



**REGULATION 32– QUALITY OF SUPPORT REVIEW
REPORT (QUALITY STANDARD: ACCOMMODATION)**

ASPIRE SUPPORTED ACCOMMODATION LTD

URN: 2763295

NAME & ADDRESS OF ORGANISATION	Aspire Supported Accommodation LTD. 171 Alcester Road, Moseley, Birmingham, B13 8JR
NAME & ROLE OF REVIEWER:	Suftar Zaman Nominated Individual
REVIEW DATE:	2nd – 3rd April 2025
NEXT REVIEW DATE:	28th – 29th August 2025
OVERALL GRADE:	STRONG



Introduction

This is the second edition of Aspire Supported Accommodation's Quality of Support Review Report, continuing our commitment to transparency, reflection, and continuous improvement in the care we provide to young people. Following the initial report, this edition provides an updated overview of the progress made, areas of development, and further insights into the evolving needs of the young people we support. This review has been conducted in line with the requirements set out in **Regulation 32 of the Supported Accommodation (England) Regulations 2023**, which mandates providers to regularly assess and report on the quality of support and accommodation to ensure that high standards are maintained. Aspire Supported Accommodation remains dedicated to delivering a semi-independent living service for young people aged 16 to 21, including unaccompanied asylum-seeking children, care leavers, and looked-after children. Our provision continues to span seven properties across Birmingham and Staffordshire, offering a mix of shared and sole occupancy arrangements to best accommodate individual support plans and preferences.

In the time since our first review, we have continued to strengthen our practice, guided by feedback from young people, staff, and professionals, alongside ongoing developments in the legislative and regulatory landscape.

Since the first report, many of the areas of improvement highlighted within the report has been actioned. Aspire has introduced structured communication protocols with designated liaison officers and regular check-ins to improve coordination with external services, reducing delays in support. Monthly progress reports and immediate incident updates are now shared with social workers and personal advisors, fostering proactive communication and stronger partnerships. Advanced mental health training, including trauma-informed care, has been added to staff development. Aspire has partnered with external providers to deliver tailored mental health services, including trauma therapy and culturally sensitive counselling, especially for UASC and vulnerable groups.

Interpreter support and a structured scheduling system for assessments have been introduced to improve completion rates and ensure timely progression through the programme.



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Purpose

The purpose of the second edition of Aspire's Quality of Support Review Report is to conduct a thorough assessment of the support and services provided to young people living in our semi-independent supported accommodation, with a focused lens on **Accommodation Standard – Regulation 6** of the Supported Accommodation (England) Regulations 2023. This standard outlines the expectations for the quality, safety, and suitability of the physical accommodation provided to young people. By aligning our review with this regulation, we aim to ensure that our living environments not only meet legal compliance but also promote the well-being, stability, and independence of the young people we support. This review serves as a key quality assurance mechanism, highlighting areas of strength, identifying areas for improvement, and guiding future enhancements to ensure consistently high standards of care and accommodation.

Summary of Findings

The **overall rating for the quality of accommodation has been assessed as Strong**. This judgement reflects Aspire's ongoing commitment to meeting the expectations set out in **Accommodation Standard Regulation 6** of the Supported Accommodation (England) Regulations 2023. Aspire ensures all properties are clean, safe, well-maintained, and furnished to a high standard. Regular health and safety inspections, timely maintenance responses, and structured property checks help uphold these standards. The rating is also supported by two quality assurance inspections carried out by Leicester County Council and Derbyshire County Council, both of which found Aspire to be fully compliant, with no further actions highlighted. The **Derbyshire** Local Authority inspector commented:

"During my inspection of the properties, I was highly impressed by the overall quality of provision and the leadership driving it. The management team clearly maintains robust oversight of practice, ensuring that both the environment and the quality of care remain consistently high. Properties were clean, well-furnished, and welcoming, with thorough risk assessments and maintenance records readily available. There was a clear, strategic approach to safeguarding, staff development, and continuous improvement, creating an environment where young people are genuinely supported to thrive. It is evident that strong, reflective management underpins the outstanding service delivery I observed."



Similarly, the **Leicester** Local Authority inspector remarked:

"It was a pleasure to observe the dedication and professionalism of the support staff team during my visit. Staff interactions with young people were warm, respectful, and underpinned by a strong understanding of individual needs and trauma-informed practice. The daily running of the homes was organised and nurturing, with young people encouraged to develop independence in a safe, structured way. Support staff demonstrated excellent knowledge of safeguarding, and their positive relationships with young people clearly contributed to a stable, supportive atmosphere. The commitment and support shown by the team were highly commendable and reflective of best practice in supported accommodation settings."

One young person commented, ***"When I first moved in, I was really happy because everything was clean and looked after. If anything breaks, it gets fixed really quickly. It makes me feel like people actually care about where we live."*** This feedback further reinforces the positive impact of Aspire's focus on delivering high-quality accommodation for its young people.

Accommodation arrangements are tailored to meet individual needs, ranging from shared to sole occupancy and consistently promote a sense of privacy, dignity, and comfort. Feedback from young people confirms a high level of satisfaction with their living environments, especially in relation to safety, space, and homeliness. Properties are risk-assessed and adapted where necessary to ensure that each young person feels secure and supported in their surroundings.

By maintaining strong alignment with Regulation 6, Aspire continues to provide accommodation that is not only legally compliant but also supportive of stability, independence, and emotional well-being, further reinforcing its mission to offer high-quality, person-centred care within a nurturing setting.



Over a year ago, there were inconsistencies in the furnishings of the rooms, including the provision of desks and chairs, and a lack of personalisation in some spaces, which impacted compliance with accommodation standards. These issues were identified as reducing the overall quality and comfort of the living environments. However, Aspire has since addressed these concerns, ensuring that all rooms are now consistently furnished with the necessary items, such as desks, chairs, and adequate storage, tailored to meet the needs of each young person. Additionally, young people are encouraged to personalise their rooms, fostering a sense of ownership and comfort. These improvements have successfully rectified the previous inconsistencies, aligning the accommodation with the required standards and enhancing the overall living experience for the young people in Aspire's care.

Previously, Aspire lacked a comprehensive health and safety process. However, Aspire has since recognised this gap and taken immediate action to rectify the situation. A robust health and safety process has now been implemented, which includes detailed and regular risk assessments, comprehensive safety checks, and clear procedures for addressing any identified risks. This proactive approach has significantly strengthened Aspire's ability to ensure the safety of all young people, aligning the organisation with the necessary regulations and providing a safer environment for all young people.

Previously, there were inconsistent procedures for providing basic items such as bedding, towels, and personal hygiene products, which occasionally led to delays when young people moved into the accommodation. This lack of standardisation posed a risk to ensuring that every young person had a comfortable and well-equipped environment upon arrival. However, Aspire has since rectified this issue by establishing a standardised move-in process. This process ensures that all new residents receive the necessary basic items on the move-in date, allowing for a smoother transition and providing them with the essentials they need to settle in comfortably. The implementation of this system has enhanced consistency and improved the overall experience for young people entering Aspire's supported accommodation.



Previously, there was a lack of evidence to confirm that all young people received accessible written agreements and handbooks outlining their rights and responsibilities, which created inconsistencies in ensuring that young people fully understood the terms of their accommodation. Aspire has since rectified the issue by standardising the distribution process for these important documents. Now, each young person receives a clear, accessible written agreement and handbook, and their receipt of these documents is formally documented through a signed form. This approach ensures that all young people are informed of their rights and responsibilities, promoting transparency and enhancing their understanding of the accommodation arrangements.

Strengths

Aspire demonstrates areas where they meet the requirements of the accommodation standard under the Supported Accommodation Regulations 2023.

Stability and Consistency of Accommodation

Aspire is effectively delivering stable and consistent accommodation to the young people in its support, which is fundamental to their overall development and sense of safety. The organisation ensures that placements are carefully matched and sustained over time, reducing the frequency of moves that can disrupt a young person's emotional and psychological stability. Young people typically remain in the same accommodation for extended periods, fostering continuity in their daily routines, relationships, and access to local services. **"Since moving into Aspire, I've stayed in the same house, and it's really helped me feel settled. I know my key worker, I know my neighbours, and I don't feel like I have to keep starting over again. It feels like home now, and that makes a big difference to how confident I feel about my future,"** shared one young person, highlighting the profound impact of a consistent and secure living arrangement. A social worker added, ***"The stability provided by Aspire has been invaluable in supporting the young people's emotional development. The long-term placements help them feel secure and build lasting relationships with staff and peers, which ultimately contributes to their well-being and progress."*** This long-term consistency allows young people to build trusting and meaningful connections with key workers, support staff, and peers, which is essential for developing secure attachments and positive interpersonal skills. Furthermore, the familiarity and predictability of their living environment contribute to a stronger sense of belonging, self-worth, and confidence. Aspire's approach recognises that a stable home is not only a physical space but a foundation for emotional healing, personal growth, and the successful transition into independent adulthood.



Access to Local Services

Aspire ensures that young people have continuous, reliable, and well-supported access to essential local services, which is a key element of their holistic development.

Accommodation settings are intentionally located in well-connected, accessible areas with good public transport links, enabling easy travel to colleges, healthcare providers, and community services. ***“I can easily catch the bus to college every day, and the doctors’ surgery is just around the corner. It makes life so much easier when you don’t have to worry about getting to these places. It helps me focus on my studies and feel more independent,”*** said one young person, emphasising the positive impact of Aspire’s strategic location choices. This strategic placement supports regular school or college attendance, helping young people stay engaged in their education and vocational pathways.

Promoting Self-Esteem and Belonging

Aspire actively supports each young person to register with local GPs, dentists, and opticians shortly after placement, ensuring that their physical and mental health needs are addressed without delay. In addition to health and education, Aspire promotes integration within the local community by encouraging participation in youth clubs, volunteering opportunities, sports, and cultural activities. ***“I’ve never had a dentist before, but Aspire made sure I got registered straight away, and I’ve even started volunteering at a local community centre. I feel like I’m becoming part of the community now,”*** shared one young person, highlighting the positive impact of Aspire’s approach. Staff work closely with external agencies to remove any barriers that could prevent access to these services, including providing interpretation support or transport assistance where necessary. This approach not only enhances the young people’s educational and health outcomes but also fosters independence, confidence, and a sense of belonging within the wider community.

Aspire actively promotes the development of positive self-esteem and a strong sense of belonging among the young people in its care. This is achieved through a person-centred approach that recognises and values each young person’s unique background, strengths, and aspirations. Staff foster a supportive environment where young people are encouraged to express themselves, set personal goals, and celebrate their achievements, no matter how big or small. ***“Before I came to Aspire, I didn’t really believe in myself, but now I feel like I can do anything. They really help me see my potential and encourage me to go after my goals,”*** shared one young person, illustrating the impact of the supportive, empowering environment that Aspire provides.



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The service goes beyond meeting basic needs by encouraging young people to take an active role in their communities. This includes supporting their involvement in volunteering projects, enrolling in sports clubs, with 2 of our young people residing in close proximity to the club have been accepted into Aston Villa try-outs. By engaging in these opportunities, young people are able to form social connections, develop a sense of identity, and feel more rooted in their surroundings. **"I never thought I'd be good enough to try out for something like Aston Villa but Aspire helped me get there. It's made me feel like I really belong and that I can achieve more than I thought,"** said one young person, highlighting the positive impact of community engagement. A social worker commented, **"Aspire's approach to community involvement has been a game-changer. It not only helps young people break down barriers but also fosters their self-esteem and sense of accomplishment. These opportunities enable them to realise their potential and find a place where they truly belong."** Such community involvement not only builds confidence and resilience but also helps to break down negative stereotypes often associated with asylum seekers. Aspire's inclusive approach ensures that young people are seen and treated as valued members of their local communities. This reduces the risk of stigmatisation, isolation, and low self-worth, ultimately contributing to their emotional well-being, social integration, and long-term success.

Tailored Accommodation Design and Furnishing

Each Aspire property is thoughtfully designed and furnished with both the individual and collective needs of young people in mind. The physical environment plays a key role in supporting emotional well-being, and as such, careful consideration is given to creating spaces that are not only functional but also nurturing and homely. Bedrooms are private and provide young people with a personal space they can call their own. Aspire encourages personalisation of these spaces, allowing young people to decorate, display personal items, and arrange furniture in ways that reflect their identities and preferences. **"I love being able to put up flag of my country and arrange my room the way I like. It feels like my space, and it makes me feel more at home,"** said one young person, highlighting the importance of personalisation. This fosters a sense of ownership, stability, and comfort, which is essential in helping them feel safe and respected.



Communal areas, such as living rooms and kitchens, are designed to be inclusive, comfortable, and conducive to social interaction. These shared spaces are furnished with quality items that contribute to a warm and welcoming atmosphere, encouraging positive peer relationships and the development of life skills such as cooking, sharing meals, and respectful cohabitation. The layout and interior design of each property also reflect cultural sensitivity and accessibility, ensuring that the environment accommodates diverse needs and promotes dignity for all residents.

“The kitchen is where we all come together, cook, and chat. It feels really welcoming, and I’ve learned how to make some new dishes. It’s great to have a space that feels like home,” said one young person, emphasising the importance of these communal areas.

This attention to detail in design and furnishing supports Aspire’s commitment to delivering a high standard of accommodation that not only meets regulatory requirements but also enhances the everyday lived experience of young people in supported accommodation.

Suitability, Safety, and Maintenance of Accommodation

Aspire’s properties are all deemed suitable for the purpose of supported accommodation. The homes are consistently safe, secure, and accessible, with high standards of cleanliness and maintenance upheld through regular inspections and responsive repairs. The environments are nurturing and comfortable while respecting each young person’s right to privacy. ***“I feel like this place is really mine. I have my own room where I can relax and study, but I also enjoy spending time with others in the living room. It feels like home here,”*** shared one young person, highlighting the balance between personal space and shared community. Young people report feeling at home within their accommodation settings. Each property is adequately maintained, decorated, and equipped to create a warm, welcoming atmosphere. Shared and private spaces are balanced well to offer both community and independence, contributing positively to young people’s emotional stability and sense of well-being.

Aspire ensures that every young person is provided with their own private, lockable bedroom, reflecting a strong commitment to upholding their rights to privacy, dignity, and personal space. Each room is fully furnished with essential items, including a comfortable bed, wardrobe, chest of drawers, desk, and adequate storage solutions for personal belongings. ***“Having my own room here means a lot to me. I can keep my things safe and have a space to relax when I need some quiet time. It feels like my own little world,”*** said one young person, emphasising the importance of having a personal space.



This thoughtful provision supports young people in feeling safe and secure within their own space, which is particularly important for those who have experienced instability or displacement.

Beyond the basics, Aspire encourages young people to personalise their rooms with their own decorations, bedding, and belongings, helping to foster a sense of ownership and identity within the home. This element of choice and autonomy promotes emotional well-being and allows young people to create an environment that reflects who they are. The lockable nature of the bedrooms ensures that young people can enjoy a space where they feel in control and respected, which is essential for their development of independence and self-confidence.

Homely and Welcoming Environments

Staff are respectful of each young person's privacy and follow clear boundaries when entering rooms, only doing so with consent or when necessary for safeguarding or maintenance purposes. By maintaining high standards in the provision and maintenance of bedrooms, Aspire reinforces a culture that values the rights and individuality of each young person, contributing to a stable, supportive, and nurturing living environment.

Aspire ensures that all young people entering the service are provided with essential items to support a dignified and comfortable start in their new accommodation. Upon arrival or whenever the need arises, each young person receives clean bedding, including sheets, duvets, pillows, and blankets, as well as fresh towels and a starter pack of personal hygiene products such as soap, toothpaste, toothbrushes, and shampoo. These items are replenished as needed, ensuring that no young person is left without the basics required for daily living.

In addition, Aspire supplies kitchenware tailored to the individual's needs, including pots, pans, utensils, plates, and cutlery. This practical support enables young people to begin preparing their own meals, promoting independence and daily living skills from the outset. By removing immediate barriers related to material needs, Aspire helps young people settle into their accommodation with dignity and comfort.



This provision not only fosters a welcoming and respectful environment but also ensures equality of experience for all young people, regardless of their background or previous circumstances. It reflects Aspire's person-centred approach, prioritising the well-being, preparedness, and confidence of young people as they transition into independent living.

Health and Safety Compliance

Aspire fully complies with all relevant health and safety and fire safety legislation, demonstrating a strong commitment to maintaining a secure living environment for young people. All properties undergo routine health and safety audits and are regularly risk assessed by trained staff to identify and mitigate potential hazards. These assessments cover a broad range of safety considerations, including electrical safety, water hygiene, structural integrity, and the presence of any trip or fire hazards.

Each home is equipped with up-to-date safety equipment such as smoke alarms, fire blankets, fire extinguishers, and carbon monoxide detectors. These are tested regularly in accordance with regulatory standards. Clear and accessible fire evacuation procedures are in place and made available to all residents, with fire drills conducted periodically to ensure preparedness in the event of an emergency.

Any risks or safety concerns identified during inspections or daily operations are acted upon swiftly. Aspire's maintenance team responds promptly to repair requests, ensuring that issues are resolved efficiently and do not pose a threat to the well-being of the young people. Additionally, safety measures are reviewed whenever a new young person moves in, to ensure the environment is tailored to their specific needs and risk profile.

Through rigorous compliance with statutory provisions and a proactive approach to property safety, Aspire creates a consistently secure, well-monitored, and supportive space that upholds the welfare and protection of all residents.

Use of Monitoring and Surveillance

Where monitoring through **Ring doorbells** or similar surveillance systems is implemented, Aspire ensures that it is used strictly in accordance with established safeguarding protocols. The primary purpose of this monitoring is to promote and protect the welfare of the young people residing in the accommodation. These systems are never used for intrusive surveillance but are instead strategically installed at entry points to enhance security and deter any external risks or unauthorised access.



Aspire obtains formal consent from each child's accommodating authority prior to the installation and use of such devices. This ensures transparency and accountability, and confirms that all monitoring activity is lawful, proportionate, and agreed upon as part of the wider safeguarding plan. Young people are also informed about the presence and purpose of these devices in a clear and accessible manner, reinforcing a culture of openness and trust. Importantly, Aspire takes care to balance the need for safety with a strong respect for the privacy and dignity of the young people. The placement of cameras is limited to the front door and does not extend to private areas such as bedrooms or internal living spaces. Footage is only accessed when necessary and is handled securely, in line with data protection regulations and internal safeguarding policies. Through this carefully considered approach, Aspire successfully creates an environment that feels both safe and respectful, ensuring that young people are protected while still feeling at home and in control of their personal space.

Accessible Written Agreements

Aspire ensures that every young person is provided with a clear, accessible written agreement at the outset of their placement. This document outlines their rights and responsibilities, the terms and conditions of the supported accommodation, house rules, expectations around behaviour, and details about the support available to them. It also includes crucial information about how to raise concerns or complaints, ensuring young people are aware of their avenues for advocacy and redress.

The agreements are written in plain, age-appropriate language to promote understanding, and staff take time to go through the content with each young person during their induction. Where English is not the young person's first language, Aspire arranges for interpreters or provides **translated versions** to ensure the information is fully understood. This inclusive approach helps to eliminate confusion, build trust, and empower young people by making sure they are well-informed about their rights and entitlements from the beginning of their stay.

By setting clear expectations and providing accessible information, Aspire supports transparency and accountability in its service delivery. This practice not only upholds the dignity and autonomy of young people but also strengthens their confidence to engage with their support environment safely and constructively.

Adequate Insurance Coverage

Aspire has secured comprehensive insurance coverage that meets all regulatory requirements. This includes public liability, property, and contents insurance, providing assurance that all aspects of supported accommodation provision are protected, both for the organisation and the young people in their care.

Areas of Improvement

QUALITY AREA	FINDINGS	ACTION REQUIRED
Risk Assessments Lack Depth and Stakeholder Feedback	One of the key findings in the review is that the current risk assessments lack sufficient depth and do not consistently incorporate feedback from relevant stakeholders. This is a significant issue, as comprehensive risk assessments are crucial for identifying potential hazards and challenges that could affect the young people in Aspire's care. By not consistently gathering input from key stakeholders such as staff, social workers, mental health professionals, and external partners, the assessments may fail to capture a holistic view of the young person's needs, vulnerabilities, and the support required.	<p>Aspire must enhance the risk assessment process by ensuring it is more robust and incorporates a wider range of perspectives. This can be achieved by regularly involving relevant stakeholders, ensuring their feedback is integrated into the assessments, and aligning the process with the Supported Accommodation Regulations 2023 to guarantee compliance.</p> <p>Additionally, Aspire should prioritise continuous training for staff on risk assessment procedures and the importance of stakeholder collaboration to foster a more inclusive, thorough, and effective assessment process. By implementing these improvements, Aspire will be better equipped to identify and manage risks, provide appropriate support, and ensure a safer and more stable environment for the young people in its care.</p>



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Uncertainty Around One Property Lease	<p>There is currently uncertainty surrounding the lease agreement for one of Aspire's properties, which poses a significant risk to the stability of the accommodation. Without a long-term lease in place, there is the potential for disruption, which could directly impact the security and continuity of care for the young people residing there. This instability can create uncertainty for both the young people and staff, undermining the sense of security that is crucial for their well-being.</p>	<p>Aspire must take immediate steps to secure long-term leases for all properties. Having stable agreements in place will not only provide reassurance to the young people but will also ensure that they can continue to benefit from the consistent support Aspire offers. Additionally, Aspire should develop contingency plans to mitigate the risks associated with potential lease disruptions. These plans should include alternative accommodation options to ensure that any unforeseen challenges, such as changes in lease terms or property availability, do not disrupt the stability of the young people's living arrangements.</p> <p>Clear communication protocols must also be established to quickly inform young people and staff of any changes, ensuring transparency and a well-managed response. By securing long-term leases and preparing for potential disruptions, Aspire can maintain stability and minimise any risks to the continuity of care, allowing young people to thrive in a secure and predictable environment.</p>
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Improving Property Standards	<p>The review identified that Aspire's properties vary in their maintenance standards, which impacts their overall presentation and creates inconsistency across the accommodation. While some properties are newer or have been recently refurbished, others show signs of wear and tear, which can detract from the overall living experience for young people. This variation in maintenance quality can affect the perception of the service and may lead to a less-than-ideal environment for the young people residing there.</p>	<p>Aspire must implement a robust and systematic maintenance plan that ensures all properties are consistently maintained to a high standard, regardless of their age or previous refurbishments. This maintenance plan should include regular inspections, prompt repair schedules, and a clear system for addressing maintenance requests. Ensuring uniformity across all properties is crucial to providing a consistent and high-quality living experience for all young people, no matter which accommodation they are placed in.</p> <p>The plan should prioritise maintaining a comfortable, safe, and homely environment in all properties, enhancing the overall well-being and stability of the young people in Aspire's care. Additionally, Aspire should consider allocating resources for ongoing property improvements, ensuring that older properties are brought up to the same standard as newer ones. By implementing a comprehensive and consistent approach to property maintenance, Aspire will strengthen the quality of its accommodation and ensure that all young people have access to a well-maintained and welcoming living space.</p>
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Lack of Documented Key Sharing Process	<p>While the properties themselves are secure, there is currently no documented process to inform young people about the rules surrounding key sharing. This lack of clarity poses a potential risk, as confusion or misuse of keys could compromise the safety and security of the accommodation. Without clear guidelines, young people may not fully understand the importance of managing keys responsibly, which could result in lost keys, unauthorised access, or other security breaches.</p>	<p>Aspire should introduce a formal key management policy that clearly outlines the expectations regarding key usage, sharing, and responsibility. This policy should specify who is authorised to have access to keys, how keys should be securely stored, and the procedure for reporting lost or misplaced keys. It is also important that the policy addresses any consequences for improper key management, ensuring that young people understand the seriousness of maintaining security.</p> <p>Furthermore, young people should be educated on these procedures as part of their induction process. This could involve providing clear, written guidance that explains the importance of safeguarding their keys, as well as offering practical advice on how to keep them secure. Aspire should also consider reinforcing this information during regular check-ins and through visual reminders placed in the accommodation.</p>



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		By implementing a clear key management policy and providing education on its importance, Aspire will reduce the risk of key-related incidents, enhance the security of the properties, and foster a sense of responsibility and accountability among the young people in its care. This proactive approach will contribute to a safer and more secure living environment, ensuring the well-being of all residents.
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Recommendations

Aspire should prioritise the revision and updating of location-specific risk assessments to ensure they are comprehensive and reflective of the lived experiences and professional insights of all relevant parties. This process must include actively seeking and incorporating feedback from young people, staff, and external stakeholders such as social workers, health professionals, and community partners. The updated assessments should go beyond surface-level evaluations and meaningfully address local safety concerns, crime rates, accessibility to essential services such as education and healthcare, and the cultural suitability of each area. These factors are critical for ensuring placements are appropriate and supportive of the young person's overall well-being and development, as required by the Supported Accommodation Regulations 2023.

In addition, Aspire should provide targeted training to staff on how to carry out robust and detailed location risk assessments. This training should emphasise the importance of engaging with stakeholders, gathering diverse perspectives, and identifying potential risks that may not be immediately visible.



By equipping staff with the necessary knowledge and skills, Aspire can ensure that assessments are not only thorough but also proactive in identifying and mitigating issues. This comprehensive approach will enhance the safety, suitability, and compliance of all accommodation settings provided to young people.

Aspire should review and secure long-term lease agreements for all properties to ensure stable and consistent accommodation for young people. This is vital for their emotional well-being and continued access to essential services. To minimise disruption, Aspire must also develop contingency plans, including alternative housing options and clear relocation procedures. Regular monitoring of accommodation stability will help identify and address risks early, reinforcing Aspire's commitment to providing secure and reliable supported housing.

Aspire should implement a structured maintenance schedule to ensure all properties are consistently well-maintained and meet a uniform standard of quality. A clear reporting system should be established, enabling both young people and staff to log and track maintenance issues promptly and efficiently. To support this, a dedicated budget should be allocated for ongoing property upkeep, covering both planned maintenance works and emergency repairs, thereby ensuring that accommodation remains safe, comfortable, and conducive to young people's well-being at all times.

Aspire should develop and implement clear rules regarding key sharing, the reporting of lost keys, and the safeguarding of keys to uphold the security of its supported accommodation. Young people should be trained on these security practices as part of their induction, with ongoing reinforcement provided through regular sessions. In addition, Aspire must maintain accurate records of key allocations and establish a clear, responsive process for replacing lost keys, ensuring that security protocols are consistently followed and that all residents remain safe and informed.




Conclusion

In conclusion, the review of Aspire Supported Accommodation against the Accommodation Standard demonstrates that the organisation is providing a high-quality, stable, and supportive living environment for young people. Aspire has shown a strong commitment to ensuring that all accommodation is safe, secure, and homely, offering young people a comfortable and dignified place to live while receiving support. The properties are generally well-maintained, thoughtfully furnished, and increasingly standardised, promoting consistency and equity across placements. Young people benefit from private, personalised spaces, while communal areas are welcoming and inclusive, encouraging positive social interactions and a sense of belonging.

Aspire has also taken steps to address previous shortcomings, such as inconsistencies in furnishings, health and safety practices, and the provision of basic items, demonstrating a willingness to improve and evolve its services. Furthermore, Aspire's efforts to secure long-term leases and develop contingency plans show foresight and a proactive approach to ensuring stability. The service's compliance with health and fire safety legislation, coupled with thoughtful use of monitoring systems for safeguarding, reflects a strong focus on young people's welfare.

In addition, Aspire's quality assurance and internal review processes align with **Regulation 32** of the Supported Accommodation (England) Regulations 2023, which requires providers to monitor, review, and continuously improve the quality of accommodation and support services. The introduction of clearer policies around key management and more comprehensive risk assessments will further strengthen accommodation security. By addressing the remaining areas for development and embedding a culture of continuous improvement, Aspire is well-placed to deliver accommodation that not only meets the Supported Accommodation Regulations 2023 but also supports young people to thrive.

Completed by:	Suftar Zaman
Signature:	
Date:	28/04/2025

