

Joint working protocol between Nottinghamshire County Council's Targeted Support & Children's Social Care Services; District and Borough homelessness departments and young people Supported Accommodation Providers for young people aged 16-21 years.

The aims of the joint working protocol

- To establish and implement an effective and consistent referral process for accessing accommodation and support for young people in Nottinghamshire
- To set out the joint approach between Targeted Support and Children's Social Care to supporting vulnerable children aged 16/17 years old.
- To improve communication between Targeted Support, Children's Social Care, District/Borough Housing departments and Supported Accommodation Providers and develop transparent relationships
- To increase joint working to meet the needs of young homeless people across Nottinghamshire

Background

Young people's accommodation and support services have historically been funded and commissioned through the Adult Social Care Health & Public Protection (ASCH&PP) Supporting People team. In April 2012, funding and commissioning responsibility transferred to Children's Families and Cultural Services, lead commissioning responsibility now sits with the Targeted Support and Youth Justice Service.

The Youth Homelessness Prevention Strategy and new set of commissioning plans were agreed at Early Years and Youth Services Sub Committee on 03 July 2012 and Policy Committee on 18 July 2012.

The implementation of this strategy will see a number of key changes:-

- Access to services will be limited to people aged 16-21
- Targeted Support and Children's Social Care will share responsibility for homeless 16 and 17 year olds to ensure the most effective service
- All referrals into supported accommodation will be made via Targeted Support

Shared responsibility for homeless 16 and 17 year olds

Homelessness in young people aged 16/17 years is a complex issue that is covered by the Children Act 1989; the Housing Act 1996 and the Homelessness Act 2002 as primary law; as well as numerous Court Judgements, some of which have resulted in case law; and Serious Case Reviews leading to recommendations for good practice.

A joint approach between Targeted Support and Children's Social Care has been established which offers an effective service to vulnerable children aged 16/17 years old who are homeless or at risk of homelessness. This approach seeks to ensure young people's needs are met at the earliest opportunity and also to enable efficient enquiry to appropriate services where higher need thresholds are met.

If no supported accommodation is available the young person will be referred back to Children's Social Care for a decision under S20 of the Children Act and a further assessment will be carried out.

Children's Social Care assessment is undertaken using the Framework for Children in Need and their Families and is completed using the Initial Assessment paperwork. This allows for information to be gathered about the young person's developmental need, the parent's strengths and any lifestyle or community issues that are pertinent to the young person. This enables holistic assessment of the young person.

Targeted Support (Homelessness) and / or children Social Care Social Worker will provide for the young person clear and frank information (both verbally and written – see Appendix 1) about the benefits and losses of both S17 and S20. The purpose of this is to offer an informed choice to the young person and is not to encourage young people from moving away from their right to S20 services, but will hopefully provide a safety net for people who may initially wish to avoid formal interventions and statutory services. This decision will be reviewed at 3 to 6 weeks and the young person will have the option to change their mind

Targeted Support (Homelessness) will use references of academic progress, maturity level, learning styles and any diagnosis or investigation of communication disorder/s to support the checking of understanding of the young person and make adjustments to the information giving as necessary.

If the young person is 16 years old but remains at statutory school age, then this will remain the responsibility of Children's Social Care. Statutory School age ends on the last Friday in June of the young person's final year of statutory education.

If the young person wishes to be assessed under S20 of the Children's Act, a referral will be made immediately to Children's Social Care.

Service provision

From 29th October 2012 the following services are available to provide accommodation and support to young people aged 16 -21, and teenage parents, their children and in some case their partners.

MANSFIELD

Provider	Service name	Service description
Places for People	Fritchley Court	Single site service with 16 units of 24 hour on site support and 16 units with 5 hours support
Stonham	Sandfield Close	Single site service with 24 hour on site support for 10 young people
Framework	Rock Court	Single site service with 24 hours support for 11 young people some units are for 16 and 17 year olds with bail and licence conditions
Stonham	Supported Lodgings	Providing supported lodgings with a host family/single person offering young people a roof over their head and a springboard into

		independence
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ASHFIELD

Provider	Service name	Service description
NCHA	Outram St	Single site service with 24 hour on site support with 12 self contained flats for people aged 16-21 and 5 for people aged 22-25
The Kirkby Trust	Vernon Road	Single site service with 24 hour on site support for 7 young people
Stonham	Supported Lodgings	Providing supported lodgings with a host family/single person offering young people a roof over their head and a springboard into independence

BASSETLAW

Provider	Service name	Service description
NCHA	Teenage Parent Supported accommodation	15 units with 5 hours visiting support in Worksop and Retford. Reducing to 10 units from April 2013
NCHA	Cobwell Road and Wright Wilson Street	Service split over two sites in Retford, 10 units with 24 hour support and 12 units with 5 hours support
NCHA	New Roots daily support scheme	15 units with 7.5 hours visiting support in Worksop and Retford. Reducing to 8 units from April 13.
NCHA	New Roots move on	10 units with 4.5 hours visiting support in Worksop and Retford.
Stonham	Supported Lodgings	Providing supported lodgings with a host family/single person offering young people a roof over their head and a springboard into independence

NEWARK & SHERWOOD

Provider	Service name	Service description
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Newark Emmaus Trust	NET Family	5 units with 5 hours visiting support in Newark for teenage parents
Newark Emmaus Trust	NET accommodation	23 units with 24 hour support reducing to 15 units with 24 hour support and 8 units with 10 hours support from April 13
NCHA	Lombard and Barnby Gate	13 units with 8 hours visiting support reducing to 0 units in April 13
NCHA	N&S dispersed	13 units with 5 hours visiting support in Ollerton increasing to 16 units in April 13
Stonham	Supported Lodgings	Providing supported lodgings with a host family/single person offering young people a roof over their head and a springboard into independence

BROXTOWE, RUSHCLIFFE and GEDLING

Provider	Service name	Service description
Metropolitan Support Trust	Bond St	6 newly built flats with 5 hours visiting support for teenage parents for people with a local connection to Gedling only
Framework	Elizabeth House	Single site service in Gedling with 24 hour on site support for 5 young people aged 16-17 and the remainder to be used by homeless people aged 18+
NACRO	Stepping Stones	Single sit service in Eastwood with 24 hours support for 12 young people
Stonham	Supported Lodgings	Providing supported lodgings with a host family/single person offering young people a roof over their head and a springboard into independence

Prioritisation system

A points based prioritisation model will be used to determine who has the greatest housing and support need by Targeted Support.

The prioritisation system is designed in a way that gives 16-17 year olds, Care Leavers and Looked after Children greatest priority.

The referral with the greatest number of points will be considered to be the highest priority. If two referrals are allocated the same number of points, the length of time on the waiting list will be the deciding factor.

Points will be allocated in the following way:

16-17 year old	10 points
Care leaver/Looked after Child	10 points
Rough sleeping	8 point
Prison leaver under Youth offending team	5 points
Physical disability or Learning disability and difficulty which impacts on social functioning	5 points
Teenage parent or parent to be	5 points
Strong Nottinghamshire local connection	5 points
Substance misuse	3 points
Emotional and Social Wellbeing	3 points
Lack of parenting skills	3 points
16-17 year old in B&B	2 points
Not in Education, Employment or Training (NEET) or at risk of becoming NEET due to current circumstances	1 point
Unaccompanied Asylum Seeker	1 point

Referral process

The process for accessing supported accommodation is dependent on the young person's circumstances, and has been split into the five following groups:

1. 16/17 year old who is a Looked after Child
2. Homeless 16/17 year olds, this includes people who are temporarily staying with friends or family or are living in very overcrowded conditions, as well as people who are rough sleeping or living somewhere they have no legal right to stay
3. 16/17 year olds requiring a planned move into supported accommodation
4. 18-21 year olds
5. 18-21 year old Care Leavers

1. 16/17 year old Looked after Child

Referral

In the case of a Looked after Child the young person's Social Worker will complete the Children's Social Care Planned Placement Request Form and Risk Assessment (PR2) (Appendix 2).

The PR2 will be sent through to the Children's Social Care Placements Team who will identify whether supported accommodation is appropriate for the young person and whether the referral is to meet an immediate need, for example when a foster care placement has broken down, or planned future need, for example when a young person is ready to move towards more independent living and feels ready to leave residential care or foster care.

The Children's Social Care Placements Team emails/faxes the PR2 to Targeted Support (Homelessness), following receipt of the referral; Targeted Support (Homelessness) will complete a Request and Assessment form for Supported Housing (A1) and gather any necessary missing information. Targeted Support (Homelessness) will allocate points based on the information contained within the A1. This will be done in a consistent and transparent manner.

Targeted Support (Homelessness) will respond within 2 hours of receiving the referral to identify whether there is a space available in a service.

Targeted Support (Homelessness) will capture as much information as possible about the young person prior to passing on the A1. Checks will be made to Framework I and CareWorks for risk, health and vulnerability information. They will also be made to Capita One and Police systems where necessary. Information will be shared that is proportionate, relevant and timely.

Targeted Support (Homelessness) will identify which services are suitable for the young person and will email/fax the A1 to one or more suitable service/s for the Supported Accommodation Provider to consider whether they will accept the young person. Section Single Waiting List on page 13 describes the process undertaken to identify which service is appropriate for the young person.

Targeted Support (Homelessness) will inform the Children's Social Care Placements Team which service/s they have been referred to.

Supported Accommodation Provider assessment

Once the Supported Accommodation Provider receives the completed A1, they will review the information contained within it, and consider any further risk, health and vulnerability information supplied. The Supported Accommodation Provider may choose to carry out background checks if they feel there is insufficient information. The young person will be given the opportunity to visit the service at this stage.

In the case of referrals to the Supported Lodgings service, a further assessment will be undertaken with the young person to determine the type of host which would be suitable. See appendix 3 for details of the referral process of this service.

Where there is a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service

within 4 hours, and will contact Targeted Support (Homelessness) to inform them of the outcome.

Where there is not a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within 48 hours, and will contact Targeted Support (Homelessness) to inform them of the outcome.

If the Supported Accommodation Provider does not accept the referral, an explanation of the reasons will be given to Targeted Support (Homelessness). In the case of a disagreement, a resolution procedure will be followed see appendix 4.

Targeted Support (Homelessness) will inform the Children's Social Care Placements Team regarding the outcome of the referral within 2 hours of the decision. The Children's Social Care Placements Team will in turn contact the young person's Social Worker to notify them of the outcome of the referral.

Placement

If a space is immediately available the young person's Social Worker will make arrangements for the young person to move into the service. If a space is not immediately available, Children's Social Care Placements Team will source alternative accommodation (if the young person requires immediate accommodation) or the young person will remain in the existing accommodation until a planned move can be facilitated. Once a space becomes available the young person's Social Worker will make arrangements for the young person to move into the service.

Following the young person moving into a support service, Targeted Support (Homelessness) will contact the other Supported Accommodation Providers (the young person has been referred to) to inform them that individual has been housed.

The young person's Social Worker will follow Looked after Child process. A placement planning meeting should take place within 72 hours of the Looked after Child entering a service. This meeting will consist of a review of the young person's support needs and the involvement and expectations of the Social Worker.

2. Homeless 16/17 year old

Referral

It is likely that a homeless 16/17 year old will present at a Supported Accommodation Provider, District/Boroughs' housing / homelessness department, or Targeted Support service. The first agency/organisation to have contact with the young person will complete a Request and Assessment form for Supported Housing (A1) – See Appendix 5. Completed A1s will be emailed/faxed to Targeted Support (Homelessness).

This process will be followed in the case of a contract to MASH where the decision is that the CSC threshold is not met. Where the CSC threshold is met, the young person will be referred to the relevant CSC locality team.

In the case of a 16/17 year old presenting to a Supported Accommodation Provider at a time when Targeted Support is not able to accept the referral (i.e. out of hours), the Supported Accommodation Provider should contact the Emergency Duty Team if there is no immediate solution to securing safety and wellbeing.

Targeted Support (Homelessness) will review the completed A1 and will establish if mediation is possible and will gather additional information. Mediation is undertaken between the young person and their family to attempt to resolve any difficulties and negotiate a stay at home for the young person. Mediation takes into account the views of the young person and their parents and any reconciliation of these views.

When gathering additional information Targeted Support (Homelessness) will consider whether the CSC threshold is met. If it is unclear whether it is met, Targeted Support (Homelessness) will provide clear and frank information (both verbally and written – see Appendix 1) about the benefits and losses of both S17 and S20 and if the young person consents, will refer the young person on to Children's Social Care for an Initial Assessment.

If the young person does not wish to be accommodated under S20 Targeted Support (Homelessness) will allocate points based on the information contained within the A1. This will be done in a consistent and transparent manner.

Targeted Support (Homelessness) will capture as much information as possible about the young person prior to passing on the A1. Checks will be made to Framework 1 and CareWorks for risk, health and vulnerability information. They will also be made to Capita One and Police systems where necessary. Information will be shared that is proportionate, relevant and timely.

Targeted Support (Homelessness) will identify which services are suitable for the young person and will email/fax the A1 to one or more suitable service/s for the Supported Accommodation Provider to consider whether they will accept the young person. Section Single Waiting List on page 13 describes the process undertaken to identify which service is appropriate for the young person.

Targeted Support (Homelessness) will inform the young person and the referrer within 2 hours whether or not a space is available in a service.

If there is no space available and the young person is legally defined as homeless, a referral will be made to CSC.

Supported Accommodation Provider assessment

Once the Supported Accommodation Provider receives the completed A1, they will review the information contained within it, and consider any further risk, health and vulnerability information supplied. The Supported Accommodation Provider may choose to carry out background checks if they feel there is insufficient information. The young person will be given the opportunity to visit the service at this stage.

Where there is a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service in a timely manner, and will contact Targeted Support (Homelessness) to inform them of the outcome.

If the Supported Accommodation Provider does not accept the referral, an explanation of the reasons will be given to Targeted Support (Homelessness). In the case of a disagreement, a resolution procedure will be followed see appendix 4.

Targeted Support (Homelessness) will inform the young person and referrer regarding the outcome of the referral once all decisions have been made.

Placement

If a space is immediately available Targeted Support (Homelessness) will make arrangements for the young person to move into the service.

3. 16/17 year old requiring a planned move into supported accommodation

16/17 year olds may present in need of housing and support but may not have an immediate housing need. For example, the young person may still be living in the family home but may have a date when they need to find alternative accommodation by, or a date to be released from custody. If a 16/17 year old presents at a Supported Accommodation Provider, District/Boroughs housing/homelessness department, or to the Targeted Support service, the first agency/organisation to have contact with the young person will complete a Request and Assessment form for supported housing (A1). Completed A1s will be emailed/faxed to Targeted Support (Homelessness).

In the case of a 16/17 year old who already lives in supported accommodation but wishes to move to a different service as part of a planned move on, the support worker will complete or update the original A1 and email/fax this through to Targeted Support (Homelessness).

Targeted Support (Homelessness) will review the completed A1 and will establish if mediation is possible or appropriate. Mediation is undertaken between the young person and their family to attempt to resolve any difficulties and negotiate a stay at home for the young person. Mediation takes into account the views of the young person and their parents and any reconciliation of these views.

Targeted Support (Homelessness) will capture as much information as possible about the young person prior to passing on the A1. Checks will be made to Framework I and CareWorks for risk, health and vulnerability information. They will also be made to Capita One and Police systems where necessary. Information will be shared that is proportionate, relevant and timely.

Targeted Support (Homelessness) will identify which services are suitable for the young person and will email/fax the A1 to one or more suitable service/s for the Supported Accommodation Provider to consider whether they will accept the young person. Section Single Waiting List on page 13 describes the process undertaken to identify which service is appropriate for the young person.

Supported Accommodation Provider assessment

Once the Supported Accommodation Provider receives the completed A1, they will review the information contained within it, and consider any further risk, health and vulnerability information supplied. The Supported Accommodation Provider may choose to carry out background checks if they feel there is insufficient information. The young person will be given the opportunity to visit the service at this stage.

In the case of referrals to the Supported Lodgings service, a further assessment will be undertaken with the young person to determine the type of host which would be suitable. See appendix 3 for details of the referral process of this service.

Where there is a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within 4 hours, and will contact Targeted Support (Homelessness) to inform them of the outcome.

Where there is not a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within one week, and will contact Targeted Support (Homelessness) to inform them of the outcome.

If the Supported Accommodation Provider does not accept the referral, an explanation of the reasons will be given to Targeted Support (Homelessness). In the case of a disagreement, a resolution procedure will be followed see appendix 4.

Targeted Support (Homelessness) will inform the young person and referrer regarding the outcome of the referral within 2 hours of the decision.

Placement

If a space is immediately available Targeted Support (Homelessness) will make arrangements for the young person to move into the service.

If a space is not immediately available, the young person will remain on the waiting list until a space is available.

Following the young person moving into a support service, Targeted Support (Homelessness) will contact the other service Supported Accommodation Providers (the young person has been referred to) to inform them that individual has been housed, and will notify the referrer.

4. 18 – 21 year old

Referrals for people aged 18-21 will come through the District/Borough Homelessness Prevention Teams, Probation Service, specialist Substance Misuse or Mental Health Services, Targeted Support Drop Ins and Supported Accommodation Providers. Referrals will be accepted up until the young persons 21st Birthday, unless they are already being supported by a Supported Accommodation service in which case support will be offered until their 22nd Birthday.

Where mediation is possible the young person will be advised to present at the District/Borough Homelessness Prevention Team where the Homelessness Prevention Officer will attempt mediation if possible and in line with their Homelessness Prevention Strategy.

If mediation is unsuccessful or inappropriate the Homelessness Prevention Officer or other specialist referrer will complete the A1 and email/fax this through to Targeted Support (Homelessness).

In the case of an 18-21 year old who already lives in supported accommodation but wishes to move to a different service as part of a planned move on, the support worker will complete or update the original A1 and email/fax this through to Targeted Support (Homelessness).

Following receipt of the referral, Targeted Support (Homelessness) will allocate points based on the information contained within the A1. This will be conducted in a consistent and transparent manner.

Targeted Support (Homelessness) will capture as much information as possible about the young person prior to passing on the A1. Checks will be made to Framework I and CareWorks for risk, health and vulnerability information. They will also be made to Capita

One and Police systems where necessary. Information will be shared that is proportionate, relevant and timely.

If the young person receives support from other services or organisations e.g. Probation, or Mental Health services, Targeted Support (Homelessness) will contact the named agencies to request further information on risk/offending behaviour which would support the young person's application. Targeted Support do not have access to Probation systems to check for offending/risk information and will have to contact Probation directly to obtain this information.

Targeted Support (Homelessness) will identify which services are suitable for the young person and will email/fax the A1 to one or more suitable service/s for the Supported Accommodation Provider to consider whether they will accept the young person. Section Single Waiting List on page 13 describes the process undertaken to identify which service is appropriate for the young person.

Supported Accommodation Provider assessment

Once the Supported Accommodation Provider receives the completed A1, they will review the information contained within it, and consider any further risk, health and vulnerability information supplied. The Supported Accommodation Provider may choose to carry out background checks if they feel there is insufficient information. The young person will be given the opportunity to visit the service at this stage.

In the case of referrals to the Supported Lodgings service, a further assessment will be undertaken with the young person to determine the type of host which would be suitable. See appendix 3 for details of the referral process of this service.

Where there is a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within 4 hours, and will contact Targeted Support (Homelessness) to inform them of the outcome.

Where there is not a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within one week, and will contact Targeted Support (Homelessness) to inform them of the outcome.

If the Supported Accommodation Provider does not accept the referral, an explanation of the reasons will be given to Targeted Support (Homelessness). In the case of a disagreement, a resolution procedure will be followed see appendix 4.

Targeted Support (Homelessness) will inform the young person and referrer regarding the outcome of the referral once all decisions have been made.

Placement

If a space is immediately available Targeted Support (Homelessness) will make arrangements for the young person to move into the service.

If a space is not immediately available, Targeted Support (Homelessness) will refer the young person back to the housing/homelessness department for housing advice, and signpost to other appropriate services. The young person will remain on the waiting list until a space becomes available.

Following the young person moving into a support service, the Targeted Support (Homelessness) will contact the other service Supported Accommodation Providers (the young person has been referred to) to inform them that individual has been housed, and will notify the referrer.

5. 18-21 year old Care Leaver

In the case of an 18-21 year old Care Leaver, the young person's Aftercare Worker will complete the Referral and Assessment for form Supported Housing (A1) and email/fax the A1 to Targeted Support (Homelessness). Following receipt of the referral, Targeted Support (Homelessness) will allocate points based on the information contained within the A1. This will be done in a consistent and transparent manner.

Targeted Support (Homelessness) will respond within 2 hours of receiving the referral to identify whether there is a space available in a service.

Targeted Support (Homelessness) will capture as much information as possible about the young person prior to passing on the A1. Checks will be made to Framework I and CareWorks for risk, health and vulnerability information. They will also be made to Capita One and Police systems where necessary. Information will be shared that is proportionate, relevant and timely.

If the young person receives support from other services or organisations e.g. Probation, Mental Health services, the consent section of the A1 should be completed enabling Targeted Support (Homelessness) to make contact with the named agencies to request further information on risk/offending behaviour which would support the young person's application. If this section of the A1 form has not been completed, Targeted Support (Homelessness) will contact the young person to ask for permission to contact other agencies who are involved with the young person e.g. Probation that could provide information to support their application. Targeted Support do not have access to Probation systems to check for offending/risk information and first have to obtain the young person's permission to speak to other agencies.

Targeted Support (Homelessness) will identify which services are suitable for the young person and will email/fax the A1 to one or more suitable service/s for the Supported Accommodation Provider to consider whether they will accept the young person. Section Single Waiting List describes the process undertaken to identify which service is appropriate for the young person.

Targeted Support (Homelessness) will inform the Aftercare Worker which service/s they have been referred to.

Supported Accommodation Provider assessment

Once the Supported Accommodation Provider receives the completed A1, they will review the information contained within it, and consider any further risk, health and vulnerability information supplied. The Supported Accommodation Provider may chose to carry out background checks if they feel there is insufficient information. The young person will be given the opportunity to visit the service at this stage.

In the case of referrals to the Supported Lodgings service, a further assessment will be undertaken with the young person to determine the type of host which would be suitable. See appendix 3 for details of the referral process of this service.

Where there is a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within 4 hours, and will contact Targeted Support (Homelessness) to inform them of the outcome.

Where there is not a vacancy in the service, the Supported Accommodation Provider will aim to make a decision whether or not the young person can be supported by their service within one week, and will contact Targeted Support (Homelessness) to inform them of the outcome.

If the Supported Accommodation Provider does not accept the referral, an explanation of the reasons will be given to Targeted Support (Homelessness). In the case of a disagreement, a resolution procedure will be followed see appendix 4.

Targeted Support (Homelessness) will inform the Aftercare Worker regarding the outcome of the referral once all decisions have been made.

Placement

If a space is immediately available the young person's Aftercare Worker will make arrangements for the young person to move into the service. If a space is not immediately available (and the young person is in immediate need), the Aftercare worker will look for alternative suitable provision.

If the young person requires a planned move, they will remain in their existing accommodation until a planned move can be facilitated. Once a space becomes available the young person's Aftercare Worker will make arrangements for the young person to move into the service.

Following the young person moving into a support service, Targeted Support (Homelessness) will contact the other Supported Accommodation Providers (the young person has been referred to) to inform them that individual has been housed and will notify the referrer.

Single waiting list

Targeted Support (Homelessness) will operate a single, countywide waiting list. All referrals will be logged on a central database managed by Targeted Support. The database will hold key information about the referral such as; the date the referral was made, referrer, services the young person has been referred to and whether or not the Supported Accommodation Provider is willing to offer support, and the date the young person moves into a service. A copy of the waiting list will be emailed on a weekly basis to: District and Borough homelessness teams, NCC Leaving Care and Children's Social Care Placement Team. Once accommodated by a service, key information will be held such as; whether or not any warnings have been issued, if the young person is ready to move on from a service, if an offer of housing has been made, and the planned date of departure etc.

Targeted Support (Homelessness) will have knowledge of all services, and will have regular contact with Supported Accommodation Providers regarding their current service users. Targeted Support (Homelessness) will make an informed decision regarding which service is the most appropriate and will consider factors such as (in no particular order and not exclusive to):-

- Which services have vacancies

- Which district/borough the applicant has a local connection to
- If the young person has stated any preference regarding Supported Accommodation Provider or service
- How many points the young person has been allocated, and their position on the waiting list
- The young person's suitability for the scheme and the level of risk posed by the young person
- Presenting support needs of the young person
- Level of support required i.e. 24 hour staffed service, or low level support service in dispersed accommodation
- The compatibility of the young person with the other service users currently supported in services
- Whether the young person is suitable to be referred to Supported Lodgings
- Whether the young person has bail or licence conditions and would be suitable for Rock Court
- Whether the service user is pregnant or is a teenage parent and would therefore be suitable for a teenage parent service
- Whether the young person appears to be particularly vulnerable and would be suited to Sandfield Close

In the case of referrals to Elizabeth House, Targeted Support (Homelessness) will consider which Borough the existing service users originate from. This service is only able to accept people that have a strong local connection to Gedling, Broxtowe or Rushcliffe.

An existing arrangement exists where the units will be available to Rushcliffe, Gedling and Broxtowe boroughs on an even basis. However, it is expected that there will be some flexibility in this arrangement in order to meet the objectives of the scheme. There are 5 spaces at Elizabeth house for people aged 16/17, due to the greater need for supported accommodation for this age group in Broxtowe and Gedling the following distribution of units will be applied: Broxtowe and Gedling 2 units each, Rushcliffe 1 unit.

Targeted Support will forward referrals they receive for people aged 18 - 21 to the relevant Borough. Responsibility for placing people into the remainder of units at Elizabeth House lies with Gedling, Broxtowe and Rushcliffe Borough Homelessness sections.

There are no blanket exclusions to accessing these services. However, in considering referrals from applicants considered to be high risk, Supported Accommodation Providers will use an individual risk assessment process linked to their published eligibility criteria and will further consider the likely impact on current residents before a decision is made. For example prolific and persistent / habitual offenders will be considered on an individual basis.

Referral and Assessment for Supported Housing (A1)

The form must be completed with a level of information which enables Targeted Support (Homelessness) to assess the priority of the young person and also provides the

Supported Accommodation Provider with sufficient information about the individual to make a decision if they are able to support the young person. Training on how to complete the A1 form will be provided where necessary.

Targeted Support (Homelessness) will review the information on the A1 prior to passing the referral and assessment form on to Supported Accommodation Providers. If the A1 form has not been adequately completed, Targeted Support (Homelessness) will return the A1 form to the person/organisation that completed the assessment, to request additional information.

Void turnaround

It is recognised that income generated through rent is essential for services to be financially viable. The Targeted Support (Homelessness) will minimise any voids or loss of rental income by:

- Dealing swiftly with referrals
- Maintaining regular contact with service users on the waiting list and removing people from the waiting list who have found alternative suitable accommodation or no longer wish to be supported
- Contacting a young person on the waiting list to let them know the date to move into a service where there is a planned departure (this will typically be the same date as the planned departure unless any repairs or essential maintenance is required)

Targeted Support (Homelessness) will notify the Supported Accommodation Provider of the next person to house and support where there is a planned or unplanned departure. The Supported Accommodation Provider will need to give reasons why they feel they are unable to support the person suggested by Targeted Support. A record of the reasons given will be retained, and a review of this will be done prior to Contract Review meetings.

In the case of an unplanned vacancy which occurs over the weekend, the Supported Accommodation Provider will take a pragmatic approach to filling the vacancy in line with the principles of the protocol. The Supported Accommodation Provider must inform Targeted Support (Homelessness) at the earliest available opportunity that the bed space became vacant and has been filled.

In the case of voids or lack of referrals from Targeted Support (Homelessness), referrals may be considered from other sources but only with the prior consent of Targeted Support (Homelessness). Where the accommodation provider is able to give more than 2 working days notice of a property becoming available, Targeted Support (Homelessness) should aim to identify a suitable placement during that time. If more than 2 working days notice has been given, the Supported Accommodation Provider may allocate from another source within 2 working days of a property being empty.

Weekly update

The Supported Accommodation Provider will email a weekly update to Targeted Support (Homelessness) to provide information about the progress of all current service users. This will highlight if any service users:

- Are ready to move on and are in the process of finding private rented accommodation or social housing,
- Have secured alternative accommodation and have a date to move or a planned return home to family
- Are ready to move from a 24 hour staffed service to dispersed accommodation or vice versa
- Have received a warning of any kind during the last week
- Have been taken into custody or arrested
- Were involved in a major incident, such as admission to hospital

This information will be stored electronically by Targeted Support and will be used to make an informed decision regarding suitable referrals into services. The weekly update will be provided on a standardised pro forma (see appendix 6) and will be sent to ts.list@nottsc.gov.uk every Monday.

Joint working to meet the needs of young people

Once the young person enters the service, the agencies involved in supporting the young person should work together to improve the potential outcomes for the young person. Multi-agency support planning sessions should enable clarity regarding roles and responsibilities and avoid duplication of support. Multi-agency support planning sessions should take place quarterly or more frequently if required or requested.

Targeted Support (Homelessness)

Targeted Support will offer support to young people aged 16 and 17, Targeted Support (Homelessness) will offer good communication with Supported Accommodation Providers through initial weekly contact with the young person and discussion with the Supported Accommodation Provider about any services or support to enable the young person to maintain their tenancy and engage with positive activities. This intervention will by definition be frontloaded in that young people need more support at the beginning of their tenancy. The intervention offered by Targeted Support will taper off in consultation with the Supported Accommodation Provider. Cases will be closed when additional support from Targeted Support is no longer required. Cases will be opened again, if intervention from Targeted Support is later required. Each young person is different and intervention will reflect this.

Targeted Support (Homelessness) will be the main point of contact for Supported Accommodation Providers. If problems arise with an individual aged 16 and 17 that may result in that person receiving a warning for their behaviour, the Supported Accommodation Provider should contact Targeted Support (Homelessness) to discuss the situation to see if there is any assistance the Targeted Support team can provide to mitigate the situation. Targeted Support (Homelessness) should intervene as early as possible, to avoid the situation escalating and the young person being served with a Notice to Quit. In the case of a Looked after Child the Supported Accommodation Provider should also contact the young person's Social Worker.

Review meetings

During November 2012 to April 2013 four weekly review meetings (telephone or face to face if necessary) will take place between each service manager and Beth Cundy to review the effectiveness of the referral and allocation system, and to identify if improvements can be made to the process by either the Targeted Support (Homelessness) or Supported Accommodation Provider. A review of the Joint Working Protocol will take place in April 2013.

In addition to this a quarterly meeting will be held between the Supported Accommodation Provider, landlord, Borough/Districts and Commissioning and Partnerships Manager to discuss performance, move-on and any other issues.

Telephone and email contact can be made to Vikki Chester Walsh at any time to raise concerns or issues.

Parties involved in the protocol

This protocol was developed in partnership with all key groups included in the protocol. Key representatives from each organisation included in this protocol are detailed below:

Organisation name	Key contact	Email address	Telephone
Bassetlaw District Council	Claire Frost / Trudy Walstow	Claire.frost@bassetlaw.gov.uk Trudy.walstow@bassetlaw.gov.uk	01909 533730
Ashfield District Council	Peter Kandola / Gillian Erlandson	p.kandola@ashfield-dc.gov.uk g.erlandson@ashfield-d.gov.uk	01623 457351 01623 457357
Mansfield District Council	Chris Fisher	cfisher@mansfield.gov.uk	01623 463126
Newark and Sherwood district Council	Leanne Monger	leanne.monger@nsdc.info ;	01636 655545
Gedling Borough Council	Lesley Staton	Lesley.staton@gedling.gov.uk	0115 9013665
Broxtowe Borough Council	Chris Eyre Joh Bryant	Chris.eyre@broxtowe.gov.uk Joh.bryant@broxtowe.gov.uk	0115 917 7777
Rushcliffe Borough Council	Ann Tomanek	atomanek@rushcliffe.gov.uk	0115 9148483
Nottingham Community Housing Association	Vik Marshall	Victoria.marshall@ncha.org.uk	01777 800510
Metropolitan Support Trust	Denise Walls	Denise.walls@metropolitan.org.uk	0773 745 020

Newark Emmaus Trust	Rose Makings	rose@newarkemmaustrust.co.uk	01636 650 700
New Roots	Carol Scawthon	carolscawthon@newrootshousing.org.uk	01777 711059
The Kirkby Trust	Dawn Archer	dawn@thekirkbytrust.org.uk	
Places for People	Mandy Newman	Amanda.newman@placesforpeople.co.uk	0114 2645689
Nacro	Sara Jones	Sara.jones@nacro.org.uk	01522 525383
Framework	Craig White	Craig.white@frameworkha.org	0115 8504115
Stonham	Alison Evans and Dorothy Smith	Alison.evans@homegroup.org.uk Dorothy.smith@homegroup.org.uk	01623 424002 0115 941 9479
Targeted Support Team Manager	Vikki Chester-Walsh	Vikki.Chester-Walsh@nottsc.gov.uk	01623 520094
Targeted Support (Homelessness)	Sophie Briathwaite	Sophie.braithwaite@nottsc.gov.uk	01623 520802
Targeted Support Commissioning & Partnership Manager	Chris Jones	Christopher.1.jones@nottsc.gov.uk	01623 434201
Children's Social Care placements	Michele Butler	Michele.butler@nottsc.gov.uk	0115 87 74194
Children's Social Care	Joe Foley	Joe.foley@nottsc.gov.uk	
NCC Aftercare	Michelle Lee	Michelle.lee@nottsc.gov.uk	01623 520218
Supporting People Programme Manager	Beth Cundy	Beth.cundy@nottsc.gov.uk	0115 9773569

APPENDICES

APPENDIX 1 – Information about the benefits and losses of both S17 and S20 services
(Parts 1 and 2)

APPENDIX 2 – PR2 Children’s Social Care Planned Placement Request Form and Risk
Assessment

APPENDIX 3 – Supported Lodgings additional assessment

APPENDIX 4 – Resolution procedure

APPENDIX 5 – A1 – Request and Assessment form for Supported Housing

APPENDIX 6 – Weekly update pro forma