

1. What does your service do?

- Are your services universal, targeted or specialist services?

Services are targeted – KASBAH support people with physical and/or learning disabilities throughout Kent and Medway. Support services are available to parents, families and carers. KASBAH has a range of services including an Advisor Service, Housing Services, Outreach and Short Breaks.

- How does your service help children and young people with special educational needs and their families have better outcomes?

KASBAH's Short Breaks Life Skills project (funded by Aiming High) supports young disabled people in Medway in a person centred approach to obtain life skills, gain confidence and independence, achieve accreditation in skills gained. KASBAH does not provide Education services.

- What services do you provide for 'Children in Need' as per section 17 Children's Act 1989?

KASBAH provides a range of services for young people and their families across Kent and Medway. Safeguarding of all children and vulnerable adults is of paramount importance to KASBAH which has a range of measures and policies in place in terms of recruitment, training & staff support .

- What support is available for young people in planning and obtaining support to assist with independent living?

We have a wealth of experience in providing advice, information and advocacy to empower individuals to receive the support services, adaptations, and financial assistance necessary to achieve or maintain independent living.
KASBAH also specialises in supported housing for young adults, we provide training in all aspects of independent living and this offers additional resources to the Advisor service in terms of training tips, advice and access. A key focus for KASBAH is the transition stage as younger service users make the decision to move away from the family home into their local communities. The Advisor service promotes all moves towards greater independence and will offer person centred support and guidance.

- What are the arrangements for supporting young people when moving from receiving services for children to receiving services for adults?

AS above, KASBAH can offer support, information and advice to young people and their families through the process via the Advisor Service.

- What outcomes has your service helped a child or young person achieve

KASBAH's Short Breaks project is based on outcomes of Promoting Independence, Increasing Confidence, Providing Life Skills and Health Outcomes. The project has successfully and continually met these outcomes for the young people attending the project sessions and activities. The ethos of empowerment, independence and person centred planning underpins all of KASBAH's services and outcomes.

- Is there a limit on this length of time your service can provide support?

No - support is flexible and provided on needs basis.

- Does your service provide on-going support to families?

KASBAH Advisor Service provides support on a needs basis and there is no time limit on accessing the service, however the aims of the service are to empower individuals with support and information to enable them not to be dependent on the support and to take ownership and seek solutions for themselves.

2. Where can your service be found?

- What is the address of your service?

KASBAH, 7 The Hive, Northfleet, Kent, DA11 9DE.

- Does your service cover the whole of Medway?

KASBAH Advisor Service would assist any member and/or family across Medway. Hattie Webb House is KASBAH's Supported Living House in Rochester and Short Breaks is run from the Millenium Hall, Rainham.

- Does your service offer the same support to families no matter where they live in Medway?

Yes (as above)

- Can families who live outside of Medway access your service?

Yes – KASBAH covers Kent & Medway.

3. Who can use your service?

- What types of need and age ranges do you cover?

KASBAH Advisor Service is available to any person born with a learning and or physical disability – there is no age restrictions.
Independent Living/Supported Living Accommodation - these services are available to any young vulnerable adult between the ages of 18-35 who have a physical and/or learning disability. A key criteria is to have the potential to live independently with the correct support (We do have an admissions criteria available upon request).
Short Breaks Life Skills Project – funded by Aiming High for young people aged 16-25 living in Medway.

- What is the eligibility criterion for your service?

As above, please contact the KASBAH office for further information as eligibility criteria would vary between services.

- Are there any types of disabilities that you do not provide a service for and why?

No – we will support any person born with a learning and/or physical disability.

4. How can I start using the service?

• Are families or people with disabilities able to refer themselves to your service and if so, how?

Yes – please contact the KASBAH office, 7 The Hive, Northfleet, Kent, DA11 9DE.

• If a ‘professional’ has to refer someone to your service –which professionals and how?

Social Services and Health Care professionals or anyone supporting an individual with learning and/or physical disability can refer a person to KASBAH.

• Do you charge for your service and if so, what are the costs?

KASBAH Advisor Service is a free of charge service. We request that individuals accessing the Advisor service complete a membership form and are registered on our database (we have a *voluntary* £6 annual membership fee for the Advisor Service). Day training at Hattie Webb House is charged at £35 per day, residential/Outreach services would vary depending on an individual’s support requirements. Short Breaks charge a £2 subs fee per person per session, anyone over 19 or from outside Medway would pay an additional £17.50 per session.

• Can I use my personal budget to pay for the service or to add to the service?

Yes – KASBAH services are invoiced on a monthly basis direct to the individual or if agreement, direct to the local authority.

• Does your service have a waiting list?

Generally for non-residential services there is no waiting list, please contact the KASBAH office for further information or to be added to the waiting list for residential services.

• How long is the waiting list for your service?

As above.

5. How are decisions made about who can use your service?

• Who decides (generally) who could use your service and who cannot?

This would vary depending on the service. Admissions policy and criteria are available on request.

• Who makes specific decisions (to do with individuals) about who can use your service and who cannot?

Each service has a Manager or Co-ordinator that would be responsible for monitoring any taster sessions or assessment periods. Consultation/feedback would be had with the individual/family, any professional involved with regards to suitability and availability. Overall responsibility would be with the Chief Officer.

• How will I know the reasons behind their decisions?

A full consultation would be given as outlined above.

• How does your service support families and people with disabilities to understand how decisions are made in your service?

KASBAH have over 40 years experience of supporting and communicating with people with disabilities and their families, we are fully aware of the need to explain decisions in a manner and means most suited to the person.

- How does your service support families and people with disabilities to complain if they do not agree with a decision your service has made?

KASBAH has a range of organisation policies and procedures that govern all its sites and services – please request a copy of the Complaints Procedure in the event of the above.

6. How do you communicate with service users and how are they involved in decision making/planning?

- How does your service gather information about what people who use the, service think about your service?

KASBAH uses a range of monitoring and feedback tools including customer satisfaction questionnaires, annual membership surveys, trainee/resident surveys.

- How often do you ask people who use your service what they think about your service?

KASBAH members are surveyed annually through the KASBAH newsletter (either by post or by email). Trainees/Residents in the housing projects are surveyed annually. Service users of the Advisor Service are sampled quarterly and young people accessing the Short Breaks project are asked for feedback at the end of every session.

- Does your service ask people previous customers what they thought of your service and why they are no longer using your service?

Yes – service users moving on from KASBAH’s residential services complete and exit interview in order to gain feedback on the service.

- Does your services use any specialist communication system eg signing, easy read?

KASBAH has some key policies in easy read format.

- How does your service communicate with parent carers whose first language is not English?

KASBAH has information translated into other languages and have access to translation services.

- How will I know how well my child or young person is doing at your service?

Each service user will have an initial assessment and ongoing reviews as part of their service. Young people attending the Short Breaks project in Medway each have a portfolio of pictures and can achieve AQA accreditation for their achievements

- Does your service offer any parent training or learning events?

KASBAH have offered open evenings / parent information sessions and support groups which have been facilitated by the Advisor Service. KASBAH actively attempts to engage parents of service users across its services.

- How does your service make sure that it hears both the view of parent carers and also people with disabilities?

KASBAH's aim is to promote empowerment, self belief and confidence in the service users and their parent/carers. We actively seek the views of our service users to ensure our services continue to meet the needs of those we support.

7. Is your service fully accessible?

- Is the building fully wheelchair accessible?

All KASBAH sites are wheelchair accessible.

- Have there been improvements in the auditory and visual environment?

No specialist adaptations in these areas.

- Are there disabled changing and toilet facilities?

This would vary between KASBAH sites – please contact the office for further information.

- Do you have a changing places facility? <http://www.changing-places.org/>

No

- What support is there for a child with additional needs in general areas eg a waiting room?

Not applicable to KASBAH sites.

- How will my child or young person be able to access all of the activities of the service and how will you assist him or her to do so?

We will always aim to ensure that all activities are accessible and appropriate to the needs of the service users. Accessibility and equipment needs would be assessed prior to an activity taking place, medical or physical conditions would be taken into consideration when an activity is planned.

- Is there available parking near by or is it on a bus route and what is the closest bus stop?

KASBAH services are accessible by public transport or by private travelling. All sites have parking outside/nearby. Please contact the KASBAH office or individual project for further information specific to each site.

8. What training are the staff supporting children and young people with SEND had or are having?

- This should include recent and future planned training and disability awareness.

All KASBAH staff complete mandatory training including: First Aid, Health & Safety, Lone Working, POVA, Mental Capacity Act, Food Hygiene, Child Protection (for Short Breaks staff), Medication, Moving & Handling. Staff have a minimum Level 2 Health & Social Care diploma (or working towards one).

- Are there any specialist staff?

No

- How are service users involved in the recruitment of staff for your service?

All staff recruited for KASBAH's housing services undertake a pre-interview exercise with the service users of the site.

- Do any other services work closely with yours?

KASBAH work closely with Social Services at both Kent and Medway.

9. Who can I contact for further information?

- Who would be my first point of contact if I want to discuss something about my child/young person?

To access the KASBAH Advisor Service, please contact the main KASBAH office on 01474 536501. For individual projects, please contact the named person listed on the KASBAH website for that project.

- Who else has a role in my child's/young person support?

Any KASBAH staff member working at the project.

- Who can I talk to if I am worried?

Please contact the Manager or Co-ordinator of the project or the main KASBAH office.

- Who should I contact if I am considering whether child/young person would benefit from the service?

As previously stated, the individual site/project or the main KASBAH office.