



Preventing Youth Homelessness

Annual Review 2019



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Methodology

- Provider visits, including a review of Self-Assessment; Staff and resident interviews and Case File and further compliance audits
- Visits to floating support and night stop team
- Visits to all five district areas accommodation and review of voids
- A review of performance data
- A review of areas of focus this year

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Hubs

- P2i Hubs in Sedgemoor and South Somerset were visited as part of the annual review, they were welcoming and young person friendly.
- Hub improvements this year have included :
 - P2i Homelessness Prevention Officer post in Mendip filled
 - P2i Homelessness Prevention Officer post in South Somerset is being commissioned by the District Council from the P2i provider
 - Far greater coherence amongst hub staff although some inconsistent recording of presentations to Hub
 - The Taunton and Sedgemoor Hubs continue to be well established
 - P2i prevention officers are now supported by the wider Team8 with expanded working hours.

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Mediation Service

- A mediation performance review was carried out with Team 8
- Mediation improvements this year have included :
 - An expanded offer in terms of cover arrangements, an on duty worker at all times in each District 7am-10pm.
 - An expanded offer in terms of an edge of care service, meaning that there are now 2 routes into the service, P2i hub co-ordinators, plus emergency out of hours referral for young people.
 - Attendance at panel every week, ensuring any opportunities for intervention are exhausted.

Recommendation: Team 8 attendance at panel is helpful but could be strengthened by consistent attendance by one or two representatives.

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Supported Accommodation - Mendip

- New learning co-ordinator, making relationships with employers.
- Team leaders roles less operational now, and double staffing in Core, focussing staffing on evenings and weekends.
- Value based recruitment for staff.
- Health and Safety strong – consultant review has taken place this year.
- Good community links but opportunity to learn from South Somerset.
- Quality of accommodation is good, size of accommodation needs to be monitored.
- Proactive approach to safety and resident dynamics.

Recommendations:

- Staff knowledge of young people was fantastic, where there are moves or changes within P2i the key worker should skype into panel and share their insight.
- Bring visibility of shared plans completed and expected to panel for monitoring.
- In-service questionnaires are completed but approach could be strengthened to bring a more impartial method.

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Supported Accommodation – South Somerset

- Accommodation is of a good quality and is used in a flexible way. Need to monitor the size of Christopher House and balance with complexity.
- Community links and proactive ways of harnessing social value are an example of best practice and are creating lots of opportunities for young people which is excellent.
- Staff were concerned about move on options for young people.
- Excellent initiatives around encouraging young people to have economic wellbeing.

Recommendations:

- Tenancy Accreditation Scheme is not funded in South Somerset. MoMo is good but not consistent with County.
- Daily room checks for cleanliness and drug related paraphernalia is excellent practice – others could learn from this.
- Excellent networks and links that bring clear added value – needs to be shared across housing managers.
- Referrals to Homefinders pilot - needs to be more robust in order that we can get the learning out and make the most of the opportunity.
- Some young people feel they are ‘bored’, more frequent ad-hoc activities could be facilitated with the hardest to engage targeted.

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Supported Accommodation - Sedgemoor

- The staff that were met as part of the review were excellent, came from different professional backgrounds and were forward thinking for young people.
- Accommodation provides plenty of further opportunities for young people to engage eg. gym but the size remains a concern.
- The enhanced education and training service is working hard to proactively engage those who are hardest to support.
- Excellent working relationships with police and in particular County Lines advisors.
- Residents felt well supported and commented that whenever they needed someone they were available.

Recommendations:

- The suitability of Street Watch and P2i services to be co-located is a concern for commissioners and requires review.
- Quality Assurance within the service was not clear and is an area for improvement.
- Staff felt that incidents were more likely to happen at weekends when staffing levels are lower and requires review.
- File audits showed inconsistency in recording and is an area for improvement.
- Resident voice has been acknowledged and is being developed.

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Supported Accommodation – West Somerset

- Connectivity with local community is fantastic, integration of varying vulnerable groups is clear.
- Staff were proud, young people were proud.
- Quality and environment was fantastic.
- Engagement in wider YMCA activities can be difficult due to distance but education team are visiting weekly.

Recommendations:

- Expand the learning to Great Western Hotel.
- Use the skills and expertise in internal décor and how to create a welcoming environment within the Taunton offer.

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Supported Accommodation - Taunton

- The range of accommodation options is very useful in Taunton with lots of flexibility.
- Demand on Silver St units are high as there is not other 'Core' accommodation.
- Communal space is needed in Taunton – possibly Great Western or Melville House?
- Addressing participation in Taunton through the education and training team needs to be as proactive as Sedgemoor.
- Staff were an asset and took a real pride in their work.
- Young people fed back positively about their experience.

Recommendations:

- The properties in Taunton do not have wifi access, this needs to be addressed as young people need access for Homefinders, Job Applications, Kooth etc.
- Accommodation that was viewed was not always welcoming and whilst meeting basic needs could really be improved.

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Panel

Panel improvements this year:

- Re-modelled to become a 16+ Panel, able to consider the full range of options for young people, not just P2i.
- Skype enabled to ensure best attendance, greater engagement with CSC, chaired by Head of Children Looked After and Leaving Care.
- Attended by Team 8.
- Consistent administration and with the exceptions of emergencies all referral information is shared in advance.
- Excellent attendance by all P2i partners with creative solutions found for more complex cases

Recommendations:

- Decisions about when a young people leaves the pathway is currently made by the provider and not the panel as detailed in section 4.4 of the service specification – requires review.
- P2i Psychologist to attend panel during April for insight and referrals.
- Care Leaver's Rough Sleeping service to attend panel from June 2019 onwards

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Recommendations from 2018

Approve proposed Psychologist model for service

Extend the contract by 3 months to 31st March 2020

Review Terms of Reference (TOR) for P2i panel

Review P2i pathway timescales to align with outcomes

Review Contract reporting information and timescales

Review Young Commissioners Project specification and implement in September 2018

Use of peer mentors for review of quality standards

Carry out a deep dive review on sustainable positive planned move including Adults Complex Lives data to understand longevity of P2i interventions

Positive engagement from task and finish groups – Staff training; Quality of accommodation; Hubs and Staffing.

Recommend to conclude – performance and sustainability as part of method statement refresh.

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Recommendations from 2019

- Consistency of caseloads and floating support offer to be reviewed, visibility at panel
- A review of emergency hosts scheme and better connectivity with other family based support is required
- Consistency of service charges and CSC/CL service expectations needs review
- Better connections with village agents and peer support forums to be addressed
- Resident voice to be strengthened
- Offer for the most complex requires review
- Move on pilot to be used to best effect with progressive options around move on and IHM considered
- Quality assurance and compliance could be supported across the YMCAs differently and could be reviewed (critical friend)
- Work with employers re a traineeship offer and what that will mean realistically

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Strengthening Connections:

- SCC in-house Care Leaver offer reports voids and contributes to panel consistently with P2i providers
- Securing Better Outcomes challenge with Adults
- Alignment with Complex Lives Offer
- Informing and presenting to Somerset Housing Strategy
- Attendance at Somerset Strategic Housing Group
- Attendance at Homefinders Board – move on pilot now live
- Visit to St Basils
- Contribution to Positive Pathways review – MHCLG
- Discussions with Public Health re Health and Wellbeing Board agenda
- Reporting challenges to CAMHS commissioning group

There will be more!

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Thank you



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