



LIFE

TIFA LIFE · 2026/27

Supported accommodation for young people aged 16 and over

Service and cost brochure

We place young people aged 16 and over across Wales, including unaccompanied young people: emergency, complex or solo placements, shared homes, staffed group provision, or a planned continuation past 18. Every referral gets a written response within 24 hours, with same-day placement where that is safe.

FOR COMMISSIONERS, SOCIAL WORKERS AND REFERRING PROFESSIONALS

01792 677275

life.tifa.co.uk/referrals

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About TIFA Life

TIFA Life is a supported accommodation provider for young people aged 16 and over, working across Wales from our Swansea office since 2023. We are set up for the placements that are hardest to make: a young person who cannot safely share, one who needs stabilising quickly, one stepping down from residential care.

We match on the property, the other young people in the home and the workers who will staff it, never on a vacancy alone. Where a young person cannot be supported safely, we say so rather than take the placement. Price, safeguarding, on-call cover and reporting are confirmed in writing before arrival.

A written response within 24 hours

Every referral receives a written response within 24 hours saying what we need and when the decision will come, and a written accept or decline within one working day, with the reasons. Where we decline, we say why and, where we can, suggest another route.

A workforce you can check

Support workers are paid the Real Living Wage, DBS-checked at enhanced level and inducted before lone working. Vetting, training and supervision records are available for inspection.

Same-day mobilisation where it is safe

Genuine emergencies can be mobilised the same day where a suitable property, a compliant team and written commissioner agreement are all in place. Our fastest placement to date was a referral received at 16:30 on a Friday, with the young person safely in placement by 18:00.

Recording and reporting

Logs, staffing, incidents, actions and reports are recorded in TIFA Connect from the first day of a placement and shared with the commissioning authority on an agreed cadence.

60+

young people currently supported across Wales

12

Welsh authorities currently placing, with referrals accepted from all 22

1 hour

average response to a referral; the referral line is answered 24 hours a day

90 min

fastest emergency placement, from referral to arrival

REGULATORY POSITION

TIFA Life provides supported accommodation for young people aged 16 and over. That means the home itself and the support that goes with it, helping a young person manage daily living and move towards independence. We do not provide care of the kind that requires registration with Care Inspectorate Wales under the Regulation and Inspection of Social Care (Wales) Act 2016, and TIFA Life is not a registered care service. Where a young person's needs would require a regulated service, we say so and decline the referral. Our governance, safeguarding, staff training and reporting arrangements are designed to meet the standards commissioners apply to regulated services.

Accommodation and placements

We assess the young person, the home and the support required before agreeing a placement, and the placement offer sets out what has been agreed.

Solo accommodation

An individual property for a young person for whom sharing is unsuitable, whether because of complex risk, a step down from residential care or the need for an urgent stabilising placement. A dedicated keyworker is allocated, and the planned support hours and any daytime or overnight cover are set out in the offer. Cover can extend to 24 hours with waking nights and second workers where the assessed risk requires it.

Unaccompanied young people and post-18

Cultural matching, support to access English language classes, education, community links and Home Office appointments attended with support. Continuity after 18 is agreed with the authority around suitability, housing and funding, so that a settled young person can remain in the same home while the arrangement changes.

Shared and staffed homes

An individual bedroom with shared living space. Support is either planned hours to each young person's plan or a staffed 24-hour arrangement in a group home of five or six beds. We do not run larger houses, because matching becomes harder to manage safely as numbers rise. Shared provision is offered only where the people, the risks, the home and the team can work together safely.

Urgent placements

Urgent referrals are assessed against available accommodation and staff on the day they are received. Arrival depends on a safe initial plan being agreed. The published emergency uplift is 12.5% for the first 14 nights, after which the standard rate applies. This is agreed in writing before arrival.

Checks before a placement starts

Young person

Chronology, risks, restrictions, communication, health, education, relationships and the young person's own wishes.

Team

The staffing ratio and rota, safer-recruited workers with relevant competence, the night arrangement and consistent management oversight.

Home

Location and environment considered against exploitation, missing episodes, offending, transport and known associates, together with household compatibility and condition and safety checks.

Plan

The day-one plan, arrival arrangements, responsibilities, safeguarding, on-call authority, commissioner contacts, price and reporting.

PLACEMENTS WE DECLINE

We do not accept placements where needs exceed our ability to safely support. A named senior manager approves every offer. Where peer risk cannot be controlled, a regulated service is required, the property is unsuitable or a safe team cannot be confirmed, we decline the referral and give the reason in writing.

What young people can expect

Before a placement starts, we confirm the accommodation, support hours, what is included and the total price in writing.

In every arrangement

These apply whether TIFA provides the support or the accommodation only, including post-18 accommodation-led provision.

A furnished home

An individual bedroom, furnished before arrival, in a property with current gas, electrical, fire, smoke and carbon monoxide and water-safety records. We aim to complete urgent repairs the same day and other repairs within 72 hours, and the young person is shown how to report them on arrival.

The Studio and the app

Access to the Studio, our community cafe in Swansea, where young people can meet others, learn skills and get advice, with sessions and travel agreed according to location and interests. Access to the TIFA young person app for check-ins, messages and goals, with staff on the other end; the app adds to personal support rather than replacing it and is not an emergency service.

In supported and staffed placements

These apply where TIFA provides the support, whether as planned hours in a solo or shared placement or as a staffed group home. They are not part of accommodation-only arrangements or post-18 accommodation-led provision, where support hours can be added at the rates on page 7.

A named support team

A keyworker and a service manager who know the young person, a written support plan and a clear route to ask for help at any hour. The young person's views, culture and relationships shape the plan.

Room personalisation

A budget of £100 in the first month for the young person to choose items for their room with their keyworker. Furniture, bedding and basic supplies are provided separately.

Birthdays, celebrations and activities

Birthdays and important celebrations are marked, and a budget for activities is agreed as part of the plan. Choices reflect the young person's interests and culture, and the cost is included in the package.

Support and independence

In supported and staffed placements, the support plan is shaped with the young person and aligned with their pathway plan and the professionals involved in their care. Keywork takes place weekly, with a progress review every four weeks and a placement review with the commissioning authority every quarter. Each session agrees the goals, records the progress made and sets the next steps, and is written up in TIFA Connect and read by the manager responsible for the home.

Home, food and daily living

Within their agreed support hours, young people receive practical help with shopping, budgeting, preparing meals and cooking, as well as cleaning, laundry and travel. Staff work alongside the young person and reduce their involvement as confidence grows. Breakfast is included in the staffed group home fee. Otherwise young people buy their own food, with help to shop and cook within their support hours; page 7 shows what each price includes.

Health and relationships

Registering with a GP and dentist, keeping appointments, and maintaining safe friendships and family time. Clinical and immigration advice remains with qualified professionals; we arrange it and support attendance.

Education and employment

Practical help with school, college, training, applications and interviews, support to access English language classes where needed, and support to find work experience and a first job.

Moving on

Housing options, affordability, tenancy readiness and the support needed afterwards. The timing of any move is agreed with the young person and the authority.

FOOD CHARITY DELIVERIES

We are setting up a partnership with a local food charity so that eligible young people receive regular food parcels, delivered to the home where the charity offers delivery. The partner, the eligibility rules and the delivery days are being confirmed. Deliveries supplement, not replace, the food included in a placement fee and the young person's own shopping.

Safeguarding and reporting

We act on safeguarding concerns, record incidents and keep the commissioning authority informed.

Safety and escalation

Where a young person is at immediate risk, staff act at once and the authority is told by telephone straight away; the written timescales below apply to the record, not to the first call. Concerns escalate from support worker to senior worker to service manager to safeguarding lead, with timescales attached; the route is shared with the allocated worker on the first day, and on-call cover is published seven days in advance.

WITHIN 2 HOURS

Incident recorded

The incident is recorded in TIFA Connect with the facts, the actions taken and the named owner.

SAME DAY

Written notification

The allocated worker receives written notification the same day, with the actions attached.

WITHIN 72 HOURS

Review signed off

A review is signed off by a named senior manager who was not involved in the incident.

Staffing and oversight

Each placement has a named management lead. The placement proposal confirms whether support is shared or dedicated, the agreed hours and any overnight cover, including sleep-in or waking-night support where commissioned.

Reporting

Every home runs on TIFA Connect, our own platform, which holds daily logs, incidents, actions, rotas and reports in one system with a full audit trail. The reporting cadence to the allocated worker is agreed at placement, and staff vetting, training and supervision records are available for inspection.

Placement prices

Guide rates, excluding VAT, confirmed at quotation against current capacity and the young person's plan. Commercial terms are on page 8 and prices for unaccompanied young people and post-18 provision on page 9.

24-hour staffed group home

£1,195

PER BED PER WEEK, STANDARD RATE

The fee covers the home, utilities, breakfast, household consumables and a team on site around the clock, backed by on-call management, with food charity deliveries for eligible young people. Other meals are bought by the young people. Enhanced needs are priced from £1,295 per bed per week. Where an authority commissions a whole home of five or six beds for 12 months, the rate is £995 per bed per week.

Solo accommodation with 24-hour cover

from £3,900

PER WEEK

A dedicated property with planned daytime cover and sleep-in nights. Waking nights and second workers are not included and are priced separately when the young person's plan needs them.

Solo accommodation with planned support

Each weekly price is the complete charge: £595 for the accommodation plus the stated support hours at £24.50 an hour, on a 12-week commitment. Food is not included.

10 SUPPORT HOURS A WEEK

£840

20 SUPPORT HOURS A WEEK

£1,085

40 SUPPORT HOURS A WEEK

£1,575

Accommodation only, with support hours at the rates below: solo £595 per week and shared £350 per week. Property only, where your own team provides the support, is £85 a night for a solo property, again £595 a week. Breakfast is included in the staffed group home fee; no other rate on this page includes food.

Staffing rates per hour

£27.00

Staffing without the 12-week commitment

£25.50

Staffing purchased separately, with a minimum 12-week commitment

£24.50

Support purchased as part of a TIFA solo accommodation-and-support package, with a 12-week commitment

The difference between £25.50 and £24.50 is what is purchased, not the length of commitment: £24.50 is the support component inside a solo package, priced on top of the £595 accommodation, and it does not apply to staffing bought on its own, to shared placements or to volume arrangements. A sleep-in night is £125. Waking nights are charged at the hourly rate that applies to the placement. Emergency placements carry an uplift of 12.5% for the first 14 nights, after which the standard rate applies.

Commercial terms

Each arrangement has its own commitment. The written offer is the controlling document and confirms the term, notice, inclusions, exclusions, price and VAT before arrival.

Solo packages

The fixed solo packages, and the £24.50 support rate within them, carry a minimum term of 12 weeks from the placement start date. During that term we commit a named keyworker and a consistent team to the placement and plan cover at least seven days in advance. After the minimum term, the placement continues on the notice period set out in the written offer and the placement agreement.

Staffed group homes

The standard rate of £1,195 per bed per week applies to a single bed. The £995 rate applies only where an authority commissions a whole home of five or six beds for 12 months, under a separate agreement that sets out the notice period and how the commitment is charged.

Ending a package early

The written offer and the placement agreement set out what applies where a package ends within its minimum term. Where we end a placement, or where it ends because the young person's needs have changed beyond what we can safely support, no charge applies beyond the date of departure.

Spot and committed hours

Spot-rate hours at £27.00 carry no minimum term. The £25.50 rate requires staffing to be commissioned for 12 weeks or more. In both cases the notice period is set out in the written offer; a minimum term and a notice period are different things, and the notice period is what applies once no minimum term is running.

PRICES DURING A PLACEMENT

Placements already commissioned continue at their agreed rates. Any change to a rate is proposed in writing and agreed before it applies, and nothing is added to an invoice without written agreement. Management, on-call, recording, reporting and reviews are not charged separately. Waking nights, second workers and enhanced ratios are not included in the prices on page 7; they are priced against the young person's plan and confirmed in writing before they start.

Unaccompanied and post-18 prices

These prices apply to unaccompanied young people aged 16 and over and to former unaccompanied care leavers. The service and the funding route are agreed individually.

Aged 16 to 17: shared accommodation is £350 per week plus support and solo accommodation is £595 per week plus support, at the rates on page 7. Every placement includes cultural matching, Home Office liaison, faith, dietary and language provision, and support to access English language classes; the tuition itself is provided by the college or local scheme.

Post-18 independence provision

Furnished, maintained accommodation with access to the Studio and the app. This is not a staffed placement and does not include a named support team or keywork; support hours are commissioned separately at the rates on page 7.

FULL ACCOMMODATION-LED CHARGE

£38.50

PER NIGHT · £269.50 PER WEEK

TIFA's full charge for the accommodation. Eligible housing-cost payments and any agreed resident contribution reduce the authority's remaining contribution; they do not reduce TIFA's total charge. Where no housing-cost payment is available, for example while an asylum claim is outstanding, the authority pays the full charge. Support is charged separately.

WEEKLY FUNDING EXAMPLE, ILLUSTRATION ONLY

Full accommodation-led charge	£269.50
Illustrative housing-cost payment	-£126.00
Illustrative resident contribution	-£20.00
Remaining council contribution	£123.50
Equivalent council contribution per night	£17.64, around £18

The £126 housing-cost payment and the £20 resident contribution are assumptions requiring confirmation for each young person, not guaranteed benefit awards or approved resident charges. The housing-cost payment is either Housing Benefit or the housing element of Universal Credit, depending on the actual arrangement; the placement offer states which applies. Immigration legal advice remains with qualified advisers.

Funding paid to the authority

Separately from the example above, the Home Office pays £270 a week to the authority for each eligible former unaccompanied care leaver in 2026/27. This is funding to the authority, not a TIFA price, and it does not enter the example. When immigration status or housing entitlement changes, the council contribution is reviewed against confirmed eligibility and the housing-cost payments actually in payment; it is not reduced automatically.



LIFE

GET IN TOUCH

Make a referral

Referrals can be made online, by email or by telephone. For an urgent referral, please call as well. We respond in writing within 24 hours and confirm the decision within one working day, either an offer setting out the plan and the price or a decline with the reasons.

REFERRALS, ANSWERED 24 HOURS A DAY

01792 677275

ONLINE

life.tifa.co.uk/referrals

EMAIL

hello@tifa.co.uk

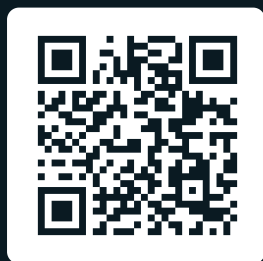
WHATSAPP, GENERAL ENQUIRIES

07792 417452

COMMERCIAL AND COMMISSIONING ENQUIRIES

Michael Border, Managing Director · michael@tifa.co.uk

Please use WhatsApp for general enquiries only, not for referral documents or other sensitive information about a young person; send those through the referral form or by email.



Scan to open the referral form. The same form is used for planned moves and same-day emergencies. The written offer confirms suitability, availability, inclusions, price and terms before arrival.