

Homelessness and Supported Accommodation Joint Working Protocol for young people aged 16-21 and Care Leavers up to the age of 25

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Homelessness and Supported Accommodation Joint Working Protocol for young people aged 16-21 and Care Leavers up to the age of 25

Purpose

The purpose of the protocol is to set out how Nottinghamshire County Council's Children Services, the 7 Local Authority District and Borough homelessness teams, and Supported Accommodation providers will work jointly to ensure appropriate access to supported accommodation services for 16 and 17 year olds, and young people up to the age of 25.

The protocol includes the Nottinghamshire pathway model, which includes: referral to, assessment and planning for access to accommodation and support. However, it goes beyond these functions to identify roles and responsibilities of the various agencies involved with the CYP, and how services will operate to prevent young people being asked to leave supported accommodation and what measures can be put in place to ensure throughput and move on through supported accommodation services

The primary objective of the protocol is to promote and safeguard the wellbeing of the young person and to prevent homelessness, returning young people to their family wherever possible. If a return home is not possible, the objective is to find the most suitable accommodation for the young person and to support them to remain in and move on from their accommodation when appropriate.

The joint working protocol is a dynamic document which is reviewed regularly and developed to promote effective service and partnership delivery. The protocol has been split into 3 sections:

- 1) Prevention of homelessness
- 2) Pathway and Service provision
- 3) Operating model

The aims of the joint working protocol

- To set out the joint approach within NCC Children's Services to supporting vulnerable children aged 16/17 years old that are homeless or threatened with homelessness
- To facilitate greater coordination between services
- To increase joint working to meet the needs of young homeless people across Nottinghamshire
- To build on and improve communication and maintain transparent relationships between agencies involved with housing and support for young people
- Standardise process and procedures
- Ensure young people make informed decisions by giving them information about their entitlements

Background

The Joint Working Protocol was originally developed in 2012 following the shift in commissioning responsibility for Young people's supported accommodation from the Adult Supporting People team to Children's Families and Cultural Services (CFCS). Since 2012 a number of key changes have been implemented:-

- Eligibility criteria around age changed from 16-25 years old to 16-21 years old however, this has now increased again to the age of 25 for Care Leavers.
- Development of the central access hub and standardised referral form

- August 2015 Implementation of new supported accommodation services and contracts
- April 2018 Implementation of higher needs supported accommodation framework commissioned via individual placements for those with greater need than can be met within the main supported accommodation provision
- Rapid Assessment Worker posts established to work with families to prevent familial relationship breakdown and prevention of homelessness and support to return or remain young people in the family home where safe and appropriate
- Statutory guidance released in 2018 'Provision of accommodation for 16 and 17 year olds who may be homeless', which resulted in a review of service delivery
- Homelessness Reduction Act 2017 came into force in April 2018
- Personal Advisors extended up to the age of 25 for Care Leavers as set out in the Children and Social Work Act 2017
- Development of the Nottinghamshire Care Leaver's Offer

Section 1: Homelessness Prevention

Homelessness prevention for 16 and 17 year olds

It is widely agreed that, in general, it is in the best interests of most young people to live in the family home, or, where this is not safe or appropriate, with responsible adults in their wider family and friends' network.

When a 16 or 17 year old is seeking support because they are homeless or threatened with homelessness, children's services response should recognise this and work pro-actively with young people and their families to identify and resolve the issues which have led to the homelessness crisis. However, if the key issues affecting the young person's welfare and or the sustainability of their living at home remain unresolved the needs of the young person should be assessed, and appropriate accommodation sought.

Homelessness in young people aged 16/17 years is a complex issue that is covered by the Children Act 1989; the Housing Act 1996 and the Homelessness Act 2002 as primary law; as well as numerous Court Judgements, some of which have resulted in case law; and Serious Case Reviews leading to recommendations for good practice.

In May 2009, the House of Lords made a landmark judgement in the case of R (G) v London Borough of Southwark which affected how Local Authorities provide accommodation and support for homeless 16 and 17 year olds. This had the impact of making it clear that the County Council, not the Borough or District Councils are responsible in all cases.

In April 2018 statutory guidance titled 'Provision of accommodation for 16 and 17 year olds who may be homeless' was published for children's services authorities and local housing authorities about their duties under Part 3 of the Children Act 1989 and Part 7 of the Housing Act 1996 to secure or provide accommodation for homeless 16 and 17 year old young people. This guidance draws together all previous guidance and reflects the new duties introduced under the Homeless Reduction Act 2017 and incorporated all other relevant updates. It highlights that it is 'essential that children's services and housing services work together to plan and provide services that are centred on young people and their families, and prevent young people from being passed back and forth between services'. In Nottinghamshire, a local agreement has been established that Nottinghamshire Children's Services will take the lead and responsibility for all homeless

16/17 year olds, therefore a joint housing assessment is not completed. Data on new presentation of homeless young people is regularly with District and Borough housing and homelessness teams.

16 and 17 year olds who are homeless or threatened with homelessness are likely to be vulnerable and will often be at risk of harm in the absence of intervention. Safeguarding and promoting their welfare is central to service provision. If there is any concern that a child may be suffering, or likely to suffer, significant harm then Nottinghamshire safeguarding procedures are followed.

A joint approach between the Children's Services been established which offers an effective service to vulnerable children aged 16/17 years old who are homeless or at risk of homelessness. This approach seeks to ensure young people's needs are met at the earliest opportunity and also to enable efficient enquiry to appropriate services where higher need thresholds are met.

This applies to all young people, including 17 year olds who are approaching their 18th birthday, and young people who are pregnant or have children in their care. Where the duty in section 20 of the 1989 Act is triggered the local authority are under a duty to accommodate the child.

If there is an imminent threat of homelessness or if the young person is actually homeless, a referral for emergency accommodation must be completed alongside a referral to MASH (if the case is not already open to social care) for a Child and Family Assessment to be completed. In the event of no lead professional involved a Rapid Assessment Worker will be alerted within an hour of notification and will contact the young person within 2 hours. Wherever possible this should be face-to-face. The Rapid Assessment Worker will begin mediation with the family/current residence where it is appropriate and safe to do so, in order to facilitate a return home where possible and in consultation with a social worker will establish whether the young person is in fact homeless. Where a young person is not able to return home, wider family and friends should be explored as options for the young person. Where this is available, this should be facilitated and supported.

If mediation is not possible, the Rapid Assessment Worker (RAW) will complete the referral and assessment for supported accommodation, known as the A1 assessment (see Appendix 1), and pass this through to the Central Access Hub. The RAW will remain with the young person to support access into the emergency accommodation.

Following the young person being placed into emergency accommodation, the Social Worker will commence a child and family assessment. The young person will temporarily become a looked after child under s20 as a result of being accommodated by children's services for a continuous period of more than 24 hours. This will be explained to the young person alongside their right to opt out of this legal status.

A social worker will aim to complete the child and family assessment within 2 weeks to ascertain if the young person needs to be accommodated on a longer term basis and identify any other support needs they might have.

Following the completion of the child and family assessment a plan will be put in place to either support the young person to return home with a package of mediation, or if it is agreed that the threshold to become a looked after person under S20 of the Children Act 1989 is met on a long term basis the Social Worker will take time to fully explain their rights to become Looked After under Section 20 of the Children's Act 1989. Realistic and full information about the package of support that the young person can expect as a

looked after child and, subsequently, as a 'former relevant' care leaver (as defined in section 23C (1) of 1989 Act) is provided along with information regarding the assistance available to them if they do not become looked after. The young person is required to complete this section of the application to indicate if they do or do not wish to become a looked after child. If the young person elects not to take up S20, they may be offered a child in need plan, or can elect not to have any social care involvement at this point. It is made clear to the young person that they can request a reassessment at anytime up until their 18th birthday.

If the young person is at risk of becoming homeless in the future, for example because of conflict within the family home, children's services will determine what support is required depending on the circumstances and the needs of the young person and their family.

The provider will discuss the young person's rights to S20 periodically during their stay at support plan reviews or following an incident, and the young person will have the option to change their mind. In these cases a referral will be made to Children's Social Care via the MASH.

Where a 16 or 17 year old decides that they do not wish to be provided with accommodation by children's services under S20, they are still eligible to access the range of supported accommodation services in Nottinghamshire. There is no requirement for the 16/17 year old to approach housing services for accommodation. Every 16/17 year old that accesses supported accommodation will have a plan in place setting out the support or services that will be provided to meet their needs. This may be a support plan, child in need plan or LAC pathway plan.

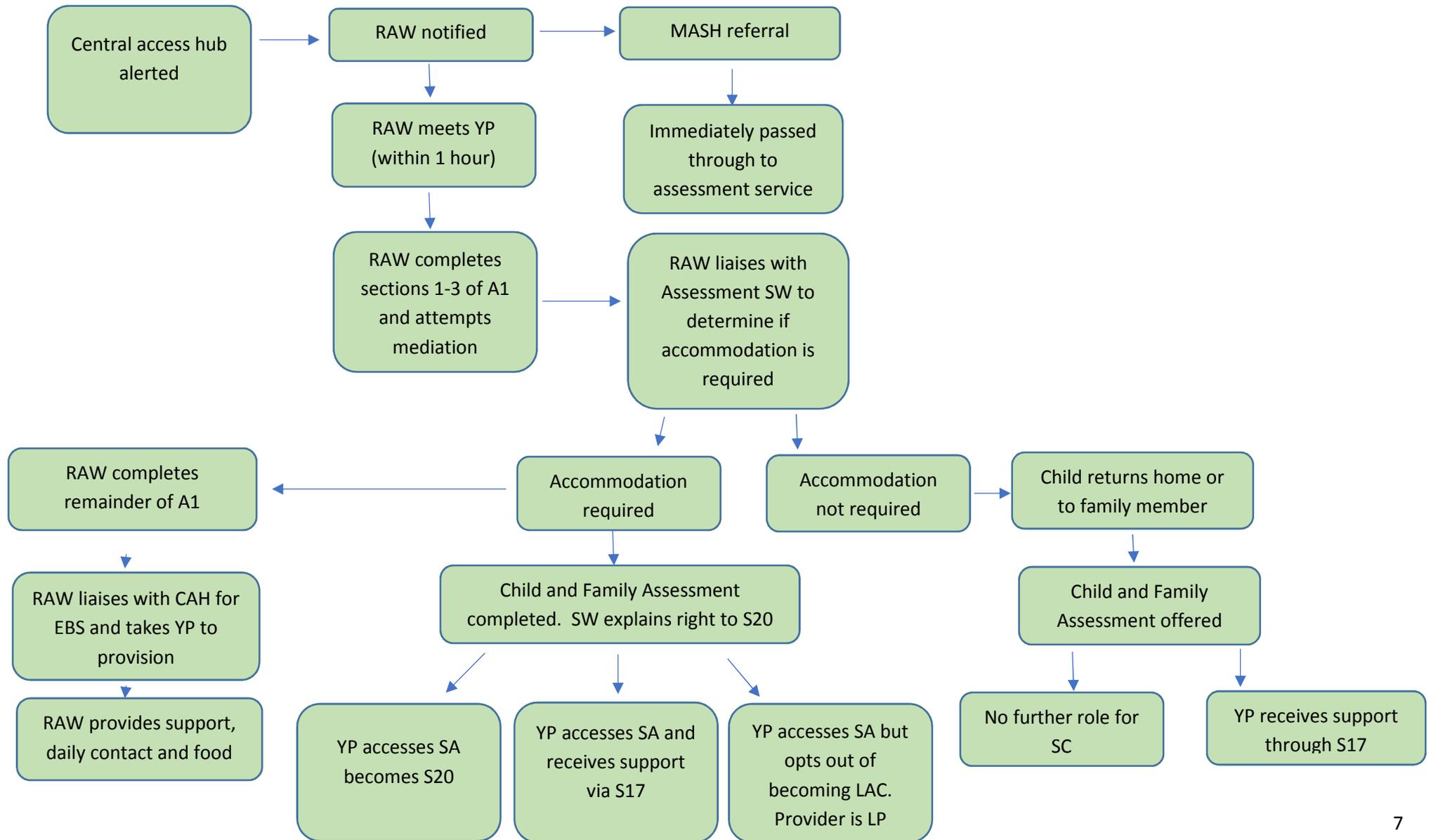
There are 4 identifiable exit pathways for homeless 16/17 year olds young people at the initial stage:

1. Return home (with or without support) or to stay with family/friends;
2. Support into appropriate supported accommodation - young person becomes Looked After (Section 20 Children Act 1989);
3. Support into appropriate supported accommodation (Section 17 Children Act 1989);
4. Support into appropriate supported accommodation (young person refuses all social care intervention and accesses support through the commissioned provider)

Whichever pathway is decided, it is critical that an effective plan to support the young person is agreed and implemented, and that the young person is fully informed about the decisions made and why.

The flow chart on the following page offers a visual representation of the process.

Homeless 16/17 year old (no current social care involvement)



If the young person is 16 years old but remains at statutory school age, then this will remain the responsibility of Children's Social Care, and a placement in foster care or residential care will be sought if required, or alternatively an individual placement will be commissioned via the approved providers on the High Needs Dynamic Purchasing System (DPS). Statutory School age ends on the last Friday in June of the young person's final year of statutory education Year 11.

A young person in housing crisis should receive a consistent, immediate and practical response, from which ever agency they approach, they should not be asked to present elsewhere for an assessment. Young people may present at:

- Children's social care
- Housing
- Voluntary agency
- Self referral to accommodation provider.

If the young person approaches the LA District or Borough Housing Department, voluntary agency or provider an A1 assessment will be completed and forwarded through to the Central Access Hub who will assign a rapid assessment worker to complete a more detailed assessment and support the young person to access emergency accommodation.

Bed and Breakfast accommodation or hotels and nightly let accommodation are not used or considered suitable for any 16 or 17 year old. This approach has been in place in Nottinghamshire since the joint working protocol was first established in 2012 and is in line with the Homelessness code of guidance of local authorities (Chapter 17 – Suitability of accommodation 17.40)

16 and 17 year olds who may require accommodation with children and/or partners

The support and accommodation needs of 16 and 17 year old should be assessed in the context of their relationship with a partner or as a parent of a dependent child or children. Supported accommodation is available to couples and teenage parents in cluster accommodation with visiting support. There is very limited provision within the main services for emergency accommodation for teenage parents, if this is required a bespoke placement will be commissioned via a list of approved providers.

Homeless young people who are unaccompanied asylum seekers without a parent or guardian with responsibility for their care, and other non UK nationals who are not 'eligible' for assistance under homelessness legislation must also be provided with accommodation and support by children's services, these children will become looked after, and can access supported accommodation.

Broxtowe Youth Homelessness

As part of the wider homelessness prevention agenda, Broxtowe Youth Homelessness (BYH) are commissioned by some of the Nottinghamshire Districts/Boroughs to provide homelessness prevention workshops to year 10 and 11 students.

The 'Home Street Home' workshops breakdown stereotypes, raise awareness but also equip young people with the knowledge they need to seek support should it ever happen to them or anyone they know.

The workshops are delivered by a trained member of the BYH staff team and a Peer Educator, a young person who has a lived experience of homelessness and has now

training as a volunteer to deliver their story in the schools. BYH Peer Educators focus on the realities of living independently at a young age, but also the importance of seeking support as early as possible.

Feedback from the students show that after the workshops they have increased knowledge about homelessness, but specifically alternatives to sleeping rough and where to access support. Each student is also provided a copy on 'On Your Feet', the BYH magazine. This contains further stories from our young people, more information about different types of homelessness and information on support services.

Homeless Prevention for young people aged 18 and above

Whilst NCC takes responsibility for accommodating all homeless 16 or 17 year olds, the LA housing authorities take the lead responsibility for prevention and relief of homelessness for 18-21 year olds. Homeless or vulnerably housed young people aged 18 and over may be referred into the Central Access Hub and may access supported accommodation.

The Homelessness Reduction Act 2017 came into effect on 3rd April 2018, and has brought significant changes which include:

- An extension of the period during which an authority should treat someone as threatened with homelessness from 28 to 56 days.
- Clarification of the action an authority should take when someone applies for assistance having been served with a section 8 or section 21 notice of intention to seek possession from an assured shorthold tenancy.
- A new duty to prevent homelessness for all eligible applicants threatened with homelessness, including providing a personal housing plan and keeping such assessments under review until any accommodation duty is discharged.
- A new duty to relieve homelessness for all eligible homeless applicants.
- A new duty on public services to notify a local authority if they come into contact with someone they think may be homeless or at risk of becoming homeless.
- Provision of personal assessments.

The new Act also extended and strengthened the existing duty to ensure advisory services are tailored to meet the needs of the most vulnerable groups:

SECTION 179 (2)

New extended advice duty obligates housing authorities to tailor advice and information services to meet the needs of vulnerable groups of people within their district, where needs are "more than just a need for a roof", including and in particular:

People released from prison or youth detention

Care leavers

Former members of the regular armed forces

Victims of domestic abuse

People leaving hospital

People suffering from a mental illness or impairment

Any other group that the authority identify as being at particular risk of homelessness in their district

How to access help available should be made clear and arrangements must be made for applicants to access help at all times during normal office hours and outside normal office hours, 24 hours per day.

Applications for homelessness assistance can be made in person, over the telephone or through a third party, and to any department of the local authority, they do not have to be expressed as explicitly seeking assistance under part of 7 of the Housing Act. As long as communication seeks accommodation or assistance to find accommodation in and includes details that give the housing authority “reason to believe” a person might be homeless or threatened with homelessness, this will constitute an application. A Duty to refer can also be made.

The Homeless Reduction Act also imposed a new duty on public authorities with effect from 1 October 2018 which is known as the Duty to Refer. The new duty, in accordance with Section 213B of the Act requires all public authorities to notify the local housing authority of a service user if they consider that person may be homeless or become threatened with homelessness within 56 days. The referral in itself does not constitute an application, however housing authorities should make contact with the person and determine whether they have “reason to believe” the person is homeless or threatened with homelessness. Before making a Duty to Refer, the public authority must:

- Have consent to do so from the individual concerned (if consent not given, the referral cannot be made)
- Allow the individual to choose which housing authority in England they wish to be referred to
- Have consent from the individual to share their contact details with the housing authority in order that they can be contacted once the referral has been received

The public authorities subject to the new duty are specified in The Homelessness (Review Procedure) Regulations 2018 and are listed below:

- Prisons
- Youth Offender Institutions
- Secure Training Centres
- Secure Colleges
- Youth Offending Teams
- Probation Services (including community rehabilitation companies)
- Jobcentre Plus
- Social Services authorities (Nottinghamshire County Council)
- Emergency departments, urgent treatment centres and hospitals in their function of providing inpatient care
- Secretary of State in relation to members of the regular armed forces ie Royal Navy, Royal Marines, Royal Air Force and Army

On receipt of an enquiry, where the local authority has “reason to believe” an applicant is homeless or threatened with homelessness within 56 days, it must carry out inquiries into the circumstances of the individual’s case to satisfy itself that this is the case. Where the local authority is satisfied a person is threatened with homelessness, they will be owed what is known as a “Prevention Duty”.

PREVENTION DUTY

Applicants who are eligible and threatened with homelessness must have an assessment of their situation in accordance with section 189A of the Act, which includes assessing:

- (a) the circumstances that have caused them to be homeless or threatened with homelessness;
- (b) their housing needs, and what accommodation would be suitable for them, their household and anybody who might reasonably be expected to live with them; and,
- (c) the support that would be necessary for them, and anybody who will be living with them, to have and sustain suitable accommodation.

Housing authorities and the young person should work together to identify reasonable steps to take which will prevent the applicant's homelessness, and a personalised housing plan containing these will be issued.

Where a local authority is satisfied a young person is homeless, they will be owed what is known as a "Relief Duty". The Relief Duty requires the local authority to provide interim accommodation in accordance with Section 188 of Housing Act 1996 to those who are deemed to be eligible, homeless and in priority need whilst fulfilling relief duty. The Housing Authority must then take "reasonable steps" to help the applicant secure suitable accommodation with a reasonable prospect that it will be available for their occupation for at least 6 months and issue a personalised housing plan. This applies regardless of whether applicant might be "intentionally homeless".

The housing options team may complete an A1 referral if the young person is aged between 18-21 and requires supported accommodation.

PERSONALISED HOUSING PLANS

The Homeless Reduction Act placed a duty on Local Authorities to develop Personalised Housing Plan for each household to provide a framework for the applicant and the Local Authority to work together to identify appropriate actions to prevent or relieve homelessness

Local authorities must keep the assessment and PHP under review throughout the prevention and relief stages but specifically if:

a plan was made at prevention stage and the applicant becomes homeless (as different steps will be required)

there is new information, a change in circumstances or the local authority becomes aware that information on which the plan is based is inaccurate

the local authority believes the applicant is not co-operating with the plan

it has been decided that the applicant is intentionally homeless and so no main housing duty is owed

There are no prescribed timescales for carrying out reviews – these will depend on each applicant's circumstances and the level of support needed by them (eg an applicant facing eviction is likely to require more regular reviews than a person who is living with parents). Reviews can be carried out by face to face interview, telephone, email or other means and

applicants have a right under Section 202 of the Housing Act 1996 to request a review of the reasonable steps included in their PHP however local authorities should encourage applicants to raise concerns and work to resolve these to minimise the incidence of a review.

Applicants cannot face consequences for failing to take steps which have been deemed no longer appropriate on review as Reasonable steps should be practical and realistic and take into account local housing markets and availability of support services – eg steps limiting accommodation searches to unaffordable areas or relying on services not available in the district are unlikely to be reasonable

Reasonable steps are either mandatory or recommended. MANDATORY steps are those which applicants and local authorities are REQUIRED to take to prevent or relieve homelessness whereas RECOMMENDED are those which MAY be taken

In contrast to the narrow focus of MANDATORY steps, RECOMMENDED steps should have a much broader purpose which allows the applicant to address wider needs or increase their housing options in the future. Local authorities must try to agree mandatory steps with the applicant because if a step cannot be agreed it cannot be recorded in the PHP as reasonable

Reasonable steps will vary according to each applicant and each local authority.

If an over 18 year old presents at a supported accommodation service, an A1 will be completed and sent to the Central Access Hub for processing, but in addition to this, consent will be sought to refer to the local borough or district homelessness team via <https://live.housingjigsaw.co.uk/accounts/>

If a young person is over the age of 18 and is living in supported accommodation and is struggling to manage the tenancy, and is likely to be served notice or has been served with notice, the provider will seek consent to refer the young person through to the local borough or district homelessness team for homeless prevention. A referral can be made up to 56 days before the young person will become homeless.

Care Leavers

As part of our Local Offer for Nottinghamshire Care Leavers, Nottinghamshire County Council and the seven district councils agree together that where possible there will be an active avoidance of presentations of homelessness for care leavers, and that together we will undertake preventative measures and actions to avoid this pathway. However, we also recognise that at times, this is not possible, and so when care leavers are at risk of or experiencing homelessness then there will be communication and co-production with the relevant identified district council with Nottinghamshire's Leaving Care Service to discuss the young person's support needs, accommodation needs and circumstances to then explore how we can work together to plan for and secure appropriate accommodation.

All seven district councils in Nottinghamshire have identified 'care leaver champions' in their Housing and Homelessness Departments, who will act as a first point of call for the Leaving Care Service when co-ordinating issues for care leavers around homelessness.

Care leavers who are at risk of or experiencing homelessness may be referred into the Central Access Hub and may access supported accommodation or an Emergency Bed Space if this is appropriate and available.

Local Offer for Care Leavers

In accordance with the Children and Social Work Act 2017, Nottinghamshire has developed a comprehensive [Local Offer for Care Leavers](#). This Local Offer is available to all young people who are care leavers towards whom the local authority had duties under section 23C of the Children Act 1989 and therefore have qualified for services from the Nottinghamshire Leaving Care Service.

21Plus Service for Care Leavers

As of April 2018, Nottinghamshire Social Care have a duty to offer Personal Advisor support to all care leavers up to their 25th birthday, irrespective of whether they are engaged in education or training. There is no assumption within the new legislation and guidance that all care leavers aged 21 – 24 years of age will require or request support from Nottinghamshire Social Care. It is also recognised within the guidance, that although young people will have varying needs depending on their personal circumstances, that the expectation is that support and services will taper away over time, in recognition of the young person's growing maturity and need for independence.

However, if Nottinghamshire Social Care are approached by a former Nottinghamshire County Council care leaver who is aged 21 – 24 years old at the time of contact, then there is a duty to proportionately assess their needs and to develop and review a pathway plan (if required). This will not be at the same level of support for those care leavers aged 18 – 20 years but will be more as a positive response to a request from a qualifying care leaver who may be struggling with their transition into independence and adult life and require some targeted and brief additional support, advice and guidance.

Nottinghamshire Social Care have located this support service within their current Leaving Care Service and it is called the 21Plus Service. Nottinghamshire Social Care's 21Plus Service will be in the form of support, advice and guidance offered to qualifying young people when requested either via advice and guidance or if a needs assessment is required then this will be by a dedicated 21Plus Personal Advisor who will act Countywide in response to the duty placed on Nottinghamshire Social Care.

There is no new duty requirements for Nottinghamshire Social Care to fund accommodation costs for emergency housing if a Nottinghamshire care leaver identifies as being homeless. However, Nottinghamshire County Council are committed to working together with our partners to try and avoid former care leavers experiencing street homelessness. Therefore, as part of the Nottinghamshire Care Leaver Offer, if a Nottinghamshire care leaver aged 21 – 24 years old, presents as homeless, then the 21Plus Service will assist with advocating, signposting and can offer assistance with applying for temporary or emergency accommodation.

As it currently stands there is no provision for supported accommodation for care leavers over the age of 22 within this model. Visiting support will be provided by the supported accommodation providers if a Care Leaver is able to find suitable accommodation. A review of the 16+ provision is due to take place during 2020, and this gap in provision should be considered during the review.

Nottinghamshire Public Health commission homeless services for adults which care leavers could access if they were homeless and were in need of supported accommodation or alternatively care leavers can approach the District and Borough Councils to make a homelessness application.

Homelessness Prevention Personal Advisor

Since 2019, the Ministry of Housing, Communities and Local Government (MHCLG) have funded a Personal Advisor in Nottinghamshire's Leaving Care Service specifically identified to offer advice and guidance for care leavers in relation to homelessness and homelessness prevention. The Homelessness Prevention Personal Advisor (HPPA) is linked directly to those care leavers aged 21 – 24 years old who are at risk of or experiencing homelessness in order to work with other agencies to help prevent or resolve homelessness. In addition, if a care leaver aged 18 – 20 years is at risk of homelessness, then their allocated Personal Advisor within Leaving Care will link with the HPPA to access consultancy, advice and guidance. The HPPA is currently funded by the MHCLG until 31st March 2021.

Section 2: Pathway and Service Provision

Nottinghamshire Pathway Model

The pathway model was developed in 2015 (shown below on page 17).

Eligibility

The following groups of people are eligible to access supported accommodation:

- Looked After Children moving on from residential care or foster care as part of a planned move or following a placement breakdown
- Care Leavers up to the age of 21
- Homeless and vulnerably housed 16/17 year olds
- Homeless and vulnerably housed 18-21 year olds with additional other vulnerabilities (Pregnancy; Leaving Criminal Justice System).

All young people accessing the service must have a local connection to Nottinghamshire.

Access

In order to access the service a standardised referral and assessment form (A1) must be completed for all young people wishing to access Supported Accommodation.

Young people told us that they didn't want to repeat their story repeatedly when filling in housing and support referral forms, so in response to this we worked collaboratively with providers to design a standardised referral and assessment form. They also told us that they didn't want to be passed from pillar to post or told to go somewhere else when they were in a housing crisis, so all referrers should now capture sufficient information on the assessment form to enable the young person to access services.

The A1 assessment can be completed by various referring agencies including: District/Borough Homelessness teams, Supported Accommodation Providers, Social Workers, Leaving Care Personal Advisors, Early Help Unit or the Council's Family Service Rapid Assessment Workers.

The A1 assessment must identify the young person by initials only and be completed with sufficient information to enable to the central access hub (CAH) to assess the priority and complete the score sheet. If the A1 assessment has not been adequately completed, the CAH will return it to the person/organisation that completed the assessment to request additional information.

Out of County referrals

LAC with a local connection to Nottinghamshire but accommodated by another local authority may enter the model. Agreement must be reached regarding payment of the journey fee and rent prior to moving into the service.

Homeless 16/17 year olds that have previously lived outside of Nottinghamshire but have moved into Nottinghamshire must be referred to the MASH, the duty to assess the young person lies with Nottinghamshire in the first instance, and emergency accommodation will be offered whilst discussions to prevent homelessness with the originating authority will take place. These enquiries may be able to establish whether it may be possible for the young person to return to the 'home' district and if the 'home' authority is able to take over

the assessment of the young person's needs so that the young person is assessed in a familiar setting close to their family and friends. A travel warrant will be made available to reconnect the young person home if required, subject to an assessment of the young person's maturity and any risks to their safety during any travel home.

Central Access Hub

The Central Access Hub (CAH) plays a vital role within the supported accommodation pathway. All referrals for emergency and supported accommodation are processed via this team, and they liaise closely with the providers, lead professionals, rapid assessment workers, and districts and boroughs to ensure immediate access to emergency accommodation is available and longer terms housing options are identified.

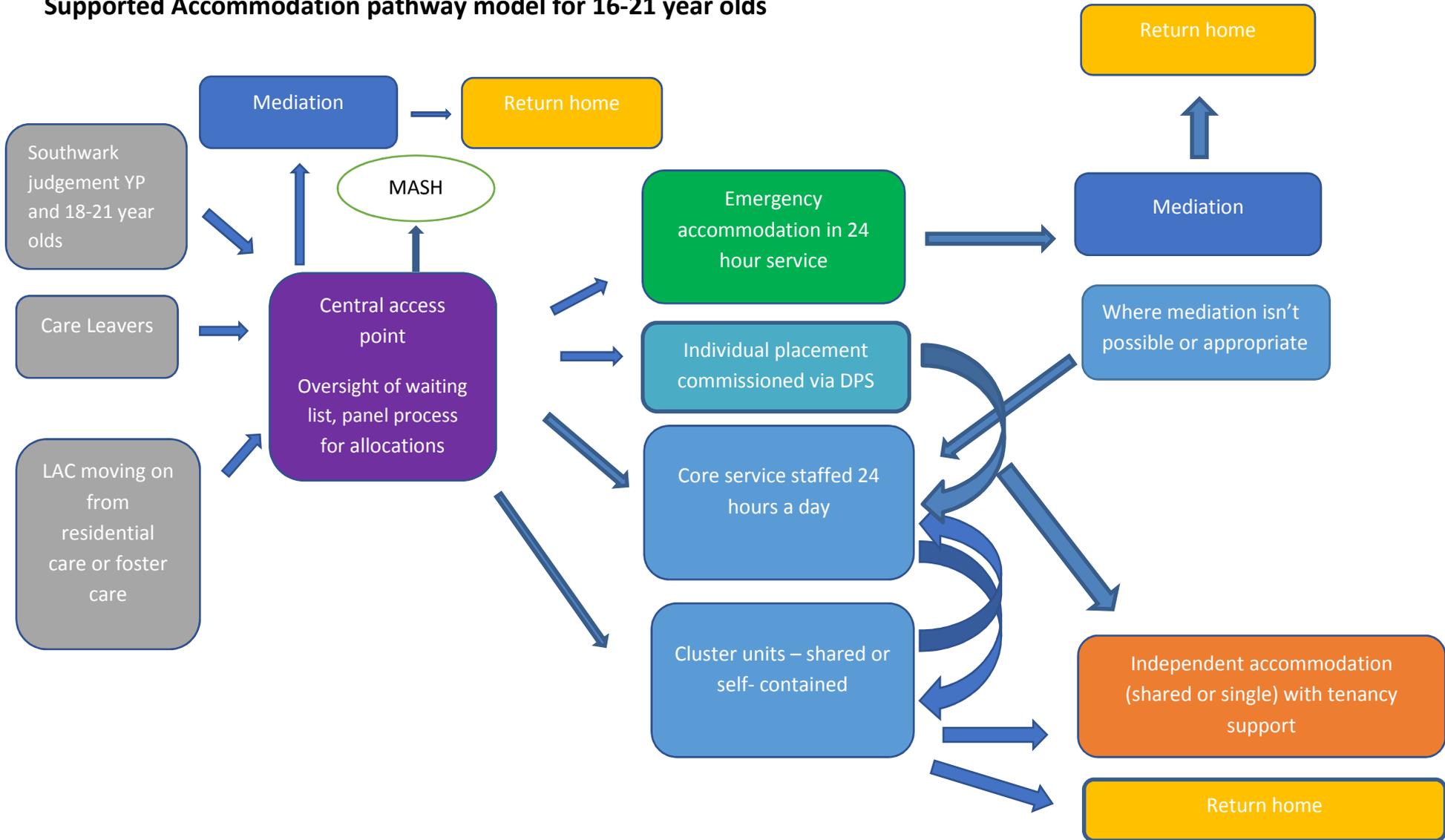
Whilst the main supported accommodation provision is available to all groups mentioned above, the emergency accommodation is limited to the following groups of people:

1. Homeless 16/17 year olds, this includes people who are temporarily staying with friends or family or are living in very overcrowded conditions, as well as people who are rough sleeping or living somewhere they have no legal right to stay.
2. 16/17 year old Looked After Child where there has been a placement breakdown.
3. Existing service user that has been asked to leave a service with 24 hours' notice following a major incident
4. Care Leavers (18-21)
5. Adoption placement breakdown

Further details regarding emergency and supported accommodation are provided in the Service Provision section of this document. It is anticipated that most young people will enter into the service via the Core setting (where staff are on site 24 hours a day), although it is recognised some young people can demonstrate the independence skills to manage in cluster accommodation (where staff provide visiting support but are not based at the accommodation). If the young person has accessed the Core accommodation, the likely pathway will be to move from core to cluster and then onto move on accommodation. Depending on the needs of the young person a move back into core from cluster accommodation might be required.

Maintaining throughput through services is essential, and it is anticipated young people will move on from supported accommodation to return to live with family or friends, or move into shared or independent tenancies.

Supported Accommodation pathway model for 16-21 year olds



Service provision

The County Council has two key arrangements in place for the commissioning of different elements of supported accommodation which Homeless 16- and 17-year olds, Looked After children and Care Leavers aged 16 -21 can access as part of their transition to adulthood.

There are two types of placements available:

1. The main 16+ provision has 234 units of accommodation for homeless 16/17-year olds, Looked After Children and Care Leavers transitioning from residential or foster placements and vulnerable homeless young people aged over 18. This service consists of 'Core' and 'Cluster' accommodation. The Core service has staff on site 24 hours a day and has appropriate levels of staffing to support young people presenting with a range of needs. In addition to the Core service, there are cluster units of accommodation throughout the County, some of which are self-contained but the majority of which are shared accommodation. These units have visiting support to the level required by the young person. In most cases a young person will require a core setting initially but following a period of stabilisation the young person will have developed sufficient independent living skills to be placed into cluster accommodation.

All LAC and Care Leavers requiring supported accommodation will be referred into the main provision, unless there are exceptional circumstances which mean it would not be safe to access the main provision. Children's Services Group Manager approval needs to be given prior to seeking a placement via the High Needs DPS.

There are three contracts delivered by two providers covering the whole of the County. They are based on a locality model covering the following areas:

- Mansfield and Ashfield
- Newark and Sherwood and Bassetlaw
- Gedling, Broxtowe and Rushcliffe

Emergency accommodation is located in a unit/room within a core service which is staffed 24 hours a day.

The emergency accommodation will include provision of a room and support and miscellaneous items to support the young person in an emergency e.g. bedding, and toiletries. The RAW will be able to assist with the provision of food whilst the young person does not have access to any benefits. A maximum of £30 per week can be spent (following prior agreement from the CAH) to purchase food.

Emergency accommodation is intended to be for a maximum of 3 weeks.

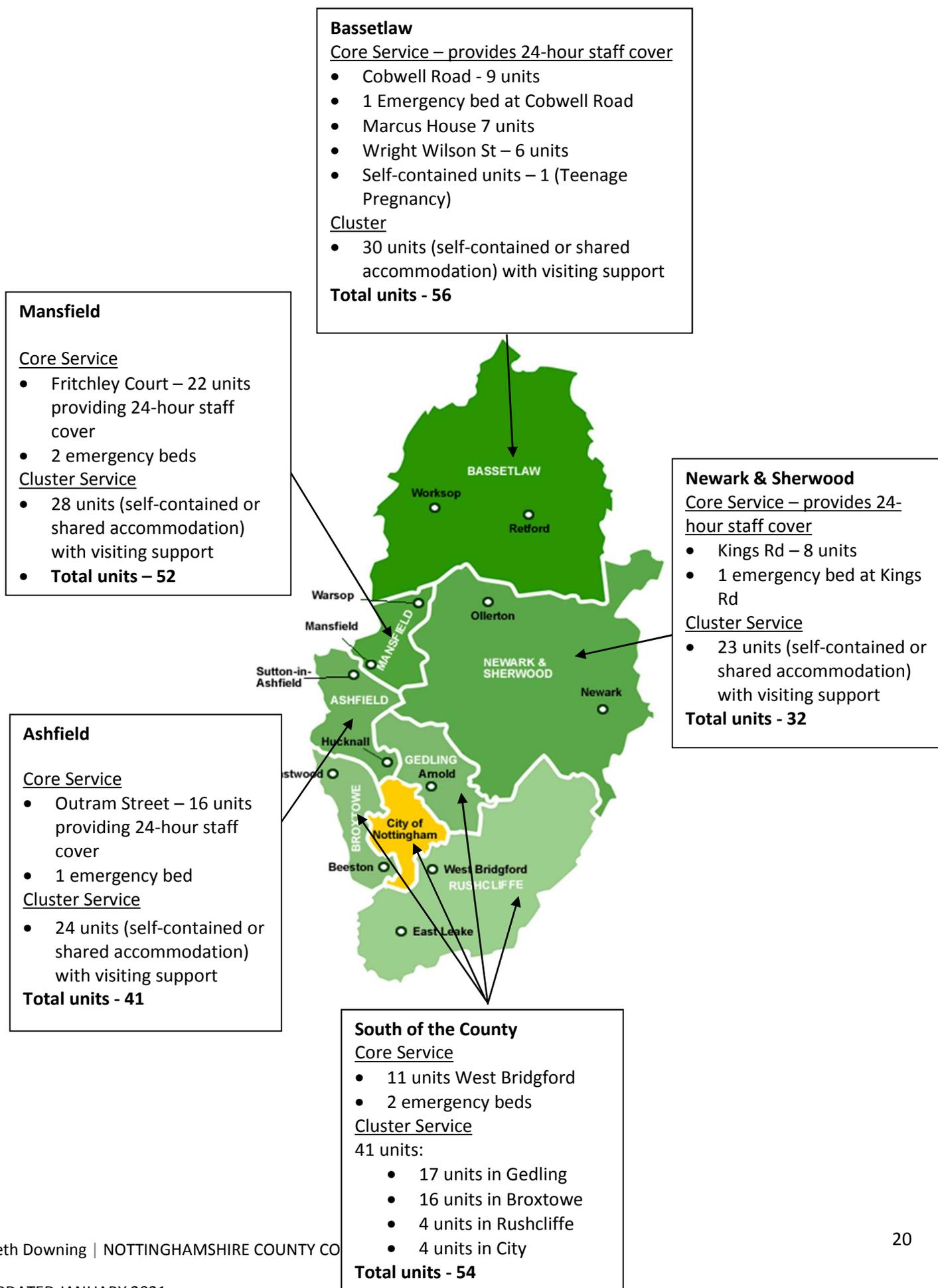
2. Individual placement agreements commissioned via a Dynamic Purchasing System (DPS) with approved providers that can provide support to Looked After Children who need a greater level of support than is readily available within the main 16+ provision. It is likely that service users will have multiple and complex needs and may require a solo placement with staff on site up to 22 hours a day. A placement is sourced from the DPS where the young person's needs can't be met within the main provision due to either a lack of capacity

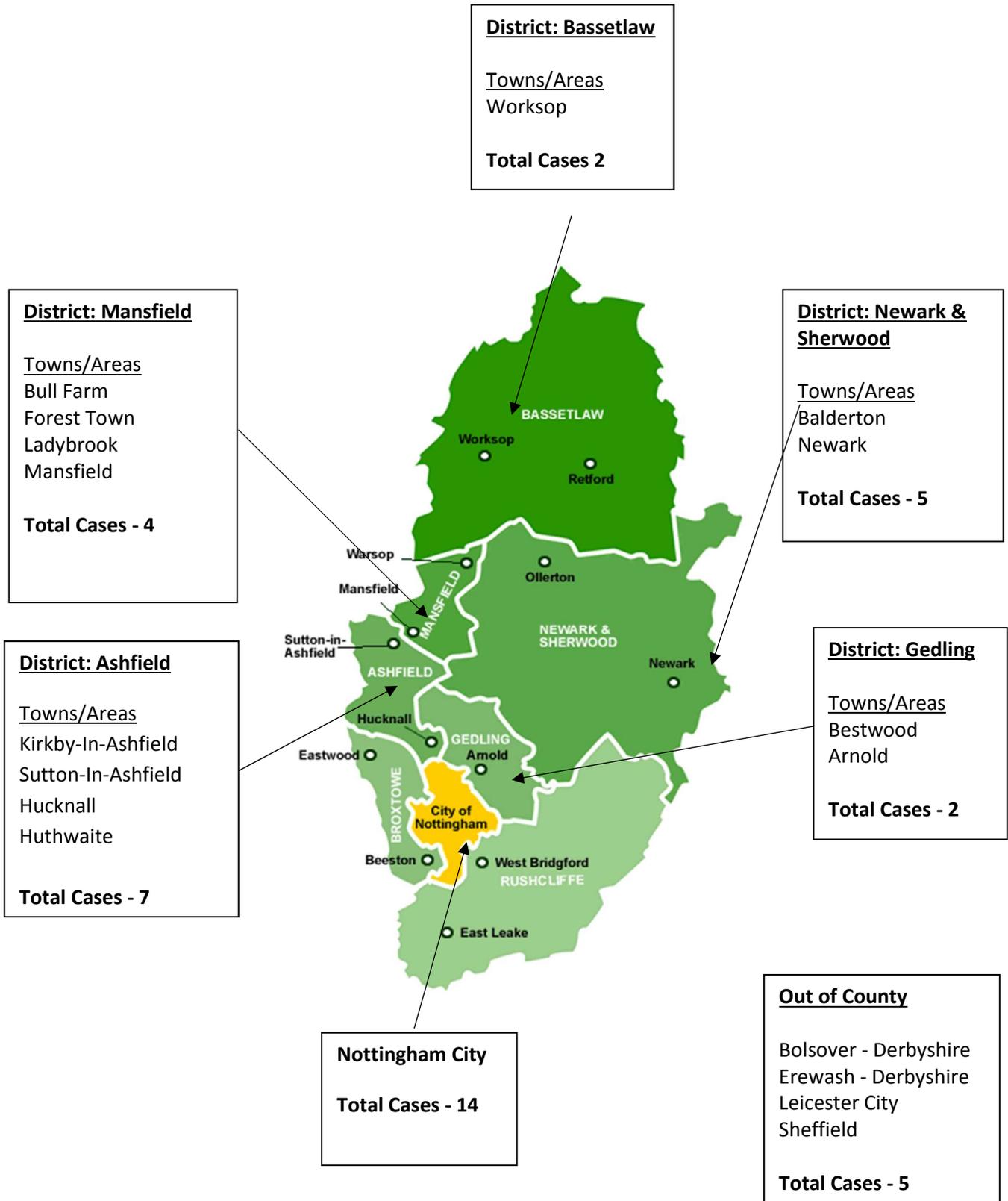
(emergency beds) or the risks posed can't be managed in the existing core settings. Typically, a young person would spend between 3-6 months in a DPS setting before transitioning into the main provision.

The maps below show the geographical location of young people in placements commissioned through the via the main provision and also the DPS, including both district and the specific town/area. However, it should also be noted that there are DPS placements, which are out of County.

The numbers of units available within the main provision and their location remain constant, however the DPS placements are commissioned on an individual basis and therefore these vary. The information in the map below was accurate as of 01 June 2020.

Supported Accommodation 16 + – Map of core and cluster provision





Section 3: Operating Model

All referrals for emergency and supported accommodation (main provision or high needs provision) are processed by the CAH. Referral routes are provided in Appendix 2- referral routes

The process for accessing supported accommodation is represented in the flow chart Appendix 3.

Emergency referrals

For emergency referrals the following process is followed:

Once the A1 is completed, the lead professional or RAW will liaise with the CAH regarding available emergency accommodation. The CAH will alert the supported accommodation providers of the emergency referral and will capture as much information as possible about the young person and will add this to the A1. Checks will be made on Mosaic and Capita for risk, health and vulnerability information. Information will be shared that is proportionate, relevant and timely and in accordance with the Data Protection Act 2018. All A1's will be anonymised in line with GDPR to avoid identifiable personal data being shared. A1's will be emailed to commissioned providers via secure email.

Supported Accommodation Providers will accept all Emergency Referrals to their Emergency Provision unless there is an immediate threat to the safety of staff or other young people in the service.

There will be no waiting list for emergency accommodation as the service is required to accommodate all young people requiring emergency accommodation. In circumstances where there is no emergency accommodation available the CAH will identify if there are any suitable voids within a core service and will liaise with the Provider about access. If this is not possible a referral through to MASH will be necessary for 16/17 year olds, and a DPS placement will be identified. Discussions with the Leaving Care team will take place and alternative accommodation sought for Care Leavers.

The lead professional or RAW will accompany the young person to the accommodation and remain with the young person whilst relevant information planning and introductions take place. The lead professional/RAW will make daily contact with the young person whilst in emergency accommodation, and will provide ongoing mediation and/or liaise with the CAH regarding a longer term placement into Supported Accommodation.

Offers of emergency accommodation are made on the basis that it is an 'emergency' and therefore it would be atypical for this offer to be refused. Where an offer of emergency accommodation is refused, a reason must be given and only in exceptional circumstances will a second offer will be made.

Decisions will be made at Supported Accommodation Panel regarding the longer term housing and support options for people in emergency accommodation. There is no requirement for the provider to keep the young person in their service beyond the 3 week stay in emergency accommodation. If the young person has been in emergency accommodation for 3 weeks and no alternative suitable placement can be found the young person may be required to move to another emergency bed space closer to their location of choice. Agreement must be reached at Supported Accommodation Panel to keep a young person in an emergency bed space beyond the 3 week maximum timescale if the lead professional or team manager can present a case for this.

Where the young person has no other lead professional, and has moved into Supported Accommodation the Rapid Assessment Worker will close the case, with the Supported Accommodation Keyworker becoming the lead professional.

The A1 score sheet should be processed and the young person added to the waiting list.

Due to the high demand for emergency accommodation, there is an expectation that the young person will utilise the accommodation on a daily basis. This message should be made clear to the young person at the point of access to the service, and if the bed space isn't used (daily), it will be withdrawn and offered to another young person in housing crisis.

The emergency accommodation should not be held as a 'place of safety' when the young person has clearly stated their intention not to return.

Emergency accommodation provided through the High Needs DPS

The CAH will alert the young person's lead professional that an emergency placement is not available within the main provision, and Group Manager approval will need to be given to seek an individual placement via the High Needs DPS. An anonymised A1 (in line with GDPR) will be sent out via the tendering portal identifying the requirement for a same day placement. The CAH will inform the social worker that this placement is for a maximum of 3 weeks, whilst longer term housing options can be identified. The social worker must notify the young person that this is not a long term housing option and there is an expectation that the young person will move within 3 weeks.

For full information regarding the steps involved in the sourcing of DPS placements please refer to the DPS referrals process (Appendix 4a)

Out of hour emergency referrals

For emergency referrals received out of hours, the Emergency Duty team (EDT) will contact the Providers directly via telephone to establish which emergency accommodation is available and will pass on risk and vulnerability information which will include:

- Dangerous behaviours exhibited by the young person
 - Have they caused harm to others
 - Level of violence of young person
 - Damage to property – particularly any history of arson
- Any risk the young person may pose to others living in the accommodation or to staff.
- Mental health issues
 - Any self-harming behaviours
 - Known suicide attempts
 - Detention under the Mental Health Act
- Any substance or alcohol misuse
- Sexually harmful behaviour to others
- Risk of CSE or previous victim of sexual assault
- Vulnerability to risk for others

EDT will make arrangements to get the young person to the accommodation.

EDT and the provider should contact the CAH to advise a young person has been placed in an EBS. The lead professional should complete a full A1 assessment at the earliest opportunity and daily contact should commence.

The CAH should process the A1 when this is received and add the young person to the waiting list.

If there are no emergency beds available within the main provision, EDT will contact DPS providers via telephone to arrange a placement.

Planned Moves

A waiting list will be held by the Central Access Hub and will be sent to providers on a weekly basis. The waiting list will be ranked in order of priority and providers should make offers of accommodation based on this waiting list. Young people give signed consent for their data to be shared in this form.

The CAH will score all A1s and will send the A1 and the score sheet to the relevant Provider(s) and will manage and maintain the waiting list.

Prioritisation system

A points based prioritisation model has been agreed by members of the Youth Homelessness Forum, NCC Public Health and Providers. This is used to determine who has the greatest housing and support need.

The prioritisation system is designed in a way that gives 16-17 year olds, care leavers and looked after children greatest priority.

The referral with the greatest number of points will be considered to be the highest priority. If two referrals are allocated the same number of points, the length of time on the waiting list will be the deciding factor.

Points will be allocated in the following way:

16-17 year old	10 points
Care leaver/Looked after Child	10 points
Planned move on from Residential Home	10 points
Planned move on from DPS	8 points
Is at risk of becoming LAC	3 points
Adoption breakdown	8 points
No settled accommodation including roofless or NFA	8 points
Leaving Prison	No points are awarded, but will always be prioritised for a move into service
Physical or Learning Disability	5 points
Mental Health issues Tier 2	3 points
Mental Health issues Tier 3 or 4	5 points
Teenage parent or pregnant	10 points
Fleeing violence	5 points
Substance misuse	3 points

Not in Education, Employment or Training (NEET) or at risk of becoming NEET due to current circumstances	1 point
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On receipt of an A1 for a planned move into service, the CAH will review the A1, complete the score sheet, carry out checks to Mosaic and Capita and add the young person to the waiting list. Where there is no lead professional involved in CSC the RAW will meet with the young person to check accuracy and add information to the A1 and will contact the young person on a fortnightly basis to obtain an update about their housing situation whilst they are waiting to be made an offer.

If the case is particularly complex and the family requires a holistic assessment and coordination of services by an Early Help Case Manager then a referral will be made to the Early Help Case Management Team. When a place becomes available practical support around the move to supported accommodation will be provided by the RAW/EH Case Manager.

Where there is a lead professional involved in Children’s Social Care the Provider will liaise with the CSC lead professional and young person to arrange service visits and a date to move into the service, following decision at Supported Accommodation Panel.

A balance should be struck between ensuring sufficient throughput from the emergency bed, by prioritising young people in emergency beds for the next available bed space within the core/cluster units, against prioritisation of people on the waiting list for planned moves. Ideally a young person will move in from the waiting list, and then the next available bed space will be allocated to someone in the emergency bed.

Consideration and further prioritisation points can be awarded for LAC which are due to turn 18 within a 3 month period to ensure they are able to transition into services prior to their 18th birthday.

Over 18s with no lead professional

The CAH will review the A1, complete the score sheet, carry out checks to Mosaic and Capita and add the young person to the waiting list. The provider will liaise directly with the young person to offer a bed space when one becomes available (in line with the scoring prioritisation system and waiting list. No support will be provided by the Family Service. The CAH will attempt contact on a monthly basis to ascertain whether supported housing is still required.

Planning for custody leavers

The CAH will always try and prioritise custody leavers and where ever possible will identify an address prior to release (16/17 year olds and care leavers). When the release date is known the A1 assessment should be submitted, which should allow adequate time for planning.

A sum of £10,000 was awarded to Nottinghamshire County Council in 2017 to support Youth Justice offender resettlement. Once a suitable bed space has been identified this money can be used to hold the bed space for up to 4 weeks by covering the rental income, and by doing so the space can be guaranteed on release. The leaving care service will also mirror this approach where required.

Once a bed space has been identified the provider will arrange to meet with the young person prior to release to start to build a relationship and discuss expectations of living in supported accommodation.

If the young person is not suitable to access the main provision a high needs placement will be sought. If planning for release is particularly complex a bespoke package may be requested which would involve paying a retainer or fee to keep a bed space available for release.

Supported Accommodation Provider

Main provision

The Provider will review the information contained in the A1 and the young person will be given the opportunity to visit the service at this stage. Service visits will usually take place at the Core provision and gives an opportunity for the young person to see the accommodation and staff are able to have an informal chat regarding the service that can be offered.

The Supported Accommodation Provider will liaise with the Lead Professional regarding the young person's housing preference. The decision sits with the Provider regarding the type of provision that will be offered i.e. Core or Cluster.

The Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within 48 hours, and will notify the Central Access Hub of the outcome. If the Supported Accommodation Provider does not accept the referral, an explanation of the reasons will be given to the Central Access Hub and a discussion held at the Supported Accommodation Panel the following week.

High Needs DPS provision

High Needs Providers respond via the tendering portal and their responses are evaluated by the CAH and Social Worker to identify the winning bidder. The social worker will facilitate the young person to access the accommodation.

For full information regarding the steps involved in the sourcing of DPS placements please refer to the DPS referrals process (Appendix 4b)

Offering Choice

The A1 assessment requires the young person to state a preference on which locality they wish to be supported.

Main provision

The A1 also has the option to select the preferred type of accommodation (either core or cluster). Offers will be made based on these selections. If the young person turns down an offer of Supported Accommodation, a reason must be given. This will be fed back to the Supported Accommodation Panel for discussion. Only two offers of accommodation will be made. Refusals of accommodation result in delays filling voids, which in turn has a direct impact on the Provider's ability to claim Housing Benefit revenue and therefore this should be minimised wherever possible. The Local Authority under the Children Act 1989 has a duty to provide services including accommodation to 16/17 year olds and therefore in some circumstances may need to make an additional offer of accommodation. This will be done

at the discretion of the panel. Panel members will challenge lead professionals where refusals of accommodation are deemed not to be appropriate.

High Needs DPS provision

If the young person has a strong preference for a specific location the scoring matrix can be weighted more heavily for this area, to enhance the likelihood of the winning bidder offering accommodation in the preferred location.

Supported Accommodation Panel (relevant only to the main provision)

The panel will meet weekly to review and prioritise new referrals into the service. The panel will comprise representatives from each Provider plus a team manager from Leaving Care service, the Looked After Team, and key members from the Central Access Hub and will be chaired by the Commissioning and Contracts Manager (or delegated to the Senior Professional Practitioner when required). Youth Justice will attend the panel at relevant times such as to plan the transition from custody to supported accommodation or to discuss a young person during the problem solving section. The Panel's term of reference is Appendix 5. Where a dispute cannot be resolved, it will be escalated appropriately.

Where there is a planned departure, the panel will decide which young person will move into the space. It is likely that this will be the person at the top of the waiting list or alternatively a young person will move into the service from the emergency bed. The Provider will contact the referrer and young person to notify them of the expected date of move. Providers will manage the moves within Service from Core to Cluster and have a responsibility to liaise with CSC or leaving care prior to a move and notify Central Access Hub once the young person moves.

Providers will also provide a weekly update regarding young people in their service that:

- Are ready to move on and are in the process of finding private rented accommodation or social housing,
- Have secured alternative accommodation and have a date to move or a planned return home to family
- Are ready to move from a 24 hour staffed service to dispersed accommodation or vice versa
- Have received a warning of any kind during the last week
- Have been taken into custody or arrested
- Were involved in a major incident, such as admission to hospital

Transitions

Transitioning LAC from residential settings into supported accommodation must be planned thoroughly. A Professionals Only Meeting will be arranged to discuss the needs of the young person and share risk and vulnerability information. A transition plan has been developed and should be followed to improve the experience for the young person transitioning. See Appendix 6.

For young people transitioning from High Needs Supported Accommodation into the main provision, the social worker should aim to complete the A1 assessment 3 months prior to the anticipated move date. A professionals only meeting will be required. Should the mainstream providers decline the referral a clear reason why should be provided, and a

structured conclusion reached. i.e. all parties should be clear regarding the agreed actions necessary for the main provision to reconsider the young person.

Placement

Once a space becomes available the lead professional will make arrangements for the young person to move into the service.

Void turnaround (main provision only)

It is recognised that income generated through rent is essential for services to be financially viable. There is joint responsibility for filling voids.

The Central Access Hub will minimise any voids or loss of rental income by:

- Dealing swiftly with referrals
- Update and maintain the waiting list and send this to the Providers on a weekly basis
- Send letters notifying young person that they will be removed from the waiting list if contact isn't established
- Identify top priorities at the Supported Accommodation Panel and lead professionals

Supported accommodation providers will:

- Contact Lead Professionals and young people identified at Supported Accommodation Panels to arrange planned moves. Following three failed attempts to contact the young person and lead professional, requests should be made to the CAH to confirm correct contact details. Where further failed attempts to contact the lead professional and young person occur, the provider will use the waiting list to find the next suitable person to accommodate
- Notify the central access hub where attempts to contact the young person have failed
- Ensure the room/property is in a lettable condition at sign up/service visit
- Plan suitable moves for young people from the core setting into cluster units
- Request reasons why offers have been refused and report these back to the panel

Lead professionals will:

- Support the Provider to make contact with the young person to arrange service visits and move ins
- Manage young people's housing expectations around shared cluster units and be realistic about future housing options
- Promote the young person accepting the first offer of accommodation unless there are exceptional circumstances which would mean it is not an appropriate offer
- Challenge young people around refusals of accommodation.

In the case of an unplanned vacancy which occurs over the weekend, the Provider will hold the void until the next working day. In the case of voids or lack of referrals from the CAH, referrals may be considered from other sources but only with the prior consent of the CAH. Where the accommodation provider is able to give more than 2 working days' notice of a property becoming available, the CAH should aim to identify a suitable placement during that time.

Weekly updates

Providers from the main provision will send a weekly bed list detailing: the names and addresses of young people in their service, any movement from core to cluster or vice versa and any warnings that have been issued (see appendix 7).

Mosaic case notes will be updated following receipt of the weekly update by the Central Access Hub.

High needs supported accommodation providers will offer a weekly summary, or if the young person is more settled a monthly summary regarding the support the young person has engaged in general feedback regarding the young person's stay. Providers must notify the council of any notify of serious incidents, and any missing episodes within 24 hours.

Joint working to meet the needs of young people

The agencies involved in supporting the young person should work together to improve the potential outcomes for the young person. Multi-agency support planning sessions should enable clarity regarding roles and responsibilities and avoid duplication of support. Multi-agency support planning sessions should take place quarterly or more frequently if required or requested. There is a requirement for a placement planning meeting to take place within 72 hours of all LAC entering the service. This is good practice and should take place for all young people with a lead professional regardless of LAC status.

The lead professional should be notified when the young person receives a warning for their behaviour, and should intervene as early as possible to avoid escalation.

Where the Keyworker at the supported accommodation becomes the lead professional there will be a mechanism for them to access some menu items from the Family Service menus of intervention. Details of these will be emailed on a monthly basis by the relevant Locality Service Manager. To prevent the placement breaking down, the keyworker would be able to access a package of intensive support (2-3 visits per week) to address any behaviour which is likely to put the tenancy/licence at risk.

Prevention of placement breakdown

Supported accommodation providers are committed to both supporting young people at risk and preventing homelessness in its many forms. Providers offer accommodation and support which enables young people to maintain their accommodation and make positive changes to their lives.

Providers are always reluctant to take action that might lead to a young person being excluded from our services. We are looking to enable a person's behaviour to positively change. We will endeavour to work collaboratively with young people to develop achievable action plans in order to address any concerns or risks that may arise.

There is an expectation that young people will abide by their obligations as listed in the appropriate Tenure Agreement. Instead of service rules providers should look to encourage cooperation and collaboration with young people when they move in. This will include a psychologically informed explanation of the substantial "offer" from the provider i.e. the support and accommodation. It is hoped that the young person confirms they intend to accept the offer, at this point staff will take the young person through the behaviours and engagement the service would like in return. In circumstances where a young person's behaviour breaks this agreement providers may initiate a Licence Action Plan.

Licence action plans are a psychologically informed tool that support both providers and young people to explore what factors may have contributed to the young person's behaviour/ incident, rather than merely apportioning blame and issuing a sanction. Staff are encouraged to be mindful of historical trauma and triggers that may influence a young person's behaviour in the present. Young people are encouraged to reflect on their behaviour and wherever possible be encouraged to lead on formulating an action plan focused on reducing the possibility of the behaviour reoccurring.

The provider will liaise with the lead professional during this period, who should provide additional support to avoid the tenancy breaking down and will reinforce the message that the young person's tenancy is at risk. The young person will be discussed at the weekly panel meeting during the 'Problem Solving' agenda item. **A referral will be completed for the Family Service intensive support to prevent placement breakdown for young people aged 16/17 with no social care involvement.**

In circumstances where the service is proved to be inappropriate, or where a young person poses an unmanageable risk to either staff, other service users or the wider community it may be necessary to take action, this may include eviction as a last resort.

A new A1 will be submitted to the Central Access Hub at the point the Notice is drawn up. A discussion will be held at the next weekly panel meeting. Where eviction cannot be prevented the panel will agree whether a move to another provider is appropriate or if there is no space available the young person will be able to access the emergency bed space. If there are no emergency bed spaces available and the young person is 16/17 a MASH referral must be completed by the lead professional, and accommodation will be sourced via the High Needs DPS. If the young person is a Care Leaver the PA is responsible for sourcing alternative options.

A 'cooling off' period away from the service, can be successful in deescalating behaviours or situations likely to increase the risk of tenancy breakdown. One of the emergency bed spaces can be used for this purpose if there is availability.

In all cases where the young person moves from one provider to another, the latest risk information and support plan will be shared.

Duty to refer to housing services

Local authority children's services are among the public authorities which are required to notify a housing authority of service users they consider may be homeless or threatened with homelessness within 56 days.

All 16 and 17 year olds that are homeless will be supported within commissioned supported accommodation and therefore NCC would not approach LA housing services to provide accommodation to this age group. If a 16 or 17 year old is asked to leave a service or is threatened with homelessness, emergency accommodation is provided whilst a longer term housing plan is established which could include mediation back to a family member, or alternative supported housing commissioned either through the main contract or via the High Needs Dynamic Purchasing System (DPS) for those young people whose needs can't be met within the main provision.

Providers will seek consent and refer anyone over the age of 18 to the districts and borough housing teams in line with the duty to refer guidelines. This can be done within 56 days of the young person being homeless or threatened with homelessness.

Move on

Main provision

The pathway model's success is based on the ability of the Provider to move young people through the service. The contract places the responsibility for move on with the Provider, and as a result of this, the Provider should work closely with the local Housing Authority and any other private or Registered Social Landlords in the area to find suitable independent or shared accommodation for move on when the young person is ready to do so.

In cases where the young person has moved from their originating area to another part of the county, for example if he/she has moved from Gedling to Newark to access emergency accommodation then moved into the service when a space became available, the young person will retain their local connection to their originating area, in this example the young person would retain their local connection to Gedling. In some cases, it may be in the best interest for the young person not to return to their originating area. In these cases, the 7 districts/boroughs agree that a reciprocal arrangement will be entered into. This will be agreed at service manager level on a case by case basis and will be subject to capacity and demand for accommodation in the borough. Partners will work together to ensure that young people avoid situations where they cannot claim a local connection to any area within Nottinghamshire.

Nottinghamshire's seven district councils have agreed that care leavers with a housing need are a priority on their waiting lists for social housing and as such should be offered a property quickly, ideally within 8 weeks. Nottinghamshire care leavers are able to access a local authority home anywhere within the county (excluding Nottingham City).

To ensure that care leavers receive a comprehensive and supportive service to help them with their first tenancy, the local authority identified Alison Bennett (Gedling Borough Council) as the link for NCC when trying to find properties for care leavers with multiple and potentially complex needs, and will support with problem resolution regarding the housing element of the care leavers offer.

All young people moving on from supported accommodation wishing to access LA accommodation will be required to complete a 'Ready to Move' assessment with their support worker, which demonstrates they have the skills and understanding required to manage a tenancy. On receipt of this the LA will process the young person's application for housing and place on a priority band.

Partner relationships

The Commissioning and Contracts Manager will be the main point of contact regarding these partnerships and will work with the relevant parties to resolve any issues that may arise. Compliments and concerns should be directed to the Commissioning and Contract Manager so these can be passed on or addressed effectively.

Provider relationships

In addition to the weekly Supported Accommodation meeting, the Commissioning and Contracts Manager will co-ordinate Provider Meetings every 6 weeks, with the expectation that these will also be attended by a Team Manager from After Care services and LAC services. An agenda will be circulated at least one week in advance of meeting and dates and venues will be issued annually.

An annual monitoring visit and review will take place to ensure that all accommodation and support are being delivered in accordance with the services commissioned. These reviews will be undertaken following Provider completion of internal self-audit which will include the QAF, The Outcomes Framework (aggregated Outcomes Stars) and any other Performance Management tools used by either The Provider or the Local Authority. Unannounced visits will take place at the Council's discretion.

Lead Professional

The Lead Professional will offer good communication with Supported Accommodation Providers through initial weekly contact with the young person and discussion with the Supported Accommodation Provider about any services or support to enable the young person to maintain their licence/tenancy and engage with positive activities. The first planning meeting will identify responsibilities and actions to avoid duplication. A roles and responsibilities checklist has been produced, see Appendix 8.

Multi Agency Youth Homelessness Forums

The Multi Agency Youth Homelessness Forum is held on a quarterly basis and offers an opportunity to discuss arising issues, review monitoring and performance data, the Strategy Action Plan and discuss key and emerging issues such as Welfare Reform and Move On opportunities. This group will review the effectiveness of the Joint Working Protocol and progress towards delivering the aims of the Protocol.

Parties involved in the protocol

This protocol was developed in partnership with all key groups included in the protocol. Key representatives from each organisation included in this protocol are detailed below:

Organisation name	Key contact	Job Title and email address	Telephone
NCC Family Service	Beth Downing	Commissioning and Contracts Manager Beth.downing@nottsc.gov.uk	0115 8041811
NCC Family Service	Sophie Braithwaite	Senior Professional Practitioner Sophie.braithwaite@nottsc.gov.uk	0115 8041470
Bassetlaw District Council	Trudy Walstow	Housing Needs Manager Trudy.walstow@bassetlaw.gov.uk	01909 533730
Ashfield District Council	Emma Lindley	Strategic Housing Team Leader E.Lindley@Ashfield.gov.uk	

Mansfield District Council	Chris Fisher	cfisher@mansfield.gov.uk	01623 463126
Newark and Sherwood district Council	Leanne Monger	leanne.monger@nsdc.info;	01636 655545
Gedling Borough Council	Alison Bennett	Development and Economic Regeneration Manager Alison.bennett@gedling.gov.uk	0115 901 3696
Broxtowe Borough Council		Housing Options Manager	0115 917 7777
Rushcliffe Borough Council	Ann Tomanek	Housing Options Team Leader atomanek@rushcliffe.gov.uk	0115 9148483
Nottingham Community Housing Association	Vik Marshall	Victoria.marshall@ncha.org.uk	01777 700782
New Roots	Carol Scawthon	carolscawthon@newrootshousing.org.uk	01909 501732
Framework Housing Association	Sarah Wainwright	Sarah.wainwright@frameworkha.org	
Framework	Craig White	Craig.white@frameworkha.org	0115 8504115
Children's Social Care placements	Michele Butler	Michele.butler@nottsc.gov.uk	0115 87 74194
NCC Children's Social Care – Leaving Care and Looked After service	Rachel Stimson	Rachel.stimson1@nottsc.gov.uk	
Children's Family Service	Rachel Miller	Rachel.miller@nottsc.gov.uk	
Children's Social Care	Teresa Godfrey	Teresa.godfrey@nottsc.gov.uk	

APPENDICES

APPENDIX 1 - A1 Assessment and Referral for Supported Housing

APPENDIX 2 - Referral Routes

APPENDIX 3 – Flow chart

APPENDIX 4a – HNSA DPS placement process

APPENDIX 4b – HNSA DPS rep

APPENDIX 5 – Terms of Reference for Supported Accommodation Panel

APPENDIX 6 – Transition plan

APPENDIX 7 – Weekly update

APPENDIX 8 - Lead professional roles and responsibilities