

Working agreement Framework between the In-House Young People's Accommodation Team and the Unaccompanied Children and Young People's Team

1. Purpose of the Agreement

This working agreement framework has been developed to ensure that young people accessing the in-house Young People's Supported Accommodation (YPSA) service receive the best possible support through effective and consistent partnership working with staff within the Unaccompanied Children and Young People's (C&YP) team (which sits within the Children We Care For Service) and the in-house YPSA team (which is a new team sitting under REoC).

Given the interdependencies between these teams, this agreement¹ outlines how these teams will work together, with input from the Brokerage team, to achieve the best outcomes for unaccompanied children and young people in Oxfordshire. It is expected that this agreement will be reviewed and evolve as required in agreement with all parties.

2. Service Responsibilities

Staff from both teams will work together through a joined up approach, avoid duplication and ensure a consistent working relationship to support the young person to achieve positive outcomes. Where issues arise, they will be dealt with by the workers involved and escalated to managers for involvement in identifying solutions or to improve clarity of working practices and documents.

2.1 In-House YPSA Service

The key aim of the YPSA service will be to provide intensive, evidence-based interventions to prepare Young People for sustainable independence, whilst supported in temporary, high quality accommodation.

2.2 The Unaccompanied C&YP Team

The police are often the first contact point for identification of unaccompanied children and young people upon entering Oxfordshire and then intensive assessment and support is provided by social workers within the Unaccompanied C&YP's team who are part of the 'Children We Care For' service (previously known as the Looked After Children Service) within Oxfordshire County Council.

This specialist team key work unaccompanied young people arranging accommodation and orientation from their arrival in the county, as they are in the care of the local authority. This includes young people who arrive in Oxfordshire when they are under the age of 18 years and then turn 18 years upwards, whilst they are awaiting

¹ Workers should also refer to the in-house YPSA service guidance for additional detailed information about the in-house YPSA service.

results of further submissions (i.e. appeals against unsuccessful initial asylum applications or fresh asylum applications).

3. Arrival In Oxfordshire

3.1 Unplanned/ Spontaneous Arrivals

When a young person arrives in Oxfordshire the unaccompanied C&YP team will be the first team within OCC to be alerted to their arrival via the police. A police migrant welfare check form is completed by the unaccompanied C&YP team to capture and provide basic information about the young person and sent to the Brokerage and in-house YPSA team. Young people identified as under the age of 18 years, will then automatically be taken into the care of the local authority and where there are doubts about the young person being under the age of 18 years, then a formal age assessment will be conducted by trained social workers within the unaccompanied C&YP team, over a series of sessions.

A non-emergency referral and assessment form will need completing prior to the first Children We Care for Review or Children and Family Assessment to provide more detailed information about the young person and their individual YPSA support plan. This information will then feed into the review/ assessment process². The Social Worker will complete this form (with input from the YPSA worker as required) and confirm with the YPSA support worker that it has been done and loaded onto LCS.

3.1.1 During Office Hours

During office hours, the unaccompanied C&YP team will alert the Brokerage team and in-house YPSA service to this arrival via the dedicated team inboxes and send the police migrant welfare check form as the earliest opportunity. The email will include the details of the YP and the name of the allocated social worker. The Brokerage team will then liaise with the in-house YPSA team and social worker to confirm placement into the YPSA for newly arriving unaccompanied young people.

During office hours, the unaccompanied C&YP team will be responsible for co-ordinating the tasks required for placement and may be supported by the YPSA Team in this. These tasks include:

- Undertaking an initial shop of up to £25, to include food and hygiene items (this will eventually come from the unaccompanied C&YP Team's budget but P-cards can be used in the first instance)
- Showing the young person to their new house and their bedroom and supporting them to settle in and feel comfortable
- If applicable, explaining the expectations around self isolation and quarantine and how they will keep their housemates safe. (This includes staying in their rooms apart from when they need to cook and ensuring they disinfect the communal areas they have used when they do.
- If appropriate, introducing them to new housemates

² The YPSA team will hold a review meeting at least every 3 months with the young person and other professionals and the Unaccompanied C&YP team will hold statutory reviews at least every 6 months.

- Deciding whether the young person will need support overnight (for instance if there is a risk of absconding)
- If appropriate and safe, providing the young person with a phone (as their own phone is likely to have been confiscated for safeguarding reasons)
- Provide any cultural/religious items e.g. Bible, Qur'an, prayer mats etc.

3.1.2 Outside of weekday office hours

During 5-8pm there will be a YPSA Support Worker on duty, supported by REoC on call to support with co-ordinating placements of newly arriving young people into the YPSA service. Between 8-11pm, the REoC duty desk will support with co-ordination of the tasks required for placement (as described above) and between 11pm and 8:30am these tasks will be co-ordinated by the Emergency Duty Team. Where tasks are unable to be completed out of hours, they will be handed over to the Unaccompanied C&YP's team (during office hours) or YPSA Support Worker on duty (over the weekend daytime).

Children's social care Emergency Duty Team will be able to make a placement for newly arriving unaccompanied young people into a Welcome Assessment House (where beds are available). They will send an email alerting the unaccompanied C&YP team, Brokerage and the in-house YPSA team of this placement, alongside any urgent information in a handover email. The police migrant welfare check form or e-bed form will need to be completed by EDT/ in-house YPSA team and sent to the Brokerage and in-house YPSA team email inboxes. The unaccompanied C&YP team will allocate a social worker (once office hours resume) and the in-house YPSA team will allocate a YPSA worker (duty worker out of office hours, with substantive worker allocated once office hours resume). During weekends, the YPSA worker will lead on the tasks required to orientate the young person into their property and ensure that their basic health and care needs are met with handover information provided to the Unaccompanied C&YP team, in-house YPSA managers and Brokerage as required for when office hours resume.

LCS/EHM System Inputting

No 'contact records' need to be created on LCS or EHM by in-house YPSA or EDT. EDT just need to create the person on EHM to get a person identity number. Further details below:

- New arrival- gets created on EHM by EDT
- Address is put as 'unknown' as this is where they have come into care. 6 'xxxxxx' in post code box
- Any information can be recorded either in EHM under 'general notes' or LCS under 'case notes' by in-house YPSA team. At no stage does a new contact record need completing as this will be done by the unaccompanied team admin upon return to the office.

- As normal practice, an SO39 needs to be sent to the unaccompanied team inbox with the system id number on it. This also needs to be sent to in-house YPSA team inbox.
- If a yp arrives during the daytime at the weekend, EDT still need to go out to the young person to assess them.

3.2 Planned Arrivals via the National Transfer Scheme

Where there are beds available in the YPSA and active searches for dispersing young people from port local authorities, the Unaccompanied C&YP manager will co-ordinate the arrival of young people via the National Transfer Scheme with, lead for migration for the South east. Details of the transfer arrangements will be discussed and agreed with the Brokerage and YPSA team. The Unaccompanied C&YP team will be responsible for ensuring that information about the young person is received and circulated to Brokerage and the YPSA team at the earliest opportunity, prior to a move date being agreed to ensure that the young person's accommodation and support needs can be adequately met.

An e-bed form may need completion by the Social Worker if further detailed information is required as transfer information³ is not sufficient for the Brokerage team to safely process the placement. A non-emergency referral and assessment form will need completing prior to the first Children We Care for Review or Children and Family Assessment to provide more detailed information about the young person and their individual YPSA support plan. This information will then feed into the review⁴/assessment⁵ process. The Social Worker will complete this form, with input from the YPSA Support worker and confirm its completion and upload onto LCS.

4. Roles and Responsibilities

4.1 Unaccompanied C&YP Social worker

The Social Worker is responsible for coordinating support, reviewing plans and ensuring Young People access the finances they are entitled to as set out in their Care/ Pathway Plan, including the completion of relevant referrals and accessing grants and bursaries.

There is the requirement that a Social Worker⁶ will physically accompany a young person to the placement to introduce them to staff and their accommodation when a placement has been made and that roles and responsibilities between professionals will be agreed from the outset. A young person should not be admitted to the placement, without the company of their Social Worker⁷.

³ Information via the port authorities is often minimal and information is gathered by teams as they arrive in Oxfordshire in the same way information would be gathered for a spontaneous new arrival.

⁴ Statutory timeframe for completion is within 28 days.

⁵ Statutory timeframe is for completion within 35 days.

⁶ This will not be possible outside of office hours due to the working patterns of social workers.

⁷ Unless otherwise agreed as it is outside of social worker office hours.

Social workers will be responsible for co-ordinating care/pathway plan review meetings. The YPSA service will co-ordinate progress review meetings at least every 3 months and this review will include completion of the outcome measure tool. The information and scoring from the outcome tool will then feed into the care/pathway plan review meetings.

4.2 YPSA Worker

The YPSA worker is responsible for the daily accommodation support which includes:

- Setting up a new home
- Support to develop general household skills
- Support to access education, training and social activities
- Budgeting and money management (including the location of the finance office), including supporting young people to claim the allowance they are entitled to
- Support with personal health, including registration at a local GP/Health centre and support where required to attend the appointment(s)
- Support and guidance in preparation for independent Accommodation
- Support with individual personal and emotional matters
- Support with setting up first independent home at 18 and move on
- Support with orientation to the local area, public facilities and the use of public transport
- Support to refer and access support agencies to meet specific needs

The social worker and in-house YPSA worker will work together to settle the young person into the new provision, with the social worker taking the lead role for ensuring that all of their health and basic care needs are being met (including access to basic toiletries, clothing and a food parcel) or that arrangements are in place for the YPSA worker to complete any outstanding tasks related to this.

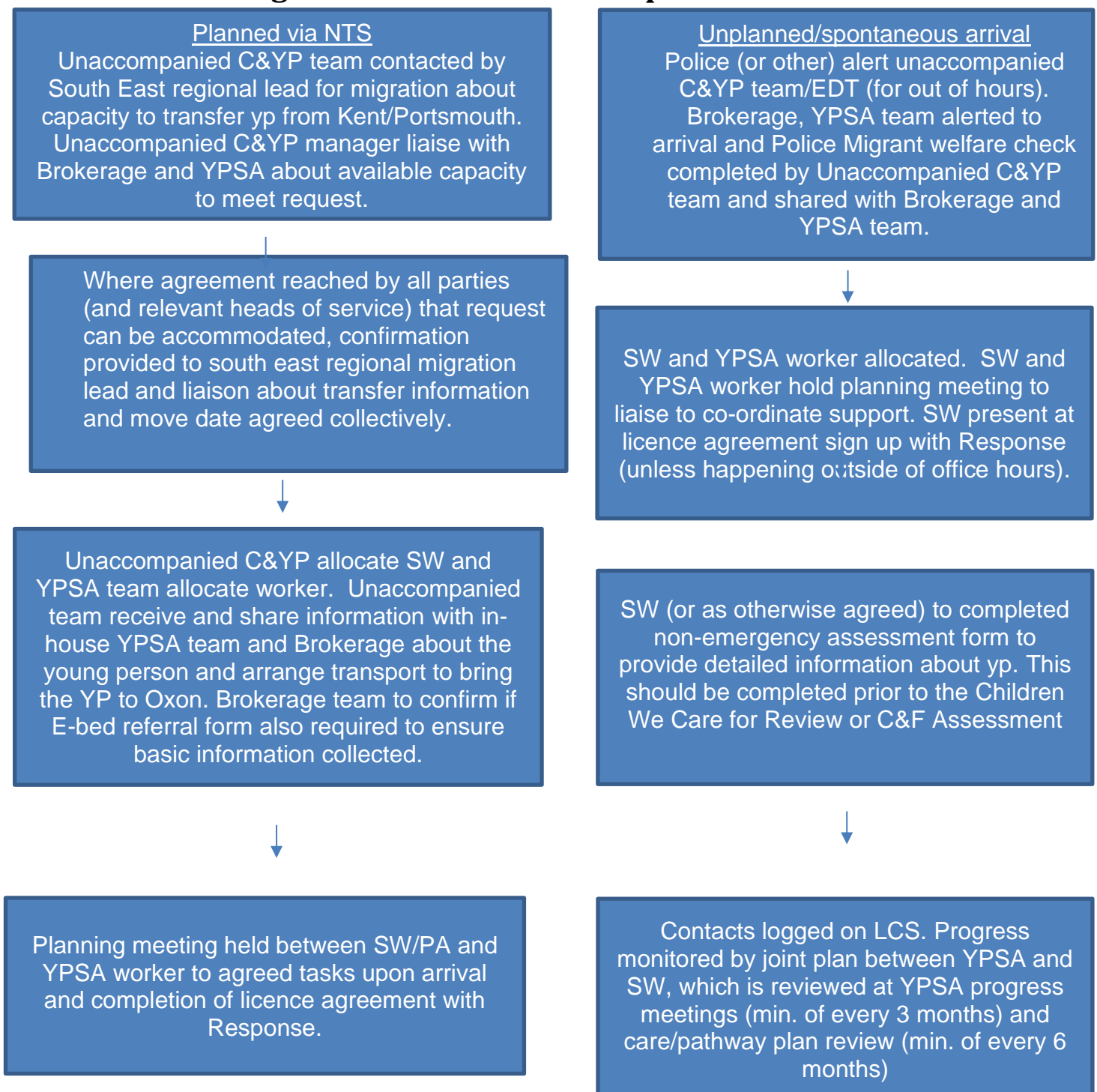
The social worker and YPSA worker will liaise to identify who will arrange and support the health appointments needed to ensure that they are booked and attendance supported between the 2 workers. All contacts with the young person will be recorded on LCS to ensure that both the social worker and YPSA worker are aware of the support that has been provided to the young person and relevant information that they need to be aware of.

For new arrivals, the social worker will also make Key2 and the virtual school aware of the arrival of the young people so that they can be enrolled onto the Orientation programme, which is a short 4 week course for new arrivals, prior to enrolment in the long term on a school/college roll. The enrolment onto a school/ college roll for the long term is the responsibility of the Unaccompanied C&YP social worker, with preparation and orientation into the new educational provision supported by the YPSA Support Worker and social worker (or Community Support Worker in the Unaccompanied C&YP team where available).

The YPSA worker will hold progress reviews every 3 months as a minimum and ensure that the social worker/PA is invited to the review and provided with an opportunity to feed into the review process if they are unable to attend. If a face to face interpreter is required, then the booking will be made via the unaccompanied C&YP team. The plan from the review meeting will be shared with all parties and uploaded onto LCS.

The social worker/PA will incorporate the assessment review, support plan and outcomes progress into the Care/Pathway plan to help the young person to see progression in achieving their goals and aspirations, helping them understand how all the agencies are working together to support them.

5. Summary of Process between in-house YPSA team, Brokerage team and the Unaccompanied C&YP Team





YP arrives in Oxon and is orientated and supported by workers- contacts logged on LCS. Non-emergency assessment form completed by SW (or as otherwise agreed) to capture detailed information about the yp.



Progress monitored by joint plan between YPSA and SW, which is reviewed at YPSA progress meetings (min. of every 3 months) and care/pathway plan review (min. of every 6 months)