

Working agreement Framework between the Young People's Accommodation Service and Riverside

1. Purpose of the agreement

This working agreement framework has been developed to ensure that young people accessing the Young People's Supported Accommodation (YPSA) service receive the best possible support through effective and consistent partnership working between YPSA staff and staff within Riverside. This agreement outlines how these two services will work together, to achieve the best outcomes for young people.

2. Background

In past supported housing services' there have been varied experiences received by individual young people in the supported housing service and the staff supporting them, which was also evidenced in the review of the Young People's Supported Housing service completed in 2019¹. Collectively supported housing projects did not have a consistent offer and communication, between this service and partners, was an area which could be strengthened.

By having a working agreement framework in place, it is hoped that there will be clearer understanding between Riverside and YPSA providers (both in-house and commissioned) service from the outset.

3. Roles and responsibilities

3.1 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. Staff from all teams must ensure that any offer or support given is shared with the other to ensure a joined up approach which avoids duplication and ensures consistent working relationships to help deliver positive outcomes for young people.

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, work placements, employment via referral to EET service and social activities
- Budgeting and money management, including supporting young people to claim the benefits they are entitled to
- Support with personal health

¹ <https://consultations.oxfordshire.gov.uk/consult.ti/YPSHP/consultationHome>

- 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

3.2 Riverside

The Riverside Centre for Outdoor Learning is part of the Residential and Edge of Care Service (REoC). Riverside provides bespoke evidence-based interventions through the medium of outdoor learning. Access to Riverside's services is by a referral process. Referrals often outstrip delivery capacity, so Riverside prioritise referrals with clear outcomes identified for the work. Riverside will accept work referrals for individual young people, family units and groups.

The main duties of the Riverside Centre and its staff are to:

- Provide high quality bespoke evidence-based interventions
- Provide high quality safety management for all activities
- Provide a mechanism for accreditation for any young people in the YPSA
- Monitor the quality of our interventions for our effectiveness

The core Riverside service is without cost, but a referring service would be expected to pay for any consumable items used e.g. transport, food, entry fees (such as climbing walls), etc.

3.3 Sharing Information and Monitoring Progress

The Riverside Centre is part of Oxfordshire County Council and as such must comply with all duties placed on it by OCC; this includes but is not limited to compliance with OCCs GDPR and data handling protocols. Information about young people and our sessions will be recorded on the main OCC Children's Social Care database system. We will share information in line with our policies if we judge there is a safeguarding responsibility to do so, to prevent harm to a young person, staff or a third party.

To access services at Riverside a referral form will need to be submitted. The completion of the form will need to be done by a YPSA worker or the young person's Social Worker/leaving care PA with their consent. Riverside does not currently have a self-referral route so they will use the named worker on the form as our main contact point for information, we may at times also contact their manager.

4. Resolving Disputes

If you are not happy with the service that the Riverside Centre has provided, in the first instance you should contact the Head of Centre, **Roger Hiley** Roger.Hiley@Oxfordshire.gov.uk. If this doesn't resolve the issue then contact **Paul Jacobs** Paul.Jacobs@Oxfordshire.gov.uk and finally you can contact the REoC Service Manager **Caroline Ward** Caroline.Ward@Oxfordshire.gov.uk.

5. Summary of Process between the YPSA Service and the Riverside

With the young person (and their plan) establish what outcomes the worker and young person would like to achieve and what the young person's availability is. Complete a referral form and send it to Riverside.Youth@Oxfordshire.gov.uk



Riverside will add the form to its 'waiting inbox', confirm receipt of the referral and advise the approximate waiting time for a service. When Riverside team have capacity, they will move the referral to their monthly case allocation meeting.



If the outcomes are clear and Riverside feel that we can meet the request, they will ask for any missing information and arrange for an introductory session.



Young people can be re-referred, but Riverside will not accept referrals for the same piece of work unless there is clear evidence that something has changed that makes the approach more likely to work this time.



Riverside will deliver the planned sessions and feedback on how they are working. All work will be time limited and concentrate on the outcomes set. Riverside don't have capacity to carry out rolling programmes with young people currently.

For the accreditation process please follow the information in accreditation guide.