# Youth Charter

JANUARY - JUNE 2026

Inicio®
SUPPORTED ACCOMMODATION

Echo®
Evaluate Change
Harness Outcomes

Amoria®
CHILDREN'S RESIDENTIAL



By
INICIO®
GROUP

# Echo®

Evaluate Change
Harness Outcomes

## CONTENTS


OPENING STATEMENT ..... 3
DEMOGRAPHIC OF OUR YOUNG PEOPLE ..... 4
MY PATHWAY; JOURNEY TO INDEPENDENCE ..... 6
AQA'S ..... 7
MONTHLY ECHO THEMES ..... 8
HOMES HIGHLIGHTS ..... 9
POSITIVE NEWS FROM HOMES ..... 12
AMORIA CHILDREN'S RESIDENTIAL MY VOICE ..... 15
INICIO SUPPORTED ACCOMMODATION SERVICE 1 MY VOICE ..... 17
INICIO SUPPORTED ACCOMMODATION SERVICE 2 MY VOICE ..... 20
INICIO SUPPORTED ACCOMMODATION SERVICE 3 MY VOICE ..... 23
INICIO SUPPORTED ACCOMMODATION SERVICE 4 MY VOICE ..... 26
INICIO BIG SPRING CLEAN-UP ..... 29
TASTE OF HOME - LOVE AT FIRST BITE ..... 30
CELEBRATING INICIO'S 15TH ANNIVERSARY ..... 31
INICIO SUPPORTED ACCOMMODATION COMPLAINTS ..... 32
AMORIA CHILDREN'S RESIDENTIAL COMPLAINTS ..... 37
OUR 2026 COMMITMENTS ..... 38
CLOSING STATEMENT ..... 39


# WHAT A START TO THE YEAR!

# OPENING STATEMENT

*Emily Grundy, Head of Growth & Success*

What a fantastic start to 2026 it has been. As always, our children and young people remain at the heart of everything we do, and this Youth Charter reflects the progress we have made together so far this year.

Your voice continues to shape our services. This year, we introduced a new approach to our My Voice consultations, reviewing each service individually and holding focus groups with young people. These conversations have helped us understand what is working well, where we can improve, and, most importantly, what matters most to you.

We've also responded to your feedback. One of the biggest changes being increasing the monthly ECHO activity budget from £15 to £60 per person, allowing greater flexibility to plan activities that reflect your individual interests. It has been fantastic to see you taking part in new experiences, developing confidence and creating memories.

Alongside this, we've celebrated achievements in education, employment, independence and personal development, while continuing to strengthen our life skills programme and recognising thousands of AQA accomplishments. Every milestone, big or small, deserves to be celebrated.

Thank you for continuing to share your experiences, ideas and opinions with us. Your honesty helps us learn, improve and grow as an organisation. As we look ahead to the rest of 2026, we remain committed to listening, acting on your feedback and ensuring every child and young person feels safe, valued, respected and supported to achieve their ambitions.

Over the next six months, we'll keep listening to your feedback and making improvements that matter to you. We'll increase our welcome pack budget, giving you more of the everyday essentials you need when you move in, and we'll continue expanding life skills across our services to help you build confidence and prepare for your future.



# DEMOGRAPHIC OF OUR YOUNG PEOPLE

IN THE FIRST HALF OF 2026, OUR SUPPORTED ACCOMMODATION HOMES SUPPORTED A TOTAL OF 207 YOUNG PEOPLE.

OF THE YOUNG PEOPLE WE HAVE SUPPORTED...

16yrs

46 were aged 16*

17yrs

123 were aged 17*

18yrs

23 were aged 18*

19yrs

11 were aged 19*

20yrs

4 were aged 20*



71 were Female



133 were Male



1 was Transgender



2 were Non-binary



75 were separated young people



132 were British born young people



62 moved in since January

Inicio SUPPORTED ACCOMMODATION

*AGE UPON MOVE IN

# DEMOGRAPHIC OF OUR CHILDREN

IN THE FIRST HALF OF 2026, OUR CHILDREN'S RESIDENTIAL HOME SUPPORTED A TOTAL OF 2 CHILDREN.

OF THE CHILDREN WE HAVE SUPPORTED...



0 were separated young people



2 were British born young people




1 was aged 14*




1 were aged 16*



1 was Female



1 was Male



0 were Transgender



0 were Non-binary



1 moved in since January

Amoria® CHILDREN'S RESIDENTIAL

*AGE UPON MOVE IN

# MY PATHWAY;JOURNEY TO INDEPENDENCE

*IN JANUARY, WE LAUNCHED AN UPDATED VERSION OF OUR LIFE SKILLS PROGRAMME ACROSS OUR SERVICES.*




Keyworking sessions just got more engaging!



Reading through how it works.



Filling out reflections and goals.




Excited to start working through the journal.



Exciting delivery of new folders.



Completing the attached AQA's.

# AQA's

Since January and the launch of our updated life skills programme, our teams have been working with children and young people to increase the number of AQA's delivered.



**3,071**
Total AQA's completed across our services

Inicio®
SUPPORTED ACCOMMODATION

**2,991**
in Supported Accommodation

Amoria®
CHILDREN'S RESIDENTIAL

**80**
in Children's Residential

# MONTHLY ECHO THEMES

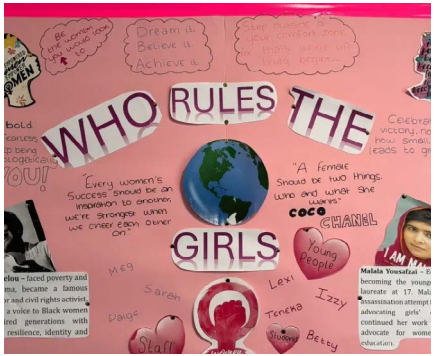
OUR HOMES FOLLOW RELEVANT MONTHLY THEMES TO HELP STRUCTURE GROUP KEYWORK SESSIONS:




January: Goals & Ambitions



February: Love & Kindness




March: Female Empowerment




April: Earth & Environment




May: Culture & Faith




June: Pride & Equality

# HOMES HIGHLIGHTS

*Some of our young people's brilliant experiences and achievements in the first half of this year...*



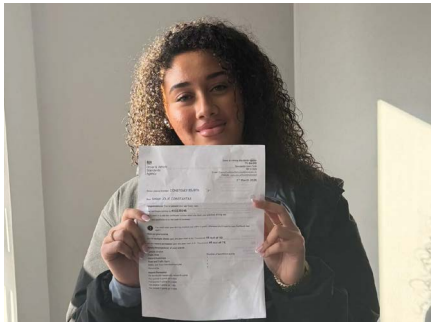
Acres Lane enjoyed a bowling trip.



Bolton Road visited Smithhills farm with ZJ.



Pool Street visited Blackpool Zoo.



SC from Chorlton Road passed her theory test first try!




HO from Bridgeman Terrace won an award for being an outstanding role model at college.




FH passed her college Beauty Course.

# HOMES HIGHLIGHTS

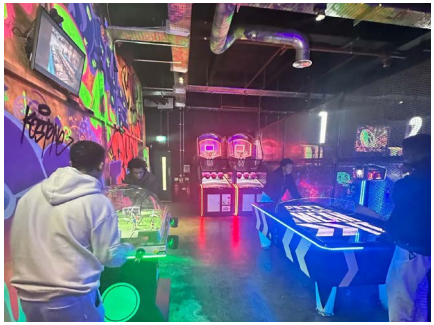
Some of our young people's brilliant experiences and achievements in the first half of this year...



Hannah and Minasse - Support Workers who were former resident young people, bravely filmed their story for Inicio's 15th anniversary.



Peckers Hill attended Africa Oye festival.



Rice Lane enjoyed a fun filled day out at Roxy Ballroom.



Walsall Street enjoyed a day out at the ice risk.



Fleet Street climbed Longridge Fell.




Hide Street attended a jobs fair.

# HOMES HIGHLIGHTS

Some of our young people's Brilliant experiences and achievements in the first half of this year...



Osmaston Road installed a greenhouse for their garden.



Hampton Place decorated for the World Cup.




Shadyside enjoyed a behind-the-scenes tour of Doncaster Rovers' home.




York St EB, LM, and NR from York Street were recognised at the Care4U Awards.



NR, from York Street signed for her first property.



Albert Street tackled Mount Snowdon.

# POSITIVE NEWS FROM HOMES

We asked our service managers to share any other achievements from the first half of this year...

Shady Side - AB has successfully been approved to do Enhanced Level 3 Engineering in September.

Osmaston Road - ZC has got two jobs off his own back and has good attendance at them. ZC also completed all of his exams.

Bolton Road - CSCH has secured a place in the Army.

St Johns Lane - CH has successfully secured a place in college doing her A-Levels.

York Street - BD and EB have both secured places at college, EB health and social care and BD is doing flex course for English and maths.

Walsall Street- JDW has been attending job interviews independently.




Froghall young person received an award for Maths student of the year at college.



Fleet street conquered Rivington Pike.

# POSITIVE NEWS FROM HOMES

We asked our service managers to share any other achievements from the first half of this year...

Rice Lane- AH has made excellent progress by consistently attending her apprenticeship and sitting her functional skills examinations. This is a significant achievement, particularly as AH has previously struggled with engagement and building positive relationships with staff. Her commitment and perseverance are commendable.

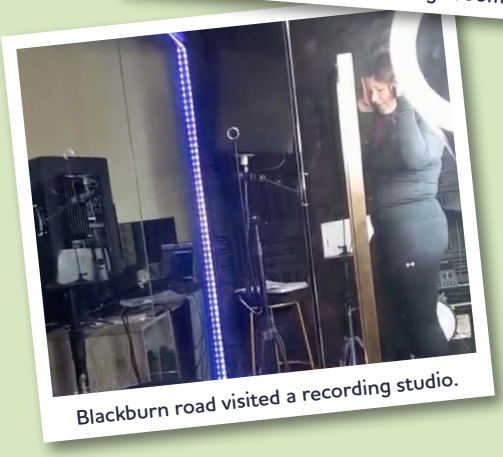
Pool Street- LW completed his exams despite some health problems. He has shown resilience, maturity and motivation through the challenges he is facing.

Hide Street- KJ has secured employment and is enjoying her new job.

Acres Lane - BW submitted his final piece of Art work for his college course.



Osmaston Road visited a rage room.



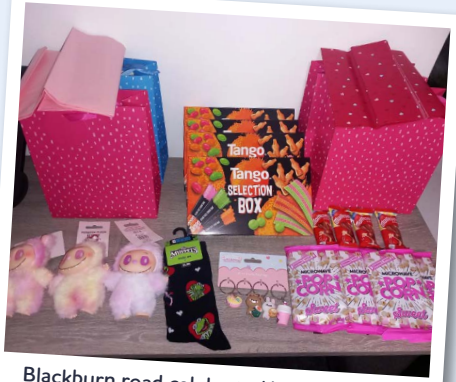
Blackburn road visited a recording studio.

# POSITIVE NEWS FROM HOMES

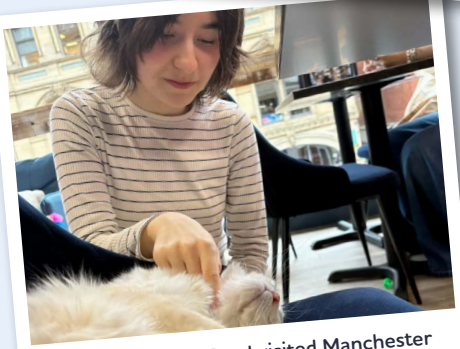
We asked our service managers to share any other achievements from the first half of this year...

Fleet Street- GT showed compassion and maturity when he discovered a man who had fallen outside the home and sustained a head injury. Without hesitation, GT rang the home's doorbell to seek staff support while already taking positive action by contacting the ambulance service. He had also approached a nearby business to obtain a chair so the man could sit safely while waiting for help. Working alongside staff, GT helped provide reassurance and basic first aid, supporting the man onto the chair while staff completed first aid measures. GT also used the man's phone to contact his wife, ensuring she was informed of what had happened and reassuring her that an ambulance was on its way.

Froghall - JD received a merit in graphic design and is preparing to move to Wales.




Blackburn road celebrated Valentines day.



ZJ from Bolton Road visited Manchester cat cafe.

# AMORIA CHILDREN'S RESIDENTIAL MY VOICE

FEEDBACK WE HAVE RECEIVED FROM CHILDREN WHO HAVE FILLED OUR 'MY VOICE CONSULTATION'...

Q1. **Do you feel happy, healthy, safe, and cared for living here? Do you feel like this is a home where you can grow and do well in life?**

**2 Children stated:** Often

**Feedback:** Both children reported often feeling happy, healthy, safe, cared for, and that their home supports them to grow and do well in life.

Q2. **Do the adults you live with treat you as your own person and notice what you're good at or enjoy?**

**2 Children stated:** Sometimes

**Feedback:** One child commented that they feel another child receives more attention than they do and that staff do not always recognise them as an individual.

Q3. **Do you have good relationships with the adults here? Do you do things together and have clear, fair rules?**

**2 Children stated:** Often

**Feedback:** Comments included that activities are completed together but one child felt staff spent more time with another child. One child described having a positive relationship with a staff member, while another expressed disappointment that staff had left without explaining why or saying goodbye.

Q4. **Do the adults here support you with school and things outside of school? Do they help you think about what you want for your future?**

**1 Child stated:** Never **1 Child stated:** Sometimes

**Feedback:** One child expressed frustration about not being in education.

Q5. **Do the adults here notice how you're feeling and help you with your emotions, mental health, and staying healthy? Do they support you with friendships?**

**1 Child stated:** Sometimes **1 Child stated:** Often

**Feedback:** When invited to comment further, declined to provide additional information.

Q5. **Do the adults here care about your family? Do they work with your family, people in the community, or other professionals to understand you better and help you stay connected to important people?**

**1 Child stated:** Sometimes **1 Child stated:** Often

**Feedback:** No additional comments were provided.

**Q7. Do you think the adults here are good at their jobs, keep learning new ways to help, and involve you in activities and decisions?**

**1 Child stated:** Sometimes **1 Child stated:** Often

**Feedback:** One child commented that they would like staff to be more available when they need someone to talk to and felt that staff do not always listen to them.

**Q8. Is your home a nice, safe place with privacy and spaces where you can relax, be active, or spend time with others when you want to?**

**1 Child stated:** Never **1 Child stated:** Sometimes

**Feedback:** No additional comments were provided.



Albert St day out hiking up Mount Snowdon.



Albert St day out to Wild Shores Aqua Park.




Celebrating FK's 15th Birthday at Albert St.

# INICIO SUPPORTED ACCOMMODATION SERVICE 1 MY VOICE

FEEDBACK WE HAVE RECEIVED FROM YOUNG PEOPLE WHO HAVE FILLED OUR 'MY VOICE CONSULTATION'...

Q1. **Do you feel safe in your local area?**

**19 stated:** Always **15 stated:** Often **2 stated:** Never

**Positive Feedback:** Young people described feeling familiar with their surroundings, knowing their local community well and feeling confident accessing local amenities and services.

**Suggested Improvements:** Those who selected "Sometimes" or "Never" recognised that, while they feel safe for most of the time, there are occasions where they feel less secure or more cautious of external factors. One young person noted that the home was noisy at night. This was explored with them and discussions around respecting others took place with the young people making noise.

Q2. **Do the adults at your home listen to you and support you with the things you need help with?**

**13 stated:** Always **2 stated:** Often **2 stated:** Sometimes **2 stated:** Never

**Positive Feedback:** Key insights noted staff are approachable, supportive, and available when they need help, describing adults in their homes as people they can go to for advice, reassurance, and practical support.

**Suggested Improvements:** Some young people suggested communication could be improved, including wanting staff to listen more carefully, understand their individual needs and ensure responses are consistent. One young person recognised that they do not always ask for help when needed. This highlights the importance of continuing to build trusting relationships, encouraging young people to express their views, and ensuring they feel confident seeking support.

Q3. **Do the adults who support you understand you and work together to help you?**

**13 stated:** Always **2 stated:** Often **2 stated:** Sometimes **2 stated:** Never

**Positive Feedback:** Insights showed that staff understand young people, provide support and work together to help them achieve their goals. Young people value staff who know them well, recognise their individual needs and provide consistent support across different areas of their lives, including wellbeing, daily routines, education, and independence.

**Suggested Improvements:** Some young people felt staff could have a better understanding of their individual experiences, particularly where they have specific needs or difficulty communicating. This highlights the importance of continued person-centred approaches, communication and ensuring young people feel understood as individuals.

Q4. **Do you have your own space that is just for you, and do you like your home?**

**14 stated:** Always **3 stated:** Often **2 stated:** Sometimes **2 stated:** Never

**Positive Feedback:** Young people value having their own bedrooms and personal space, having privacy and being able to relax within their home environment. Many recognised the positive aspects of their homes, including feeling safe, supported and developing independence.

**Suggested Improvements:** One young person referenced wanting shared spaces to be respected by others, and suggested how to make the space feel more personal and homely. One young person said they still viewed the home as a "placement" rather than their home. Staff are supporting them to develop a sense of belonging and ownership.

Q5. **Do you get the right support to stay healthy and feel good?**

**13 stated:** Always **4 stated:** Often **2 stated:** Never

**Positive Feedback:** Young people are positive about staff supporting them with their health and wellbeing, including maintaining routines, accessing appointments, understanding healthy choices, and receiving emotional support when needed. Young people value staff who encourage them to look after themselves, provide guidance and help them manage challenges in a supportive and respectful way.

**Suggested Improvements:** Some young people recognised that, although support is available, they do not always engage with it. Staff continue to build positive relationships, offering support in a way that reflects each young person's readiness and ensuring they feel empowered to make decisions about their own health and wellbeing.

Q6. **Do you trust the adults that support you, and do you feel comfortable talking to them?**

**10 stated:** Always **4 stated:** Often **3 stated:** Sometimes **2 stated:** Never

**Positive Feedback:** Young people have trusted relationships with staff and shared that they value adults who are approachable, kind, supportive and willing to listen. Many young people reported feeling able to speak openly with staff when they need advice, reassurance, or support, recognising the positive relationships they have developed with members of the team.

**Suggested Improvements:** Some young people identified that building trust could take time, particularly due to previous experiences, and that they may not always feel comfortable sharing their thoughts or asking for support straight away. This highlights the importance of consistency, patience, and relationship-based practice to ensure every young person feels safe, listened to and comfortable accessing support when they need it.

Q7. **Do you learn things that will support you when you move into your own home?**

**12 stated:** Always **3 stated:** Often **3 stated:** Sometimes **1 stated:** Never

**Positive Feedback:** Young people describe feeling supported with developing independence, including managing daily routines, cooking, budgeting, cleaning, maintaining their home. Many recognised that staff support them to build confidence, increase their skills and prepare for future transitions into semi-independent or independent living.

**Suggested Improvements:** Some young people feel they have already developed certain skills and would benefit from support focused on learning new areas or building further confidence. One young person indicated that they require additional encouragement and support to engage with independence work. Staff are ensuring independence planning remains personalised and reflects each individual.

Q8. **Are you provided with support to access education or other opportunities that will help you in the future?**

**13 stated:** Always **3 stated:** Often **3 stated:** Sometimes

**Positive Feedback:** Young people describe receiving support from staff to access education, employment, training, and other opportunities that contribute towards their future goals. Feedback included support with college, applications, exploring career pathways, attending appointments, and building confidence to engage with opportunities available to them.

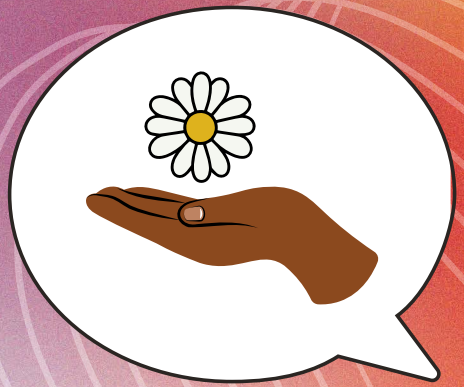
**Suggested Improvements:** Some young people recognised that personal barriers, such as confidence, individual needs or previous experiences, can impact their engagement with education or opportunities. This highlights the importance of continuing to provide personalised support, encouragement and practical guidance that reflects each young person's aspirations and abilities.

Q9. **Do you feel supported by your key worker? Is there anything we can do to improve your home and the support you receive?**

**13 stated:** Always **3 stated:** Often **3 stated:** Sometimes

**Positive Feedback:** Key insights highlight the value young people put on having regular conversations with their key worker and described positive relationships built on trust, support, and guidance. Feedback demonstrated that young people appreciate key workers who listen to their views, provide reassurance, help them problem-solve and support them with areas such as wellbeing, independence, education, and future goals.

**Suggested Improvements:** Some young people identified the desire for clearer communication, continuing to build trust with those who find this more difficult, increasing opportunities for activities and positive experiences, and ensuring independence work remains personalised to individual needs and aspirations.



# INICIO SUPPORTED ACCOMMODATION SERVICE 2 MY VOICE

FEEDBACK WE HAVE RECEIVED FROM YOUNG PEOPLE WHO HAVE FILLED OUR 'MY VOICE CONSULTATION'...

Q1. **Do you feel safe in your local area?**

**17 stated:** Always **6 stated:** Often **1 stated:** Sometimes

**Positive Feedback:** Overall, the responses demonstrate that young people feel safe, supported, and able to engage positively within their local communities, with strong support networks and stable home playing a significant role in promoting their wellbeing and confidence.

**Suggested Improvements:** A small number recalled isolated incidents involving members of the public, these were managed appropriately by staff and did not detract from young people's overall sense of safety and security.

Q2. **Do the adults at your home listen to you and support you with the things you need help with?**

**19 stated:** Always **2 stated:** Often **2 stated:** Sometimes

**Positive Feedback:** Young people feel listened to and well supported by the staff in their home. Staff were described as approachable, helpful, kind, and responsive. Many young people stated that staff assist them with accessing education, health support, gym memberships, bus passes, finances, and developing independence skills.

**Suggested Improvements:** Some young people identified opportunities to further enhance their experience, including improving the timeliness of maintenance requests, strengthening communication around agreed actions, and ensuring their views are fully explored during discussions or disagreements. These comments have been used constructively to inform service development and strengthen practice.

Q3. **Do the adults who support you understand you and work together to help you?**

**14 stated:** Always **6 stated:** Often **4 stated:** Sometimes

**Positive Feedback:** Most young people feel the staff supporting them understand their individual needs and work collaboratively to help them achieve positive outcomes. Staff were described as supportive, caring, and willing to listen to their concerns. Young people reported that staff work together to provide practical guidance, emotional support, and assistance with education, independence skills, and personal challenges.

**Suggested Improvements:** Some commented that they felt more understood by particular staff members over others. This presents an opportunity to further strengthen communication and collaborative working across teams.

Q4. **Do you have your own space that is just for you, and do you like your home?**

**22 stated:** Always **2 stated:** Sometimes

**Positive Feedback:** Most young people feel they have their own personal space and are happy with their home environment. Young people spoke positively about having their own rooms or self-contained flats, highlighting the importance of privacy, independence, freedom, and having a space they can personalise and make their own.

**Suggested Improvements:** Some identified minor concerns, including difficulties with others within the home or preferring to spend most of their time in their own room. Where there have been difficulties with others, mediation has been used as a tool to rebuild relationships.

Q5. **Do you get the right support to stay healthy and feel good?**

**15 stated:** Always **6 stated:** Often **2 stated:** Sometimes **1 stated:** Never

**Positive Feedback:** Most young people feel they receive the support they need to stay healthy and maintain their wellbeing, with the majority selecting either "Always" or "Often." Many young people highlighted the support they receive from staff in accessing health care and support with appointments, managing their physical and mental health, and developing healthy lifestyles.

**Suggested Improvements:** The young people selecting sometimes identified areas where they would like additional support or acknowledged challenges in maintaining healthy habits consistently.

Q6. **Do you trust the adults that support you, and do you feel comfortable talking to them?**

**16 stated:** Always **5 stated:** Often **1 stated:** Sometimes **2 stated:** Prefer not to say

**Positive Feedback:** Most young people trust the adults who support them and feel comfortable talking to them. Several young people shared examples of staff supporting them through difficult periods, including managing health concerns, accessing medical services, coping with low mood, and addressing personal challenges.

**Suggested Improvements:** One young person who selected sometimes noted that trust takes time to develop due to previous experiences, and they only felt comfortable speaking with certain members of staff.

Q7. **Do you learn things that will support you when you move into your own home?**

**16 stated:** Always **5 stated:** Often **3 stated:** Sometimes

**Positive Feedback:** Insights how that young people are developing a range of practical life skills that will support them when they move into their own home. Young people also highlighted the value of completing AQA activities and receiving support from staff to build confidence and prepare for independent living.

**Suggested Improvements:** A few young people did not always feel support met their individual needs. Since receiving this feedback, staff have worked proactively to build stronger relationships and tailor support to those individuals who are now making significant progress.

Q8. **Are you provided with support to access education or other opportunities that will help you in the future?**

**15 stated:** Always **7 stated:** Often **1 stated:** Sometimes **1 stated:** Never

**Positive Feedback:** Most young people feel well supported to access education, employment, and other opportunities that will benefit them in the future. Many young people reported receiving support from staff to enrol in college, maintain attendance, explore aspirations, access apprenticeships, apply for jobs, attend job fairs, complete AQA activities, and develop skills that will strengthen future employment prospects.

**Suggested Improvements:** The young person selecting never has been unsuccessful in securing a place at multiple colleges due to previous attendance and behaviour. Staff have continued to actively support the young person by exploring alternative education and training opportunities and encouraging engagement with other colleges. Despite these efforts, the young person has consistently declined to consider or attend any alternative provision. Due to young person not yet receiving there right to remain they are also unable to work.

**Q9. Do you feel supported by your key worker? Is there anything we can do to improve your home and the support you receive?**

**16 stated:** Always **4 stated:** Often **3 stated:** Sometimes **4 stated:** Never

**Positive Feedback:** the majority of young people feel supported by their key worker and expressed satisfaction with the support they receive. Many young people shared positive comments about feeling listened to, understood, and supported by their key worker and the wider staff team. Several young people expressed gratitude for the support they have received, describing their home as a positive and welcoming environment where they have developed meaningful relationships, friendships, and a sense of belonging.

**Suggested Improvements:** A small number identified areas where support could be improved. These included: requests for staff to spend more time understanding the reasons behind behaviours or concerns before making assumptions, ensuring issues raised are addressed promptly, improving communication around future plans, a change of key worker due to feeling a stronger connection with another staff member, and access to personal food storage. Some young people also expressed concerns about uncertainty surrounding their immigration status, future accommodation, or contact with family members. These concerns highlighted opportunities to further strengthen communication, responsiveness, and person-centred support.



# INICIO SUPPORTED ACCOMMODATION SERVICE 3 MY VOICE

FEEDBACK WE HAVE RECEIVED FROM YOUNG PEOPLE WHO HAVE FILLED OUR 'MY VOICE CONSULTATION'...

Q1. **Do you feel safe in your local area?**

**21 stated:** Always **5 stated:** Often **7 stated:** Sometimes

**Positive Feedback:** The majority of young people feel safe within their local community. Most commonly described the area as quiet, familiar and safe, with several explaining they had grown up locally or felt confident navigating the area independently. Young people also highlighted positive features like CCTV, and peaceful neighbourhoods.

**Suggested Improvements:** Some expressed concerns relating to external environmental factors, including anti-social behaviour, unfamiliar people, individuals under the influence of substances, and busy roads. Staff continue to support young people through key-working sessions, community safety discussions and helping them build confidence within their local area.

Q2. **Do the adults at your home listen to you and support you with the things you need help with?**

**25 stated:** Always **5 stated:** Often **3 stated:** Sometimes

**Positive Feedback:** Feedback demonstrates that the majority of young people feel listened to and well supported by staff. Many described staff as approachable, understanding and consistently available when needed.

**Suggested Improvements:** Some young people shared that, on occasion, staff may become distracted or that agreed support, such as assistance with shopping or cleaning, was delayed or not always delivered as planned. This highlights an area where continued focus on consistency could further enhance young people's experiences.

Q3. **Do the adults who support you understand you and work together to help you?**

**24 stated:** Always **7 stated:** Often **1 stated:** Sometimes **1 stated:** Prefer not to say

**Positive Feedback:** the majority of young people feel well understood and supported by staff. Staff were described as approachable, helpful and available when needed. Young people valued that staff listened to their feelings, supported them with day-to-day activities, encouraged them to achieve their goals, and adapted their communication to meet individual needs.

**Suggested Improvements:** Some suggested that, while support is generally positive, there are occasions where young people feel communication could be improved. The service will continue to promote effective communication between staff and young people.

Q4. **Do you have your own space that is just for you, and do you like your home?**

**26 stated:** Always **4 stated:** Often **2 stated:** Sometimes **1 stated:** Never

**Positive Feedback:** Most young people value having their own personal space and enjoy living in their home. They described their spaces as comfortable, safe and welcoming, with many appreciating the independence of having their own flat while still being able to access communal areas when they choose.

**Suggested Improvements:** Some highlighted individual preferences and minor concerns rather than issues with having personal space, which were resolved with the individuals.

**Q5. Do you get the right support to stay healthy and feel good?**

**27 stated:** Always **5 stated:** Often **1 stated:** Prefer not to say

**Positive Feedback:** Most young people feel well supported to maintain their physical and emotional health. Many described staff as encouraging healthy lifestyles by supporting them to attend health appointments, access GP services, join the gym, and make healthier food choices. Young people also valued staff checking on their wellbeing, supporting them with nutrition, and ensuring they did not miss appointments.

**Suggested Improvements:** One young person explained that they experience anxiety and depression and that their wellbeing can fluctuate depending on their mood, while another described feeling unsure how to explain their experiences. These responses demonstrate the importance of staff continuing to provide individualised emotional support alongside promoting physical wellbeing.

**Q6. Do you trust the adults that support you, and do you feel comfortable talking to them?**

**20 stated:** Always **10 stated:** Often **2 stated:** Sometimes **1 stated:** Prefer not to say

**Positive Feedback:** Most described staff as approachable, respectful and supportive, with many commenting that they felt able to talk openly about their feelings, worries and concerns. Young people valued that staff listened to them, treated them with respect and followed through on what they said they would do.

**Suggested Improvements:** A small number suggested that trust can vary depending on the situation or member of staff. The service will continue to promote consistent staffing, relationship-based practice and open communication to ensure every young person feels comfortable seeking support whenever they need it.

**Q7. Do you learn things that will support you when you move into your own home?**

**20 stated:** Always **8 stated:** Often **4 stated:** Sometimes **1 stated:** Prefer not to say

**Positive Feedback:** Most young people feel they are developing the skills needed to live independently. Many highlighted learning practical life skills such as cooking, cleaning, budgeting, managing their home, and improving their communication skills through regular keywork.

**Suggested Improvements:** Some questioned the value of the AQA programme, with a small number stating they did not feel they learnt much from it. The homes will continue to deliver personalised key-working sessions to ensure learning remains meaningful, engaging and relevant to each young person's aspirations.

**Q8. Are you provided with support to access education or other opportunities that will help you in the future?**

**20 stated:** Always **9 stated:** Often **3 stated:** Sometimes **1 stated:** Prefer not to say

**Positive Feedback:** Most young people feel well supported to access education, employment and future opportunities. Several highlighted support with enrolling in college, applying for jobs, attending education, completing assignments, exploring career options, and identifying future aspirations. Young people also valued practical support, including travel arrangements, obtaining bus passes, and assistance to begin employment or volunteering opportunities.

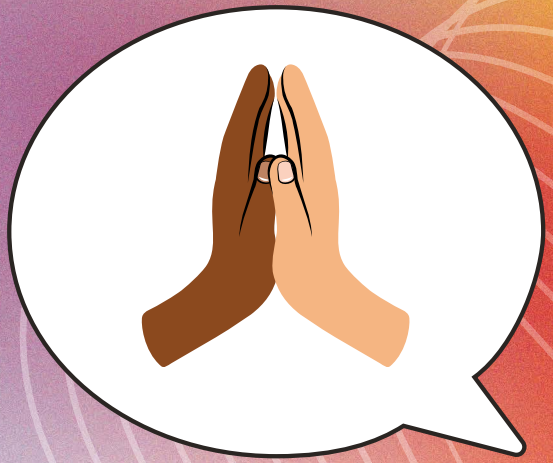
**Suggested Improvements:** Some young people are awaiting external processes, which have temporarily delayed access to education or future planning. Despite these barriers, young people recognised that staff continue to support them in preparing for opportunities as they become available.

Q9. **Do you feel supported by your key worker? Is there anything we can do to improve your home and the support you receive?**

**29 stated:** Always **2 stated:** Often **1 stated:** Sometimes **1 stated:** Prefer not to say

**Positive Feedback:** The majority of young people feel they are developing positive relationships with their keyworker. Young people described feeling supported and recognised the value of having a trusted member of staff available to provide guidance, encouragement and consistent support. Feedback highlighted the positive qualities of staff, describing them as kind, respectful, supportive, patient, friendly and good listeners.

**Suggested Improvements:** One young commented that they were getting to know their keyworker, reflecting the early stages of building a positive and trusting relationship following recent changes.



# INICIO SUPPORTED ACCOMMODATION SERVICE 4 MY VOICE

FEEDBACK WE HAVE RECEIVED FROM YOUNG PEOPLE WHO HAVE FILLED OUR 'MY VOICE CONSULTATION'...

**Q1. Do you feel safe in your local area?**

**11 stated:** Always **6 stated:** Often **3 stated:** Sometimes **1 stated:** Never

**Positive Feedback:** Positive feedback consistently highlighted that the area is quiet, familiar, and welcoming. Young people described feeling safe because they know the local area well, have lived there for a long time, and are surrounded by supportive people. Several commented that local residents are friendly, that nobody causes problems, and that they feel happy and comfortable in their community.

**Suggested Improvements:** Some young people shared concerns about aspects of their local area. These comments mainly related to living close to town centres, where there can occasionally be increased noise and activity during the evening. Measures were discussed or implemented with individuals to help them feel safe and settled.

**Q2. Do the adults at your home listen to you and support you with the things you need help with?**

**18 stated:** Always **2 stated:** Often **1 stated:** Sometimes

**Positive Feedback:** Feedback was overall positive, with young people consistently describing staff as caring, approachable, understanding, and responsive to their needs. Many young people stated that staff are always available to listen, offer advice, and provide practical support, helping them to feel valued, respected, and safe.

**Suggested Improvements:** One young person explained that they have recently turned 18 and are becoming more independent, although they continue to seek support from staff when needed.

**Q3. Do the adults who support you understand you and work together to help you?**

**18 stated:** Always **3 stated:** Often

**Positive Feedback:** The strong relationships young people have with staff and the consistent support they receive from the wider team were highlighted. Young people commented that staff are always available to listen, spend time with them, and help them work through any challenges. Many felt that staff understand them as individuals, including their unique needs, ways of thinking, and personal circumstances.

The feedback reflects a positive and collaborative approach to support, where staff work together to build trusting relationships, understand individual needs, and support young people to achieve their goals and develop greater independence.

**Q4. Do you have your own space that is just for you, and do you like your home?**

**18 stated:** Always **3 stated:** Often

**Positive Feedback:** Insights show that young people feel they have their own personal space and are happy with their homes. Feedback was highly positive, with many young people valuing the privacy, independence, and comfort that their accommodation provides. Young people frequently described their homes as places where they can relax, feel safe, and enjoy having space that is their own.

Overall, the consultation demonstrates that young people value having a home that offers privacy, security, and independence.

**Q5. Do you get the right support to stay healthy and feel good?**

**18 stated:** Always **3 stated:** Often

**Positive Feedback:** Young people highlighted the support they receive to attend health appointments, access dental care, manage their health needs, and improve their overall wellbeing. Many also spoke positively about opportunities to stay active, including gym memberships, football sessions, sports teams, boxing classes, and sports equipment available within the homes. Young people valued the encouragement they receive from staff to make healthy choices, learn to cook nutritious meals, and develop important life skills linked to health and independence.

**Suggested Improvements:** A small number of young people identified areas where additional support could be beneficial, such as accessing gym inductions or coaching opportunities. This feedback provides useful opportunities to further enhance the support available.

**Q6. Do you trust the adults that support you, and do you feel comfortable talking to them?**

**15 stated:** Always **6 stated:** Often

**Positive Feedback:** Most young people trust the adults who support them and feel comfortable talking to staff when they need help or advice. Feedback was largely positive, with young people describing staff as understanding, approachable, kind, and good listeners..

**Suggested Improvements:** One young person reported that they sometimes felt staff were not being honest with them. This was explored further during discussion and was found to relate to information that had not yet been communicated by the social worker, rather than staff providing inaccurate information. The matter has since been clarified with the young person and has now been resolved.

**Q7. Do you learn things that will support you when you move into your own home?**

**19 stated:** Always **1 stated:** Often **1 stated:** Sometimes

**Positive Feedback:** Young people feel they are developing the practical skills needed for independent living. Feedback was overall positive, with many young people identifying key areas of learning such as cooking, cleaning, budgeting, shopping, personal hygiene, and household management.

**Suggested Improvements:** One young person stated that staff will sometimes ask him to clean his room, which he doesn't like doing often. It was explained the importance of maintaining a flat, and key working planned to help him keep on top of his cleaning.

**Q8. Are you provided with support to access education or other opportunities that will help you in the future?**

**17 stated:** Always **2 stated:** Often **1 stated:** Sometimes **1 stated:** Never

**Positive Feedback:** Young people feel well supported to access education, training, and other opportunities that will help them achieve their future goals. Feedback was positive, with many young people highlighting support to attend college, access tuition, explore apprenticeships, and prepare for employment.

**Suggested Improvements:** One young person has recently turned 18, meaning he does not feels he needs as much support from staff. The young person that selected 'never', stated that he did not understand the question, and is currently in education and is being supported with this.

**Q9. Do you feel supported by your key worker? Is there anything we can do to improve your home and the support you receive?**

**20 stated:** Always **1 stated:** Never

**Positive Feedback:** Young people feel highly supported by their key workers and value the positive relationships they have built with them. Feedback was overwhelmingly positive, with young people consistently describing key workers as kind, understanding, approachable, patient, and non-judgemental.

Young people highlighted the importance of having someone who listens, provides advice, and takes time to understand their individual needs. Many described their key workers as trusted adults who make them feel comfortable, supported, and able to talk openly about any concerns. Several young people valued the balance of professionalism and genuine care, commenting that key workers create a relaxed environment where they feel heard and respected.

**Suggested Improvements:** One young person selected "never" and explained that this was because they were unsure who their key worker was. Further discussion identified that this was due to their previous key worker recently leaving and the keyworker not yet having been communicated. This has now been addressed, with the young person informed of their new key worker to ensure they know who they can access for ongoing support.



# INICIO BIG SPRING CLEAN-UP

*Some of our young people's Brilliant experiences and achievements in the first half of this year...*

This spring, we launched a challenge for our teams and young people to come together and take part in a 'spring refresh' of their shared, social, and outdoor spaces.

We encouraged young people to build practical life skills, and complete AQA certificates along the way, gaining valuable life skills and helping them along on their journey towards independence.

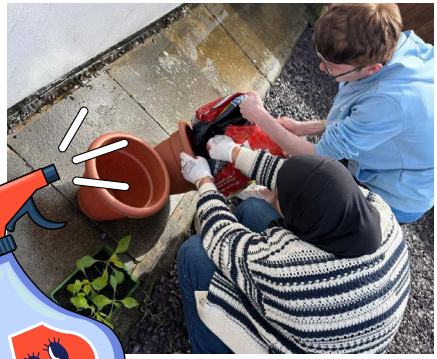
For teams who rose to the challenge, we made a budget of £10,000 available to improve social spaces, creating welcoming spaces to enjoy together this summer and beyond.



West Cliff



Rice Lane



Hampton Place



Osmaston Road



Rice Lane

# TASTE OF HOME - LOVE AT FIRST BITE

IN FEBRUARY, WE VISITED CHESHIRE KITCHENS FOR THE SECOND TIME, THIS TIME TO BAKE UP LOVE AND KINDNESS MONTH THEMED SWEET TREATS TO ADD TO OUR COMMUNITY COOKBOOK: WWW.INICIOTASTEOFHOME.CO.UK



# CELEBRATING INICIO'S 15th ANNIVERSARY

To celebrate 15 years of Inicio, we recorded some of the incredible experiences and inspiring stories of our team and young people who have lived in our supported accommodation, and since moved on.



# INICIO SUPPORTED ACCOMMODATION COMPLAINTS

COMPLAINTS WE RECEIVED FROM YOUNG PEOPLE, LOCAL AUTHORITIES, AND FAMILIES, AND HOW WE RESPONDED.

## Complaint 1

Concerns were raised regarding one young person's allowance card, including communication with the social worker and difficulties they experienced managing finances. We provided clarification on the transition to the updated cashless allowance platform and the purpose of allowances as a short-term support while young people access mainstream banking. Learning was identified around ensuring professionals are informed of changes that may impact young people and strengthening staff awareness.

## Complaint 2

Concerns were raised by a social worker regarding cleanliness of communal areas, property maintenance and issues relating to visitors and noise within the shared accommodation. The manager responded promptly, providing an overview of actions taken; staff increased visits, supported young people to understand expectations around shared spaces, and arranged necessary repairs. Discussions were held around respect, cleanliness and how individual behaviours can impact others.

## Complaint 3

One young person raised a complaint, stating they felt a member of staff was unfairly targeting them with questioning. The Service Manager met separately with both the young person and the staff member and offered mediation, which the young person declined. During discussions, the young person acknowledged they had sometimes been doing things they should not but felt they did not get on with the staff member.

## Complaint 4

A complaint was received from one Council's Community Resilience Officer following reports from a neighbour regarding alleged noise and loud music from the home during the night. The officer carried out several visits to the property following additional complaints but found no evidence of excessive noise during these visits. As a result, the complaint was closed with no further action.

## Complaint 5

A complaint was received from a local authority regarding the condition of one young person's room, access to facilities and staff supervision following an alleged cannabis incident. Investigation confirmed the room had been redecorated prior to admission and maintenance arrangements were appropriate. No evidence was found to support the reported cannabis incident. A room move had occurred without staff authorisation, but the young person was happy and continued to access to communal facilities.

## Complaint 6

A complaint was received via Environmental Health regarding litter and broken glass outside one property, alongside reports that young people had been throwing rubbish from an upstairs window. The concerns were addressed directly with the young people, behaviour expectations were reinforced, Positive Behaviour Reminders were issued, window restrictors were installed, and staff continue to complete daily environmental checks to ensure the area remains clean and safe.

# INICIO SUPPORTED ACCOMMODATION COMPLAINTS

COMPLAINTS WE RECEIVED FROM YOUNG PEOPLE, LOCAL AUTHORITIES, AND FAMILIES, AND HOW WE RESPONDED.

## Complaint 7

One young person complained that a student social worker had behaved in a verbally aggressive manner. The young person provided voice recordings, and the concerns were shared with the police, the university tutor, the practice educator, and LADO. Following consideration, the matter did not meet the threshold for a LADO investigation, the student's placement at ended on the same day and the concerns were passed to the university.

## Complaint 8

One young person raised concerns about feeling their relationship with their cousin had been misinterpreted, that they had been treated differently by the Service Manager, and about uncertainty regarding their future. Following the complaint, the Registered Service Manager (RSM) met with the young person, responded promptly by arranging a multi-agency meeting, and the young person was satisfied with the outcome.

## Complaint 9

A young person raised concerns regarding ongoing noise from visitors to another flat, reporting that loud music and disturbances during the night were affecting their sleep and wellbeing. Staff acknowledged frustrations, discussed appropriate ways of responding, and reassured them that action would be taken. With increased oversight and monitoring, and support was implemented the living environment for all young people was improved.

## Complaint 10

A young person raised concerns following restricted access to their balcony doors, explaining this had reduced ventilation and they had fire safety concerns. The RSM reviewed the decision. Restrictions were introduced following safeguarding concerns, and it was confirmed fire safety remained compliant. All relevant professionals understood and were satisfied with the decision. The young person's concerns were acknowledged and shared with their social worker during care planning discussions.

## Complaint 11

A second young person expressed frustration with the changes to their access to the balcony. Staff explained the safeguarding rationale and reassured them that the changes had been implemented for the safety of all young people within the home. An email had been circulated to social workers outlining the changes. All professionals confirmed they understood and supported the measures. The young persons concerns were recorded, and shared with their social worker during care planning discussions.

## Complaint 12

A third young person raised concerns regarding the balcony restrictions, suspected fire safety implications, and frustrations about reduced ventilation in their room. The RSM reviewed the decision. Restrictions were introduced following safeguarding concerns, and it was confirmed fire safety remained compliant. All relevant professionals understood and were satisfied with the decision. The young person's concerns were acknowledged and shared with their social worker during care planning discussions.

# INICIO SUPPORTED ACCOMMODATION COMPLAINTS

COMPLAINTS WE RECEIVED FROM YOUNG PEOPLE, LOCAL AUTHORITIES, AND FAMILIES, AND HOW WE RESPONDED.

## Complaint 14

A Personal Advisor for one young person rang the home to speak to the RSM, the staff member stated the RSM was not there and did not pass on the message. The PA felt the call was dismissive. Reflection work was done with the staff member to ensure that information is passed on correctly, to the correct people.

## Complaint 15

A young person made a complaint that the staff did a welfare check and knocked on the door but did not give them enough time to answer before letting themselves in. Reflection work was completed with the staff member to ensure that well being checks were being conducted correctly and in line with procedure.

## Complaint 16

A young person made a complaint that staff had entered her room when they were not in, to ask a visitor to leave. The young person was reminded of the visitors policy - that friends are to be signed into the building and not left unattended.

## Complaint 17

A social worker complained that they had not been informed of an incident that their young person had witnessed. A review identified that staff had not shared the information as they had incorrectly believed information sharing was only required where the young person was directly involved in the incident. The RSM promptly apologised for the communication oversight, and provided the relevant incident report. Reflective discussions were held with the staff team to reinforce expectations regarding professional information sharing.

## Complaint 18

A complaint was received from one young person regarding relationship difficulties with another young person. The concerns were responded to promptly, with mediation facilitated between both young people to provide a safe space to discuss their views, resolve misunderstandings and promote positive communication. Staff continue to monitor the relationship through regular keyworking and daily observations to reduce the likelihood of further conflict and support respectful relationships within the home.

## Complaint 19

A complaint was made by a young person regarding the length of time maintenance work was taking to complete. This was escalated with the maintenance team to ensure that the work was carried out as a priority. The young person was happy with this outcome.

# INICIO SUPPORTED ACCOMMODATION COMPLAINTS

COMPLAINTS WE RECEIVED FROM YOUNG PEOPLE, LOCAL AUTHORITIES, AND FAMILIES, AND HOW WE RESPONDED.

## Complaint 20

A complaint was received from a young person regarding limited hot water availability within their flat. The concern was investigated and it was established that the issue arose due to the shared use of hot water within a two-bedroom flat, rather than a maintenance fault. Staff worked with both young people to promote respectful shared living, including discussions around consideration for others and reasonable shower times.

## Complaint 21

A complaint was received from a young person regarding the quality of food served during a group meal. The concern was investigated promptly and used as an opportunity to reinforce good food safety practice. Staff were required to refresh their food hygiene knowledge through additional training, revisit relevant policies and procedures, and receive further guidance on the correct use of food temperature probes.

## Complaint 22

A complaint was made regarding a staff member using their headphones when in the staff flat. This was discussed with the staff member and a reminder was given to refrain from using headphones while on shift to ensure that the young people feel comfortable approaching the office.

## Complaint 23

One young person complained that they thought they had rats in their flat, specifically behind the cooker. This was investigated, and there were no rats found in the flat. The young person was reassured.

## Complaint 24

A young person complained that maintenance work was on going and not being completed quickly. This was escalated to the maintenance team as a priority to complete. The repairs were completed promptly and the young person was happy with the outcome.

## Complaint 25

A complaint was made by one young person to staff regarding another young person who had recently moved in, and was making noise late at night which was keeping the complaining young person awake. Staff addressed the concern with the newly moved in young person and reminded them of the welcome guide and home agreement to respect others in the building and ensuring that noise after 10pm is kept to a minimum.

# INICIO SUPPORTED ACCOMMODATION COMPLAINTS

COMPLAINTS WE RECEIVED FROM YOUNG PEOPLE, LOCAL AUTHORITIES, AND FAMILIES, AND HOW WE RESPONDED.

## Complaint 26

A young person made a complaint to staff that her personal advisor entered her flat with staff without prior authorisation. On investigation, the PA had let herself in as the young persons door was open and staff were present. The service manager apologized to the young person and reflected with the staff that we should not be allowed external professionals to enter a young person's room unannounced.



# AMORIA CHILDREN'S RESIDENTIAL COMPLAINTS

COMPLAINTS WE RECEIVED FROM CHILDREN, LOCAL AUTHORITIES, AND FAMILIES, AND HOW WE RESPONDED.

## Complaint 1

A child submitted a complaint to Ofsted regarding the Registered Manager's intervention in preventing them from purchasing cigarettes from local shops. The complaint was investigated, and the outcome was that no further action was required. Following the investigation, staff continued to work with the child to help them understand the reasons for the intervention, which was undertaken to safeguard them. The child was also offered ongoing support to reduce their smoking.

## Complaint 2

A child raised a complaint after staff searched their coat due to concerns that it may contain drugs. The child was upset, and felt that staff should not have touched their personal property. The RM met with the child to explain that it was carried out to safeguard the child and others living in the home. They also discussed the home's search procedures, the law and prohibited items. The child was supported to understand that actions taken were necessary to promote safety and wellbeing.

## Complaint 3

A child raised a complaint regarding the number of overnight stays currently agreed as part of their care plan. The child felt frustrated by the restrictions and wanted greater flexibility. The RM met with the child who's views and wishes were listened to and advocated for during care planning discussions. As a result, the care plan was reviewed, and it was agreed that the child could have an additional overnight stay and a slightly later return home time. The child was pleased with the outcome.

## Complaint 4

A child complained they were frustrated their requested plans had not taken place as quickly as they had expected. The RM met with them to acknowledge and discuss their frustration. They explained that plans within the home need to be balanced with needs of other children, and compromises are sometimes necessary to ensure everyone receives appropriate care and support. Staff were also reminded of the importance of proactively responding to children's requests in a timely manner where possible.

## Complaint 5

A child raised a complaint regarding the impact another child's behaviour was having on their wellbeing, daily life and enjoyment living in the home. The team met with the child to discuss their concerns and explore ways to improve the situation. While the child's request for the other child to move from the home was not feasible, practical measures were agreed. Staff reinforced expectations around respectful behaviour, increased support to reduce conflict and promote a safe, settled home environment.

# OUR 2026 COMMITMENTS

## Our Supported Accommodation Commitments

1. We are committed to making sure you feel safe where you live and in your wider environment.
2. We are committed to ensuring adults listen actively and provide the support you need.
3. We are committed to ensuring the adults who support you understand your needs and work together consistently to help you make progress.
4. We are committed to providing accommodation where you have your own space and feel comfortable in your home.
5. We are committed to ensuring you receive the support you need to maintain your health and wellbeing.
6. We are committed to building relationships based on trust, respect and open communication.
7. We are committed to helping you develop the skills and confidence you need for independent living.
8. We are committed to supporting you to access education, employment and opportunities that strengthen your future help you achieve your ambitions.
9. We are committed to listening, reviewing and improving continuously based on your feedback.

## Our Children's Home Commitments

1. We are committed to ensuring you feel happy, healthy, safe and cared for, and that this is a home where you can grow and do well in life.
2. We are committed to ensuring you are treated as your own person and that adults recognise your strengths and interests.
3. We are committed to building positive relationships, sharing experiences together, and maintaining clear and fair rules.
4. We are committed to supporting you in education and activities beyond school, and helping you think about and plan for your future.
5. We are committed to supporting your emotional wellbeing, mental health and physical health, and helping you build and maintain positive friendships.
6. We are committed to valuing your family and important relationships, and working with others to help you stay connected to the people who matter to you.
7. We are committed to ensuring adults continue to develop their skills, involve you in decisions, and provide high-quality support.
8. We are committed to providing a safe, comfortable home where you have privacy and spaces to relax, be active, and spend time with others.

# CLOSING STATEMENT

### Claire Robinson, Head of Service

Everything we do starts with listening to our young people. Their experiences and aspirations shape the support they receive, and this Youth Charter reflects our commitment to ensuring young people feel heard and empowered.

The feedback received through the My Voice consultations reminds us what matters most to our young people: feeling safe, having well-maintained homes, being listened to and developing trusting relationships with the adults who support them.

The ECHO programme has enabled young people to embrace hobbies and interests whilst building confidence and connections. The recent launch of the updated My Pathway: Journey to Independence, alongside the imminent release of the ECHO App, provides opportunities for young people to embrace the digitalised world whilst remaining connected to people and experiences that matter to them.

A highlight of the last six months has been our Big Spring Clean, bringing young people and colleagues together to create homes they are proud of. It has been a wonderful example of how shared experiences can build confidence and develop pride in our homes.

Whilst we have seen encouraging progress across our life skills programme, my focus remains on ensuring consistent delivery across every home through effective oversight and accountability, preparing every young person for the next chapter of their lives.

As Head of Service, I would like to thank every colleague and young person who has contributed to our journey. Together, we will continue to create homes, not just houses, where every person belongs.



# ECHO VOICE OPTIONS

## Complaints, Concerns & Compliments:

### Young People & Families

Young people have the option of making an informal complaint, or formally via the complaints form called 'Something to Say'. Our clearly defined complaints process gives deadlines for responses and outcomes.

**Young people & families can also email their concerns directly to our Positive Futures Team using the ECHO email address.**

**echo@inicio-group.co.uk**

### External Professionals

**External professionals are encouraged to speak directly to the Positive Futures Team using their direct email.**

**referrals@inicio-group.co.uk**

## Contact Ofsted:

As an Ofsted registered provider of supported accommodation, complaints or concerns can be raised directly with the regulator if the young person, their family, or external professionals feel the matter cannot be resolved by coming directly to us, or do not feel comfortable taking that action in the first instance.

**enquiries@ofsted.gov.uk**

## Policy Requests:

For those interested in accessing and understanding these policies, they are readily available upon request. We believe in openness and transparency and encourage all key stakeholders to familiarise themselves with our policies, ensuring we work collaboratively towards the best outcomes for our young people.

**referrals@inicio-group.co.uk**

Inicio® SUPPORTED ACCOMMODATION

Echo® Evaluate Change Harness Outcomes

Amoria® CHILDREN'S RESIDENTIAL

By INICIO® GROUP