
7 April 2015

Name of Cabinet Member:

Children and Young People – Councillor Ruane

Director Approving Submission of the report:

Executive Director - People

Ward(s) affected:

All

Title:

Supported Accommodation for Young People Aged 16 – 24 years – Multi-agency Action Plan

Is this a key decision?

No

Executive Summary:

Supported Accommodation is commissioned by the City Council to provide accommodation and support to young people aged 16-24, including Care Leavers, young people who are homeless or at risk of homelessness, Children in Need, Looked After Children, young people at risk of or involved in offending and Teenage Parents who are pregnant or have children.

The City Council has a statutory duty to provide accommodation to persons under 18 who have been assessed as requiring accommodation or because they are owed a duty under the Children (Leaving Care) Act 2000, and duties towards homeless young people under the Housing Act 1996.

In 2013, following a period of lengthy consultation with all stakeholders, the City Council tendered for seven Supported Accommodation contracts to meet the varying needs of these young people. The contracts were implemented in December 2013 with the exception of one of the lots (referred to as Lot 7) that was not awarded due to bids not being received at an acceptable cost.

The contracts introduced significant changes to how this type of service operates including the introduction of a single point of access which enables all applications for accommodation to be referred into providers via the Council's Placements Team as opposed to direct referral to providers. This improves the ability to match the most appropriate accommodation service to the individuals needs presented at the time of application.

Providers are also required under contract to contribute to positive outcomes for young people and their further economic well-being, by encouraging and facilitating their health, well-being, social inclusion and participation in further educational, training or work opportunities

To help achieve these outcomes, providers are expected to work collaboratively with the City Council and a range of other partner agencies and services, including Route 21, Placements Team, Children and Family First Service, mental health services, Integrated Youth Support Services, health professionals, housing and other services.

To facilitate greater multi-agency working between providers and other services, a multi-agency action plan (attached at Appendix 1) has been developed, which focusses on maintaining young people's placement stability by improving their lifestyle and behaviour, reducing evictions, encouraging them to live healthier lives, and supporting them to engage in education, employment and training.

Recommendations:

Cabinet Member is recommended to:

Consider the content of the action plan and provide further recommendations for officers if any additional action required.

List of Appendices included:

Appendix 1 – Multi-agency Action Plan

Other useful background papers:

None

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title: Supported Accommodation for Young People Aged 16 – 24 years – Multi-agency Action Plan

1. Context (or background)

- 1.1 The City Council provides supported accommodation and floating support to a range of service users aged 16-24. This support was historically provided through a range of contracts administered by the Children's Services and Housing elements of the People Directorate. In February 2013 a tender process was approved for six block contracts for accommodation and support, plus a call-off contract to give capacity to manage fluctuations in demand above block contracted levels. Following completion of the tender process, new contracts were implemented in December 2013.
- 1.2 The commissioning of Supported Accommodation services presents challenges across a number of local authorities. Many local authorities are facing difficulties either due capacity and quality in their local markets, providers being unable to provide services within available financial envelopes, or insufficient local housing stock which restrict the practicalities of service delivery. Some local authorities i.e. Camden, are considered to have a well-developed model for Supported Accommodation but this has been under development since 2007.
- 1.3 The new Coventry service was intended for care leavers, young people who would previously have accessed the Supporting People service, and young people who had previously been receiving a service from the Housing Department because they were homeless. Supported Accommodation is not a regulated service.
- 1.4 The service is designed to:
 - Increase the choice and flexibility for young people by expanding the different types of accommodation available;
 - Improve outcomes and increase placement stability by reducing the number of evictions;
 - Drive up quality by setting out clear expectations through the specification;
 - Enable an overview of numbers and need;
 - Reduce the need to use Bed and Breakfast accommodation.
- 1.5 The contracts were designed with three levels of need - low, medium and high – which was determined through analysis of the range of needs which young people often presented with. This work was encapsulated in the 'Commissioning Strategy and Service Model, Stakeholder Consultation Document' October 2012.
- 1.6 Young people referred to the service have often experienced disadvantage and real difficulties in their lives, and lack the life skills necessary to live independently. Some have also experienced abusive or fractured family relationships and their childhood parenting has been provided outside of their family. Some young people have already experienced difficulties in independent or supported living and may have fallen back into crisis after moving on from supported accommodation on previous occasions.
- 1.7 Young people referred to the service:
 - are likely to have poor emotional wellbeing and resilience;
 - may have experienced social exclusion in other areas of their life which has affected their education, training and employment opportunities;
 - are likely to have poor life chances due to a combination of the above factors.

1.8 The objectives of the supported accommodation service are to:

- Support and enable vulnerable young people to enhance their personal resources and develop sufficient skills, competences and resilience to live independently (where necessary accessing advice, assistance and support);
- Support and enable vulnerable young people to access suitable accommodation and to equip them with the skills to sustain their tenancies;
- Where appropriate and safe to do so, to support the young person's return home;
- Mitigate the risks of the young person experiencing eviction and/or homelessness in the future;
- Contribute to positive outcomes for young people and their further economic well-being by encouraging and facilitating their health, well-being, social inclusion and participation in further educational, training or work opportunities.

2. Options considered and recommended proposal

- 2.1 To achieve these objectives, providers are expected to work collaboratively with the City Council and a range of other services, including Route 21, Placements Team, Children and Family First Service, mental health services, Integrated Youth Support Services, health professionals, housing professionals and others.
- 2.2 To facilitate greater multi-agency working between providers and other services, a multi-agency action plan has been developed, which focusses on maintaining young people's placement stability by reducing evictions, encouraging them to live healthier lives, and supporting them to engage in education, employment and training.
- 2.3 The action plan has been developed by a multi-agency group of professionals in consultation with providers. City Council services involved include Commissioning and Strategy, Community Safety and Public Health services. The action plan will be managed through the People Directorate Strategy and Commissioning Service and reviewed on a quarterly basis.
- 2.4 A key initiative within the plan is the development of a monthly Supported Access Resources Panel (SARP) to which providers will present cases of young people about whom they have particular concerns. This will provide an opportunity to develop more robust multi-agency responses to working with individual young people. The panel had its first meeting on 17 March 2015.

3. Results of consultation undertaken

- 3.1 Providers and professionals have developed the action plan based on evidence of need and issues to be addressed. These same professionals will be responsible for the monitoring of delivery against the plan, review of content and progress and evaluation of its impact.

4. Timetable for implementing this decision

- 4.1 Delivery against the plan has already commenced with a a range of initiatives and action underway.

5. Comments from Director of Finance and Legal Services

There are no financial implications as a result of this report.

6. Other implications

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?

The recommendations contained within this report support a number of City Council objectives including people having independent lives; ensuring that children and young people are safe and providing a good choice of housing.

6.2 How is risk being managed?

There is a risk that providers may not engage with the action plan. This has been managed by ensuring that they have been involved in its development and levels of engagement will be monitored through contract monitoring processes.

6.3 What is the impact on the organisation?

None

6.4 Equalities / EIA

An Equality Impact Analysis was not undertaken as the proposals are not to change an existing policy or way in which a service is delivered.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

The action plan will support both professionals and providers to provide a better co-ordinated and more holistic approach to their services for young people.

Report author(s):

Name and job title:

Sally Giles
Head of Children's Strategy and Commissioning

Directorate:

People

Tel and email contact:

024 7683 3699

Sally.Giles@coventry.gov.uk

Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Ayaz Maqsood	Head of Housing	Place	24.3.15	26.3.15
Matt Clayton	Team Manager, Route 21	People	24.3.15	25.3.15
Mandie Watson	Head of Community Safety Service	People	24.3.15	25.3.15
Jane Craig	Respect Yourself Programme Manager, Public Health	Chief Executive's Directorate	24.3.15	25.3.15
Nadia Inglis	Public Health Consultant	Chief Executive's Directorate	24.3.15	25.3.15
Names of approvers for submission: (officers and members)				
Finance: Rachel Sugars	Finance Manager	Resources	24.3.15	25.3.15
Legal: Julie Newman	Senior Solicitor	Resources	24.3.15	25.3.15
Director: Brian Walsh	Executive Director	People	23.3.15	25.3.15
Members: Cllr Ruane	Cabinet Member (Children and Young People)		23.3.15	23.3.15

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www.coventry.gov.uk/meetings

Appendix 1

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
1. Strengthen the Approach to Fire Risk, Health and Safety				
1.1.	Establish cyclical planning with providers in relation to regular fire safety checks	Mandie Watson (Community Safety)	28 February 2015	
1.2	Explore opportunities to extend this to young people moving into independent accommodation. Accommodation.	Mandie Watson (Community Safety)	28 February 2015	
1.3	Liaise with Council's health and safety service and request joint checks with Fire Service	Mandie Watson (Community Safety)	28 February 2015	
1.4	Arrange for Fire Service to establish a programme of engagement with young people around Fire Safety	Mandie Watson (Community Safety)	30 April 2015	
2. Strengthen the Approach to Managing Crime, Nuisance and Disorder, Challenging Behaviour				
2.1	Introduce targeted monitoring and surveillance, including patrols that disrupt offending behaviour and activity around the establishment.	Manager, Monitoring and Response Service/City Centre Control Room Neighbourhood Policing Team	Immediate request and on-going monitoring by Community Safety	
2.2	Develop and deliver training for staff on how to manage difficult situations, including tactics to diffuse potentially	To be determined		

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
	escalating situations.			
2.3	Develop a clear reporting mechanism and ensure that providers know where partnership meetings are and what they do. Log to be developed to understand which providers are making referrals into partnership structures.	Mandie Watson (Community Safety) Police and Partnership Analysts	30 April 2015	
2.4.	Brief provider organisations to ensure that they: a. are aware of existing partnership working for joint case management of problematic individuals b. can access support for vulnerable occupants c. understand how to report and receive support which helps to protect vulnerable locations affected by crime and nuisance.	Community Safety Team and Police	30 April 2015	
2.5	Liaise with Safeguarding re safeguarding procedures and Missing Persons procedures	Mandy Watson, Rebecca Eaves (Community Safety) Sue Whitmore (Children's Social Care)	30 April 2015	
2.6	Ensure providers are linked into 'partnership tasking' processes (deploying resources to problematic and vulnerable locations affected by crime nuisance and/or harm), management of perpetrators including CSE through high risk perpetrators case management forums	Mandy Watson (Community Safety)	30 April 2015	
2.7	Improve placement matching process by drawing on wider information and intelligence from Community Safety and Police, with which to identifying risk and vulnerability – whether young person likely to be victim or perpetrator, to determine type of placement most appropriate to be	Sally Giles (Placements Team, Strategy and Commissioning Service) Mandie Watson,	Immediate and on-going	

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
	offered. Gather information on wider family connections to share with providers and identify risks in order to include in support plans and occupancy agreements.	(Community Safety)		
2.8	Understand how providers are currently setting expectations with young people at the point of placement around lifestyle and conduct and engagement with services. Consider how this needs to be strengthened and how support plans and occupancy agreements can be used to better reinforce expectations whilst addressing identified need.	Providers, Children's Commissioners, Community Safety	Through quarterly contract monitoring and quarterly visits	
2.9	Ensure that young people's assessments and plans are based on need, risk and vulnerability	Sally Giles (Strategy and Commissioning)	Through quarterly contract monitoring	
2.10	Community Safety officers to support providers to assertively challenge young people who do not adhere to support plans and occupancy agreements	Mandie Watson (Community Safety)	Through Supported Accommodation Resource Panel (SARP) or by direct request	
2.11	Consider the standardisation of assessments across providers, and develop a standard joint care plan, and clear review process. Check quality through audits and quarterly contract monitoring quarterly.	Sally Giles (Strategy and Commissioning)	Raise through quarterly contract monitoring and visits	
2.12	Revisit contract in terms of safeguarding requirements to improve occupancy agreements in terms of conduct and lifestyle. Implement process for monitoring breach of plans and occupancy agreements	Sally Giles (Strategy and Commissioning)	To be determined by recruitment of new commissioner	

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
2.13	Foyer to introduce new CCTV system; Policy to comment at design stage	Raj Shroff (Midland Heart) Christian Davies (West Midlands Police)	30 April 2015	
2.14	Improve quarterly reporting requirements to reflect reasons why providers have evicted and what interventions were put in place to try and avoid eviction.	Sally Giles (Strategy and Commissioning)	31 March 2015	
3. Develop Staff Skills				
3.1	Develop bespoke training package for accommodation providers to include following: Basic awareness raising for drugs, alcohol, sexual health, Child sexual exploitation	Rebecca Eaves (Child Violence and Sexual Exploitation Officer) and Jane Craig (Public Health commissioner)	To be determined	
3.2	Develop a staff support package with tools to enable staff to encourage young people to take action in relation to their behaviour. Package to be based on one to one and group work tools	Jane Craig (Public Health Commissioner) and Compass Manager	May 2015	
3.3	Contract monitoring and auditing to establish whether young people's support plans evidence implementation of training	Sally Giles (Strategy and Commissioning)	From September onwards	
3.4	Consider the feasibility of establishing a Coventry Standard for supported accommodation providers in terms of training, policies and procedures and multi-agency approaches. City Council to look at feasibility of making its training available to providers	Multi-agency Supported Accommodation Group		

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
4. Develop Employment, Education and Training Opportunities for Young People				
4.1	Cross reference the NEETs register with the cohort of young people in Supported Accommodation; analyse age and need profile and establish what their EET issues are (literacy, numeracy, basic skills)	Linda Gilleard (Chief Executive, Right Step)	February 2015 Monthly on-going	
4.2	Develop a tiered approach to working with the young people based on risk and need <ul style="list-style-type: none"> • Link young people into existing specialist programmes: Talentmatch (mentoring and work placements for long term unemployed); • Employability Programme; • Empowering Families Project, • European Social Fund NEETs programme. 	Linda Gilleard (Chief Executive, Right Step)	On-going	
4.3	Link young people into existing Right Step teams: <ul style="list-style-type: none"> • Employer Engagement Team (vacancy matching) • Work Experience Team • Adults with Functional Skills Needs Team 	Linda Gilleard (Chief Executive, Right Step)	On-going	
4.4	Identify manager or named worker in Right Step with responsibility for young people in Supported Accommodation	Linda Gilleard (Chief Executive, Right Step)	February 2015	
4.5	Work with the Adult Education Service to provide additional learning and development opportunities for young people	Elaine Agnew (Adult Education Service)		

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
5. Strengthen the Multi-agency Approach to Working with Young People				
5.1	Establish a monthly panel comprising providers and other services (including COMPASS, Placements Team, Housing Options, Community Safety, Route 21, St Basil's, Children and Adult Mental Health Services). Panel to discuss individual cases and develop multi-agency support plans.	Sally Giles (Strategy and Commissioning)	17 March 2015 and monthly thereafter	
5.2	Panel to ensure that there is assertive challenge and management of young people where appropriate, drawing on tools and interventions available to Community Safety.	Mandy Watson (Community Safety)	17 March 2015 and monthly thereafter	
6. Reduce Substance Misuse and Poor Sexual Health				
6.1	Compass to continue with the regular drop already established at the Foyer and Key 2. This provides staff with the opportunity to discuss individuals' behaviours and how to engage them in services; it is also available to young people to engage with the services. Number of referrals to be fed back to commissioners.	Sharon Bolesworth (Compass Manager) Sally Giles (Strategy and Commissioning)	On-going Through quarterly monitoring	
6.2	Roll out the Single Point of Access system for sexual health and substance misuse already established at the Foyer and Key 2 to all providers.	Sharon Bolesworth (Compass Manager) and supported accommodation providers	March 2015	
6.3	Supported accommodation commissioners to remind all supported accommodation providers of the already established Joint care pathway.	Sally Giles (Strategy and Commissioning)	April 2015	

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
6.4	See also training above. Numbers of staff attending training sessions to be monitored by commissioners.	Sally Giles (Strategy and Commissioning)	On-going	
6.5	Police to take Drugs dog to do a sweep of Foyer to identify drugs users	Claire Bell (Police)		
6.6	Foyer to identify substance misusing young people and support them to engage with Compass, Police and other relevant services	Midland Heart, Phil Rafferty (West Midlands Police), Compass	On-going	
6.7	Public Health to consider whether a Stop Smoking Advisor could be provide sessions in the Foyer/how access to stop smoking services in general might be improved	Nadia Inglis (Public Health Consult)	31 May 2015	
6.8	Integrated Sexual Health Service to support rapid access to contraception for young people in supported accommodation	Nadia Inglis (Public Health Consult)	March 2015 and on-going	

7. Encourage Healthy Lifestyles

7.1	Midland Heart to consider organising a supported accommodation football team/engaging individuals in sports/other activities in a number of ways (including Youth Service outreach)	Raj Shroff (Midland Heart)	30 April 2015	
7.2	Public Health to explore how other healthy lifestyle initiatives might engage with supported accommodation providers and vice versa eg ensuring providers are aware	Nadia Inglis (Public Health Consultant)	30 April 2015	

Multi-agency Supported Accommodation Action Plan

	Action required	Lead	Timescales	Progress update
	of the Single Point of Access to all healthy			
7.3	Contact Integrated Youth Support Services to discuss how outreach services might be used to engage young people in positive activities	Sally Giles (Strategy and Commissioning)	30 April 2015	