

Commissioner Brochure Letter

Primetime Care Services Ltd

Head Office

Sovereign House, 3rd Floor
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NG7 7BA
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Dear Commissioner,

Re: Primetime Care Services Ltd

Thank you for taking the time to review our brochure. We hope you find the information helpful and that it provides a clear overview of the high-quality support services offered by Primetime Care Services Ltd.

As an organisation, we take our responsibilities seriously and remain committed to delivering safe, effective, and person-centred support for young people and young adults. As part of our continuous development and quality improvement programme, we have strengthened our quality assurance systems and invested in enhanced operational processes, staff development, and digital systems to ensure the highest standards of service delivery.

Our website reflects our commitment to excellence, safeguarding, and positive outcomes for the young people and young adults we support.

Quality Assurance

Primetime Care Services Ltd is committed to continuous improvement and high standards of care and support.

We work in partnership with external professionals and specialist organisations to support workforce development, training, safeguarding practices, and service quality improvement. These partnerships help us maintain effective quality assurance systems and ensure our services remain compliant with best practice guidance, safeguarding standards, and regulatory expectations.

Our staff receive ongoing training and professional development to ensure young people receive safe, consistent, and high-quality support.

Leadership and Management

Our leadership and management team are committed to achieving excellence across all areas of service delivery.

We continually invest in systems, training, and operational development to strengthen our services, improve performance management, and ensure effective risk management.

As part of our ongoing commitment to innovation and service improvement, we are developing bespoke systems to support:

- Safer case management
- Risk assessment monitoring
- Placement tracking
- Outcome measurement | Outcome Stars
- Support planning
- Performance management
- Communication and reporting

Safe and High-Quality Care

We maintain strong safeguarding, governance, and quality assurance processes to ensure placements are safe, nurturing, and professionally managed.

Commissioners

We welcome the opportunity to work collaboratively with local authorities, social workers, leaving care teams, youth offending services, and other professionals.

Our services are designed to support young people and young adults in developing the confidence, resilience, and life skills needed to achieve independence and positive long-term outcomes.

We look forward to discussing your care and support requirements and exploring how Primetime Care Services Ltd can support your placement needs.

Our Commitments to Commissioners

Stable, Supportive Placements

We provide safe, stable, and relationship-led placements that help young people feel secure, understood, and supported. Our focus is on reducing placement breakdowns and supporting young people through challenges rather than unnecessary moves.

Ethical and Purpose-Led Delivery

Young people's outcomes are at the centre of everything we do. We are committed to delivering services that are transparent, responsible, community-focused, and built for long-term impact.

Supporting Positive Move-On Pathways

We help young people move successfully into longer-term accommodation and adulthood by supporting planned transitions, tenancy sustainment, and future independence.

Service Provision

Primetime Care Services Ltd provides professional supported accommodation, semi-independent living, supported living, and independent support services for young people and young adults aged 16–25.

We support individuals who may:

- Be in care or leaving care
- Require support transitioning into adulthood
- Be vulnerable to homelessness or exploitation

- Need emotional or behavioural support
- Require assistance with education, employment, or independent living skills
- Benefit from structured support and positive role modelling

We work closely with commissioners, families, and professionals to provide tailored support packages that safeguard, educate, and empower young people throughout their transition into adulthood.

Preparing Young People for Independence

We help young people build the skills and confidence needed for adulthood, including:

- independent living skills
- tenancy readiness
- budgeting and financial skills
- education, employment, and training support
- community and wellbeing support

Trauma-Informed Support

Our approach is compassionate, trauma-responsive, and built around positive relationships. We create supportive environments where young people are treated with dignity, respect, and high aspirations.

Settings and Approved Categories | Ofsted

- Category 1

Single occupancy Supported accommodation in a self-contained unit, where the accommodation is for the sole use of the child or for the child and other individuals living with the child as agreed by the accommodating authority or the supported accommodation undertaking.

- Category 2

Ring-fenced shared accommodation Supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers.

- Category 3

Shared accommodation (non-ring-fenced) Supported accommodation in a shared or group living situation in premises which are not limited to accommodating looked after children and care leavers.

Life and Social Skills Development

We provide tailored life and social skills programmes designed to meet the individual needs of each young person or young adult.

Our support programmes focus on helping residents develop confidence, independence, and practical skills in areas including:

- Budgeting and money management
- Cooking and nutrition
- Personal care and hygiene
- Time management
- Communication and relationships

- Education and employment readiness
- Health and wellbeing
- Tenancy sustainment
- Community engagement
- Independent living preparation

Support plans are personalised to reflect each individual's strengths, goals, and assessed needs.

Supported Accommodation | Semi – Independent Living

Our semi-independent living services provide safe, structured, and supportive environments for young people transitioning from local authority care towards independence.

We work within a multi-agency framework alongside commissioners and professionals to ensure placements are carefully planned and risk assessed to reduce anxiety, instability, and placement breakdown.

Each placement includes assessed support tailored to the young person's individual needs, helping them gradually develop the confidence and skills required for independent living.

Our supported living services promote independence while ensuring young adults continue receiving the guidance and support they require.

Residents are encouraged to take an active role in shaping their support plans and future goals. Support focuses on helping individuals maintain and develop maximum levels of independence within their homes and local communities while promoting wellbeing, safety, and positive outcomes.

Independent Living Support

We support young people and young adults through the transition into independent living as part of a planned and structured pathway.

Even after individuals move on from our services, we may continue offering transitional support where appropriate to help sustain tenancies, encourage stability, and reduce the risk of homelessness or placement breakdown.

Community Engagement and Interventions

We encourage young people to engage positively within their local communities and access community-based opportunities and support services.

Community engagement helps young people:

- Build confidence
- Develop positive friendships
- Reduce isolation
- Improve social skills
- Access education, employment, and recreational opportunities
- Develop a sense of belonging within their community

Safeguarding Commitment

Safeguarding remains central to everything we do.

Primetime Care Services Ltd is committed to protecting young people and young adults from harm, abuse, neglect, exploitation, and discrimination.

We maintain robust safeguarding procedures and work closely with local authorities and partner agencies to ensure the safety and wellbeing of every resident.

Contact Us

If you would like to discuss placements, referrals, or our services further, please contact:

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NG7 7BA

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We look forward to working with you and supporting young people towards safer, brighter, and more independent futures.

Yours faithfully,
Oluwafemi Joseph

Primetime Care Services Ltd

Supporting Young People Towards Independence