, boosting self-esteem, and supporting their overall well-being.

Leisure centres

Bentley Pavilion

- **Address:** Askern Road, Bentley, Doncaster, DN5 0HU
- **Phone:** 01302 215330
- **Email:** [Contact Form](#)
- **Website:** [bentleypavilion.org.ukneedadisco.com+5Doncaster Radio+5Doncaster Radio+5AccessAble+2bentleypavilion.org.uk+2bentleypavilion.org.uk+2bentley.cylex-uk.co.uk+2bentleypavilion.org.uk+2bentleypavilion.org.uk+2](#)

Facilities:

- Event and function rooms available for hire
- On-site café offering a variety of refreshments
- Hosts community events and activities throughout the year [Doncaster Radio+19bentleypavilion.org.uk+19sheffield.anglican.org+19seniorarchitectural.co.uk](#)

Accessibility:

- Wheelchair accessible with appropriate facilities



Bentley MyPlace Youth Hub

- **Address:** Askern Road, Bentley, Doncaster, DN5 0HU
- **Phone:** 01302 737993
- **Email:** YouthHubs@doncaster.gov.uk
- **Website:** [Doncaster Youth Hubsneedadisco.com+5Doncaster Council+5Doncaster Council+5Doncaster Council+10Doncaster Council+10Doncaster Council+10](#)

Facilities:

- Dedicated spaces for young people aged 8–25
- Activities include arts and crafts, music, sports, and gaming
- Specialist sessions for SEND and LGBTQ+ youth groups [Doncaster CouncilDoncaster Council](#)

Accessibility:

- Fully accessible with facilities to support individuals with disabilities



Bentley Park

- **Address:** Askern Road, Bentley, Doncaster, DN5 0HU
- **Website:** [Bentley Park InformationDoncaster Council+4Doncaster Council+4AccessAble+4Doncaster Council](#)

Facilities:

- Children's play areas and a water play zone
- Sports facilities including a multi-use games area and bowling green
- Walking routes and nature trails
- Community garden and picnic areas [Doncaster Council](#)

Accessibility:

- Paths and facilities designed to be accessible for all visitors [AccessAble](#)

Shops and places to eat.

Local shops	Store Name	Address	Opening Hours	Notes
	Tesco	Colosseum	Daily:	Offers

	Express	Buildings, High Street, DN5 0AP	7:30 AM – 10:00 PM	groceries, ATM, Costa Express, and Evri ParcelShop. More info
	Heron Foods	High Street, DN5 0AA	Mon–Sat: 8:00 AM – 7:00 PM; Sun: 9:00 AM – 6:00 PM	Discount frozen and grocery retailer. More info
	Bentley Local Convenience Store	22c Cooke Street, DN5 0BH	Hours not specified	Offers a range of everyday essentials.
	Bentley Convenience Store	88 High Street, DN5 0AT	Hours not specified	General convenience items. More info
	Charity Shops			
	Shop Name	Address	Phone	Notes
	The Salvation Army Charity Shop	73b High Street, DN5 0AP	020 7367 4500	Offers a variety of second-hand goods. More info
	Barnardo's	Unit 3, DN5 8QE	01302 786772	Sells donated items to support children's services.
	British Heart Foundation	15-16 Baxtergate, DN1 1JU	01302 738193	Offers second-hand furniture and electricals.
	Supermarkets	1. Lidl – Bentley <ul style="list-style-type: none">Address: Askern Road, Bentley, Doncaster, DN5 0EWOpening Hours:<ul style="list-style-type: none">Monday–Saturday: 8:00 AM – 10:00 PMSunday: ClosedServices: Car park, bakery, electric vehicle charging point, free Wi-FiWebsite: LidlLidl+1Heron Foods+1Morrisons 2. Heron Foods – Bentley <ul style="list-style-type: none">Address: High Street, Bentley, Doncaster, DN5 0AAOpening Hours:<ul style="list-style-type: none">Monday–Saturday: 8:00 AM – 7:00 PMSunday: 9:00 AM – 6:00 PMServices: ATM, National LotteryWebsite: Heron FoodsHeron Foods+1Morrisons+1 3. Tesco Express – Bentley		

	<ul style="list-style-type: none"> • Address: Colosseum Buildings, High Street, Bentley, Doncaster, DN5 0AP • Opening Hours: Daily: 7:00 AM – 11:00 PM • Services: Grocery essentials, ATM <p>4. Morrisons – Doncaster</p> <ul style="list-style-type: none"> • Address: York Road, Doncaster, DN5 9AY • Opening Hours: <ul style="list-style-type: none"> ○ Monday–Saturday: 7:00 AM – 10:00 PM ○ Sunday: Closed • Services: Free parking, bakery, café, petrol station, Click & Collect • Website: MorrisonsMorrisons
Fast food/ takeaways	<p>Pizza Palace Bentley</p> <ul style="list-style-type: none"> • Address: 31 High Street, Bentley, Doncaster, DN5 0AA • Phone: 01302 820999 • Website: pizzapalacebentley.com • Cuisine: Pizza, Kebabs, Burgers • Notes: Offers online ordering and delivery services. Tripadvisor+2Yelp+2Yelp+2Pizza Palace BentleyDeliveroo+1Restaurant Guru+1 <p> Flames Grill Bentley</p> <ul style="list-style-type: none"> • Address: Bentley, Doncaster • Website: TripAdvisor - Flames Grill Bentley • Cuisine: Grilled meats, Burgers • Notes: Known for a variety of grilled dishes. Tripadvisor+2Tripadvisor+2Tripadvisor+2 <p> Mr Greek Fast Food</p> <ul style="list-style-type: none"> • Address: 2 Askern Road, Bentley, Doncaster • Website: Deliveroo - Mr Greek Fast Food • Cuisine: Greek cuisine including gyros and souvlaki • Notes: Offers delivery through Deliveroo. Restaurant Guru+4Yelp+4Restaurant Guru+4Deliveroo <p> Masala Doncaster</p> <ul style="list-style-type: none"> • Address: Bentley, Doncaster • Website: masaladoncaster.com • Cuisine: Indian and seafood takeaway • Notes: Specializes in fresh seafood dishes. masaladoncaster.com <p> Devon's Kitchen</p> <ul style="list-style-type: none"> • Address: 114 High Street, Bentley, Doncaster, DN5 0AT • Phone: 01302 785655 • Website: devonskitchen.com • Cuisine: Authentic Jamaican cuisine • Notes: Offers both takeaway and dine-in options. devonskitchen.comYelp <p> Lucky 6 Takeaway</p> <ul style="list-style-type: none"> • Address: Bentley, Doncaster • Cuisine: Chinese takeaway • Notes: Offers a variety of Chinese dishes. Restaurant GuruYell

	<p> Fish King</p> <ul style="list-style-type: none"> • Address: Bentley, Doncaster • Cuisine: Traditional fish and chips • Notes: Known for classic British fish and chip offerings. Tripadvisor+1Deliveroo+1
Restaurants	<p>Restaurants in Bentley, Doncaster</p> <p>Masala</p> <p>Address: 9 High Street, Bentley, Doncaster, DN5 0AA Cuisine: Indian Phone: 01302 820200 Website: masaladoncaster.com Notes: Offers a variety of Indian dishes with takeaway options. Pizza Palace Bentley+12Yell+12Tripadvisor+12devonskitchen.com</p> <p>Fish Bits</p> <p>Address: 35 High Street, Bentley, Doncaster, DN5 0AA Cuisine: Fish & Chips Phone: 01302 875500 Website: fishbits.co.uk Notes: Known for traditional fish and chips. Doncaster Free PressFlickr+1Flickr+1</p> <p>Pizza Palace Bentley</p> <p>Address: 31 High Street, Bentley, Doncaster, DN5 0AA Cuisine: Pizza, Kebabs, Burgers Phone: 01302 820999 Website: pizzapalacebentley.com Notes: Offers online ordering and delivery services. Yell</p> <p>Flames Grill Bentley</p> <p>Address: 49 High Street, Bentley, Doncaster, DN5 0AA Cuisine: Kebabs, Pizzas, Burgers Phone: 01302 875500 Website: flamesgrillbentley.co.uk Notes: Offers collection and delivery services.</p> <p>Devon's Kitchen</p> <p>Address: 114 High Street, Bentley, Doncaster, DN5 0AT Cuisine: Jamaican Phone: 01302 785655 Website: devonskitchen.com Notes: Authentic Jamaican cuisine with takeaway options.</p>

Religious organisations.

Churches	<p>St Peter's Church, Bentley (Church of England)</p> <ul style="list-style-type: none"> • Address: High Street, Bentley, Doncaster, DN5 0AA • Phone: 01302 495855 • Website: stpetersbentley.org • Overview: St Peter's is the parish church for Bentley, offering in-person services and live-streamed options. They welcome everyone, with children's church available during services. A
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[Church Near You Wikipedia+3stpetersbentley.org+3A Church Near You+3](#)

Our Lady of Perpetual Help (Roman Catholic)

- **Address:** 54 High Street, Bentley, Doncaster, DN5 0AT
- **Phone:** 01302 874337
- **Email:** officeolph@mail.com
- **Overview:** This Roman Catholic parish serves the Bentley community, providing regular Mass services and community support. hallam-diocese.com

Bentley Baptist Church

- **Address:** Askern Road, Bentley, Doncaster, DN5 0EW
- **Phone:** 01302 876401
- **Email:** admin@bbcdoncaster.co.uk
- **Website:** bbcdoncaster.co.uk
- **Overview:** Bentley Baptist Church offers various services throughout the week, including Sunday services, youth groups, and community outreach programs. doncastermethodistcircuit.org.uk+7bbcdoncaster.co.uk+7bbcdoncaster.co.uk+7bbcdoncaster.co.uk+1bbcdoncaster.co.uk+1Geograph+1Log in or sign up to view+1

Bentley Methodist Church

- **Address:** High Street, Bentley, Doncaster, DN5 0DE
- **Phone:** 01302 850370
- **Overview:** Part of the Doncaster Methodist Circuit, this church holds weekly services and hosts various community activities, including coffee mornings and women's association meetings. doncastermethodistcircuit.org.uk+1doncastermethodistcircuit.org.uk+1doncastermethodistcircuit.org.uk+1doncastermethodistcircuit.org.uk+1



Bentley Pentecostal Church

- **Address:** Arksey Lane, Bentley, Doncaster, DN5 0RX
- **Phone:** 01302 875276

	<ul style="list-style-type: none"> Overview: A Pentecostal congregation serving the Bentley area, offering worship services and community engagement. hallam-diocese.com
Mosques	<p>Mosques Near Bentley, Doncaster</p> <p>1. Doncaster Jamia Mosque</p> <ul style="list-style-type: none"> Address: Bentinck Close, St James Street, Hyde Park, Doncaster, DN1 3ST Phone: 01302 368336 Facebook: Doncaster Jamia Mosque Overview: A central mosque serving the Doncaster Muslim community, offering daily prayers and community events. doncaster.gov.uk+3mosquedirectory.co.uk+3Log in or sign up to view+3Doncaster Free Press+8Log in or sign up to view+8mosquedirectory.co.uk+8 <p>2. Jamia Masjid Sultania</p> <ul style="list-style-type: none"> Address: 26a Thoresby Avenue, Doncaster, DN4 5BQ Website: sultaniadoncaster.co.uk Overview: A mosque providing religious services and educational programs to the local Muslim community. The Historic England Blog+3MosquePay+3X (formerly Twitter)+3
Synagogues	<p>Synagogues Near Doncaster</p> <p>Currently, there are no active synagogues in Doncaster. However, nearby options include:</p> <p>1. Lincolnshire Jewish Community</p> <ul style="list-style-type: none"> Address: Jews Court, Steep Hill, Lincoln, LN2 1LS Website: jscn.org.uk/lincolnshire-jewish-community Overview: A Liberal Jewish congregation located in a historic building, offering regular services and community events. jscn.org.uk <p>2. Sheffield Jewish Congregation</p> <ul style="list-style-type: none"> Address: Wilson Road Synagogue, 3 Wilson Road, Sheffield, S11 9EF Phone: 0114 266 2139 Website: sheffieldjewishcongregation.org.uk Overview: An active synagogue offering services, educational programs, and community activities. Alamy+22AllEvents+22MosquePay+22

Transport links.

Nearest bus stop	Bus Services in Bentley, Doncaster			
	Key Bus Routes			
	Bus Number	Route	Stops Nearby	Frequency
	51	Doncaster Town Centre ↔ Stainforth	Swan Street, Askern Road	Every 15–20 mins

	366	Intake ↔ Scawthorpe	Askern Road, Bentley High Street	Every 15 mins
	364/364A	Arksey ↔ Doncaster	Bentley High Street, Askern Road	Hourly
	<p> <i>Bus stops near Swan Street include:</i></p> <ul style="list-style-type: none"> • Askern Road/Denby Street – 3 min walk • Askern Road/Shakespeare Road – 5 min walk • Arksey Lane/High Street – 9 min walk <p>♦ Bus Operators</p> <ul style="list-style-type: none"> • First South Yorkshire and Stagecoach operate in the Bentley area. • Live bus times available via apps like Traveline or Moovit. <p> Travel Planning Resources</p> <ul style="list-style-type: none"> • Travel South Yorkshire – route planner, timetables, and tickets • National Rail Enquiries – train times and tickets • Stagecoach Live Bus Tracker • First Bus App – mobile tickets and live updates 			
Taxi	<p>Taxis & Ride-Share</p> <ul style="list-style-type: none"> • Local Firms: <ul style="list-style-type: none"> ◦ Alpha Taxis Doncaster – 01302 777777 ◦ Mick’s Mini Cabs – 01302 820282 • Uber and Bolt also operate in the wider Doncaster area. 			
Nearest train station	<p>Train Services</p> <p>Bentley Train Station</p> <ul style="list-style-type: none"> • Location: Station Road, Bentley, Doncaster, DN5 9SU • Line: Northern Rail – Doncaster ↔ Adwick / Leeds • Journey Time to Doncaster: Approx. 4 minutes • Facilities: Waiting shelters, bike racks, step-free access <p>Doncaster Main Station</p> <ul style="list-style-type: none"> • Location: Trafford Way, Doncaster DN1 1PE • Connection to Bentley: 12-minute walk or 5 mins via bus (51, 366) • Destinations: Leeds, Sheffield, Manchester, London (via LNER, Northern, CrossCountry) 			

Other	Cycling & Walking <ul style="list-style-type: none">• Bentley offers safe walking routes to schools, GP practices, and shops.• Cycle paths connect Bentley to the Doncaster Greenway Network.



Security and Safety

Staff will be on call 24/7 to ensure that support is always available, offering guidance and assistance as needed. Gardens will be securely fenced, and all external doors will feature advanced security measures to protect residents. Compliance with health, safety, and fire regulations will be rigorously maintained, with regular reviews and Audits of the premises. CCTV coverage in external and communal areas will further enhance safeguarding measures, and adherence to ICO regulations will ensure young people are informed about their data rights.

Health, Safety, and Regulation Compliance

Insurance and Regulation Compliance, We ensure all aspects of our supported accommodation homes are covered by adequate insurance and meet stringent health, safety, and fire regulations. An annual location assessment is conducted to affirm the suitability, safety, and appropriateness of the premises, considering the feedback from young people and relevant stakeholders. Our certificate is located at:

27 Tickhill Square, Denaby Main, Doncaster.

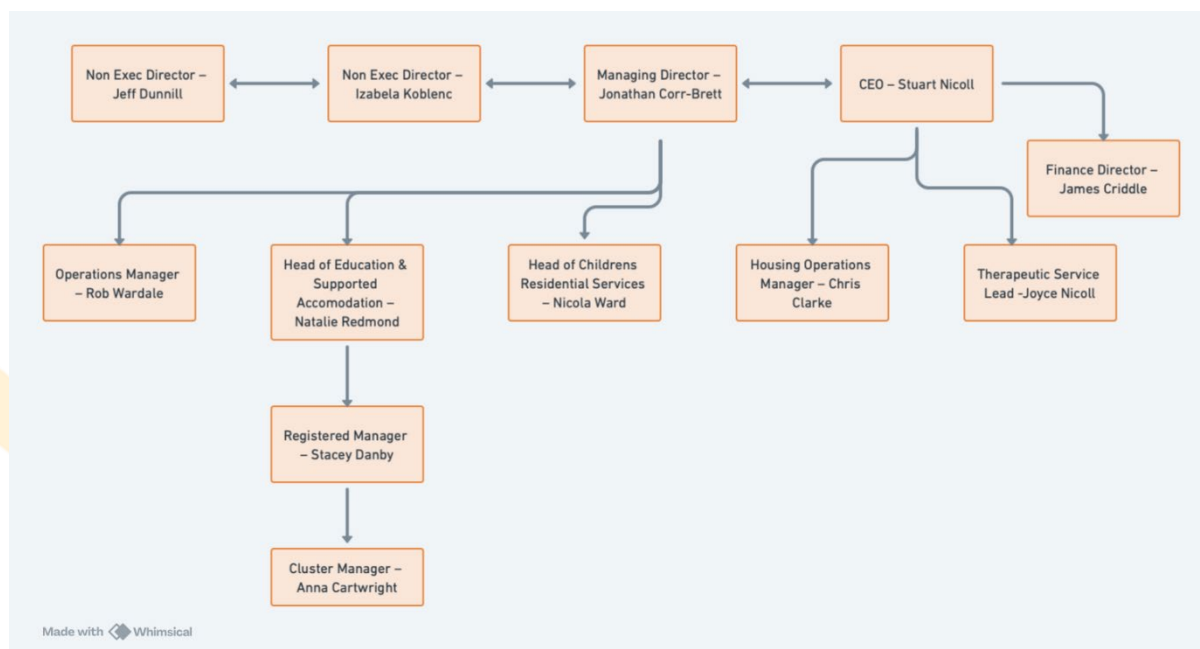
Agreement and Rights

A written agreement is provided to young people in an accessible format, detailing their rights and the terms and conditions of the supported accommodation.

This document also outlines the process for raising any concerns about the service, building, and maintenance, ensuring transparency and accountability.



Our staffing Structure



Board Level

CEO – Stuart Nicoll

Stuart Nicoll brings over 30 years of diverse experience across the Public, Third, and Private Sectors. His career began on the front lines in support worker roles with the YMCA and a Local Authority, where he gained firsthand insight into community needs. This foundational experience led to a commissioning role, overseeing emergency out-of-hours services countywide.

Afterward, Stuart transitioned to the private sector, taking on a range of roles and steadily advancing to C-suite positions over the past decade. Alongside his corporate career, he has served as Chair of a charity and contributed his expertise at both local and national levels, advising the Government and NHS.

Stuart has played a pivotal role in the development of numerous services within the Care Sector across both Scotland and England, collaborating with national and regional providers. This extensive background has positioned him at the forefront of Illuminate Care Group, where he continues to drive growth and shape the company's culture.

Managing Director – Jonathan Corr-Brett

Jonathan Corr-Brett is an experienced leader in social care, with a strong background in developing and managing support programs across various organisations. Beginning his career at Rampton High Secure Mental Health Hospital, before joining Transitions UK, he led the Aspire project, providing 1:1 mentoring for young people with special educational needs and mental health challenges, while building strong connections with external agencies to enhance support networks. In his role with The

Challenge, he offered tailored mental health support and behavioural guidance to youth, creating individualized support plans to aid their development. At Gorse Academy Trust, Jonathan served as a Pastoral Officer, focusing on student welfare, behaviour management, and effective communication with parents and external bodies to ensure consistent, data-informed support. As the Registered Manager/Business Development Director of Bespoke Care and Support, he managed a dedicated team to provide high-quality care to service users, aligning with CQC standards and local authority guidelines. His work emphasised safeguarding, stakeholder relationships, and delivering impactful, person-centred care.

Senior Management Team

Operations Manager – Robert Wardale

Robert Wardale is a seasoned social worker and manager with over a decade of experience in child protection, court work, and managing looked-after children teams. With a BA (Hons) in Social Work from Liverpool Hope University, he has progressed from social worker to practice manager, demonstrating strong leadership in overseeing complex cases and ensuring statutory duties are met. Rob has managed Child in Need, Child Protection, and Looked After Children cases for Cheshire West and Chester Council, while also providing specialist assessments as an independent social worker for Family Court and local authorities.

Head of Education & Supported Accommodation – Natalie Redmond

Natalie Redmond is an accomplished manager and educator with extensive experience in health, social care, and education. Her qualifications include a Doctorate (DBA) in Health Care Administration, a Level 8 Diploma in Strategic Leadership and Management, a Level 7 Diploma in Health and Social Care Leadership and Management, and a Level 5 Diploma in Leadership and Management in Residential Childcare. Her career spans roles as a Registered Manager, Head Teacher, and SENCO, focusing on managing care and education programs for vulnerable children and young adults. She has expertise in curriculum development, managing care and educational plans, and overseeing compliance with OFSTED and health and safety standards. Additionally, she has taken numerous career development courses, including certifications in counselling, autism and epilepsy awareness, mental health, and safeguarding. Natalie is known for her empathetic and analytical approach, creating effective care environments that meet national regulations and best practices.

Head of children's Residential Services – Nicola Ward

Nicola Ward is a dedicated and skilled leader in child care and social work, with a focus on enhancing standards, reducing costs, and improving service quality. She has extensive experience as a Registered Children's Home Manager and Social Worker, managing caseloads, handling referrals, and ensuring Ofsted compliance. Known for her strategic approach and ability to create nurturing

environments for children, Nicola is also adept at team recruitment, safeguarding, and report writing. Her qualifications include a Bachelor of Science (BSc) in Social Work from the University of Lincoln, an ILM Level 5 Diploma in Leadership and Management from Leeds Beckett University, an NVQ Level 4 in Children and Young People, and an NVQ Level 3 in Caring for Children and Young People.

Housing Operations Manager – Chris Clarke

Chris Clarke is an accomplished housing and operations manager with extensive experience in supported housing and housing management. His qualifications include an NVQ Level 2 in Health and Social Care and a Level 5 Diploma in Leadership and Management in Supported Housing. As Head of Housing Operations at Myshon Limited, Chris oversaw nationwide housing operations, developing processes to support the company's growth. His previous roles include Regional Housing Manager and Operations Manager for Later Living Services at Metropolitan Thames Valley Housing, where he managed large teams and projects, optimised service delivery, and improved housing services for older adults. With a background in management roles across the care, housing, and community sectors, he brings valuable skills in leadership, risk management, compliance, and tenant support.

Therapeutic Services Lead – Joyce Nicoll

Joyce Nicoll has a wealth of experience spanning 36 years as a therapeutic counsellor, counselling supervisor, manager, consultant, and educator. As the founding director of a counselling agency, she has worked with both statutory and third-sector organisations, providing invaluable expertise across a wide range of settings. In addition to her therapeutic work, Joyce has extensive experience as an educator, specialising in the design and delivery of the BACP accredited Diploma in Therapeutic Counselling, offered through the Open University. She has also developed and delivered bespoke listening and counselling courses for various organisations, including training in basic listening skills for adults with learning difficulties, support workers in homeless projects, and specialist workshops tailored to specific subjects.

Under Joyce's leadership, the agency was honoured with two prestigious awards: the RIBA Award (Scotland) for the building design (created with the end-user in mind) and the Queen's Golden Jubilee Award for services to the community. Joyce herself has received two Unsung Hero awards and, more recently, attended the House of Lords to accept the British Citizen's Award (BCAv). Her qualifications include an MSc in Counselling from the University of Abertay, Dundee, as well as certifications in Creative Supervision. She is also an accredited counsellor and trainer, bringing a wealth of knowledge and experience to her work.

Service Delivery

Registered Manager – Stacey Danby

Stacey Danby is an experienced senior manager with a strong background in social care, focusing on quality and growth. She holds an NVQ Level 3 in Early Years Childcare & Education and a Level 5

Diploma in Leadership for Health and Social Care, Stacey plans to further her expertise by completing the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services. With extensive expertise in project management, regulatory compliance, and service transformation, Stacey has a track record of elevating services to meet high standards. As an independent social care consultant, she has led transformation projects, optimized operational systems, and ensured CQC compliance for various care providers. Her experience includes roles as Chief Operating Officer and Training & Development Director at Aspire Training, where she streamlined operations, enhanced training programs, and supported international nursing candidates. Additionally, she has served in leadership roles at Nottinghamshire County Council, First Class Care, and Wycarleys Emphasising quality assurance, compliance, and staff management across multiple registered services. Stacey is recognised for her dedication to fostering safe, effective, and compassionate care environments.

Cluster Manager – Anna Cartwright

Anna holds a Level 5 qualification in Leadership and Management, demonstrating her advanced knowledge and expertise in overseeing and improving care services. With a strong background in both adult and children's care, she has developed a comprehensive understanding of the complexities and responsibilities involved in managing care settings.

Her experience as a Deputy Manager in children's care has equipped her with the skills to support young people, ensuring their well-being, safety, and development within regulated environments. She has worked closely with teams to implement best practices, safeguard children, and promote a nurturing atmosphere that fosters positive outcomes.

In addition, Anna has played a crucial role in transitional care, bridging the gap for young people moving from children's services into adult care. Her ability to support individuals through this critical period showcases her person-centred approach, ensuring continuity of care, stability, and independence. With a strong leadership ethos, she continues to contribute to the development of high-quality care services, ensuring compliance with regulatory standards and enhancing the lives of those she supports.



Operations Manager

Direct line manager of the Registered manager, overseeing quality assurance and safeguarding lead.

Registered Service Manager

Oversees the service and is responsible for the running of staff team and wellbeing of service users

Cluster Manager

The Deputy Manager in supported living is responsible for overseeing daily operations, ensuring high-quality care and support for residents, and assisting in the management and training of staff to promote a safe and nurturing environment.

Support Mentor

Support team across 24/7 working as keyworkers with direct support from the supernumerary team Leader to implement pathway and placement planning in line with local authority requirements

All of our homes will be staffed 24 hours a day, with a dedicated member of staff on duty at all times. During the day, this staff member will be supported by a Deputy Manager and Registered Manager, ensuring that at least two staff members are available from 9 AM to 5 PM. This arrangement allows young people to have one-on-one support meetings while the other staff member remains available for emergencies and general assistance. Additionally, we will maintain a consistent staff presence to provide young people with familiar and reliable care.

Staffing and Support

We will also have a dedicated staff member on call during the night to address any emergencies. To further support our residents, we will collaborate with a support agency, which provides a 24-hour crisis helpline, alongside round-the-clock on-call support for any building or grounds-related issues.

Professional Development

We are committed to supporting our young people by ensuring we have the best staff in place. All staff members receive essential professional development and training to stay updated on key areas relevant to their roles. Additionally, we provide opportunities for further training for those who wish to advance their skills through professional courses or education—details of these programs can be found in the staff handbook.

We conduct monthly staff meetings to promote communication and teamwork, while individual supervision sessions are held monthly to support personal and professional growth.



Collaboration with External Agencies

We will work extensively with external agencies to provide an enhanced level of support for young people who need it, including mental health care, sexual health services, and drug and alcohol support. Our goal will be to establish a regular program with the local GP's sexual health nurse, offering drop-in sessions for residents.

We will develop strong connections with Child and Adolescent Mental Health Services (CAMHS), allowing them to provide counseling sessions within our home when the need is identified. Where appropriate, we will also aim to facilitate regular drop-in sessions with drug and alcohol support services for our young people.

In addition, we will collaborate closely with other health services, probation agencies, and educational providers to ensure that the diverse needs of our young people are met. These needs will be assessed on a case-by-case basis or outlined in each young person's individual plan. Our support approach will encompass both ad hoc sessions and more formal arrangements as dictated by the unique requirements of each young person.

Moving forward, we aspire to create a comprehensive support network that empowers our residents and addresses their holistic needs effectively.

COLLABORATION



Our Young People: Understanding Their Rights and Views

Ensuring that the rights and views of young people are central to our support and service delivery will be of utmost importance. We will actively involve young people in decision-making processes, valuing their opinions and respecting their autonomy. Our service will establish mechanisms for gathering and considering their views, wishes, and feelings. This will include both formal and informal processes, such as suggestion boxes, complaint forms, request forms, and monthly meetings, as well as opportunities for staff to relay comments shared verbally or casually during support sessions.

To ensure young people feel safe voicing their thoughts and needs, we will provide options for anonymous feedback. We will also offer communication aids, equipment, and language support as needed to facilitate effective communication.

We will create opportunities for our young people to fully participate in all aspects of their support packages, tailoring our approach to meet their individual needs. Some young people may prefer formal meetings at pre-arranged times each week, while others may enjoy more casual conversations during activities, such as cooking or watching TV. Our staff will take the time to learn each young person's individual preferences and accommodate these wherever reasonable.

Our service will regard the individual backgrounds and identities of each young person. This means that we will consider and address any cultural heritage needs, ensuring that all young people are free from discrimination, marginalisation, or bullying based on their age, religion or belief, disability, ethnicity, cultural and linguistic background, sex, gender reassignment, sexual identity, marriage or civil partnership, pregnancy and maternity, mental health, or any other reason. We will actively promote a culture of respect, diversity, and inclusion through cultural learning experiences, meetings, and our standards of behaviour. All staff will be trained in equality and diversity, serving as role models for young people by actively promoting and encouraging tolerance and respect.

We will encourage young people to express themselves, take pride in their identities, and make their living spaces personal, with staff supporting them in this process. Our clear policies will address bullying and anti-social behaviour, maintaining a zero-tolerance approach to any staff or young people who do not comply.

When considering new placements, we will conduct thorough initial chats and assessments to evaluate compatibility and foster positive interactions within the existing group of young people. This will involve assessing the dynamics, needs, and preferences of both the individual seeking placement and the current residents, ensuring a harmonious living environment. We will provide clear information about the support we offer, crucial for the young person and the council to ensure appropriate matching. This information will be communicated through documentation sent to the council, strong relationships with council staff, and verbally during initial chats. Our goal is to meet expectations and deliver on our promises, ultimately achieving positive outcomes for all young people.

We will clearly communicate the level of support we offer, including arrangements for young people with special educational needs and disabilities (SEND), health needs (including mental health), and any other specific needs we can accommodate. The support young people can expect from us will be outlined in accessible language in the Young Person's Handbook and

explained during the initial chat. This will include details about floating support, any external agency involvement, and the on-call assistance available.



We want our young people to be healthy, in body and mind. We will do this by:

Offering health and well-being support in-house, and working with specialist external services

All our support plans will include sections on supporting young people with their mental and physical health. Practical support can include registering with a GP, accessing counselling services through CAMHS or other agencies, or ensuring they have the adaptations they are entitled to at home or in school. The service will work collaboratively with relevant professionals, such as doctors, therapists, or counsellors to ensure young people receive the necessary specialist help and support tailored to their individual circumstances.

Ensuring our young people are safe, and addressing any mental health or substance misuse issues

We will ensure we have robust safeguarding policies and procedures, providing safeguarding training to staff, and creating a safe and supportive environment where young people can express concerns or seek help. We will also actively address and support young people in managing mental health issues or substance misuse concerns. This may involve in-house support for low-level concerns or supporting them to access external agencies such as counselling services, substance misuse support programs, or sexual health and relationship education.

We want our young people to be productive adults. We will do this by:

Ensuring we follow their Education, Health, and Care (EHC) plans and any other care plans they have

This will involve ensuring that the necessary provisions and support outlined in the plans are implemented effectively by our team and other services. We will collaborate with educational institutions, professionals, and the local authority to meet the educational needs of young people, allowing them to thrive. We will assist each young person in advocating for their needs, ensuring they access all the support they are entitled to.

Ensuring that our young people have support to identify their skills and interests

This support will come from our in-house resources or external agencies, such as career providers. We will help young people explore different options and the steps they need to take to achieve their future dreams. Additionally, we will establish strong connections with local training and education providers to ensure that our

young people have access to a wide range of opportunities.

We want our young people to feel happy that they are living with us. We will do this by:

Monitoring outcome progress and feedback

We will conduct regular reviews of support plans, progress assessments, and feedback mechanisms to evaluate the effectiveness of the support provided. We will actively seek feedback from young people in various ways, and their input will guide our ongoing support and improvement processes. This will ensure that they are satisfied with the services we provide and help us continuously develop our offerings to meet their needs in the long term.



Employing skilled and passionate staff

We will implement safer recruitment methods to ensure that our staff members possess the essential skills, qualifications, and training necessary to effectively support young people in achieving their desired outcomes. Our aim will be to foster a culture of tolerance, excellence, and respect within our home.

We will prioritise recruiting passionate individuals who genuinely care about the well-being of our young people. To support their growth, we will provide ongoing professional development and specialised training opportunities. By demonstrating that we value our staff, we will cultivate an environment where they, in turn, value and support our young people.

Through our commitment to hiring the best staff and investing in their development, we will ensure that our young people receive the highest quality of care, allowing them to feel happy, safe, and genuinely cared for.

Promoting Independence

Supporting young people towards a healthy and happy independent future is the core purpose of our service. We utilise specific support and programmes designed to help achieve this goal. The details of our service's support towards independence include:

Collaborative Approach and Individualised Support

The service will adopt a collaborative approach, working closely with young people to identify their goals and aspirations. Individualised support plans will address their unique needs, promoting a person-centered approach that encourages young people to participate in decision-making processes. This will include facilitating access to local community resources.

In-house Programs and Skills Work

We will offer life skills workshops that focus on budgeting, cooking, personal hygiene, and self-care, preparing young people for independent living. This includes helping them find suitable accommodation, manage tenancies, and cope with peer pressure. Additionally, we will provide training in job-seeking skills to enhance their employment prospects. Our skill-share sessions will encourage young people to share crafts, music, and DIY skills, further promoting healthy living and support.

Relationship-based Education

We will foster safe and trusting relationships, supporting family contact while providing guidance on managing relationships and safe sexual intimacy. Our group work will focus on developing skills such as being a good housemate and offering friendship support.

We will also facilitate referrals to external

services for specialised support in areas such as mental health, substance misuse, self-harm, and safety. At Illuminate Care Group, we aspire to create an inclusive environment where young people feel empowered to build healthy relationships and communicate openly about their needs. By providing comprehensive support and resources, we aim to equip our young people with the tools they need to navigate their relationships confidently and safely.

Access to Education or Work

The service will support young people in accessing educational opportunities, apprenticeships, and employment by facilitating enrollment and providing career guidance. We will maintain strong connections with training providers and actively advocate for young people to help them sustain their placements, fostering their independence and maturity.

At Illuminate Care Group, we want to create a pathway for success that empowers young people to achieve their educational and career goals. By providing personalised support and resources, we aim to equip them with the skills and confidence needed to thrive in their chosen paths, ultimately leading to fulfilling and independent lives.

Holistic Support for Health and Happiness

We will support young people in participating in community events and volunteering, promoting community integration and a sense of belonging. Our assistance will include help with registering with GPs, managing medication, and identifying mood triggers. When necessary, we will refer young people to external agencies for support related to mental health, substance misuse, or self-harm.

At Illuminate Care Group, we aim to create an environment where young people feel connected to their communities and empowered to seek help when needed. By providing comprehensive support and encouraging active involvement in community life, we will foster resilience and well-being, enabling young people to lead fulfilling and independent lives.

Ensuring Young People's Involvement in Their Education, Training, or Employment

Personalised support plans will aim to identify education, training, or employment opportunities, keeping young people engaged in their personal development. We will discuss their progress and challenges in weekly support meetings, using motivational language to empower young people to advocate for their needs.

At Illuminate Care Group, we strive to cultivate an environment that encourages continuous growth and self-advocacy. By providing tailored support and fostering open communication, we will enable young people to take charge of their personal development and pursue their aspirations confidently.

By implementing these strategies, we will aim to support young people in achieving a successful transition to adulthood, ensuring they are equipped with the necessary skills for healthy living, education, and employment. Our comprehensive approach addresses a wide range of needs from mental health and well-being to financial well-being skills, aiming to ensure each young person can achieve their full potential and lead a fulfilling independent life.

Protecting children and supporting mental and physical well-being

Young people will each have their own individualised support plans, which will include a section on physical and mental health. Targets will be agreed upon with the young person through their key worker, and staff will support them in recognising their health needs or triggers, especially where they may struggle to do so. Basic support will be offered in-house, such as registering with a GP or dentist, as well as low-level mental health support. We take pride in providing mental health first aid training to our staff teams. When more intensive support is needed, staff will refer the young person to external services.

Staff will support young people in independently managing their medication and attending appointments related to their ongoing mental or physical health needs. This support may include simple measures such as setting up reminders or timetables for appointments. If necessary, staff will assist young people in organising their medication by prompting them to take it at the appropriate times. Support targets will be reviewed and updated weekly, with progress documented in each young person's file. Risk assessments will include sections addressing health concerns and strategies for management, such as self-harm or asthmatic episodes, and our safeguarding policy will outline our processes for serious issues that may cause harm, including self-harm and suicide attempts.

Our staff will encourage a holistic approach to well-being, supporting young people in attending a wide range of activities that promote health. This may include in-house craft sessions, gardening, baking nights, shared movie viewings, or game nights, as well as more formal external community events, volunteering, or hobby groups. Young people will be encouraged to explore various interests, as this fosters self-confidence, a sense of belonging, and relaxation—all of which are beneficial for their health and well-being.

The connections staff establish with young people during these activities will hopefully go along way to ensuring we are providing a safe and protective environment. By being present and approachable during informal moments, young people are more likely to open up and share any challenges they may be experiencing.

We will aspire to help young people build strong, protective relationships with our staff during various activities. By being actively involved and approachable during informal moments, we will create an environment where young people feel safe to open up and share any challenges they may face. Our commitment to fostering these connections will align with supported living regulations, ensuring that we prioritise their safety and well-being at all times.

To maintain a safe and supportive environment, we will implement clear policies and procedures that promote open communication, trust, and respect. Staff will receive training in safeguarding and child protection, equipping them with the skills necessary to identify and address any issues that may arise. Through regular assessments and feedback mechanisms, we will ensure that each young person's individual needs are met, allowing them to thrive while feeling secure.

By establishing a culture of support and safety, we will empower young people to navigate their challenges confidently and encourage their growth and independence in line with the values of supported living. Sometimes, young people will disclose a mental or physical health concern, or a broader issue impacting their well-being that staff may not have anticipated. We will implement robust safeguarding policies that outline the necessary steps to take, and our staff will receive training on how to respond effectively to such disclosures. We will establish in-house processes for managing disclosures, including a comprehensive recording system to ensure that risk assessments and support plans are updated promptly. Relevant staff will be informed, and referrals will be made when appropriate.

The registered person will ensure that staff acquire and regularly update their safeguarding skills, with training records maintained in the workforce plan. Staff members will be equipped with the knowledge and skills to recognise signs of risk or harm to young people, whether from themselves, others, or external factors. They will understand their responsibilities in reporting any misuse or abuse of position that could jeopardise a young person's safety. To support this, we will have a robust whistleblowing policy and will have QR codes that young people can use to report a concern.



By fostering a culture of safety and open communication, we will empower young people to express their concerns confidently, ensuring their well-being remains our top priority.

Anti-discriminatory practices and individual cultural, linguistic or religious needs

At Illuminate Care Group, our staff will take all necessary steps to ensure that individual young people and their families are not subjected to discrimination, marginalisation, or bullying based on their age, religion or belief, disability, ethnicity, cultural and linguistic background, sex, gender reassignment, sexual identity, marriage or civil partnership, pregnancy and maternity, mental health, or any other reason. We will establish clear policies regarding expected behavior, harassment, and bullying, which young people will need to agree to as part of their terms of service. These policies will be reiterated verbally when necessary.

We will implement a transparent system to address any infractions, using a sliding scale that considers the seriousness of each incident. Where appropriate, our staff will provide in-house support, either individually or in groups, focusing on tolerance and the importance of being a good housemate. We will encourage young people to celebrate their identities and differences, creating regular in-house events that promote a culture of acceptance and respect, such as cultural swap evenings or community meetings.

Our staff will support young people in advocating for themselves, as well as advocating on their behalf, ensuring that external agencies—such as education providers or health care services—do not act in a discriminatory manner. We will assist young people in making complaints when issues cannot be resolved. They will also receive information on how to report any concerns if they feel that the service or a specific staff member has not met the established standards.

During the placement process, we will discuss each young person's cultural, linguistic, and religious needs and provide appropriate support to help them fulfill these needs. This support may include offering a private prayer space, providing key documents in their native language, or ensuring access to local community events that reflect their culture. We will also strive to incorporate the young person's religious and cultural traditions into our in-house events, which may involve sharing specific meals or decorating common areas to celebrate important religious occasions. This approach will be tailored to meet the specific needs and wishes of each young person.

Complaints Policy

Illuminate Care Group Ltd will have a written Complaints Policy that will be communicated to our young people both verbally and in writing upon admission. This policy will also be available to staff, carers, parents, visitors, and placing authorities upon request. It will be posted on our noticeboard in a simplified guide, along with a copy of the full process.

Staff will be trained to recognise potential complaints raised by young people in informal settings and will support them in formalising any complaints they wish to make. We will encourage young people to initiate the complaints procedure whenever they feel it is necessary, and our staff will actively foster this by building honest, trusting, and open relationships while providing day-to-day support.

Young people, or their representatives, will have the right to make a complaint if they are unhappy with any aspect of living in the home, whether it is a major or minor issue. Complaints can also be made by staff, family members, and others involved with the young people in the home. All complaints and actions taken will be recorded in a complaints log. Every complaint will be addressed seriously and without delay, with a full response provided within a maximum of 28 days. Young people will be kept informed of the progress and offered support as needed. Minor complaints will be dealt with informally where appropriate, although a formal resolution or investigation may be necessary in some cases or when a young person is unhappy with the outcome.

Where necessary, a suitably skilled advocate will be sought to assist young people in making a complaint if they have communication impairments, language barriers, or other specific needs that require specialist involvement. Complaints will be treated with the utmost confidentiality, and young people will have the option to make complaints anonymously through our complaints and compliments box. If a complaint is made anonymously, we will be unable to provide a personal response in most situations. Any complaints that involve safeguarding concerns will be addressed simultaneously in accordance with our safeguarding policy, prioritising the young person's safety.

A copy of the complaints policy and the safeguarding policy will be available to all upon request. Complaints can be made directly to the service manager at:

Manager Name: Stacey Danby

Address:

Illuminate Care Group Limited

8 Castlegate

Tickhill

Doncaster DN11 9QU

Email: doncaster@illuminatecaregroup.co.uk Phone: 07749 098 855

Young people and their families may also contact OFSTED at any time:

Telephone: 0300 123 1231 Email: enquiries@ofsted.gov.uk

We have several policies that ensure our children are all safe and protected. These are provided to young people at their induction. We also have copies available in the office at Home Location. Copies can also be requested electronically by any interested party by emailing our safeguarding lead Doncaster@illuminatecaregroup.co.uk or in writing at:

Name: Stacy Danby – Registered Manager

Address:

Illuminate Care Group Limited
27 Tickhill Square Danby Main Doncaster
DN12 4AW

The relevant policies are:

Safeguarding Policy
Missing Child Policy
Behaviour Policy
Contingency Plan Policy
Case Records Policy
Health and Safety Policy
Equality and Diversity Policy
Complaints Procedure
Risk Assessment and Management Policy
Medication Management Policy
Access and Inclusion Policy
Personal Care Policy
Support Planning Policy
Data Protection and Confidentiality Policy
Incident Reporting Procedure
Staff Recruitment and Training Policy
Fire Safety Policy
Code of Conduct for Staff
Emergency Procedures Policy

Statement of Purpose Review Matrix

Section	Changes Made
Layout	Reformatted structure for improved readability (e.g., headings, spacing)
Font	Standardised font style and size for consistency
Activities – Bentley	Updated to reflect current planned activities and community involvement
TRIBE Visual	Added visual representation of the TRIBE ethos and framework
Service Aims/Objectives	Checked for alignment with updated activities and ethos
Safeguarding & Wellbeing	Reviewed to ensure consistency with current roles and responsibilities
Staffing Structure	Confirmed current staffing roles (including Supernumerary TL and Support Mentors)
Young People's Voice	Ensured section includes participation, rights, and feedback mechanisms

Compliance and review

This Statement of Purpose is subject to regular reviews in light of changing practices, new legislation and inspection recommendations. The running of the home is continually monitored against this statement.

This Statement of Purpose is the authorised version agreed upon by the Director of Illuminate Care Group Limited.

Review reason:	Registration review
Reviewed by:	Jon Corr
Date of review:	1.4.2025
Approved and Signed by the Registered Service Manager	
Signed:	

