

Young People's Supported Accommodation Service

Gathering Feedback from Young People

1. Context

The Young People's Supported Accommodation Service (YPSA) aims to provide intensive, evidence based intervention to prepare young people aged 16-24 years old for sustainable independence, whilst supported in temporary, high quality accommodation.

Oxfordshire is fully committed to Services which are young person centred and young person led. Young people must be involved in their personal support planning and in service planning, review and development. All young people should have the opportunity to comment on the services they receive.

Our YPSA providers strive to communicate in a clear, timely and accessible way with young people and provide a meaningful opportunity to respond and be heard. YPSA providers incorporate effective involvement mechanisms to ensure that young people support the service to evolve and develop in line with their needs.

Young people should also be well informed and lead their personal support planning and risk management wherever possible. Young people can access an independent advocate through NYAS, if they require support to share their views and have a voice about services that affect them.

2. Co-Production

Co-production means working together as equals and making best use of our resources and strengths to find ways of doing things that benefit our community.

Co-production can improve the way services are designed and delivered by putting an emphasis on a more equal partnership between professionals and people using those services. Working together as equals builds better relationships (based on trust, respect and understanding) and helps to create services that actually work for the people using them.

Co-production Oxfordshire is a group of people committed to doing co-production or working together and would welcome YPSA staff onto the network. YPSA staff can access information, resources and training about co-production at:

<https://www.oxfordshire.gov.uk/residents/community-and-living/our-work-communities/co-production-programme>

3. Supporting Young People to Shape and Develop YPSA Services

We expect processes/ templates/ working practice approaches etc to be shared and tested with young people for them to feed into the process and support the improvement and evolution of the service.

Examples of ways in which young people can influence system change, service and personal development plans within the YPSA may include:

Influencing the System

- Young people's YPSA forum- with representatives from each service provider delivering YPSA services
- Service feedback surveys (i.e. hard copy/online/text/interactive/what's app etc.)

Influencing the Service

- YPSA forum within each provider organisation
- Providing feedback on staff members for appraisals for staff members
- Staff recruitment panels
- House meetings
- Written or verbal feedback to staff (i.e. from emails/text/what's app/face to face/virtual including utilising feedback opportunities during sports/social activities)
- Service feedback surveys (i.e. hard copy/online/text/interactive/what's app etc.)
- Focus groups
- Creative and art based activities to communicate/ express views

Influencing Personal Support Plans

- Care/ Pathway Plan review meetings
- YPSA progress plan reviews
- Outcome measurement tool
- Key worker sessions
- Written or verbal feedback to staff (i.e. from emails/text/what's app/face to face/virtual)

4. Communicating the Impact

When young people have taken the time to provide feedback or co-produce, co-design or co-evaluate services, it is vital that young people know how this has influenced change.

Staff should ensure that the 'You said, we did' approach is adopted to clearly communicate the outcome from the young person's involvement and to encourage them to be involved in future activities to shape and strengthen YPSA services.