

# Young People’s Supported Accommodation Services

## 18+, Parents and Out of County Provision Service Guidance

### Contents

1. Introduction.....	3
2 Aims and Objectives of Service and Eligibility Criteria .....	3
2.1 Aims and Objectives .....	3
2.2 Eligibility Criteria for YPSA Services .....	4
3. Overview of Service Delivery Model, Service Description and Number of Beds .....	6
3.1 Service Delivery Model .....	6
3.2 Service Description.....	6
In-House Services .....	6
Commissioned Services .....	7
3.3 Number of Beds.....	7
Referrals.....	9
4. Commissioned Service Bed Numbers and Package Description.....	10
4.1 Service Support Package Bed Numbers.....	10
4.2 Service Package 5: 18+ (Shared accommodation) .....	11
4.3 Service Package 6 - 18 + (Self-Contained Dispersed).....	13
4.4 Service Package 7 - Parents (16-24 years) .....	14
4.5 Service Package 8 - Out of County (16-24 years).....	15
4.6 Service Package 9: 18+ (Shared accommodation) .....	16
4.7 Summary of Commissioned Services .....	17
5. Staffing Requirements .....	17
5.1 Staffing Delivery Model .....	17
5.2 The Role of YPSA Staff and Social Worker/ Personal Advisor.....	18
Young People at the centre of Services.....	20
Partnership Working .....	21
6. Quality Accommodation.....	22
6.1 Accommodation Description .....	22
6.2 Safety and Security of Accommodation .....	25
6.3.Repairs and Maintenance of Accommodation.....	26
6.4 Finance.....	27

Housing Benefit / Universal Credit.....	27
7. YPSA Service Care Plans.....	28
7.1 Roles and Responsibilities .....	28
7.2 Health .....	30
7.3 Education, Employment and Training.....	31
7.4 Staying Safe .....	32
7.5 Care Planning and Reviews.....	33
7.6 Transport .....	33
7.7 Placement Stability .....	34
7.8 Notice Periods and Termination of Placements .....	35
YPSA Service Notice Periods.....	35
YPSA Resettlement Outreach Service notice period .....	35
Notification of serious events & record keeping.....	36
8. Safeguarding Young People Procedures.....	36
9. Equality and Diversity .....	38
10. Outcomes .....	38
11. Performance Measures.....	44
12. Contract Monitoring.....	46

## 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 The service specification for Young People's Supported Accommodation (YPSA) Services has been designed to impart a 'whole system' change to the delivery of services, which reflects local need. This specification has been informed by feedback from professionals and young people with experience of Young People's Supported Housing (YPSH) Services, alongside evidence from research into 'what works,' to improve outcomes for vulnerable young people, Children we Care For and Care Leavers (CLs).
- 1.3 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.
- 1.4 This YPSA Service Guidance primarily outlines the service which should be delivered by the commissioned providers<sup>1</sup> and the details have been taken from the service specification in the providers contracts for delivery of this service.

## 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 communities<sup>2</sup>.
- 2.1.2 This guidance 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, leave services accessing employment, education or training (EET) and with the skills for sustaining onward independent accommodation. The model for service delivery of Young People's Supported Accommodation (YPSA) has been designed in light of findings from the service review.

<sup>1</sup> See In-House YPSA Service Guidance for details specifically relating to the in-house YPSA services.

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

### 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 engage 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 provider's contract will be to provide intensive, evidence based intervention 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 through this specification will be for vulnerable young people aged from 16 up to 24 years<sup>3</sup>, 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
  - Mental health (either diagnosed or undiagnosed)
  - Learning disability<sup>4</sup> (either diagnosed or undiagnosed)
  - Domestic abuse issues
  - Offending issues
  - Financial
  - Child exploitation issues

<sup>3</sup> 16 and 17 year olds will only be supported through Parent and Out of County service packages in this specification.

<sup>4</sup> Including Asperger's and Autism

- 2.2.2 The YPSA services will accommodate young people that are Children we Care For and Care Leavers as well as vulnerable young people who are not Children we Care For or Care Leavers but assessed as requiring YPSA services due to complexity of needs/family breakdown which has led to homelessness or risk of homelessness<sup>5</sup> (Out of County provision for Children we Care For or Care Leavers only<sup>6</sup>).
- 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+. For others, they may be supported to secure their own tenancy, with onward support through outreach services<sup>7</sup> (excluding Out of County provision).
- 2.2.4 If a young person has been accommodated through services, then the Provider who has delivered these services, will be responsible for the onward resettlement outreach support. Onward resettlement outreach support will include regular visits to the young person to support them to sustain independent living. The Key Performance Indicators (KPIs) for the outreach work, will be the same as those outlined in section 10 of this specification. 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.
- 2.2.5 Young people aged 18+ should generally not remain in the pathway accommodation for any longer than 18 months<sup>8</sup>, with outreach support available as they move out of YPSA services. Where options are readily available to move young people out of services<sup>9</sup> into accommodation, there should be resettlement outreach support available for up to 1 year, with flexibility around intensity level to meet individual need (see 2.2.4 for organisation responsible for delivery).
- 2.2.6 Young people aged 22 years+, will also be considered for access into the Adult Homeless Pathway<sup>10</sup>, if this is deemed more appropriate to meet their longer term needs, rather than being offered a placement in YPSA services. Allocation and access between the YPSA Services and Adult Homeless Pathway Services will be decided on a case by case basis in line with referral protocols.
- 2.2.7 If there is a young person with significant learning difficulties and care needs whose needs cannot be met through the support services delivered through this specification, then consideration may be given to still accommodating the young person in these services if additional resources can be bought in or delivered by the provider, to safely meet their needs (with the appropriate regulator registration in place where applicable). 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

<sup>5</sup> Under Section 17 of the Children's Act.

<sup>6</sup> Including Section 20.

<sup>7</sup> For up to one year.

<sup>8</sup> With discretion used for a minority of cases where they are still not ready for moving out of services

<sup>9</sup> It is recognised that there needs to be increased access to EET support, benefit advice and intensive work undertaken with private landlords to offer better opportunities for options for being able to move young people into independent accommodation.

<sup>10</sup> The Adult Homeless Pathway provides Supported Housing for adults in Oxfordshire

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. 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 in-house services will be delivered through the Residential and Edge of Care (REoC) Service. The Supported Lodgings Scheme will continue to be delivered through the City Fostering Team.

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

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<sup>11</sup> 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 services<sup>12</sup>.
- **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.

<sup>11</sup> This includes some emergency beds.

<sup>12</sup> If they are assessed as over the age of 18, they are referred to the Home Office for onward 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<sup>13</sup> 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.
- **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: Intensive support and accommodation for young people aged 16-24 years who are Children we Care For or Care Leavers<sup>14</sup>. However, due to level of risk/vulnerability identified due to exploitation, they are not able to live safely within Oxfordshire and some of the young people may have been assessed as not be able to live with others.
- **Service Package 9** – 18+ (shared accommodation): Intensive support and accommodation<sup>13</sup> 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.

## **3.3 Number of Beds**

3.3.1 Whilst this service guidance focuses on the commissioned services (in grey), the number of beds required in each category and geographical area are shown in the table on the next page:

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)						
	SP1a- General Beds	14	8	28	7	7	64
	SP1b- Emergency Beds	1	1	1	1	0	4
	SP2- Newly Arriving Unaccompanied Young People <sup>15</sup>	4		8			12
	SP3- Move-on Homes <sup>16</sup>		4		4		8
	SP4- Supported Lodgings	N/A	N/A	N/A	N/A	N/A	25

<sup>13</sup> This includes some emergency beds.

<sup>14</sup> Including Section 20.

<sup>15</sup> 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.

<sup>16</sup> Prioritised for young people from out of county or in-house residential provision

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



## **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 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 (E-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) Team. Professionals will need to fully complete the necessary forms to ensure that the Brokerage (Placements) Team have the necessary information to assess the needs of the young person, if access into YPSA services is appropriate.
- 3.3.6 Priority for access will be determined by the Brokerage (Placements) Team based upon need and availability. A new referral will be sent to the Provider with the relevant information.
- 3.3.7 Where a Provider is rejecting a referral, 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
- 3.3.8 The Brokerage (Placements) Team and Quality and Contracts Team will also work with Providers, 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 provision.
- 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 Provider will work closely with in-house staff to ensure that this transition is smooth for the young person and that they are prepared for entering their new placement.
- 3.3.10 The Brokerage (Placements) Team and Quality and Contracts Team will also work with Providers, 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 provision.

3.3.11 The Brokerage (Placements) Team and Quality and Contracts Team will also work with Providers, 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 provision.

3.3.12 Where a young person is transitioning from in-house YPSA services into the commissioned YPSA services, there is the expectation that the Provider will work closely with in-house staff to ensure that this transition is smooth for the young person and that they are prepared for entering their new placement.

## 4. Commissioned Service Bed Numbers and Package Description

### 4.1 Service Support Package Bed Numbers

4.1.1 There may be multiple providers delivering each of the commissioned service packages across the county, but there will only be one provider delivering a whole support package in each geographical area<sup>17</sup>.

4.1.2 The table below summarises the number of Commissioned bed numbers by service package type:

Pathway costs by package	<u>Service Package 5</u> 18+ Shared Accommodation	<u>Service Package 6</u> 18+ Self-Contained	<u>Service Package 7</u> Parents	<u>Service Package 8</u> Out of county	<u>Service Package 9</u> 18+ Shared Accommodation	All Commissioned Service Packages
<b>Total number of beds</b>	119 (inc. 3 E-beds)	28	40	10	11	208

4.1.3 Providers will fund accommodation costs through rental and service charges to each individual young person accommodated within the services. The accommodation costs for the E-beds will be met by OCC as there is the recognition that these beds will either be held empty or that young people will access them for a short period of time only, making it challenging for Providers to recoup these accommodation costs via the young person.

<sup>17</sup> There are multiple providers delivering the same package of support in a geographical area and this causes confusion for operational professionals and inconsistency for young people in terms of the service received.

## **4.2 Service Package 5: 18+ (Shared accommodation)**

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

- **5A: General accommodation**
- **5B: Emergency accommodation (E-beds)**

4.2.2 The two categories making up Service Package 5 are described separately in the specification below. Providers should consider this provision as a single Service Package as both categories of Service Package 5 must be bid for in order for bids to be considered.

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 (5B) will be situated within the same houses as some of the general beds (5A), subject to appropriate risk assessment and risk management.

### **Service Package 5A: 18+ 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 18 to 24 years<sup>18</sup> in common with the rest of the YPSA Service Packages. There will be outreach support available where required and 24 hour cover may be needed at specific times, where high level risks are identified but it is envisaged that the majority of young people's needs will be met by Key Worker visits.

4.2.5 The Provider will work in partnership with other agencies to adopt a 'team around the young person' approach to identify needs and provide support. The Provider will have a lead role in delivering appropriate and effective intervention which keeps the young person and others safe, enables the young people 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 5B: 18+ 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 18 to 24 years<sup>19</sup>. It aims to safeguard any young person who

<sup>18</sup> If a young person is nearing their 18<sup>th</sup> birthday when they are referred in for YPSA services, then the Brokerage (Placements) Team will determine where they should be placed to best meet their needs and avoid unnecessary placement disruption. Therefore, this may mean that some young people referred into these services may not yet have turned 18 years old.

<sup>19</sup> If a young person is nearing their 18<sup>th</sup> birthday when they are referred in for YPSA services, then the Brokerage (Placements) Team will determine where they should be placed to best meet their needs and avoid unnecessary placement disruption. Therefore, this may mean that some young people referred into these services may not yet have turned 18 years old.

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 Provider will take a lead role in the delivery of this intensive 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 self-management, behaviour and/or engagement with Services. There will be outreach support available where required and 24-hour cover may be required 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 a Provider will accommodate a young person within a 24 hour period that a Placement Request is received<sup>20</sup>, where an E-bed is available. 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 (FGC) to reconnect young people with their families and mediate a return home (where safe).

4.2.11 In this Service the Provider 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
- Work in partnership with relevant agencies to facilitate the young person's transition to their next accommodation
- 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

<sup>20</sup> Placement requests will only be made to a Provider during weekday office hours. The Social Care Emergency Duty Team (EDT) will identify alternative solutions outside of this timeframe.

4.2.12 The table below outlines the bed numbers specific to Service Package 5:

SP5 -18+ (shared)	Cherwell	West	City	South	Vale	Total no.
SP5a General beds	28	12	60	11	5	116
SP5b Emergency beds <sup>21</sup>	1		1	1		3
<b>Total no. of beds</b>	29	12	61	12	5	119

### 4.3 Service Package 6 - 18 + (Self-Contained Dispersed)

4.3.1 The Provider will deliver intensive support and self-contained dispersed accommodation. It is not anticipated that any other form of YPSA accommodation will meet the risk management requirements of this service user cohort at the point of referral.

4.3.2 The Provider will facilitate multi-agency working and input for young people aged 18 to 24 years<sup>22</sup> whose level and/or type of risk or vulnerability has been assessed as excluding them from any type of shared or communal accommodation environment which requires shared access and/or use of shared facilities or space. Where the level and type of risk and/or vulnerability can be managed safely in another YPSA service, the young person should not enter self-contained dispersed provision.

4.3.3 In the majority of cases the Provider will work to facilitate a move directly into independent self-contained accommodation either within the social housing sector or private rental sector or to specialist provision through adult services and/or into other Supported Housing Pathways such as the Learning Disability or Mental Health Pathways.

4.3.4 In a minority of cases the Provider will work to progress the young person into an alternative service package within the YPSA services i.e. to shared accommodation, to return home or into Supported Lodgings. The provision will work in partnership with other agencies to support the young person including identifying their needs and delivering appropriate, intensive and effective intervention which keeps them and others safe and enables them to engage in education, employment and training and build connections with family members and the community.

4.3.5 The accommodation will be provided across self-contained and dispersed flats, with the relevant number of flats provided in each locality area as stipulated. There will

<sup>21</sup> The accommodation costs for the E-beds will be met by OCC as there is the recognition that these beds will either be held empty or that young people will access them for a short period of time only, making it challenging for Providers to recoup these accommodation costs via the young person.

<sup>22</sup> If a young person is nearing their 18<sup>th</sup> birthday when they are referred in for YPSA services, then the Brokerage (Placements) Team will determine where they should be placed to best meet their needs and avoid unnecessary placement disruption. Therefore, this may mean that some young people referred into these services may not yet have turned 18 years old.

be outreach support available where required and 24 hour support may be required at times, where high level risks are identified, but it is envisaged that the majority of young people's needs will be met by Key Worker visits.

4.3.6 The table below outlines the bed numbers specific to service package 6:

<b>SP6 - 18+ (self-contained dispersed)</b>	<b>Cherwell</b>	<b>West</b>	<b>City</b>	<b>South</b>	<b>Vale</b>	<b>Total no.</b>
	6	3	10	6	3	28

#### **4.4 Service Package 7 - Parents (16-24 years)**

4.4.1 The Provider is to deliver intensive support and self-contained accommodation. There will be outreach or on-site support and 24 hour support may be required at times, where high level risks are identified but it is envisaged that the majority of young people's needs will be met by Key Worker visits. The Provider will facilitate multi-agency working and input for parents aged 16 to 24 years who are either single or in a couple, in order to support the parent(s) with learning to care for their child positively.

4.4.2 The support is for the main caregiver but may include supporting a young couple as a family. The focus of the support will be on the young person's role as a parent, rather than the baby/child itself. The Provider, in conjunction with other professionals involved, will risk assess and risk manage the family bed when considering accommodation for a couple for this Service.

4.4.3 The Provider will most likely facilitate a move directly into independent self-contained accommodation either within the social housing sector or private rental sector. The Provider will work in partnership with other agencies to support the parent(s) including identifying their needs and delivering appropriate, intensive and effective interventions which keep them, their child<sup>23</sup>, 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.

4.4.3 The parent(s) may have developed a learned parenting style through their own family experience that will need to be challenged in order to best meet their child's needs.

4.4.4 Service staff members will also need to understand the specific services relating to children and families such as the role of Health Visitors and local childcare and play Providers and what is available to access. Staff will have a solid understanding of parenting skills, play, child protection and attachment theory.

4.4.5 The table below outlines the bed numbers specific to Service package 7:

<sup>23</sup> Statutory services will need to ensure that the needs of the baby are being met by the parent and work closely with all agencies involved to ensure that there is a clear plan in place to meet the needs of both baby and parent(s).

<b>SP7- Parents (16-24 years)</b>	<b>Cherwell</b>	<b>West</b>	<b>City</b>	<b>South</b>	<b>Vale</b>	<b>Total no.</b>
	10	5	15	5	5	40

4.4.6 Accommodation within this Service will be provided through a bedroom with shared facilities or a self- contained flat.

4.4.7 The Provider must demonstrate that their accommodation will meet the safeguarding and support requirements of a Service where infants and young children are present 24 hours. This will include child safe places for communal play, storage for baby related equipment, buggies and an assessment of other safety considerations around each individual property, with the necessary adjustments made/equipment provided. Examples of this may include the provision of stair gates, improved fencing within gardens etc.

4.4.8 The number of beds required in each locality area is stipulated. Where a couple enter the provision, this is classed as one bed and the room provided needs to contain a double bed.

### **4.5 Service Package 8 - Out of County (16-24 years)**

4.5.1 The Provider is to deliver intensive support and accommodation for young people who are aged 16-24 years where it is unsafe for them to access YPSA services in Oxfordshire. This service package will only be available to Children we Care For or Care Leavers.

4.5.2 The Provider will be responsible for the delivery of intensive intervention, preparation for independent accommodation and planning for onward resettlement, in conjunction with other professionals. There will be due consideration given to risk and personal support networks when considering onward resettlement options.

4.5.4 The accommodation will be provided across a range of environments in multiple locations outside of Oxfordshire and the Provider will be able to deliver this service at short notice<sup>24</sup>. Some of the young people accessing this service may have been assessed as not be able to live with others which will be reflected in the accommodation options available.

4.5.5 Beds will ideally be located within the Thames Valley Police Partnership area<sup>25</sup> (excluding Oxfordshire) or local authority areas bordering Oxfordshire<sup>26</sup>.

4.5.6 The table below outlines the bed numbers specific to Service Package 8:

<sup>24</sup> Within 24 hours following Placement Request. Placement Requests will only be made during weekday office hours.

<sup>25</sup> Buckinghamshire or Berkshire

<sup>26</sup> Warwickshire, Northamptonshire, Buckinghamshire, Berkshire, Wiltshire and Gloucestershire.

<b>SP8 - Out of County (16-24 years)</b>	<b>Total no.</b>
No. of Beds	10 <sup>27a</sup>

#### **4.6 Service Package 9: 18+ (Shared accommodation)**

- 4.6.1 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 18 to 24 years<sup>27b</sup> in common with the rest of the YPSA Service Packages. There will be outreach support available where required and 24-hour cover may be needed at specific times, where high level risks are identified but it is envisaged that the majority of young people's needs will be met by Key Worker visits.
- 4.6.2 The Provider will work in partnership with other agencies to adopt a 'team around the young person' approach to identify needs and provide support. The Provider will have a lead role in delivering appropriate and effective intervention which keeps the young person and others safe, enables the young people 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.

<b>SP9 – 18+ Shared accommodation</b>	<b>Total no.</b>
No. of Beds	11

<sup>27a</sup> This number of beds will be phased in over the first year of the contract to match demand.

<sup>27b</sup> If a young person is nearing their 18<sup>th</sup> birthday when they are referred in for YPSA services, then the Brokerage (Placements) Team will determine where they should be placed to best meet their needs and avoid unnecessary placement disruption. Therefore, this may mean that some young people referred into these services may not yet have turned 18 years old.



## 4.7 Summary of Commissioned Services

	Cherwell	West Oxon	Oxford City	South Oxon	Vale of White Horse	Total
<b>SP5a - 18+ (shared) General Beds</b>	28	12	60	11	5	<b>116</b>
<b>SP5b - 18+ (shared) Emergency Beds</b>	1	0	1	1	0	<b>3</b>
<b>SP6 - 18 + (self-contained dispersed)</b>	6	3	10	6	3	<b>28</b>
<b>SP7- Parents (16-24 years)</b>	10	5	15	5	5	<b>40</b>
<b>SP9 - 18+ (shared)</b>	0	0	0	0	11	<b>11</b>
<b>Total No. of Beds in County</b>	<b>45</b>	<b>36</b>	<b>86</b>	<b>3</b>	<b>4</b>	<b>198</b>
<b>SP8 – Out of County accommodation</b> <i>(Beds for 16-24 years Children we Care For /Care Leavers)</i>	<b>10</b>					
<b>Total Number of beds being commissioned</b>	<b>208</b>					

## 5. Staffing Requirements

### 5.1 Staffing Delivery Model

5.1.1 Flexible delivery models are required to meet the fluctuating needs of the young people eligible for YPSA services. While it is envisaged that the staffing delivery model will provide the majority of support during the daytime keyworker visits, there may be some out of hours and night-time cover required so due consideration will be given to the proposed model's ability to manage the risk, achieve the required outcomes and provide flexibility to meet the fluctuating needs of a young person whilst in YPSA services.

### 5.1.2 The Provider will:

- Ensure that young people receive a minimum of a weekly keyworker visit (or twice weekly for Parents and 18+ Self Dispersed support packages) which is outside of any out of hours or additional visits required due to level of need. Staff will have had time to prepare for these weekly planned sessions, to deliver evidence-based interventions in line with the young person's support plan.
- Deliver proactive monitoring and input to pre-empt issues and resolve them before escalation.
- Ensure all buildings<sup>28</sup> have CCTV at the front door as a minimum. It is not expected that the CCTVs are monitored and are for recording purposes only.
- Where the level of risk requires on-site monitoring, then the Provider will ensure that a member of staff is on-site at a property to mitigate the presenting risk. A Provider'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 needed.
- 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.
- Visit accommodation in response to concerns raised. Visits can be undertaken either alone if appropriate, 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.

## **5.2 The Role of YPSA Staff 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 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

<sup>28</sup> This includes both single and shared accommodation.

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 the Provider 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 Leaving Care PA.

5.2.3 The YPSA Support 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 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 Provider shall have a system in place to measure progress against identified outcomes for individual young people, similar to outcome star. This shall include a baseline assessment on receipt of services and quarterly progress reviews.

5.2.5 The Provider shall submit quarterly reports to the Council, as detailed in the Key Performance Indicators (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 years

5.2.7 Caseloads should be limited to workers supporting no more than 8 young people within the Parent provision and supporting no more than 9 for the 18+ provision, 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 one weekly keyworker visit (or twice weekly for Parents and 18+ Self-contained Dispersed support packages).

### ***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 services 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 Providers 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 Providers should incorporate effective involvement mechanisms to ensure that young people support the service 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 Providers 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)

5.2.13 Where there are multiple choices around the accommodation available that would suit a young person's needs, then the Provider, with support of the Social Worker/ Leaving Care PA, will provide an opportunity for the young person to visit the different properties and identify which one will best meet their needs.

## ***Partnership Working***

5.2.14 Providers 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:

- OCC In-house YPSA staff
- Youth Offending Service
- Specialist EET Response Service
- Family Solutions Service
- Job Centre Plus
- CAMHS
- Adult Learning Disability and Mental Health Services
- Drug and Alcohol Services
- Domestic Abuse Services
- Health Visitors
- Children's Social Care teams
- Virtual School for Looked After Children and Care Leavers 0-25
- Police
- Anti-Social Behaviour Teams
- Local Housing Authorities
- Family Nurse Partnership (parents)
- GP and Other Health Services
- Play and leisure Providers

5.2.15 Providers 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>

5.2.16 Providers are to be appropriately represented at all relevant Accommodation Panels, team around the young person care planning and any reviews initiated by Leaving care 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.

5.2.17 Providers 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 other providers and the County Council and to review relevant policies and procedures of YPSA services.

5.2.18 Providers will keep up to date with the developments in the In-House YPSA Services and Adult Homeless Pathway to support the ongoing effective interface with YPSA services.

5.2.19 Providers will endeavour to use standard templates as provided by the Council, to aid consistency of partnership working across YPSA services.

## **6. Quality Accommodation**

### **6.1 Accommodation Description**

6.1.1 The accommodation will be provided across a range of properties with no more than 4 young people accommodated together at any one time in shared properties (excluding Parent package which may be delivered through bedrooms with shared facilities or self-contained flats) and there are detailed minimum standards for accommodation.

6.1.2 All accommodation must have:

- 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 The Provider 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 <sup>29</sup>
<b>Kitchen (communal for shared properties)</b>	<ul style="list-style-type: none"> <li>• Cupboards and sink</li> <li>• Plates, cutlery and basic cooking utensils</li> <li>• Laundry facilities</li> <li>• Oven, grill, hob, microwave, kettle and toaster, fridge, freezer</li> <li>• Tiled / lino / wood floor</li> </ul>
<b>Bathroom</b>	<ul style="list-style-type: none"> <li>• Lockable toilet, sink, bath/shower facilities</li> <li>• Tiled / lino / wood flooring</li> </ul>
<b>Each Bedroom:</b>	<ul style="list-style-type: none"> <li>• Lockable bedroom doors (shared properties)</li> <li>• High quality and clean bedstead and mattress (double bed where applicable for couples entering Parents Service Package), wardrobe, chest of drawers, bedside table, bed linen (including bedding and pillows<sup>30</sup>) and towels</li> <li>• Desk work space, including desk, chair and study light (for shared properties. May be accessed in another room in single occupancy properties)</li> <li>• Curtains/blinds which block out light</li> <li>• Carpeted/appropriate flooring</li> <li>• Plug sockets and aerial socket (aerial required in shared properties only)</li> <li>• Clothes drier</li> <li>• Mini fridge (where required for medical purposes)</li> </ul>
<b>Lounge (communal for shared properties):</b>	<ul style="list-style-type: none"> <li>• Television (Provider responsible for payment of TV licence with contribution from young people towards this through their accommodation service charges)</li> <li>• Sofa and/or easy chairs, table and chairs</li> <li>• Carpeted/appropriate flooring</li> <li>• Internet access ((Provider responsible for payment of internet access with contribution from young people towards this through their accommodation service charges)</li> </ul> <p><b>Secure Office Space (where applicable):</b></p> <ul style="list-style-type: none"> <li>• Lockable storage</li> <li>• Lockable door</li> </ul>
<b>External area:</b>	<ul style="list-style-type: none"> <li>• A safe, free from rubbish, well-lit and easily accessible entrance;</li> <li>• CCTV (for recording purposes only)</li> <li>• Clean tidy, well-lit and maintained communal areas;</li> <li>• Gardens/yard and paths which are clear from rubbish and overgrown vegetation, shrubs or trees; gates and fences in functional good order.</li> </ul>
<b>Other:</b>	Access to a vacuum and cleaning products

<sup>29</sup> Shared houses (no more than 4 young people living together). May be an additional room which is used as a staff office.

<sup>30</sup> Where the young person is moving on from YPSA services, the Provider may choose to offer that the young person takes their bedding with them if they wish, so that they have suitable bedding for their new accommodation outside of YPSA services.

- 6.1.4 Young People may be accommodated in shared house(s) (excluding Self-Contained Dispersed package and Parent provision) where no more than 4 beds are occupied by young people.
- 6.1.5 Parent provision should be delivered from bedrooms with shared facilities or self-contained flats. There will be a suitable area for a child to play<sup>31</sup> and the necessary steps will have been taken to make the property suitable and safe for a young child.
- 6.1.6 Providers 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<sup>32</sup>. Young people will be required to take responsibility for keeping the property clean, whilst staff may support them with this, it is essential that staff protect their time to ensure that they are undertaking the required keyworker sessions and delivering evidence based interventions, rather than cleaning the properties on behalf of the young people living there.
- 6.1.7 Where the cleanliness of a property becomes an issue, then the Provider will need to consider a plan of action to mitigate the issues. This will become part of an individual's support plan to ensure that all professionals working with the young person/ young people are supporting the young person/young people to sustain a minimum standard of hygiene at their property. The Brokerage (Placements) Team and Quality and Contracts Team 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.
- 6.1.8 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.
- 6.1.9 Prior to the first issue of a 'license agreement' for any accommodation, the Provider 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. The Provider must ensure that any deficiencies which are identified by the Council are remedied prior to the commencement of any Placement, this includes, but not exclusively necessary gas or electrical test certificates.
- 6.1.10 For the avoidance of doubt, the costs of all utilities, heating, lighting, water and sewage charges are included in the service charge. Young People will be expected to contribute to the cost of these items.

<sup>31</sup> A communal play space for shared accommodation.

<sup>32</sup> A Provider may consider providing a cleaner in Parents shared provision to ensure that the baby is in a hygienic and safe environment.



- 6.1.11 Providers will work with local Housing Benefit departments to ensure sufficient and robust arrangements are in place for Housing Benefit and Eligible Service Charge to support housing management costs. Every effort is to be made to keep the cost to young people as low as possible to reduce negative impact on their opportunities to engage in and benefit from paid employment (whilst being reflective of local market rates). Where possible, Providers are encouraged to cap the rental contribution a young person is required to pay if they are working, as their benefits reduce.
- 6.1.12 Where a young person accessing Services is under the age of 18 and unable to claim housing benefits as they are legally in the care of the local authority, then these costs will be met by Children's Social care.
- 6.1.13 The ineligible service charge made by Provider's to the young person will be £10 per week to ensure that there is consistency across the system for young people and that they are prepared for onward independent accommodation costs and budgeting.

## **6.2 Safety and Security of Accommodation**

- 6.2.1 The accommodation must 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
- 6.2.2 Each Provider will complete a safe location check prior to any Young Person being accommodated. This assessment will be carried out by the Provider to ensure that the Provider is aware of any issues relating to the location of the premises they use to accommodate Young People, so that the risks arising from that can be considered and managed by the Provider, their Support Staff and Young People. Checks will include but not be limited to the Community Safety Team, local crime records, the police and exploitation screening.
- 6.2.3 The Provider will inform the Brokerage (Placements) Team and Quality and Contracts Team of the location and ownership of all premises used throughout the duration of the contract.
- 6.2.4 The Provider shall ensure that all accommodation includes security measures to ensure the safety and security of Young People.
- 6.2.5 The Provider shall permit the Young Person in question and the Council's Authorised Officer to inspect the accommodation prior to any move or any subsequent transfer.
- 6.2.6 Local Authority Officers will undertake site visits to premises to ensure they meet the specification requirements before they become operational and at any point during the contract for inspection within twenty-four (24) hours' notice. Access to all properties will be provided by the Provider to the local authority Staff including City and District Council Housing Enforcement Teams or any other statutory enforcement team, when requested.

### 6.3. Repairs and Maintenance of Accommodation

6.3.1 There will be dedicated staff that hold responsibility for repairs and property maintenance.

6.3.2 The Provider shall maintain all accommodation in a clean and hygienic state throughout the contract period, both interior and exterior. The Provider will support young people to maintain the interior to a minimum standard (see 6.1.6). The Provider shall ensure that written procedures are in place to inform Young People on how to report repairs or raise issues with the accommodation. Carrying out repairs and maintenance within the timescales specified in the table below:

<b>Breakdown of heating and hot water <sup>33</sup></b>	Within 24 hours
<b>Fire alarm/detector systems in state of disrepair</b>	Within 6 hours
<b>Damp and mould growth</b>	Within 14 days
<b>Kitchen</b>	Within 24 hours
<b>Bathroom (excluding toilet)</b>	Within 24 hours
<b>Toilet</b>	Within 12 hours
<b>Complaint about rubbish in and around the property</b>	Within 2 days
<b>Front or rear doors &amp; windows not secured, including broken glazing</b>	Within 6 hours
<b>General disrepair</b>	Within 7 days

6.3.3 The Provider shall ensure that the accommodation is decorated and maintained and that all furniture and fittings are maintained in good order. Furniture and fittings will be provided by the Provider, in accordance with the Specification. There will be a 3 day maximum turnaround for lettable rooms where cleaning and minimal maintenance is required only. Where damage has occurred to a room/property or significant maintenance work is required, then the turnaround time must be agreed with the Brokerage (Placements) Team and Quality and Contracts Team.

6.3.4 If a property is not turned around and made re-available for use within either the 3 days or the agreed time period, then the Provider shall repay to the Council a due proportion of the contract price paid by the Council for each day the room is unlettable. The relevant repayment will be calculated daily based on the cumulative

<sup>33</sup> If there is a total failure of central heating and there is no alternative source available, a suitable portable heater must be provided.

day rate contract charges for a unit of that Service Package type until the accommodation is re-available for use.

- 6.3.5 Where rooms are unlettable, the Provider will be responsible for and incur all costs for this void (unless agreed otherwise) and a plan will be provided to the Quality and Contracts Team and Brokerage (Placements) Team as to the repair work and timeframe for completion.
- 6.3.6 All costs for the standards of accommodation will be met by the Provider. Where Providers do not meet the accommodation, requirements outlined in 6.3.2 for heating or water (to be fixed within 24 hours), then there will be a reduction in the Young Person's weekly charges by £5 to reflect that they are not able to access the full and adequate Service from the Provider.
- 6.3.7 Where the accommodation does not meet the required standards, then (without prejudice to any action that may be taken by the relevant authorities for any infringement or failure to meet or comply with applicable statutory requirements and standards) the failure shall constitute a breach of contract and the Young People accommodated, may be moved by the Council to alternative accommodation.
- 6.3.8 The Provider will encourage the young person to personalise their room, without damaging the existing décor.

## **6.4 Finance**

### ***Housing Benefit / Universal Credit***

- 6.4.2 Provider must support a young person to make a timely application for all benefits that they are eligible for<sup>34</sup>, in particular, Housing Benefit / Universal Credit and seek alternative payment so that Direct payment to landlord at application stage and standing orders for service charge is applied.
- 6.4.3 Within two (2) weeks of contract award, the Provider will contact the City/District Council's Housing Benefits Team in order to agree housing benefit processes and payments.
- 6.4.4 The Provider must work with the young person on budgeting and timely applications for all benefits that they are eligible for, in particular, Housing Benefit. If the Provider is not a registered Housing Association and during the Contract Period provides accommodation to a young person (who is not a Care Leaver) then, to the extent that the Provider's accommodation "higher room rate" are irrecoverable through housing / universal benefit, the Council shall pay the Provider the shortfall in accommodation costs between the "shared room rate" and the "higher room rate" accommodation costs.

<sup>34</sup> Excluding young people aged 16 and 17 years old, legally in the care of the local authority who cannot claim benefits. The accommodation costs will be covered by Children's Social Care.

6.4.5 The Provider must work proactively with the young person to ensure that they do not fall into arrears. Where the Provider has concerns when arrears are 10 days overdue<sup>35</sup>, then these concerns must be escalated to the Social Worker/Personal Advisor and Brokerage (Placements) Team immediately. It is not acceptable for the young person to fall into arrears beyond 10 days overdue, without evidence that the Provider has notified the Social Worker/Personal Advisor 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 The Provider shall ensure that a YPSA Worker is available to provide Support for each Young Person in accordance with the applicable Service and their Care/ Pathway Plan.

7.1.3 The Council will ensure that a working agreement around roles and responsibilities is in place between the Support Worker, the Social Worker/ Personal Adviser and any other professionals involved with the young person within 2 weeks of the placement, which complements the contents 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 The Provider shall deploy its Support Worker(s) to visit each Young Person 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 Adviser. These visits will be weekly as a minimum (twice weekly for Parents and 18+ self- dispersed Service Packages).

7.1.5 The provision of support by the Provider to each Young Person must be flexible, but formally agreed between the Social Worker/Personal Adviser, the Young Person and the Provider to ensure that Support is provided in a manner that gives the Young Person maximum support when necessary.

7.1.6 The Provider must ensure consistency of 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' Key Worker also identified, so that

<sup>35</sup> Excluding where benefits have been applied for and there is a delay in the benefits system for receipt.

where there are times where the primary Key worker isn't available, then another member of staff has a strong relationship with the Young Person.

- 7.1.7 If a Young Person is in education, or attending work placement, or in employment, the Provider 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 in accordance with the applicable Service.
- 7.1.8 Engaging in the support offered 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 Provider's Staff, the Provider shall, in consultation with the Young Person's Social Worker/Personal Adviser (as applicable), explore innovative methods of engaging the Young Person in question. The Provider shall record and report to the Council all instances of non-engagement, promptly.
- 7.1.9 Changes in the frequency and duration of visits to provide support to a Young Person must be discussed by the Provider with the Young Person in question and their Social Worker/Personal Advisor (as applicable).
- 7.1.10 The Provider shall complete and store securely a record of each visit to a Young Person in a form which shall be agreed with the Council which shall identify the substantive content of each visit along with the planned time of visits, actual time and duration of the visit. The Provider will maintain weekly records for each Young Person and submit them electronically via a secure system such as Egress, on a (4) four weekly basis to the Social Worker/Personal Advisor.
- 7.1.11 The Provider shall review each Young Person's Support Plan on a Monthly and a (3) three Monthly basis to link with the Care/ Pathway Plan<sup>36</sup> (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.
- 7.1.12 Policies and procedures must be in date and show when they were last reviewed<sup>37</sup>, which should be annually as a minimum. They must have clearly stated objectives and stipulate where responsibility for implementation, monitoring, annual review and development is held. The Provider must be able to evidence active management and implementation of the Provider's policies and procedures. These documents must be made available to the Council upon request.

<sup>36</sup> Undertaken within 28 days following a placement move, reviewed at 3 months and then every 6 months thereafter.

<sup>37</sup> They should be updated where required and reissued for staff review.

## 7.2 Health

7.2.1 The Provider must encourage and assist Young People to attend all medical appointments.

7.2.2 Where a Young Person fails to attend a medical appointment, the Provider must record this and where possible add context to why the Young Person did not attend the appointment.

7.2.3 The Provider 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 of the Council, as it is regarded as best practice, that registration with GPs, Dentists and Opticians takes place within ten working days of the Young Person being placed.

7.2.5 The Council will undertake an audit of how health responsibilities are being met, with a particular focus on the areas outlined above. The Council will continue to review their records to ensure that appointments are attended / completed within the following areas:

- Health Assessments formatting
- Dental appointment

7.2.6 In addition to the above the Provider is responsible for supporting the Young Person to access to all health services including any specialist health services such as psychiatric, psychological and other therapeutic services<sup>38</sup>.

7.2.7 The Provider 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.

7.2.8 The Provider must advise the Council of any difficulty in accessing Health Services on behalf of a Young Person in placement without delay.

7.2.9 The Provider must ensure the Young Person is emotionally prepared for any appointments.

<sup>38</sup> Providers will not be penalised for long waiting lists or lack of services but will need to be able to evidence that they have used the support services available to young people in YPSA Services (e.g. Mental Health Worker, Substance Misuse worker) and made referrals to specialist services as required.

- 7.2.10 The Provider must ensure that Staff check-in with a young person after any appointment, to support and clarify any issues a Young Person may have in relation to the appointment.
- 7.2.11 The Provider will have access to and will need to work closely with the CAMHS Mental Health Worker and Clinical psychologists dedicated to supporting professionals delivering YPSA Services (excluding Out of County service provision who will utilise local professional support services) and the Phoenix Team (in the Parent provision who support Children we Care For up until the age of 18 years). The Provider will make referrals to other health services for additional support as required.
- 7.2.12 Where substance misuse issues are identified, then the provider will make a referral for support from the Substance Misuse Worker and encourage and support the Young Person to access dedicated support.
- 7.2.13 The Provider must ensure that a Young Person has a mini fridge in their bedroom in shared accommodation where it is required for medical purposes.

### **7.3 Education, Employment and Training**

- 7.3.1 The Provider will ensure that Staff 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. The Provider 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 The Provider will make every effort to support the Council to secure an appropriate educational, training and employment placement.
- 7.3.3 The Provider will assist Young People to participate fully in their education, training and employment.
- 7.3.4 Where particular issues arise, which impede the Young Person's progress at employment or school, college or other educational provision, the Provider will take measures to resolve these and log the measures on the Young Person's file. If they are unable to do so the Provider must advise the Council of this within a timely manner.
- 7.3.5 In the event the Young Person refuses to attend their educational, training or employment provision the Provider must keep a record of the dates.
- 7.3.6 The Provider 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 the Provider must notify the Council's EET team immediately in order to jointly consider what action is needed to maintain the Young Person's access to education.
- 7.3.8 The Provider 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 The Provider will identify EET opportunities within their organisation paid or unpaid e.g. grounds and maintenance, administration, cleaning, apprenticeships etc. This will be included in their recruitment strategy.
- 7.3.9 The Provider will ensure that it supplies the EET team with information about the changes to a young person's EET status immediately, to work together to identify onward solutions and to support the EET Team with their destination tracking requirements for Central Government.
- 7.3.10 The Provider will send a representative to Youth, Employment and Participation (YEP) meetings 4 times a year across the County. Attendance at these meetings can include local employment providers, colleges, apprenticeship providers as smaller bespoke educational providers, DWP, Housing associations, schools and so on.

## **7.4 Staying Safe**

- 7.4.1 All Providers 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 Provider 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 the Provider 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 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 (for under 18s only and where applicable due to high levels of vulnerability for over 18s) as in the agreement of the pre-placement planning meeting. The Provider 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 the Council or the Provider to undertake a return home interview within seventy-two (72) hours of the Young Person returning to the accommodation.

7.4.4 The Provider will need to comply with Missing Policy and Procedure please see link below:

[https://oxfordshirescb.proceduresonline.com/p\\_ch\\_miss\\_care\\_home\\_ed.html](https://oxfordshirescb.proceduresonline.com/p_ch_miss_care_home_ed.html)

## **7.5 Care Planning and Reviews**

7.5.1 The Council and the Provider 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. The Provider 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, the Provider 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, Young People (or OCC Children's Services for under 18's) will be expected to pay for the transport costs to appointments, education or activities.

7.6.2 For group activities, where the Provider is 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 The Provider must carry out a full risk assessment on any Staff member involved in transporting Young People. The risk assessment must be kept on file and stored safely.

## **7.7 Placement Stability**

- 7.7.1 The Provider and the Council will work together to ensure that Young People are able to remain in their accommodation until they move to independent Accommodation or return to family.
- 7.7.2 The Provider must notify the Council's Brokerage (Placements) Team immediately of anything that threatens the stability of the placement and work with the Council to find ways in which the placement can be stabilised.
- 7.7.3 The Provider may not discharge or give notice of its intention to discharge a Young Person from the accommodation unless it has first discussed with the Council 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 Leaving Care 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, the Provider 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, the Provider 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 The Provider may not move the Young Person without approval from the Council's Brokerage (Placements) Team to another property within its own Services 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.
- 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.
- 7.7.8 The Provider 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 the Provider 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. When the placement termination is accepted by the Council, the discharge will be planned and take place following consultation between the Council and Provider, 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 the Provider to the Council and any deviation from the notice period will be agreed between Provider and Council.

### ***YPSA Service Notice Periods***

7.8.2 If the Council and the Provider feel that the support and accommodation cannot meet the needs of the Young Person, the Council or the Provider 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 issued<sup>39</sup>.

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 Provider may give less than 28 days' notice, following discussion with the Social Worker/ Leaving Care PA, Brokerage (Placements) Team and Quality and Contracts Team. For the avoidance of any doubt, this may include immediate notice to end the placement and vacate<sup>40</sup>.

7.8.4 Where the Provider gives notice on a placement and an alternative placement needs to be identified, the Council will search for an alternative placement. The Provider 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 and photographs taken and held by the Provider.

### ***YPSA Resettlement Outreach Service notice period***

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

<sup>39</sup> During this 28 day period, there will be a review and if circumstances have changed then the notice may be rescinded.

<sup>40</sup> 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.

7.8.7 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 The Provider 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 The Provider will notify without delay the Council when specific situations arise in relation to the Young Person in their accommodation.

7.8.10 The Provider 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 Placement 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 Emergency Duty Team on 0800 833408 (freephone).

## **8. Safeguarding Young People Procedures**

8.1 Safeguarding is of utmost importance to the Council and the Provider will ensure processes are in place at contract commencement to protect vulnerable Young People from harm and abuse. Safeguarding is everyone's business. Local policies and procedures in relation to safeguarding children and vulnerable adults are available at:

Oxfordshire Safeguarding Children's Board (OSCB): <https://www.oscb.org.uk/>

Oxfordshire Safeguarding Adult's Board (OSAB): <https://www.osab.co.uk/>

8.2 The Provider will ensure that all Services have clear safeguarding policies and procedures in place and that all Provider staff are aware of their individual responsibilities under these procedures.

8.3 The Provider's practice, policies and procedures must be informed by current and future legislation and guidance in relation to safeguarding Young People.

8.4 The Provider's policy and procedures for responding to any concern for the welfare and safety of Young People must be fully compliant with Oxfordshire's Local Safeguarding Children Board (OSCB) and local Safeguarding Adults (OSAB) Interagency Procedures.

8.5 A copy of procedures will be provided to Council officers upon request.

- 8.6 The Provider will have a designated person of sufficient seniority for safeguarding Young People. They should be an individual whose responsibility is essentially to make sure that the policy is robust and implemented.
- 8.7 All staff and volunteers must be aware of and familiar with the Provider's policies and know what action to take if they observe, or have reported to them, possible evidence of abuse. Each member of staff will understand who to report and escalate concerns to, including how and when this should be done.
- 8.8 The Provider will ensure that training in the prevention and recognition of abuse, dealing with disclosure or suspicion of abuse and the Services' Young People protection procedure is included in the induction programmes for new staff, including temporary or agency staff, and volunteers and is on-going for the staff group and undertake training with local inter-agency boards.
- 8.9 The Provider shall ensure that staff are informed and updated on any history, behaviours or circumstances of which the referrer is aware and is relevant to the safe delivery of Services and the safety of staff, and any Young People and will communicate this to other agencies where relevant.
- 8.10 The Provider will co-operate fully with any investigation/serious case review carried out by the Council and/or Community Safety Partnership under the Safeguarding procedures. This includes full unrestricted access to Provider records, files and any other associated documentation.
- 8.11 The Provider will provide reports for Social Care and court and other information as requested to provide evidence for any Public Law Care proceedings cases.
- 8.12 The Provider must demonstrate its legal obligation to refer relevant information to the Disclosure and Barring Service (DBS), where there is a concern relating to the harm or the risk of harm to Young People at risk or where there is a concern about the behaviour or conduct of an individual.
- 8.13 The Provider must have established disciplinary procedures. These should contain explicit guidance on how staff subject to allegations of abuse or neglect will be treated, minimum standards regarding suspension through to DBS referral, and the expectation that Council Officers and the safeguarding office will be supplied with written progress reports.
- 8.14 The Provider must have established procedures in relation to managing allegations against Staff and other professionals. This will include the requirement to notify the LADO and what Staff should do if the allegation relates to management. This should also contain explicit guidance on how Staff subject to allegations of abuse or neglect will be managed and supported, requirements regarding suspension through to DBS referral, and the expectation that the Council will be supplied with written progress reports

## **9. Equality and Diversity**

- 9.1 The Provider and the Council must endeavour to ensure that the Young Person is safe and free from all forms of abuse, bullying, harassment and discrimination.
- 9.2 The Provider will demonstrate equality in all aspects of its practice and have clear procedures in place.
- 9.3 The Provider will ensure the accommodation meets the cultural and religious needs of Young People from a range of backgrounds and has the capacity and resources to help the Young Person to develop a positive sense of their identity.
- 9.4 The Provider will ensure that its Staff positively embrace the concept of diversity in society and encourage all Young People placed with them to understand and respect different cultures and lifestyles, including Issues relating to gender, sexuality, religion and disability.
- 9.5 The Provider will ensure that its Staff understand and accept the damaging effects of racism, homophobia and other types of oppression in society and have the knowledge, skills and will to challenge perpetrators and to support Young People who may be victims.

## **10. Outcomes**

- 10.1 The Provider 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.
- 10.2 The Provider 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.
- 10.3 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	<b>Settling into new accommodation</b>	<p>Young People are supported:</p> <ul style="list-style-type: none"> <li>• With advice and support to manage the safety and security of new accommodation</li> <li>• To live in a shared house.</li> <li>• 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.</li> <li>• To understand the importance of personal safety and strategies which they can use to keep themselves safe in the local community.</li> <li>• To get to know the area in which they live which will include local bus stops, food shops, council office etc.</li> </ul>	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>
2	<b>Support to develop general household skills</b>	<p>Young People are supported:</p> <ul style="list-style-type: none"> <li>• To use safely all electrical appliances.</li> <li>• To wash and iron clothing</li> <li>• To shop on a budget for food, cleaning and household items</li> <li>• To prepare healthy meal plans, preparation and cooking of food and storage of food</li> <li>• To carry out household cleaning tasks and purchase appropriate cleaning materials</li> <li>• To be maintain a home in good standard of cleanliness and tidiness</li> <li>• To be able maintain the tidiness and cleanliness of communal areas</li> <li>• To consider the impact of their behaviours upon others that they are Accommodation with</li> <li>• To identify strategies to resolve any issues with other people they are Accommodation with</li> </ul>	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>

	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
3	<b>Support to access Education, Work Placements, Employment and Social Activities</b>	<p>Young People are supported;</p> <ul style="list-style-type: none"> <li>To access social activities in the local area or beyond</li> <li>To understand what public services there are in the local area that they can use i.e. parks, libraries etc.</li> <li>To understand what play and leisure opportunities there are in the local area and how to access these, with support provided where required</li> <li>To understand the benefits of employment, education or training and how this impact upon their future housing and career prospects</li> <li>To understand the educational or training route to their chosen profession</li> <li>To access education/college, work placements or employment</li> <li>To attend appointments, including College and employment interviews.</li> <li>To use public transport</li> <li>To prepare a CV or complete job/training application forms, encourage and offer guidance for training/employment</li> <li>To identify and access positive activities with other young people Accommodation in the same property</li> </ul>	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>



	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
4	<b>Budgeting and money management</b>	<p>Young People are supported:</p> <ul style="list-style-type: none"> <li>To understand service utilities including their efficient and most economic use</li> <li>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.</li> <li>To understand and access the benefits they are entitled to</li> <li>To understand the process for paying bills and the consequences of not paying bills.</li> <li>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.</li> </ul>	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	<b>Support with Personal Health</b>	<p>Young People are supported:</p> <ul style="list-style-type: none"> <li>To register with Doctor, Dentist and Opticians.</li> <li>To attend appointments with medical professionals, including hospital appointments</li> <li>To access substance misuse services if required</li> <li>To access mental health services if required</li> <li>To understand how to maintain personal health and Accommodation a healthy lifestyle, including understanding the importance of exercise and a healthy diet.</li> </ul>	100%	<p>Monitoring and Reviews Pathway Plans / Care Plan Monthly update report Service User Feedback Performance Indicators Individual Outcomes Monitoring Report Review Meetings</p>

	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
6	<b>Support and guidance in preparation for independent Accommodation</b>	<p>Young People are supported:</p> <ul style="list-style-type: none"> <li>• To move when appropriate to holding their own tenancy.</li> <li>• In exploring housing options for independent Accommodation and are moved to independence</li> <li>• To attend appointments with Housing Providers.</li> <li>• To prepare for move on to independent housing<sup>41</sup></li> <li>• To bid on properties where appropriate</li> <li>• With small DIY tasks i.e. hanging curtains, blinds, changing light bulbs</li> <li>• To set up service utilities to a new home i.e. gas, electricity, water</li> <li>• To place name on electoral role</li> <li>• To manage the safety and security of new home i.e. door and window locks, smoke alarms, etc.</li> <li>• To understand refuse and recycling process</li> <li>• To understand importance of being a good neighbour and 'house mate' (when in a shared property)</li> <li>• To access local services within the locality</li> <li>• To have contact details for local support services that may be required (including contact details for emergency situations)</li> <li>• To ensure they have all documentation in place to enable access to benefits, employment and housing at aged 18.</li> <li>• To refresh life skills previously learnt throughout preparation for independence.</li> <li>• To actively apply for benefits including Housing Benefit and council tax relief immediately prior to 18th birthday as appropriate (for parents under the age of 18 years).</li> </ul>	100%	<p>Monitoring and Reviews</p> <p>Pathway Plans / Care Plan</p> <p>Monthly update report</p> <p>Service User Feedback Performance Indicators</p> <p>Individual Outcomes Monitoring Report</p> <p>Review Meetings</p>

<sup>41</sup> This 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.

	OUTCOME	KEY PERFORMANCE INDICATORS	TARGET RATE	EVIDENCE
7	<b>Support with individual personal and emotional matters</b>	<p>Young People are supported:</p> <ul style="list-style-type: none"> <li>• To discuss any personal or emotional concerns and are signposted to appropriate services</li> <li>• To access legal advice</li> <li>• With appointments with UK Border Agency when appropriate</li> <li>• With integration and community cohesion.</li> <li>• To be resilience with managing uncertain futures during the immigration process (for asylum-seekers).</li> <li>• To build positive relationships with family members (where it is safe)</li> <li>• To understand the benefits of accessing and offering emotional support with peers and personal network of relationships</li> <li>• To consider the impact of their behaviours (both positive and negative) upon others</li> <li>• To understand what constitutes a healthy relationship and how to form them</li> </ul>	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>

## 11. Performance Measures

11.1 The Provider will submit a weekly email to Quality & Contracts and Brokerage (Placements) Team by 10am each Monday morning detailing the number of voids<sup>42</sup> (using the template provided) and available properties. In the event of a Bank Holiday this will be submitted on a Tuesday.

11.2 The Provider will submit a monthly report to the Quality and Contracts Team 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

11.3 The Provider will submit a monthly report to the Quality and Contracts Team (using the template provided) by an agreed date 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

<sup>42</sup> Including reason for voids such as redecoration of room/property.

11.4 The Provider 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 specification, future scope of service provision.

## 12. Contract Monitoring

12.1 The Provider and the Council's Quality and Contracts Team (and other relevant Council Officers) will meet every quarter to review the progress of the service and mitigate against any risks. These Quarterly Contract Meetings will be held to include but not limited to the purpose detailed in the table below. The Council will aim to visit each Provider every quarter in order to review the practices and level of quality in the accommodation and feedback from young people will be sought. The Provider will need to ensure that the accommodation requested for visit is accessible, with prior consent from resident young people.

Meeting Type	Purpose	Attendees	Frequency
<b>Contract Meeting</b>	To discuss: <ul style="list-style-type: none"> <li>• Contractual Issues</li> <li>• Admissions / Move on</li> <li>• Ongoing referrals</li> <li>• Void beds</li> <li>• Financial issues</li> <li>• Arrears management</li> <li>• Accommodation Overviews</li> <li>• Young People's outcomes</li> <li>• Process of internal / external investigations</li> <li>• Informing OCC of any concerns</li> </ul> Compliments/complaints	<ul style="list-style-type: none"> <li>• Provider (may be multiple representatives with relevant strategic and operational responsibilities for contract delivery)</li> <li>• City/District Housing leads (from relevant locality area)</li> <li>• Council Representatives including:               <ul style="list-style-type: none"> <li>○ Quality and Contracts Officer</li> <li>○ Commissioning officer (where required)</li> <li>○ Procurement (where required)</li> <li>○ Finance representative (where required)</li> <li>○ Brokerage (Placements) Team (where appropriate)</li> </ul> </li> <li>• Representation from operational teams (where applicable)</li> </ul>	Quarterly

12.2 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.

12.3 The Provider 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:

- The Provider and their Staff training and DBS.
- Summary and analysis of overall % improvement against Outcomes

- Confirmation that all policies required are available and up to date
- Financial investigations / misappropriation of funds
- Average length of stay and move on age of Young People.
- Insurance policies

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

12.5 The Provider will be expected throughout the contract to attend regular meetings with other 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.