

Young People’s Supported Accommodation Services

Service Guidance for In-House 16, 17-year olds and Newly Arriving Unaccompanied Young People’s Provision, Move On Homes, the House Project and the Supported Lodgings Service

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1. Introduction

- 1.1 In order for young people to receive consistency in service delivery across the Young People's Supported Accommodation (YPSA) Services and for performance to be effectively measured, regardless of who delivers the YPSA service, it is essential for there to be a service specification, consistent measuring tools and monitoring processes in place across the YPSA Service.

- 1.2 This document is written for supported accommodation staff and staff working with supported accommodation services to ensure consistency and understanding of the different services which sit within the YPSA service as a whole.

- 1.3 This YPSA Service Guidance primarily outlines the service which should be delivered by YPSA staff within the in-house 16/17 year old service but also covers elements of the Supported Lodgings (SL) Service, Move On Homes and the House Project as these services are part of the YPSA service. This document describes how the YPSA service will be measured and monitored. The SL service, Move On Homes and the House Project have their own performance monitoring requirements but will be supportive of feeding data into this process to measure how the whole system is working collectively.

- 1.4 This document will be reviewed in March 2021 and then on an annual basis thereafter to update the content as required, whilst ensuring consistency is maintained across the service delivered by both in-house YPSA services and the commissioned providers¹.

2 Aims and Objectives of Service and Eligibility Criteria

2.1 Aims and Objectives

- 2.1.1 Our Vision is that every child and young person in Oxfordshire should have access to a full range of housing services and the opportunity for a decent and affordable home suitable to their needs; and that vulnerable families should be enabled to live in safe and suitable housing as a basis for supportive family relationships and thriving communities².

- 2.1.2 This document sets out the delivery method of the remodelled services to ensure that young people remain at home (where it is safe to do so) and those that need Supported Accommodation, are entitled to access the OCC EET service

¹ See service specification for commissioned YPSA services.

² Housing and Homelessness Strategy and Needs Analysis for Vulnerable Young People and Families in Oxfordshire 2019-2024

(employment, education or training) from the onset of entry into supported accommodation. It is envisaged that young people will leave with the skills for sustaining onward independent accommodation. The model for service delivery of the Young People's Supported Accommodation (YPSA) has been designed in light of findings from the service review³.

2.1.3 The objectives of the YPSA are for Young People:

- To be in accommodation suitable for their needs
- To be supported to maintain their accommodation appropriately
- To feel safe and are protected from harm
- To be engaged in education, employment and training
- To be supported to live healthier lives
- To be equipped with the skills necessary to live independently.
- To be supported to prevent homelessness/ reoccurrence of homelessness
- To be supported to build appropriate and positive relationships and links to their local communities and family members (where it is safe)
- To be moved on in a planned manner, without reoccurrence of homelessness

2.1.4 The key aim of the 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 Eligibility Criteria for YPSA Services

2.2.1 YPSA services delivered by YPSA staff will be for vulnerable young people aged 16 and 17 years, with services targeted at young people facing one or more of the following issues:

- Separation and loss from no longer being able to remain with their family
- A range of historical experiences which include but is not limited to:
 - Victim of and/or witness to trauma, abuse or neglect
 - Family breakdown
 - Parental drug and alcohol issues
 - Parental mental health or disability issues
- Challenging behaviours which have developed from their experiences
- Multiple needs including but not limited to:
 - Drug and alcohol issues
 - Anger management issues
 - Low self-esteem
 - Self-harm

³<https://consultations.oxfordshire.gov.uk/consult.ti/YPSHP/consultationHome>

- Mental health (either diagnosed or undiagnosed)
- Learning disability⁴ (either diagnosed or undiagnosed)
- Domestic abuse issues
- Offending issues
- Financial or sexual exploitation issues
- NEET

2.2.2 The YPSA services will accommodate young people who are Children we Care For and Care Leavers as well as vulnerable young people who are assessed as requiring YPSA services due to complexity of needs/family breakdown which has led to homelessness or risk of homelessness⁵. Access to services will be dependent upon assessment that all other avenues / support to remain at home or in kinship care have been explored by social care.

2.2.3 Some young people who enter in-house YPSA services when they are 16 or 17, may require onward support when they reach 18 years, prior to moving out of YPSA services. This will be through moving into alternative accommodation within the commissioned YPSA services for those aged 18+⁶. For others, they may be supported to secure their own tenancy, with onward support through outreach services from the in-house YPSA team⁷.

2.2.4 If a young person has been accommodated through YPSA services, then the in-house YPSA team will be responsible for the onward resettlement outreach support⁸. Onward resettlement outreach support will include regular visits to the young person to support them to sustain independent living. There will be a clear plan in place for the outreach work, along with ensuring that the outreach support is time limited with an appropriately phased ending.

3. Overview of Service Delivery Model, Service Description and Number of Beds

3.1 Service Delivery Model

3.1.1 There will be a mixed model of service delivery, with services delivered in-house and commissioned. The YPSA in-house services (including the Move On Homes) will be delivered through the Residential and Edge of Care (YPSA staff) Service. The Supported Lodgings Scheme will continue to be delivered through

⁴ Including Asperger's and Autism

⁵ Under Section 17 of the Children's Act.

⁶ If the young person has applied for the House Project, they can move into the properties at 16 or 17 and stay in the same accommodation beyond the age of 18 years.

⁷ For up to one year.

⁸ Not applicable to the SL scheme or House Project.

the City Fostering Team and the House Project will be delivered through the House Project Team.

3.1.2 The in-house and commissioned service bed numbers in the YPSA Services are outlined in the table below⁹:

In-House beds	Commissioned beds
113	208

3.2 Service Description

3.2.1 The YPSA Service is divided into eight discrete service packages to support 16-24year olds:

In-House Services

- **Service Package 1** – 16 and 17year olds (shared accommodation): Intensive support and accommodation for young people aged 16 or 17 years who are assessed as able to live with others given appropriate support.
- **Service Package 2** – Newly Arriving Unaccompanied Young People (shared accommodation): Intensive assessment, support and accommodation for Newly Arriving Unaccompanied Young People who are assessed as able to live with others given appropriate support. This provision is offered for up to 4 months, before young people move into the wider YPSA services¹⁰.
- **Service Package 3** – Move On Homes (shared accommodation): Highly intensive support and accommodation prioritised for young people moving from residential children’s homes or from out of county fostering or residential provision, who have been assessed as able to live with others given appropriate support.
- **Service Package 4** – Supported Lodgings (shared accommodation): Intensive support and accommodation for young people who are assessed as able to live with others given appropriate support from a Host in a family/home environment.

Commissioned Services

- **Service Package 5** – 18+ (shared accommodation): Intensive support and accommodation for young people who are assessed as able to live with others

⁹This excludes the Move On Homes, House Project and SL scheme

¹⁰If they are assessed as over the age of 18, they are referred to the Home Office for onward support.

given appropriate support. This will be the large majority of young people entering YPSA services.

- **Service Package 6** – 18+ (self-contained dispersed): Intensive support and accommodation for young people whose level or type of risk/vulnerability mean they cannot live safely in a shared environment.
- **Service Package 7** - Parents: Intensive support and accommodation for young parent(s) aged 16-24 years and their child(ren).
- **Service Package 8** – Out of County (shared and single accommodation): Intensive support and accommodation for young people who are Children we Care For or Care Leavers¹¹ and assessed as able to live with others given appropriate support aged 16-24 years. However, due to level of risk/vulnerability identified due to exploitation, they are not able to live safely within Oxfordshire.
- **Service Package 9** – 18+ (shared accommodation): Intensive support and accommodation for young people who are assessed as able to live with others given appropriate support. This will be the large majority of young people entering commissioned YPSA services.

The House Project

The House Project¹² provides intensive support and accommodation for care leavers; young people can remain in the accommodation after they turn 18 years.

3.3 Number of Beds¹³

3.3.1 Whilst this guidance document focuses on the in-house services (in white), the number of beds required in each category and geographical area are shown in the table below:

¹¹ Including Section 20.

¹²www.thehouseproject.org

¹³Excluding House project beds as they will increase on an annual basis.

Delivery Model	Service Package Category & Specific type of bed (where applicable)	Cherwell	West	City	South	Vale	Total no.
In-House	SP1 - 16 and 17year olds (shared ¹⁴)						
	SP1a - General Beds	14	8	28	7	7	64
	SP1b - Emergency Beds	1	1	1	1	0	4
	SP2 - Newly Arriving Unaccompanied Young People ¹⁵	4		8			12
	SP3 - Move-on Homes ¹⁶		4		4		8
	SP4 - Supported Lodgings	N/A	N/A	N/A	N/A	N/A	25

Delivery Model	Service Package Category & Specific type of bed (where applicable)	Cherwell	West	City	South	Vale	Total no.
Commissioned	SP5 - 18+ (shared accommodation)						
	SP5a General beds	28	12	60	11	5	116
	SP5b Emergency beds	1		1	1		3
	SP6 - 18 + (self-contained dispersed)	6	3	10	6	3	28
	SP7 - Parents (16-24 years)	10	5	15	5	5	40
	SP8 - Out of County (16-24 years)	N/A	N/A	N/A	N/A	N/A	10
	SP9 - 18+ (shared accommodation)					11	11

¹⁴ There is not a service package for single 16 and 17 year old as it is not deemed safe for young people of this age to be in accommodation on their own and should be prioritised for Supported Lodging provision, Move On Homes or specialist accommodation purchased off a Residential Accommodation Framework to meet their individual needs if their needs cannot be made from within YPSA services.

¹⁵ Young people would stay in this provision for up to 4 months whilst their assessments are underway and then they would move into the wider pathway provision.1Young people would stay in this provision for up to 4 months whilst their assessments are underway and then they would move into the wider pathway provision

¹⁶ Prioritised for young people from out of county or in-house residential provision.

Referrals

- 3.3.2 Entry into the YPSA services should be avoided wherever possible and accommodation options maintained or sourced through family/friend networks or other independent accommodation.
- 3.3.3 Prior to referral into YPSA, there is a requirement for Social Workers to complete a Supported Accommodation Assessment and Referral form, in conjunction with City and District Council Housing Officers where possible, and for a Family Group Conference (FGC) to have been offered to support families to reconnect where there has been family breakdown.
- 3.3.4 Where access to provision is required, there will be a consistent route into YPSA Services across Oxfordshire. Entry into YPSA Services should be planned and the young person should not move directly into an Emergency bed, unless there are immediate concerns around the safety of a young person.
- 3.3.5 Referrals into YPSA services (both in-house and commissioned services) will be managed by the Brokerage (Placements) team¹⁷. Professionals will need to complete a YPSA Assessment and Referral form to ensure that the Brokerage (Placement) Team have the necessary information to assess the needs of the young person, if access into YPSA services is appropriate, and then identify the accommodation options available to best meet their needs. It is recognised that there may be young people that may display/have a set of specialist needs which cannot be catered for within the YPSA and alternative accommodation options and support will need to be considered. The young person's support needs will be assessed on a case by case basis. Consideration will be given to the capacity to meet the needs of the young person within the YPSA framework of support.
- 3.3.6 Priority for access will be determined by the Brokerage (Placements) Team based upon need and availability. A new referral for in-house YPSA services will be sent to the relevant part of the service for processing.
- 3.3.7 Whilst there is the expectation that referrals will be accepted by the in-house YPSA or the Supported Lodgings team, where a referral is rejected, they are required to send a copy of their risk assessment and risk management plan to the Brokerage (Placements) Team which:
- Identifies the risk which they are unable to manage.
 - Identifies the reason the risks are unable to be managed.
 - Identifies resources or support which would enable them to manage the risk.

¹⁷ Excluding the House Project which will accept referrals directly from young people that are care leavers themselves and via their social worker and foster carer.

- 3.3.8 The Brokerage (Placements) Team will work with the in-house YPSA team, the Supported Lodgings team, Young People, Social Workers/Personal Advisors or other professionals to de-escalate and resolve issues as they arise within placements or when concerns are raised by professionals or the young person about individual provision¹⁸. Serious issues and safeguarding concerns will be reported to the Quality and Contracts team and discussed through quarterly performance reporting.
- 3.3.9 Where a young person is transitioning from in-house YPSA services into the commissioned YPSA services, there is the expectation that the in-house YPSA or the Supported Lodgings team will work closely with the Provider to ensure that this transition is smooth for the young person and that they are prepared for entering their new placement.

¹⁸Note that the Brokerage team do not work directly with the young person.

4. In-House Service Bed Numbers and Package Description

4.1 Service Support Package Bed Numbers

4.1.1 The table below summarises the number of in-house bed numbers by service package type:

Pathway costs by package	Service Package 1 16 and 17 year olds (shared accommodation)	Service Package 2 Newly Arriving Unaccompanied Young People	Service Package 3 Move On Homes	Service Package 4 Supported Lodgings	All In-house Service Packages Total
Total number of beds	68 (Inc. 4 e-beds)	12	8	25	113

4.2 Service Package 1- 16 and 17 Year Olds (shared accommodation)

4.2.1 This package includes two distinct categories of accommodation and support:

- **1A: General accommodation**
- **1B Emergency accommodation (E-beds)**

4.2.2 The two categories making up Service Package 1 are described separately in the specification below.

4.2.3 The accommodation will be provided across a range of shared houses with no more than 4 young people accommodated together at any one time. Emergency beds (1B) will be situated within the same houses as some of the general beds (1A), subject to appropriate risk assessment and risk management.

Service Package 1A – 16 and 17 Year Old Young People (shared) - General accommodation

4.2.4 The Service will provide intensive support and shared accommodation which offers the required number of beds in each locality area. It will facilitate multi-agency working and input for young people aged 16 and 17 years in common with the rest of the YPSA Service Packages. There will be outreach support

available where required and there may be 24 hour cover at times, where high level risks are identified.

4.2.5 The in-house YPSA team will work in partnership with other agencies to adopt a 'team around the young person' approach to identify needs and provide support. The YPSA support Worker will have a lead role in delivering appropriate and effective interventions which keeps the young person and others safe, enables the young person to engage in education, employment and training and facilitates their return home, to family/friend networks or on to independent accommodation. Where move on to independent accommodation is possible, then resettlement outreach support will be provided for up to a year to increase the likelihood of long term sustainability.

Service Package 1B – 16 and 17 Year Old Young People (shared) - Emergency (E-bed) accommodation

4.2.6 This Service will provide short-term emergency accommodation for up to 14 days, to young people aged 16 to 17 years. It aims to safeguard any young person who is assessed as being at risk of immediate and significant harm due to homelessness or housing related issues. This service also aims to enable professionals to identify the most appropriate support and housing option for each young person and the next steps to achieve this, including reunification work to support a young person to reconnect with their family and mediate a safe return to the family home (where it is safe and appropriate) or into a general bed within YPSA services. The YPSA Support Worker will take a lead role in the delivery of this work during the time the young person is in an E-bed and with the transition into their onward destination.

4.2.7 Young people accessing an E-bed will be experiencing crisis which might present additional challenges for the young person which could include emotional regulation, behaviour and/or engagement with Services. There will be outreach support available where required and there may be 24-hour cover at times, where high level risks are identified.

4.2.8 Access to emergency accommodation does not automatically enable access to other provision within YPSA services and any onward entry into the YPSA services should be carefully planned by all agencies involved.

4.2.9 Emergency support and accommodation is delivered within this Service Package only. Where young people need to enter accommodation as an emergency, there is the expectation that the in-house YPSA team will accommodate a young person

on the same day that a Placement Request is received¹⁹. The E-bed will provide a period of up to 2 weeks to ensure the safeguarding of young people who would be at risk in any other option.

4.2.10 Access will be managed by the Brokerage (Placements) team in the same way as entry into all other Service Packages within YPSA and there will be the expectation that the family will be offered a Family Group conference to reconnect young people with their families and mediate a return home (where safe).

4.2.11 In this Service the in-house YPSA team will:

- Take sufficient steps to safeguard the young person agreed in partnership with the referring agency.
- Contribute to partnership work to identify the most appropriate onward housing option for the young person and take a lead role in the onward plan identified.
- Be expected to deliver intensive intervention work in conjunction with partner agencies e.g. Education, Employment & Training (EET) Team, Aquarius
- Work in partnership with relevant agencies to facilitate the young person's transition to their next accommodation e.g. referral to the Education, Employment and Training casework team.
- Provide transition support to facilitate a successful move to their next step accommodation. This may include onward resettlement outreach support to increase the likelihood of long term sustainability.

4.2.12 The table below outlines the bed numbers and locality area for service package 1:

SP1- 16 and 17 Year Olds (shared)	Cherwell	West	City	South	Vale	Total no.
SP1a General beds	14	8	28	7	7	64
SP1b Emergency beds	1	1	1	1	0	4
Total number of beds	15	9	29	8	7	68

¹⁹Or work to identify another suitable option if the service is at capacity.

4.3 Service Package 2- Newly Arriving Unaccompanied Young People

4.3.1 The in-house YPSA team will have available ‘Welcome Assessment Houses’ specifically for Newly Arriving Unaccompanied Young People, who will live in these properties for up to 4 months whilst having their assessments completed and then they will be integrated into wider service accommodation after this period of time.

4.3.2 The Unaccompanied Children team supporting newly arriving unaccompanied young people will work alongside the YPSA team to deliver intensive support²⁰.

4.3.2 The Unaccompanied Children’s team will support newly arriving unaccompanied young people in conjunction with the in-house YPSA team, will facilitate multi-agency working and input, including identifying their needs and delivering appropriate, intensive and effective intervention which keeps them and others safe and enables them to engage in education²¹, training and positive play and leisure activities, helping to build connections with the community.

4.3.3 In the majority of cases, the Unaccompanied Children’s team and the YPSA team will work to facilitate a move directly into shared in-house provision for 16 and 17 year olds after 4 months or where appropriate, into the 18+ commissioned shared provision where age determined.

4.3.4 In a minority of cases the Unaccompanied Children’s team and the YPSA team will work to progress the young person into an alternative service package within the YPSA services i.e. Supported Lodgings.

4.3.5 The accommodation will be provided across shared houses, with outreach support available where required and there may be 24 hour cover at times, where high level risks are identified.

4.3.6 The table below outlines the bed numbers for service package 2:

SP2- Newly Arriving Unaccompanied Young People	Cherwell	West	City	South	Vale	Total no.
	4	0	8	0	0	12

²⁰See working agreement framework for In-House YPSA team and Unaccompanied Children’s team for further details.

²¹Following arrival, a newly arriving unaccompanied young person will enter the Orientation Programme for 4 weeks to support them to orientate within the UK and specifically their local area, prior to attending school or college.

4.4 Service Package 3- Move On Homes

- 4.4.1 YPSA staff will deliver intensive support and shared accommodation through two Move On Homes (MOHs). There will be on-site support and 24 hour staffing cover at all times. YPSA staff will facilitate multi-agency working and input for young people within this service package.
- 4.4.2 The MOHs prioritise supporting young people leaving OCC residential Children’s Homes or those that are moving from out of county residential provision back into Oxfordshire. The young person can remain in the provision for up to 9 months and where appropriate, can apply for an extension to remain for up to a year.
- 4.4.3 YPSA staff will most likely facilitate a move directly into the other in-house YPSA services or into the commissioned YPSA services where age determined.
- 4.4.4 YPSA staff will work in partnership with other agencies such as the Education, Employment and Training team to support the young people whilst in the MOH, including identifying their needs and delivering appropriate, intensive and effective interventions which keep them and others safe, and which enables them to engage in education, employment and training, reconnect them with family members (where it is safe and appropriate) and the community.
- 4.4.5 The table below outlines the bed numbers for Service package 3:

SP3-Move Homes	On	Cherwell	West	City	South	Vale	Total no.
		0	4	0	4	0	8

- 4.4.6 Accommodation within this Service will be in a shared environment, with intensive support provided through on-site staffing 24 hours a day, 7 days a week
- 4.4.9 The number of beds available in each locality area is stipulated.

4.5 Service Package 4-Supported Lodgings

- 4.5.1 The Supported Lodgings (SL) team recruit, train and support a pool of SL Hosts. These Hosts are paid to provide accommodation and a minimum of 8 hours support a week. The young person will have been assessed as able to safely live with others in a family environment, with the appropriate support in place.

4.5.2 Young people will be aged between 16-24 years and the accommodation will be provided across a range of shared family environments across the County.

4.5.3 The table below outlines the bed numbers for Service Package 8:

SP4- Supported Lodgings	Total no.
No. of Beds	Up to 25

4.6 The House Project

4.6.1 The House Project²² is an in-house provision for care leavers aged 16-17, offering accommodation through a room in a shared house in Oxfordshire), after the care leaver has completed their induction. This induction is normally 6 months, but occasionally this is flexible dependent upon the young person's needs, prior learning and independent abilities. The House Project also offers bespoke intensive holistic outreach support. The induction includes a learning programme that young people work towards to gain a range of accreditation.

4.6.2 Young People apply and are interviewed for the project and approximately 10 young people a year join the project.

4.6.3 The referral criteria for the project is:

- Young People are care leavers aged 16-17 upon application
- Willing to live in a shared house in Oxfordshire
- Are in employment, education or training (EET) or are willing to work towards EET.
- Are willing to work with others during group work.

4.7 Summary of In-House Services

	Cherwell	West Oxon	Oxford City	South Oxon	Vale of White Horse	Total
SP1a – 16 and 17 Year Olds (shared) General Beds	14	8	28	7	7	64
SP1b – 16 and 17 Year Olds (shared) Emergency Beds	1	1	1	1	0	4
SP2 – Newly Arriving Unaccompanied Young People	4	0	8	0	0	12

²² www.thehouseproject.org

SP3- MoveOn Homes	0	4	0	4	0	8
SP4-Supported Lodgings	N/A	N/A	N/A	N/A	N/A	25
Total No. of Beds	19	13	37	12	7	113

4.6.1 The House Project numbers²³ have not been included in the table above as they will increase year on year by approximately 10 young people.

5. Staffing Requirements within service packages 1(a), 1(b) and 2.

5.1 Out of hours and Overnight staffing Delivery Model

5.1.1 The delivery model across the service packages for staff cover out of hours and overnight is summarised below. While it is envisaged that this model will offer the most appropriate out of hours and night-time cover for the majority of young people, alternative, flexible delivery models will be required to meet the fluctuating needs of the young people eligible for YPSA services.

5.1.2 The YPSA Team will:

- Ensure that young people receive a minimum of two weekly keyworker visits in SP1 and 2 which is outside of any out of hours or additional visits required due to level of need.
- Deliver proactive monitoring and input overnight to pre-empt issues and resolve them before escalation.
- Ensure all buildings have CCTV at the front door as a minimum.
- Where the level of risk requires on-site monitoring, then YPSA staff will ensure that a member of staff is on-site at a shared property to mitigate the presenting risk. The YPSA team's delivery model may hold a room in certain properties if required for overnight staffing.
- Provide staff that can undertake additional visits to properties as appropriate and where resources allow.

²³As of March 2020, 8 young people were supported through the project.

- Provide out of hours and overnight staff that are appropriately trained to deliver the support and intervention required. The purpose of the input is to ensure safety and/or to prevent escalation of behaviours that would have a significant negative impact on the young person or others including neighbours.
- Should advice be required out of hours this is available through the YPSA staff management on call service until 11pm each day of the week, after 11pm advice or support is available through the county wide Emergency Duty team.
- Visit accommodation in response to concerns observed via CCTV. Visits can be undertaken either alone if appropriate, or with an additional member of staff or with the police if necessary.
- Work together proactively with local police and anti-social behaviour teams to facilitate an approach aligned with the principles of inclusion and collective responsibility and to build trusting relationships both with young people and with local communities to maximise social cohesion and minimise negative neighbourhood impact.
- Be flexible in responding to short-term or urgent need for cover as required to maintain safety and security of the provision.
- Ensure that properties are visited daily, or every other day as a minimum, at varying times in which no discernible pattern to the visits can be deduced by the young people to make it challenging for young people to mask emerging issues.

5.1.3 The Move on Homes

The Move on Homes are staffed on a 24/7 basis 365 days a year. Should advice be required out of hours this is available through the YPSA staff management on call service until 11pm each day of the week, after 11pm advice or support is available through the county wide Emergency Duty team.

5.1.4. The Supported Lodgings service

Should advice be required out of hours this is available through the YPSA staff management on call service until 11pm each day of the week, after 11pm advice or support is available through the county wide Emergency Duty team.

5.1.5 The House Project

Should advice be required out of hours this is available through the House Project Manager or YPSA staff management on call service until 11pm each day of the week, after 11pm advice or support is available through the county wide Emergency Duty team.

5.2 The Role of YPSA staff team/MOH worker/SL Host/ House Project Worker and Social Worker/ Personal Advisor

5.2.1 The Social Worker/Personal Advisor 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. The Social Worker/Personal Advisor/ Supported Accommodation Worker is responsible for making a referral to the EET team if the young person is NOT in education, employment or training whether on entry or at any point during the young person's time within the YPSA. The Social Worker/Personal Advisor will incorporate the Provider's assessment, 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.

5.2.2 There is the requirement that a Social Worker/Personal Advisor 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 cannot be admitted to the placement, without the company of their Social Worker or Care Leaver's PA. Where an emergency placement, or placement at short notice is required then it is the responsibility of the relevant placing Social work team to provide a suitable replacement to the young person's own Social Worker or Personal Advisor if they are not available.

5.2.3 The YPSA Support worker, MOH worker, House Project Worker or Supported Lodgings Host/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 team (where required) and social activities
- Budgeting and money management, including supporting young people to claim the benefits they are entitled to
- Support with personal health
- 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

5.2.4 The YPSA team, MOH's, the House Project or the Supported Lodgings team shall have a system in place to measure progress against identified outcomes for individual young people, for example an Outcomes Star or equivalent. This shall include a baseline assessment on receipt of Service and quarterly progress reviews.

5.2.5 The YPSA team²⁴ shall submit quarterly reports to the Council's Quality and Contracts team, as detailed in the KPIs, providing an overall summary and analysis of this data, including progress of Young People and positive outcomes being achieved.

5.2.6 The Service will:

- Support and enable Young People to enhance their personal resources and develop sufficient skills, competencies and resilience to live independently (where necessary, providing advice, assistance and support);
- Support and enable Young People to access suitable accommodation and to equip them with the skills to sustain their tenancies;
- Where appropriate and safe to do so, support the Young Person's return home or to develop positive relationships with family members;
- Mitigate the risks of the Young Person experiencing eviction and/or homelessness in the future;
- Contribute to positive outcomes for Young People and their future economic well-being by encouraging and facilitating their health, well-being social inclusion and participation in further educational, training or work opportunities.
- Support Young People to maintain a tenancy and live independently from the age of 18 years²⁵.

5.2.7 Caseloads, in service packages 1 and 2, should be limited to workers supporting no more than 8 young people, to ensure that workers can offer intensive, responsive support and well-planned high quality, evidence based interventions to each young person.

5.2.8 Young people will receive a minimum of two weekly keyworker visits in SP1 and 2.

5.2.9 Staff/Supported Lodgings Hosts will stay on site in SP3 and 4 and have regular and frequent interactions with the young people.

²⁴Excludes SL scheme and House Project as they will have their own monitoring arrangements in place.

²⁵Excluding the House Project where young people can remain after they turn 18 years.

5.2.10 Young people in the House Project and Move On Homes receive regular and frequent interactions from their worker.

Young People at the centre of Services

5.2.9 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 Service they receive. This includes being given reasons for refusal of a service, significant changes in Service delivery and the termination of a Service.

5.2.10 YPSA team, MOH's, the House Project or the Supported Lodgings service must communicate in a clear, timely and accessible way with young people and provide a meaningful opportunity to respond and be heard. Young people should be well informed and should lead their support planning and risk management wherever possible.

5.2.11 YPSA team, MOH's, the House Project or the Supported Lodgings service should incorporate effective involvement mechanisms to ensure that young people support the services to evolve and develop in line with their needs. The Provider will work in line with the County Councils principles of engagement and co-production and good practice guidance:

- <https://www.oxfordshire.gov.uk/council/about-your-council/have-your-say-about-council-services/consultation/our-approach-consultation>
- <https://www.oxfordshire.gov.uk/residents/co-production>
- <https://www.scie.org.uk/co-production>

5.2.12 The YPSA team, MOH, House project or the Supported Lodgings service will actively promote the United Nations Convention of the Rights of the Child. Every young person until they turn 18 has their own set of human rights under the United Nations Convention on the Rights of the Child. We expect these rights to be extended to all young people receiving support from provision within the YPSA services. These rights include:

- The right to protection (right to life, right not to be kidnapped, right not to be abused)
- The right to provision (right to good standard of housing, right to medical care, right to education)
- The right to participation (right to have your opinion listened to, right to play)

Partnership Working

5.2.13 The YPSA team, MOH, House project or the Supported Lodgings service will need to identify and actively work in partnership with relevant agencies and Services to support assessment, support planning, risk assessment and risk management planning around both individual young people and groups. These agencies and Services include but are not limited to:

- Youth Offending Service
- Education, Employment & Training (EET) Team
- Family Solutions Service
- Job Centre Plus
- CAMHS
- Adult Learning Disability and Mental Health Services
- Drug and Alcohol Services (including Aquarius)
- Domestic Abuse Services
- Health Visitors
- Children's Social Care teams
- Virtual School for Looked After Children and Care Leavers 0-25 and Preparing For Adulthood team
- Police
- Anti-Social Behaviour Teams
- Local Housing Authorities
- Family Nurse Partnership (parents)
- GP and Other Health Services
- Leisure providers
- Commissioned YPSA Providers

5.2.14 The YPSA team, MOH, House project or the Supported Lodgings service will adhere to the principles set out in Oxfordshire's Information Sharing Protocol when working in a multi-agency context:

<https://www2.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/communityandliving/ourworkwithcommunities/oxfordshirepartnership/oxfordshiresafercommunities/OSCPInformationSharingProtocol.pdf>

5.2.15 The YPSA team, MOH, House Project or the Supported Lodgings service are to be appropriately represented at all relevant Accommodation Panels, team around the young person care planning and any reviews initiated by Care Leaver's personal advisors. This will ensure that there is the appropriate multi-agency planning and problem-solving around individual cases and multi-agency response to emerging strategic issues around practice.

5.2.16 The YPSA team, MOH, House project or the Supported Lodgings service are to be appropriately represented and take an active role at all relevant Supported Accommodation Provider Forums to share and learn from knowledge and good practice examples across YPSA Services and in the wider policy and legal frameworks of the sector, to respond to emerging issues highlighted by experiences shared by YPSA Providers and the County Council and to review relevant policies and procedures of YPSA services.

5.2.17 The YPSA team, MOH, House project or the Supported Lodgings service will keep up to date with the developments in the commissioned YPSA Services and Adult Homeless Pathway to support the ongoing effective interface with YPSA services.

5.2.18 The YPSA team, MOH, House project or the Supported Lodgings service (where applicable) will use standard templates, to aid consistency of partnership working across YPSA services and wider YPSA staff services.

6. Quality Accommodation

6.1 Accommodation Description for service packages 1 and 2

6.1.1 Shared provision will be delivered through premises where no more than 4 beds are occupied by young people and there are detailed minimum standards for accommodation.

6.1.2 Response have been contracted to provide and manage all of the accommodation used to deliver this service. All accommodation must have where applicable:

- Full central heating
- A valid current gas safety record, which is renewed annually.
- Proof that all electrical appliances and furniture are kept in a safe condition.
- Proof that all applicable furniture is fire retardant
- Proof that all smoke alarms and emergency lights are correctly positioned and installed.
- Fire extinguishers and fire blankets in relevant areas which are checked on a regular basis.
- Clear fire escape routes.
- Clear safety signs detailing what to do in the case of fire.
- Be fully compliant with the Regulatory Reform (Fire Safety) Order in England and Wales and the Fire (Scotland) Act 2005 that came into effect October 2006.
- All accommodation must comply with relevant building regulations, housing legislation (including HIMO legislation) be in good decorative order and comply with the DDA (Disability Discrimination Act) legislation.

- All properties shall be fitted with mains operated smoke detection equipment. This and other safety requirements, such as working evacuation procedures, shall be maintained by the Provider.

6.1.3 Response shall provide suitable accommodation that meets all requirements for occupation by Young People for the provision of the Services in accordance with the relevant service as detailed in the table below:

Room	Internal Room Requirements ²⁶
Kitchen (communal for shared properties)	<ul style="list-style-type: none"> <input type="checkbox"/> Cupboards and sink <input type="checkbox"/> Laundry facilities <input type="checkbox"/> Oven, grill, hob, fridge, freezer <input type="checkbox"/> Tiled / vinyl / wood floor
Bathroom	<ul style="list-style-type: none"> <input type="checkbox"/> Lockable toilet, sink, bath/shower facilities <input type="checkbox"/> Tiled / vinyl / wood flooring
Each Bedroom:	<ul style="list-style-type: none"> <input type="checkbox"/> Lockable bedroom doors (shared properties) <input type="checkbox"/> High quality and clean bedstead and mattress, wardrobe, chest of drawers, bedside table. <input type="checkbox"/> Desk workspace, including desk, chair and study light <input type="checkbox"/> Curtains/blinds which block out light <input type="checkbox"/> Carpeted/appropriate flooring <input type="checkbox"/> Plug sockets and aerial socket (aerial required in shared properties only)
Lounge	<ul style="list-style-type: none"> <input type="checkbox"/> Sofa and/or easy chairs, dining table and chairs <input type="checkbox"/> Carpeted/appropriate flooring <input type="checkbox"/> Internet access (Response responsible for payment of internet access) <p>Secure Office Space (where applicable):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lockable storage <input type="checkbox"/> Lockable door
External area:	<ul style="list-style-type: none"> <input type="checkbox"/> A safe, free from rubbish, well-lit and easily accessible entrance; <input type="checkbox"/> CCTV (for recording purposes only) <input type="checkbox"/> Clean tidy, well-lit and maintained communal areas; <input type="checkbox"/> Gardens/yard and paths which are clear from rubbish and overgrown vegetation, shrubs or trees; gates and fences in functional good order. <input type="checkbox"/> Key safe

²⁶ Shared houses (no more than 4 young people living together). May be an additional room which is used as a staff office/sleep in/storage by YPSA staff.

6.1.4 In addition, Response will replenish towels, two duvet sets including two pillow cases, two pillows, a single 13.5 tog duvet, and two fitted sheets for each new placement. The following items will be stocked in each property; crockery and cutlery, four glasses, Henry vacuum cleaner, kettle, saucepan set, television, toaster, waste bin, baking trays, can opener, cheese grater, chopping board, utensils and wooden spoons, colander, potato masher, oven glove, bowl, broom, iron, ironing board, clothes airer, dustpan and brush, tea towels, mop and bucket, notice board (cork) and a microwave.

Young People may be accommodated in shared house(s) where no more than 4 beds are occupied by young people which can be within blocks of more than two (2) storeys provided that they meet fire safety standards, as required by any Regulations enforced by the councils responsible for enforcement.

6.1.5 Staff will support each young person to develop the understanding and skills to clean the property and support them to agree a shared responsibility for cleaning tasks in shared accommodation. Young people will be required to take responsibility for keeping the property clean, and whilst staff may support them with this, it is essential that staff protect their time to ensure that they are undertaking the required key working sessions and delivering evidence based interventions, rather than cleaning the properties on behalf of the young people living there.

6.1.6 Where the cleanliness of properties becomes an issue, then staff will need to consider a plan of action to mitigate the issues. This will become part of the individual's support plan to ensure that all professionals working with the young person are supporting the young person to sustain a minimum standard of hygiene at their property. The Brokerage (Placements) Team, and Quality and Contracts Team through quarterly performance monitoring, will need to be made aware of ongoing issues and the plan in place to support the young person/young people to achieve the required standards expected.

6.1.7 All properties within which accommodation is located must comply with the Management of Houses in Multiple Occupation (England) Regulations 2006 and the Housing Act 2004 standards. Details of ownership of the accommodation and person(s) responsible for repairs must be disclosed, on demand, both to the Council and to local housing authority department officers responsible for enforcement.

6.1.8 Prior to the first issue of an 'occupancy license agreement'²⁷, for any accommodation, Response shall notify the Council's Authorised Officer to allow the opportunity for arrangements to be made to carry out an accompanied inspection of the accommodation. Response must ensure that any deficiencies which are identified by the Council are remedied prior to the commencement of any

²⁷This will be issued by Response not YPSA staff

Placement, this includes, but not exclusively necessary gas or electrical test certificates.

6.1.9 For the avoidance of doubt, the costs of all utilities, heating, lighting, water, wi-fi, television license and sewage charges are included in the service charges. For young people under the age of 18 years that are children in the care of the local authority, as the money cannot legally be taken from source, they will be encouraged to have a savings plan for a minimum of £10 per week, to prepare the young person for the requirement to contribute to their accommodation costs in accordance with the relevant provisions of the Guidance Volume 3 Planning Transition to Adulthood for Care Leavers, section 8.27). Please see link below:

<https://www.gov.uk/government/publications/children-act-1989-transition-to-adulthood-for-care-leavers>

6.1.10 Where young people are young people not legally in the care of the local authority, young people will be signed up for benefits and will be required to pay service charges and rent to Response. These costs will be met through their benefits, including a £10 weekly service charge which will need to be paid directly to Response. The money recovered by Response will be paid back to OCC via contract monitoring processes.

6.1.11 The accommodation will be located in areas with good transport links and reasonable access to education, employment and training, personal support networks, health and leisure services and other amenities

6.1.12 The accommodation will be sourced by Response and the details of each property and relevant contact for escalating property issues will be provided to the YPSA team and the young people living in each property.

6.1.13 Response shall ensure that all accommodation CCTVs are fully operational to ensure the safety and security of Young People.

6.1.14 Response shall permit the Young Person in question, the YPSA team or the Council's Authorised Officer to inspect the accommodation prior to any move or any subsequent transfer.

6.2. Repairs and Maintenance of Accommodation

6.2.1 There will be dedicated staff that hold responsibility for repairs and property maintenance within Response. This is not the role of YPSA staff.

6.2.2 The YPSA team shall support young people to maintain all accommodation in a clean and hygienic state throughout the contract period, both interior and exterior. YPSA staff shall ensure that written procedures are in place to inform Young People

on how to report repairs or raise issues with the accommodation with Response. Response will be required to carry out repairs and maintenance within the timescales specified in the table below:

Response 16/17 year old Contract with OCC	
Maintenance Targets	
Type of Defect	Hours or Calendar Days to Complete Repair <small>(clock starts from time defect reported to repairs & maintenance team)</small>
Front or rear doors & windows not secured, including broken glazing	Same Day (12 hours)
Fire alarm/detector systems in state of disrepair	24 hours
Toilet (out of use)	24 hours
Breakdown of heating and hot water	2 days (48 hours)
Kitchen (water supply)	2 days (48 hours)
Bathroom (water supply) excluding toilet	2 days (48 hours)
Kitchen appliances	3 days
Complaint about rubbish in and around the property	7 days
General disrepair	14 days
Damp and mould growth	28 days

6.2.3 The Property Provider shall ensure that the accommodation is decorated and maintained and that all furniture and fittings are maintained in good order in accordance with the service specification and the YPSA team must report issues swiftly reported for resolution.

6.2.4 There will be a 3-day maximum turnaround for lettable rooms where cleaning and minimal maintenance is required only. This is the responsibility of Response. Where damage has occurred to a room/property or significant maintenance work is required, then this work will be carried out as quickly as possible and an estimated turnaround time supplied to YPSA staff, the Brokerage (Placements)

Team and Quality and Contracts Team. Regular progress updates will be provided to YPSA staff as applicable.

- 6.2.5 YPSA staff will encourage the young person to personalise their room, without damaging the existing décor.

6.3 Finance

- 6.3.1 The majority of young people in this service will be under the age of 18 years so they will have all accommodation costs met by social care where they are in the care of the local authority. Young people who are not legally in the care of the local authority will need to cover their rent and service charge costs via Universal Credit and housing benefit.
- 6.3.2 Staff must work proactively with young people that are responsible for contributing towards their rent and service charges to ensure that they do not fall into accommodation related arrears. Where YPSA staff or the supported lodgings scheme has concerns when arrears are 10 days overdue, then these concerns must be escalated to the Social Worker/Personal Advisor and Brokerage (Placement) Team immediately. It is not acceptable for the young person to fall into arrears beyond 10 days overdue, without evidence that the YPSA staff/ SL Host has notified the Social Worker/Personal Advisor and Brokerage (Placements Team) of their concerns and with the steps the Provider has taken to try to address the issue with the young person.

7 YPSA Service Care Plans

7.1 Roles and Responsibilities

- 7.1.1 The Council shall ensure that each Young Person's Social Worker/Personal Adviser completes a Care/ Pathway Plan (as applicable), which is informed by the needs' assessment, in conjunction with the Young Person in question. Each Care/ Pathway Plan shall be completed within 28 days of placement move as per statutory requirement.
- 7.1.2 YPSA staff²⁸, the House Project or the Supported Lodgings service shall ensure that a YPSA Worker/ Move On Home worker/SL Host/House Project Worker is available to provide Support for each Young Person in accordance with the applicable Service and their Care/ Pathway Plan.
- 7.1.3 YPSA staff, the House Project or the Supported Lodgings service will ensure that a working agreement around roles and responsibilities is in place between the Support Worker/Move On Home worker/SL Host/ House Project Worker, the Social Worker/ Personal Advisor and any other professionals involved with the young person within 2 weeks of the placement, which complements the contents

²⁸Which includes both in-house YPSA team and MOH staff

of the Care/ Pathway Plan which must be completed within 28 days of placement. The Care/ Pathway plan should then be updated after 3 months and then every 6 months thereafter.

- 7.1.4 YPSA staff, the House Project or the Supported Lodgings service shall deploy its Support Worker(s) to visit each Young Person (and SL Host where applicable) in their accommodation at times which shall be agreed with the Young Person and shall place a copy of the schedule of visits on the Young Person's individual file, a copy of which should also be forwarded to the Social Worker/Personal Advisor.
- 7.1.5 The provision of support by YPSA staff, the House Project or the Supported Lodgings service to each Young Person (and SL Host where applicable) must be flexible, but formally agreed between the Social Worker/Personal Adviser, the Young Person and YPSA staff to ensure that Support is provided in a manner that gives the Young Person maximum support when necessary.
- 7.1.6 YPSA staff, the House Project or the Supported Lodgings service must ensure consistency of 'Support/Key' Worker throughout the duration of the placement and the same worker should deliver any ad-hoc support where applicable. It is helpful if there can be a 'Deputy Support/ Key Worker' also identified, so that where there are times where the primary 'support/key worker' isn't available, then another member of staff has a strong relationship with the Young Person (or SL Host where applicable).
- 7.1.7 If a Young Person is in education, or attending work placement, or in employment, YPSA staff, the House Project or the Supported Lodgings Host /other professionals shall endeavour to provide support either before or after the Young Person attends these commitments to ensure that the Young Person is able to access the support without disruption to EET.
- 7.1.8 Engaging in the support offered such as education, employment and training must form part of the young person's agreement/consent when entering YPSA services. If a Young Person is reluctant to engage in support or persistently fails to attend support sessions with the YPSA staff, House Project or the Supported Lodgings Host, they shall, in consultation with the Young Person's Social Worker/Personal Adviser and EET worker (as applicable), explore innovative methods of engaging the Young Person in question. They shall record and report all instances of non-engagement, promptly.
- 7.1.9 YPSA staff, the House Project or the Supported Lodgings service shall complete and store securely a record of each visit to a Young Person in a form which shall identify the substantive content of each visit along with the planned time of visits, actual time and duration of the visit. They will maintain weekly records for each Young Person and upload them onto Liquid Logic.

7.1.10 YPSA staff, the House Project or the Supported Lodgings service shall review each Young Person's Support Plan on a Monthly and a (3) three Monthly basis to link with the Care/ Pathway Plan²⁹ (as applicable) of the Young Person in question. Each Young Person's Support Plan shall address (but shall not be limited to) a Young Person's needs as detailed in the Service Outcomes table below. The usage of accommodation will be included as part of this review as there may be instances when the young person is not frequently staying in the accommodation provided, and their housing circumstances have changed.

7.2 Health

7.2.1 YPSA staff, the House Project or the Supported Lodgings Host must encourage and assist young People to attend all medical appointments.

7.2.2 Where a Young Person fails to attend a medical appointment, YPSA staff, the House Project or the Supported Lodgings Host must record this and where possible add context to why the Young Person did not attend the appointment.

7.2.3 YPSA staff, the House Project or the Supported Lodgings Host must support Young People in the following responsibilities:

- Guidance and support to register with a GP as a permanent patient.
- Guidance and support to register with a dentist and attend dental check/treatment at least every twelve (12) months.
- Guidance and support to register with an Optician and attend a vision test every two (2) years or annually if the Young Person wears glasses.

7.2.4 It is the expectation that registration with GPs, Dentists and Opticians takes place within ten working days of the Young Person being placed.

7.2.5 In addition to the above YPSA staff, the House Project or the Supported Lodgings Host is responsible for ensuring that the Young Person has access to all health services including any specialist health services such as psychiatric, psychological and other therapeutic services.

7.2.6 YPSA staff, the House Project or the Supported Lodgings Host must also ensure that the Young Person is encouraged to have a balanced diet and is encouraged to undertake regular exercise, they have access to health information that enables them to make informed lifestyle choices. This should include information on sexual health and developing positive relationships.

²⁹ Undertaken within 28 days following a placement move, reviewed at 3 months and then every 6 months thereafter.

- 7.2.7 YPSA staff, the House Project or the Supported Lodgings Host must advise the Social Worker of any difficulty in accessing Health Services on behalf of a Young Person in placement without delay.
- 7.2.8 YPSA staff, the House Project or the Supported Lodgings Host must ensure the Young Person is emotionally prepared for any appointments.
- 7.2.9 YPSA staff, the House Project or the Supported Lodgings Host must ensure that Staff/the Host check-in with a young person in a timely way, after any appointment, to support and clarify any issues a Young Person may have in relation to the appointment.
- 7.2.10 YPSA staff, the House Project or the Supported Lodgings Host will have access to and will need to work closely with the Clinical psychologists dedicated to supporting professionals delivering YPSA Services and the Phoenix Team. YPSA staff, the House Project or the Supported Lodgings service will make referrals to other health services for additional support as required.
- 7.2.11 Where substance misuse issues are identified, then the provider will make a referral to Aquarius and encourage and support the young person to access dedicated support.

7.3 Education, Employment and Training

- 7.3.1 YPSA staff, the House Project or the Supported Lodgings service will ensure that Staff/ the Host support the Young Person's education, employment and training, offering advice and encouragement and ensuring Young People attend training, employment, school, (day) college or alternative education provision and take part in educational activities. They will ensure that the transport arrangements to and from the Young Person's education, employment and training establishment are organised and appropriate to meet the Young Person's needs.
- 7.3.2 YPSA staff, the House Project or the Supported Lodgings service will make every effort to support the Council to secure an appropriate educational, training and employment placement with support from the education, employment and training team and by following the agreed process for referral and support.
- 7.3.3 YPSA staff, the House Project or the Supported Lodgings Host will assist Young People to participate fully in their education, training and employment and engage with the education, employment and training team where appropriate.
- 7.3.4 Where particular issues arise, which impede the Young Person's progress at employment or school, college or other educational provision, YPSA staff, the House Project or the Supported Lodgings Host will take measures to resolve these and log the measures on the Young Person's casefile and ensure that the EET service are kept informed.

- 7.3.5 In the event the Young Person refuses to attend their educational, training or employment provision YPSA staff, the House Project or the Supported Lodgings Host must keep a record of the dates and inform the Education, Employment and Training team as above.
- 7.3.6 YPSA staff, the House Project or the Supported Lodgings Host must evidence how they have encouraged a Young Person to attend education, training or employment.
- 7.3.7 In the event of a Young Person being excluded from education, training or employment YPSA staff, the House Project or the Supported Lodgings Host must notify the social worker immediately in order to jointly consider what action is needed to maintain the Young Person's access to education as well as making the education, Employment and Training team aware (In line with statutory duty).
- 7.3.8 YPSA staff, the House Project or the Supported Lodgings Host will work closely with the young person, Virtual School and EET service to identify and secure suitable opportunities for the young person to access EET. Where other professionals are involved with providing EET support, roles and responsibilities will be clear from the outset to avoid duplication.
- 7.3.9 YPSA staff, the House Project or the Supported Lodgings service will ensure that it supplies the EET service with information about the young person's EET status to support with their destination tracking requirements for Central Government.

7.4 Staying Safe

- 7.4.1 YPSA staff, the House Project or the Supported Lodgings service will be supported by the Council's Brokerage (Placements) Team and Quality & Contracts Team to link them with the relevant officers in the council who can offer support to the Service with Young People where appropriate who go missing and Young People that are at risk of exploitation, gang and criminal activity.
- 7.4.2 As a minimum YPSA staff, the House Project or the Supported Lodgings Host will need to:
- Share information with police, social care and relevant professionals via information report forms
 - Monitor cars turning up at accommodation and share information via report forms
 - Evidence how they have sought to improve the attendance at school/college
 - Support the Police where necessary by reporting concerns in a timely fashion. Establish facts and where possible corroborate information given, remembering that evidence thresholds are high.
 - Support Young People who are, or deemed at risk of self-harming

- Positive activities need to be offered, particularly those that heighten adrenaline as and when required.

7.4.3 Where the Young Person is missing or has unauthorised absence from the accommodation as in the agreement of the pre-placement planning meeting. YPSA staff, the House Project or the Supported Lodgings Host will be required to:

- Notify the Social Worker/ Personal Advisor immediately including MASH or EDT (if it is out of hours) if more appropriate
- Ensure that when the Young Person returns to the home the Social Worker/ Personal Advisor, including MASH or EDT (if it is out of hours), is notified.
- Facilitate or undertake a return home interview within seventy-two (72) hours of the Young Person returning to the accommodation.

7.4.4 YPSA staff, the House Project or the Supported Lodgings Hosts will need to comply with Missing Policy and Procedure please see link below:

https://oxfordshirescb.proceduresonline.com/p_ch_miss_care_home_ed.html

7.5 Care Planning and Reviews

7.5.1 The Social Worker and YPSA staff, House Project Worker or the Supported Lodgings Host will work together to ensure delivery of agreed outcomes for the Young Person, which will be specified in the individuals Care/Pathway Plan.

7.5.2 The Young Person's Social Worker/ Personal Advisor will visit the Young Person every six (6) weeks in order to have oversight of the placement. YPSA staff, the House Project or the Supported Lodgings Host will raise concerns to the Social Worker/ Personal Advisor in the first instance if these visits do not take place and escalate to the Placement service thereafter.

7.5.3 Any significant changes to the placement, proposed by the Social Worker/Personal Advisor, YPSA staff the Supported Lodgings service or following a statutory review must be considered in advance by the allocated Social Worker/ Personal Advisor, discussed with the Brokerage (Placements) Team and the Care/Pathway Plan should be amended, or a variation generated to outline the change in requirements.

7.6 Transport

7.6.1 Where possible Young People should use public transport. In the majority of cases, Children we Care For /Care Leavers will be expected to pay for the transport costs to appointments, education or activities.

7.6.2 For group activities, where YPSA staff, the House Project worker or the Supported Lodgings Hosts are required to transport groups of young people, the staff

involved must hold a full driving licence and all vehicles used are appropriately insured and roadworthy.

7.6.3 YPSA staff, the House Project worker or the Supported Lodgings Host must carry out a full risk assessment on any Staff member involved in transporting Young People. The risk assessment must be kept on file within the accommodation.

7.7 Placement Stability

7.7.1 YPSA staff, the House Project or the Supported Lodgings Host and the Social Worker will work together to ensure that Young People are able to remain in their accommodation until they move to independent Accommodation or return to family³⁰.

7.7.2 YPSA staff, the House Project or the Supported Lodgings Service must notify the Council's Brokerage (Placements) Team immediately of anything that threatens the stability of the placement and work with the Social Worker/Care Leaver's PA to find ways in which the placement can be stabilised.

7.7.3 YPSA staff or the Supported Lodgings service may not discharge or give notice of its intention to discharge a Young Person from the accommodation unless it has first discussed with the Social Worker ways in which difficulties in the placement might be addressed through a Placement Stability meeting. The Placement Stability meeting must include any statutory worker i.e. Social Worker or Care Leaver's PA assigned to the young person concerned. If they are not available, then a replacement from within their team is required to attend. In addition, may include support from the Brokerage (Placements) Team to mediate between the young person, YPSA staff, the House Project worker or the Supported Lodgings Host and any other residents to resolve issues which the Provider has been unable to resolve themselves. Where support is provided, then a Restorative Practice approach will be used.

7.7.4 In the case of placement breakdown, YPSA staff, the House Project or the Supported Lodgings service/Host will submit a report to the Social Worker/Personal Advisor, Brokerage (Placements) Team and Quality and Contracts Team outlining the reasons why the placement broke down and what support was put into place to try and sustain the placement.

7.7.5 YPSA staff or the Supported Lodgings service may not move the Young Person to another property within its own group without the completion of an Impact Assessment (standard template will be used across YPSA Services) to match the Young Person to the shared provision and others that may be accommodated there. This document requires approval from the Brokerage (Placements) Team.

³⁰Excluding the House Project where they can remain in the accommodation in the long term.

7.7.6 If it is agreed that the Young Person will move all parties will work towards a planned ending and there will be a joint approach to identifying an alternative accommodation.

7.7.7 YPSA staff, the House Project or the Supported Lodgings Host will support the Young Person to move with practical tasks such as assisting with packing if the Young Person requires and transporting the Young Person to the new provision. Planned positive endings will include emotional support in relation to the Young Person leaving, visits to the new placement and preparing Young People as much as possible, recognising the importance of the attachments with the Staff and the other Young People in the accommodation.

7.8 Notice Periods and Termination of Placements

7.8.1 If it is not possible to sustain the placement, due to safeguarding concerns YPSA staff, the House Project or the Supported Lodgings service will give notice in line with the timescales outlined below (where safe) and details of termination will be sent by email to the Council's Brokerage (Placements) Team and to any other Contact as detailed by the Council.

7.8.2. When the placement termination is agreed in consultation with the Council, the discharge will be planned and take place following consultation between the Council, YPSA staff, the House Project or the Supported Lodgings service and the Young Person (where appropriate). Where safeguarding concerns for individual young people are held around adhering to the standard notice periods, then this will be raised by YPSA staff, the House Project or the Supported Lodgings service to the Council and any deviation from the notice period will be agreed between YPSA staff, the House Project or the Supported Lodgings service and Council³¹.

YPSA Service Notice Periods

7.8.2 If YPSA staff, the House Project or the Supported Lodgings service feel that the support and accommodation cannot meet the needs of the Young Person, the Brokerage (Placements) Team or the services can end the placement at any time and will not normally give less than 28 days' notice. The period of notice will be detailed in a written notice which will also give details of why it has been issued³².

7.8.3 Where there are extreme circumstances or a serious breach of any of the provisions of the placement or any relevant House Rules, including but not limited to, disruptive or violent behaviour, the services may give less than 28 days' notice. For the avoidance of any doubt, this may include immediate notice to end the placement and vacate³³.

³¹ See process documentation for detailed information.

³² During this 28 day period, there will be a review and if circumstances have changed then the notice may be rescinded.

³³ Where a young person receives a custodial sentence, then notice will be served and the room will be made available for an alternative placement, rather than standing empty.

7.8.4 Where YPSA staff, the House Project or the Supported Lodgings service gives notice on a placement and an alternative placement needs to be identified, the Council and YPSA staff, the House Project or the Supported Lodgings service will search for an alternative placement. They must accommodate the Young Person wherever possible until a suitable placement is identified.

7.8.5 A full inventory should be taken on exit from the accommodation by the relevant property provider and photographs taken and held by the property provider and YPSA staff, the House Project or the Supported Lodgings service.

YPSA Resettlement Outreach Service notice period

7.8.6 If the Council and YPSA staff³⁴ feels that the outreach support cannot meet the needs of the Young Person, the Council can give seven days' notice period.

7.8.7 Where resettlement outreach support is being provided, then there will be clear timescales identified as part of the young person's plan as to when this may end. The outreach support should be appropriately phased out.

7.8.8 YPSA staff must ensure that the young person has relevant contact details for local support and emergency services when outreach support is ending so that they can access onward support where required.

Notification of serious events & record keeping

7.8.9 YPSA staff, the House Project or the Supported Lodgings Host will notify without delay the Council when specific situations arise in relation to the Young Person in their accommodation.

7.8.10 YPSA staff, the House Project or the Supported Lodgings Host will also notify the Council if there is an unplanned admission to hospital or accident & emergency. The Council's Contact in the first instance will be the Brokerage (Placements) Team Duty Desk or allocated social worker:

- Monday – Thursday 08:30 – 17:00
- Friday 08:30 – 16:00

7.8.11 All other times including public holidays the telephone contact will be the YPSA staff on call management service up to 11pm each evening (for YPSA staff services only) after this the Emergency Duty Team on 0800 833408 (freephone).

³⁴Not applicable to Supported Lodgings or the House Project

8. Staffing, Induction and Training

Workforce strategy

- 8.1 YPSA staff, the House Project and the Supported Lodgings service must have a staff retention/workforce development strategy and related policies and procedures.
- 8.2 Adequate staff resources are provided so that sufficient management, technical and administrative support remains available to meet the requirements of this SLA. This includes appropriate cover during holidays, staff sickness and situations requiring an emergency response.

Staff training

- 8.3 YPSA staff³⁵ shall ensure that 100% of Staff working with Young People are qualified to at least level three (3) National Vocational Qualification (NVQ) (or working towards this qualification) or equivalent in a subject related to, or transferrable to, the needs of Young People aged 16 and 17 years old. Those employees who are not qualified to this level, should be working towards a related qualification and complete this within eighteen (18) months of commencement of their role as support Staff.
- 8.4 YPSA staff³⁶ shall ensure that all Managers are qualified to at least level five (5) NVQ or that those Staff not qualified, from contact start date, should be working towards a related qualification and complete this within eighteen (18) months of commencement of their role as Support Staff. In addition, the Service Manager must hold a Social Work qualification and demonstrate extensive experience of the Supported Housing market.
- 8.5 A Staff structure must be in place to ensure that sufficient Staff are on shift each day who have sufficient knowledge, experience and ability to enable the effective day to day operation of the Service.
- 8.6 Staff must have the skills to positively engage and build relationships with Young People.
- 8.7 Staff must have skills and training to safeguard Young People.
- 8.8 YPSA staff, the House Project and the Supported Lodgings service must ensure they maintain a resilient Staff team, by way of support, training and supervision, who are able to respond to Young People in crisis and continue to commit to meeting their needs. YPSA staff will encourage staff to access reflective practice group supervision sessions offered by Clinical Psychologists for staff working in the Supported Accommodation services.

³⁵Not applicable to SL scheme and House Project as they have service specific requirements

³⁶Not applicable to SL scheme and House Project as they have service specific requirements

8.9 YPSA staff, the House Project and the Supported Lodgings service shall ensure that its Staff are trained to understand and be sensitive to the diverse cultural, religious and ethnic needs of Young People and shall provide use of translation and interpreting Services where necessary.

8.10 YPSA staff , the House Project and the Supported Lodgings service shall ensure that its Staff are familiar with the Council's policies and procedures via ongoing supervision and training.

8.12 YPSA staff, the House Project and the Supported Lodgings service will ensure that staff shifts allow the opportunity for regular attendance of training opportunities and reflective practice group supervision sessions.

8.13 YPSA staff, the House Project and the Supported Lodgings service shall ensure that its Staff receive appropriate training and maintain a record of all training which is provided. The cost of training is the responsibility of the Service (unless made available to Staff through Council resources) and must be delivered by an accredited trainer.

8.14 This is indicative and not exhaustive of the following:

- Safeguarding and Child protection (Mandatory classroom-based training required)
- Safeguarding adults;
- Health and Safety and First Aid;
- Managing difficult and emergency situations;
- Food handling (where appropriate);
- Substance misuse, including both legal and illegal drug use and alcohol;
- Equality and Diversity; Working towards an appropriate qualification at level 3 Quality and Credit Framework (QCF) Diploma or above (or its equivalent)
- Child Sexual Exploitation
- Missing children and Young People
- Mental Health
- Behavioural Issues
- Offending Behaviour
- Self-Harm
- Human Trafficking/Modern Slavery
- Prevent Agenda
- County Lines
- Gangs

- Knife Crime
- Restorative Practice
- Domestic Abuse
- Appropriate Adult
- Trauma Matters/Trauma Informed Practice
- Conflict management within the shared accommodation
- Supporting young people to develop independent living skills
- Attachment and child development
- Motivational interviewing
- Supporting Newly Arriving Unaccompanied Young People and working with interpreters
- EET and Raising the Participation Age (RPA)

8.15 YPSA staff, the House Project and the Supported Lodgings service must maintain opportunities for Staff to train in emerging issues for Young People e.g. County Lines. See OSCB link below with training opportunities available: <https://training.oscb.org.uk/>

8.16 Staff and their managers have received appropriate training in support planning, including needs assessment, risk assessment and risk management.

8.17 Staff are facilitated to and engage in multi-agency/partner agency training around, for example, Complex Needs, Autistic Spectrum Disorder, Child Exploitation, county lines.

8.18 There are staff members within the service with a specialist remit in, though not limited to, the following areas: first aid, domestic abuse, child protection, mental health, drug and alcohol issues, benefits and Housing specialist knowledge and challenging behaviour/anger management techniques.

Appropriate Adult

8.19 YPSA staff, the House Project and the Supported Lodgings service will ensure that Staff are able to fulfil the role of appropriate adult when required, including supporting Young People at appointments.

8.20 This includes ensuring that all Staff have undertaken Appropriate Adult Training.

8.21 The Provider's key roles and responsibilities are as follows:

- To support, advise and assist the detained person, particularly while they are being questioned.

- To observe whether the police are acting properly, fairly and with respect for the rights of the detained person. To provide effective challenge to the police if this is not the case.
- To assist with communication between the detained person and the police
- To ensure that the detained person understands their rights and that you have a role in protecting their rights.

8.22 Staff have completed training on and are operationally competent in delivering the evidence-based approach(es) adopted by YPSA staff, the House Project and the Supported Lodgings service for delivery of this service.

Working in partnership and accessing local resources

8.23 Staff have the capacity to develop strong positive links with partnering agencies and hold named contacts within these agencies. Staff will be proactive in maintaining these relationships³⁷.

8.24 Staff members understand the roles and responsibilities of key statutory partner agencies, for example Children's Social Care, and work collaboratively with them to meet need and achieve outcomes.

8.25 Staff understand the policy and legislative framework that relates to young people including Children (Leaving Care) Act, Youth Matters, Youth Justice system, Homelessness legislation and Crime and Disorder Act.

8.26 Staff have good knowledge of the local infrastructure for young people and for families including local services, networks and partnerships.

8.27 Staff are able to recognise the range of issues young people may present and understand the appropriate response and/or where to obtain specialist support or input.

8.28 YPSA staff, the House Project and the Supported Lodgings service will need to allow access to young people from other professionals associated with meeting the support of particular individuals and ensure that these professionals are included within relevant correspondence and planning meetings.

Working with young people

8.29 All staff members are appropriately skilled and experienced, and that suitable personal development and training is in place in order to deliver a high-quality support service relevant to the needs of the service users.

³⁷ Working agreement frameworks have been developed with a number of partner agencies and should be referred to for details of how the two organisations are expected to work together.

8.30 In providing support to young people the service provider will employ staff able to:

- Understand the impact and interaction of multiple disadvantages on homeless young people's ability to engage with services.
- Distinguish the range of factors which are resulting in chaotic behaviour.
- Draw on a range of skills and experience in responding to challenging behaviour.
- Use support techniques to help young people learn how to foresee their own crises and recognise the patterns of their behaviour.
- Support young people to establish short term and long-term goals that assist them to stabilise and progress their lives.
- Draw on skills, experience and ability to use flexible, creative and proactive methods to engage with young people who are reluctant to engage with services.

Minimising Criminalisation

8.31 YPSA staff, the House Project and the Supported Lodgings service will ensure that they use a Restorative Practice approach when working with Young People. This a way of working with conflict that puts the focus on repairing the harm that has been done. It is an approach to conflict resolution that includes all of the parties involved.

8.32 YPSA staff, the House Project and the Supported Lodgings service will ensure that they use Restorative Justice as an approach. This personalises the crime by having the victims and the offenders mediate a restitution agreement to the satisfaction of each person involved.

8.33 All Staff will have attended training on Restorative Practice and will be equipped to operate this through the Service.

8.34 YPSA staff, the House Project and the Supported Lodgings service will educate Young People on Restorative Practice and the reasons why the Provider is enforcing this practice.

8.35 The Staff must work closely with the police and other relevant partner agencies, where required.

8.36 YPSA staff, the House Project and the Supported Lodgings service will establish relationships with Oxfordshire's Youth Offending Service, Thames Valley Police, the Oxfordshire Children's Safeguarding Board (OSCB) and Oxfordshire Adult's Safeguarding Board (OSAB).

9. Outcomes

- 9.1 YPSA staff, the House Project and the Supported Lodgings service will ensure that each Young Person who accesses YPSA Services receives structured support via a written action and support plan, that addresses identified needs in order to achieve positive outcomes.
- 9.2 YPSA staff, the House Project and the Supported Lodgings service will work in partnership with the Council to deliver positive outcomes for those in YPSA Services in each of the identified areas below, alongside those identified (but not be limited to) within their individual Care/Pathway Plan.
- 9.3 Where outcomes are not being achieved in particular areas, then evidence will be required to demonstrate the work undertaken towards achievement of the outcomes, with a plan in place for future work to be undertaken to increase likelihood of achievement.

	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
1	Settling into new accommodation	Young People are supported: <ul style="list-style-type: none"> □ With advice and support to manage the safety and security of new accommodation □ To live in a shared house. □ To respect the diversity of all Young People placed with them to understand and respect different cultures and lifestyles, including Issues relating to gender, sexuality, religion and disability. □ To understand the importance of personal safety and strategies which they can use to keep themselves safe in the local community. □ To get to know the area in which they live which will include local bus stops, food shops, council office etc. 	100%	Monitoring and Reviews Pathway Plans/Care Plan Service User Feedback Monthly update report Individual Outcomes Monitoring Report Review Meetings
2	Support to develop general household skills	Young People are supported: <ul style="list-style-type: none"> □ To use safely all electrical appliances. □ To wash and iron clothing □ To shop on a budget for food, cleaning and household items □ To prepare healthy meal plans, preparation and cooking of food and storage of food □ To carry out household cleaning tasks and purchase appropriate cleaning materials □ To be maintain a home in good standard of cleanliness and tidiness □ To be able maintain the tidiness and cleanliness of communal areas □ To consider the impact of their behaviours upon others that they are Accommodation with □ To identify strategies to resolve any issues with other people they are 	100%	Monitoring and Reviews Pathway Plans/Care Plan Service User Feedback Monthly update report Individual Outcomes Monitoring Report Review Meetings AQA certification

	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
		Accommodation with		
3	Support to access Education, Work Placements, Employment and Social Activities	<p>Young People are supported;</p> <ul style="list-style-type: none"> □ To access social activities in the local area or beyond □ To understand what public services there are in the local area that they can use i.e. parks, libraries etc. □ To understand what play and leisure opportunities there are in the local area and how to access these, with support provided where required □ To understand the benefits of employment, education or training and how this impact upon their future housing and career prospects □ To understand the educational or training route to their chosen profession □ To access education/college, work placements or employment □ To attend appointments, including College and employment interviews. □ To use public transport □ To prepare a CV or complete job/training application forms, encourage and offer guidance for training/employment □ To identify and access positive activities with other young people Accommodation in the same property 	100%	<p>Monitoring and Reviews</p> <p>Pathway Plans/Care Plan</p> <p>Service User Feedback</p> <p>Monthly update report</p> <p>Individual Outcomes Monitoring Report</p> <p>Review Meetings</p> <p>AQA certification</p> <p>EET destination tracking data</p> <p>Referral to EET Service or consultation with EET Service</p>

	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
4	Budgeting and money management	<p>Young People are supported:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To understand service utilities including their efficient and most economic use <input type="checkbox"/> To understand the importance of and strategies to budget and manage money, including the impact of debt and advice around this where it presents as an issue. <input type="checkbox"/> To understand and access the benefits they are entitled to <input type="checkbox"/> To understand the process for paying bills and the consequences of not paying bills. <input type="checkbox"/> To understand and consider how financial income impacts upon their housing and lifestyle choices and understand the choices they have available to them to influence this. 	100%	<p>Monitoring and Reviews Pathway Plans/Care Plan Monthly update report Service User Feedback Performance Indicators Individual Outcomes Monitoring Report Review Meetings AQA certification</p>
5	Support with Personal Health	<p>Young People are supported:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To register with Doctor, Dentist and Opticians. <input type="checkbox"/> To attend appointments with medical professionals, including hospital appointments <input type="checkbox"/> To access substance misuse services if required <input type="checkbox"/> To access mental health services if required <input type="checkbox"/> To understand how to maintain personal health and Accommodation a healthy lifestyle, including understanding the importance of exercise and a healthy diet. 	100%	<p>Monitoring and Reviews Pathway Plans / Care Plan Monthly update report Service User Feedback Performance Indicators Individual Outcomes Monitoring Report Review Meetings</p>

		KEY PERFORMANCE INDICATORS EVIDENCE RATE	TARGET	
6	Support and guidance in preparation for independent Accommodation	<p>Young People are supported:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To move when appropriate to holding their own tenancy. <input type="checkbox"/> In exploring housing options for independent Accommodation and are moved to independence <input type="checkbox"/> To attend appointments with Housing Providers. <input type="checkbox"/> To prepare for move on to independent housing³⁸ <input type="checkbox"/> To bid on properties where appropriate <input type="checkbox"/> With small DIY tasks i.e. hanging curtains, blinds, changing light bulbs <input type="checkbox"/> To set up service utilities to a new home i.e. gas, electricity, water <input type="checkbox"/> To place name on electoral role <input type="checkbox"/> To manage the safety and security of new home i.e. door and window locks, smoke alarms, etc. <input type="checkbox"/> To understand refuse and recycling process <input type="checkbox"/> To understand importance of being a good neighbour and 'house mate' (when in a shared property) <input type="checkbox"/> To access local services within the locality <input type="checkbox"/> To have contact details for local support services that may be required (including contact details for emergency situations) <input type="checkbox"/> To ensure they have all documentation in place to enable access to benefits, employment and housing at aged 18. <input type="checkbox"/> To refresh life skills previously learnt throughout preparation for independence. <input type="checkbox"/> To actively apply for benefits including Housing Benefit and council tax relief 	100%	<p>Monitoring and Reviews</p> <p>Pathway Plans / Care Plan</p> <p>Monthly update report</p> <p>Service User Feedback</p> <p>Performance Indicators</p> <p>Individual Outcomes</p> <p>Monitoring Report</p> <p>Review Meetings</p>

³⁸This includes the completion of onward specific locality area requirements to prevent any delays/duplication e.g. Rent Ready/tenancy ready course at Crisis Skylight is a current requirement of City Council.

		KEY PERFORMANCE INDICATORS EVIDENCE RATE	TARGET	
		immediately prior to 18th birthday as appropriate (for parents under the age of 18 years).		
7	Support individual personal emotional matters with and	<p>Young People are supported:</p> <ul style="list-style-type: none"> <input type="checkbox"/> To discuss any personal or emotional concerns and are signposted to appropriate services <input type="checkbox"/> To access legal advice <input type="checkbox"/> With appointments with UK Border Agency when appropriate <input type="checkbox"/> With integration and community cohesion. <input type="checkbox"/> To be resilience with managing uncertain futures during the immigration process (for asylum-seekers). <input type="checkbox"/> To build positive relationships with family members (where it is safe) <input type="checkbox"/> To understand the benefits of accessing and offering emotional support with peers and personal network of relationships <input type="checkbox"/> To consider the impact of their behaviours (both positive and negative) upon others <input type="checkbox"/> To understand what constitutes a healthy relationship and how to form them 	100%	<p>Monitoring and Reviews Pathway Plans/Care Plan</p> <p>Monthly update report Service User Feedback Performance Indicators</p> <p>Individual Outcomes Monitoring Report Review Meetings</p>

10. Performance Measures³⁹

10.1 YPSA staff will submit a weekly email to Brokerage (Placements) Team by 10am each Monday morning detailing the number of voids⁴⁰ (using the template provided) and available properties. In the event of a Bank Holiday this will be submitted on a Tuesday.

10.2 YPSA staff may be asked to submit a monthly report to the Quality and Contracts Team (using the template provided) by an agreed date to give information on young people currently in placement, which will include the following details for all Young People in Supported Accommodation Services;

- Occupancy
- Planned move on date and progress
- First and surname
- Category of support package
- Property address, postcode
- Date of Birth
- Status and whether there has been a status change – Former Relevant/ CIN/CP/ No Status/ Children we Care For /Parent and Child CIN/Parent and Child CP and Newly Arriving Unaccompanied Young People Age on admission
- Start Date
- Current age
- Placement end date
- Reason for end

10.3 YPSA staff may be asked to submit a monthly report to the Quality and Contracts Team (using the template provided), to give information on individual occupancy levels and young people currently in placement, which will include the following details for all Young People in Outreach Support Services;

- Occupancy
- Placement start and end date
- Reason for end

³⁹Not applicable to SL scheme and House Project as they have their own service specific arrangements in place.

⁴⁰Including reason for voids such as redecoration of room/property.

10.4 YPSA staff shall submit quarterly reports (using the template provided) to the Council's Quality and Contracts Team, as agreed, providing an overall summary and analysis of the KPIs data. This will be forwarded to the Council two (2) weeks in advance of each quarterly contract review meeting. This will provide a basis for discussions at the contract review meetings. This will include the following as a minimum and will reflect the practice from the subsequent quarter:

- Progress against outcomes for individual Young People in placement,
- Progress against Young People's Care Plan,
- Ethnicity, disability and gender of Young People,
- Occupancy and referrals,
- Number of referrals declined and reasons,
- Health and Safety incidents,
- Safeguarding incidents,
- Performance against KPI's for individuals and collectively,
- Organisational development which may positively or negatively affect Young People in placement or service delivery under the Contract,
- Staff recruitment, training and development,
- Staff vacancies, the use of relief Staff,
- Compliments and complaints,
- Consultation with Young People and key stakeholders,
- Partnership working e.g. Young Persons substance misuse Services,
- Barriers to meeting the service requirements , future scope of service provision.

11. Service Performance Monitoring⁴¹

11.1 YPSA staff and the Council's Quality and Contracts Team (and other relevant Council Officers) will meet every quarter to review the progress and performance of the service and mitigate against any risks. These Quarterly meetings will be held to include but not limited to the purpose detailed in the table below. The Council will visit YPSA staff every quarter in order to review the practices and level of quality in the accommodation and feedback from young people will be sought. YPSA staff will need to ensure that the accommodation requested for visit is

Meeting Type	Purpose	Attendees	Frequency
Service Performance monitoring Meeting	<p>To discuss:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Service performance including challenges and successes <input type="checkbox"/> Admissions / Move on <input type="checkbox"/> Ongoing referrals <input type="checkbox"/> Void beds <input type="checkbox"/> Financial issues <input type="checkbox"/> Arrears management <input type="checkbox"/> Accommodation Overviews <input type="checkbox"/> Young People's outcomes <input type="checkbox"/> Process of internal / external investigations <input type="checkbox"/> Informing OCC of any concerns <input type="checkbox"/> Compliments/complaints <input type="checkbox"/> Processes around EET 	<ul style="list-style-type: none"> <input type="checkbox"/> YPSA staff or the Supported Lodgings service (may be multiple representatives with relevant strategic and operational responsibilities for contract delivery) <input type="checkbox"/> City/District Housing leads (from relevant locality area) <p>Council Representatives including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Quality and Contracts Officer <input type="checkbox"/> Commissioning officer (where required) <input type="checkbox"/> Procurement (where required) <input type="checkbox"/> Finance representative (where required) <input type="checkbox"/> Brokerage (Placements) Team (where appropriate) <input type="checkbox"/> Representation from operational teams (where applicable) <input type="checkbox"/> EET Manager (where applicable) 	Quarterly

accessible, with prior consent from resident young people.

⁴¹ Not applicable to SL scheme and House Project as they have their own service specific arrangements in place.

11.2 A full review of the service will take place annually to assess the effectiveness of the service and determine the management information / reporting requirements going forwards.

11.3 YPSA staff will track Young People's outcomes and forward to the Council a Yearly Monitoring Form (template to be provided). This will include the following as a minimum and will reflect the practice from the subsequence year:

- YPSA staff and their Staff training and DBS.
- Summary and analysis of overall % improvement against Outcomes
- Financial investigations / misappropriation of funds
- Average length of stay and move on age of Young People.
- Insurance policies
- Education, Employment & Training Destinations to the EET team

11.4 The Council may adjust the level of data they request through the life of the contract.

11.5 YPSA staff (House Project and Supported Lodgings service will also be encouraged to attend where applicable) will be expected to attend regular meetings with other YPSA Providers and officers of the County and City/District Councils in order to:

- Discuss service planning and development,
- Agree future joint strategies,
- Benefit from shared learning opportunities and best practice.
- Identify and progress opportunities for bringing in additional resources via alternative funding streams to enhance the YPSA services.

12. Risk Management

12.1 The table below identifies some of the risks which may occur and impact upon the delivery of the service:

Risk	Likelihood	Impact	Mitigation	Lead Responsibility
Demand for the service increases	Possible	Medium	Brokerage (Placements) Team will monitor weekly use and will liaise with contract manager to escalate if issues arise through the Service Performance monitoring process. Service requirements will build in flexibility to evolve the service if there are changes to demand.	Brokerage (Placement) Team and Quality and Contracts
Demand for the service decreases	Possible	Medium	Brokerage (Placements) will monitor weekly use and will liaise with contract manager to escalate if issues arise through the Service Performance monitoring process. Service requirements build flexibility to evolve the service if there are changes to demand.	Brokerage (Placement) Team and Quality and Contracts
There are changes in legislation	Possible	Medium	Variation may be required and will be built into the service requirements	Quality and Contracts Team and Commissioning
There are not enough Emergency beds	Possible	Medium	Variation may be required and will be built into the service requirements	Quality and Contracts Team and Brokerage (Placement) Team
Loss of property use	Possible	High	The property provider will be required to identify an alternative property, and this is built into the contractual requirements.	Quality and Contracts Team and Brokerage (Placement) Team
Young people's needs change and are not being met by the service	Possible	High	Monitored through Service Performance monitoring process and will be escalated to managers if this emerges and changes are needed to service delivery.	Quality and Contracts Team and Brokerage (Placement) Team

Risk	Likelihood	Impact	Mitigation	Lead Responsibility
Young people's needs become too complex for the service to safely manage	Possible	High	Monitored through Service Performance monitoring process and will be escalated to managers if this emerges and changes are needed to service delivery. Purchase from framework will be made for a specialist placement where a young person's needs are too high to be met through YPSA services.	Quality and Contracts Team and Brokerage (Placement) Team
Lack of affordable housing for young people to move on to	Likely	High	Work underway with private landlords to increase access to property options.	Housing leads
Lack of suitable property for service delivery	Likely	High	Commissioning a property provider to source required properties.	Commissioning
Lack of EET opportunities for young people to access upon leaving services	Likely	High	Pilot underway of current EET service supporting with a review to be held after 6 months which will evaluate and look into whether further resources are necessary to extend capacity. Work underway with EET providers to co-ordinate approach to increasing EET options.	EET Service