



**Somerset
Council**

Housing related support and accommodation for 16-25 year olds

Service Specification for Supported Accommodation Block Contracts

April 2024 – March 2033

**Supported Accommodation
Block Contracts**

Lot 1

Supported Accommodation for 16-25 year old children in care and care leavers - including Emergency accommodation (100 beds)

Lot 2

Supported Accommodation for 18-25 year olds who are homeless, eligible and reason to believe in priority need - including Emergency accommodation (90 beds)

16+ Service Specification

Contents

Section 1	Background and Needs Analysis	3
1.1	Introduction	3
1.2	Background	4
1.3	Summary of Needs Analysis Findings	5
1.4	What young people are telling us	5
1.5	National and Local Context	7
Section 2	Purpose and Scope	9
2.1	Overview	9
2.2	Key Aims and Objectives	10
2.3	Eligibility	11
2.4	Measuring Outcomes for Young People	12
2.5	Geographical Coverage	12
2.6	Service Duration	12
2.7	Contract Transition Expectations	13
Section 3	Service Description	14
3.1	Service Model Overview	14
3.2	Types and quality of accommodation	14
3.3	Expectations from providers	17
3.4	A fair and sustainable price	22
3.5	Categories of support	23
3.6	Service Lots	26
3.7	Out of scope	28
3.8	Joint Working	28
3.9	Workforce Development	29
3.10	Social Value	31
Section 4	Access to Services	32
4.1	The right accommodation with the right support	32
4.2	Referral Routes and Allocation to Services	32
4.3	Refusals by Providers	34
4.4	Home stability	34
4.5	Voids and damages	35
Appendices		
Appendix 1	Categories of Support	37
Appendix 2	Service model diagram	39
Appendix 3	Substance misuse pathway	40
Glossary		41

16+ Service Specification

SECTION 1

BACKGROUND AND NEEDS ANALYSIS

1.1 Introduction

The services required are aimed at young people aged 16 and above, with housing related support needs. They may be homeless or threatened with homelessness and have a wide range of support needs. This service will be referred to as 16+ throughout this specification. There are 2 separate lot requirements.

The duration of the block contract will be an initial period of five years ending on the 31st March 2029. The contract will contain an extension period of upto two further two year periods until the 31st March 2033

Start date: 1st April 2024
End date: 31st March 2033

Extensions will be conditional upon both parties agreeing to the terms of the extension and the satisfactory performance of the provider.

Lot 1	Supported Accommodation for 16-25 year old children in care and care leavers - including Emergency accommodation
Lot 2	Supported Accommodation for 18-25 year olds who are homeless, eligible and reason to believe in priority need - including Emergency accommodation

16+ Service Specification

1.2 Background

Somerset Council are commissioning this service as part of their work to prevent and alleviate youth homelessness in relation to young people aged 16-25 who live in, or have a local connection to, the Somerset area.

We are an ambitious Council, committed to improving the lives of children and young people living in Somerset. We have high aspirations for their futures and are determined to develop outstanding services to support them by forming a competent coalition around each young person. This service is a pathway to independence, not just a placement.

In Somerset, we want to enable all young people to thrive and achieve positive outcomes in relation to independent living, health, social wellbeing, education and employment. Access to safe and secure living arrangements with support to develop independence is a fundamental part of how young people will be enabled to achieve these outcomes. This is especially true for young people who are in care or leaving care and others who face vulnerabilities and homelessness.

Somerset are now a single unitary Council meaning the local services are now joined together under a brand new authority, Somerset Council. From housing to highways, education to environmental health, social care, planning, licensing, waste collection and climate change, all these services and others will be delivered through one Council. This will ensure service provision is more joined up and consistent, making it easier for external organisations to work with us.

This service is designed to prevent homelessness by providing targeted prevention measures. If prevention is not successful or possible the service allows young people with housing and related support needs, to progress along a pathway of outcome-focused needs-led provision, until they are able to return to the family home or sustain independent living without the need for support.

The previous service, Pathways to Independence (P2I), has achieved its objectives well and has provided a good service over the past six years. However, there are some key areas of service delivery which were not considered as part of the original specification and have resulted in gaps in provision for some of our most vulnerable young people due to the changing landscape we find ourselves in. In order to better understand these identified gaps a comprehensive needs analysis has been undertaken to inform the future service model as detailed within this specification.

16+ Service Specification

This new 16+ service aims to strengthen services for those young people in most need and place an even greater emphasis on homelessness prevention as well as accessing early help services to provide a continuum of support as and when its needed. The Council also aim to create an outcomes focused service to maximise economic wellbeing and sustainable independence for young people as absolute priorities.

1.3 Summary of Needs Analysis Findings

Work has been undertaken to understand the needs of 184 young people who were in all 16+ services, including P2i (as at August 2022) and the evidence highlighted the following vulnerabilities:

- 83/184 (45%) at risk of or have experienced Domestic abuse
- 91/184 (49%) at risk of or have experienced Exploitation (Criminal/Sexual)
- 164/184 (89%) currently at risk of offending behaviours
- 76/184 (41%) at risk of Substance misuse
- 120/184 (65%) suffering with mental health issues
- 41/184 (22%) have a learning difficulty
- 44/184 (23%) have Physical disability/ill health

The full needs analysis is available as part of the Data pack including in the tender documents in the Selection Questionnaire stage on the portal (www.supplyingthesouthwest.org.uk) and should be read in conjunction with this specification.

1.4 What young people are telling us

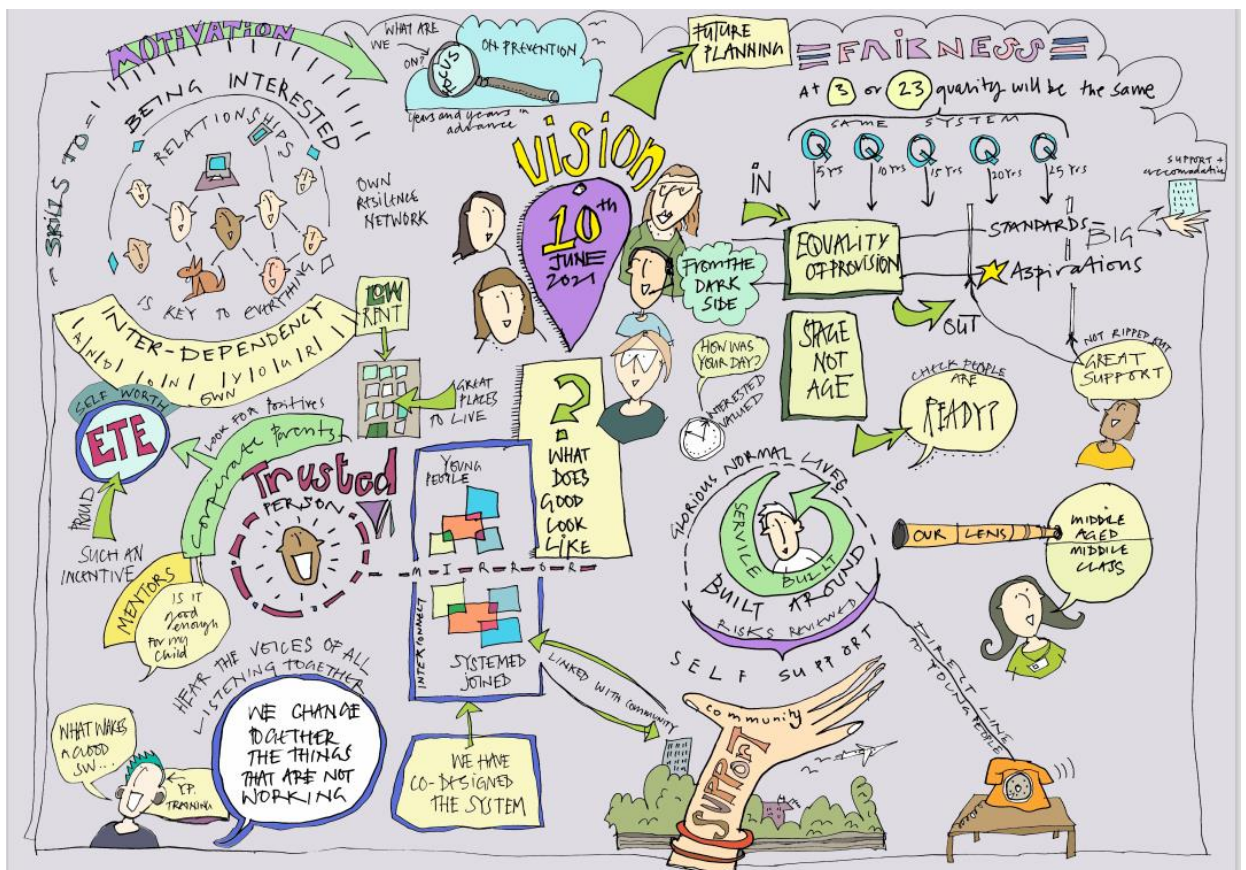
Young people are regularly consulted about services. This included a recent exercise where Commissioners undertook storyboarding activity to bring their views to life as pictures. All of these storyboards can be seen in the supporting data pack but are underpinned by the following key messages from young people:

- Consistency – there should be fairness and equality for all young people wherever we live in Somerset.
- Understanding my triggers and calming strategies for young people is key – “get to know me.”
- Stick with me – “sometimes I will make mistakes.”
- Sometimes just asking me “How my day has gone” helps – “be interested in me.”
- No restrictions on rooms in the home - young people should be able to access any room at any time.

16+ Service Specification

- Welcome packs – I may not know how to use the washing machine or who I need to speak to if something in the home doesn't work or I want to give some feedback, also, where is the nearest shop.
- Homes should be cosy and home like.
- Staff need to have good relationships and consistent trauma informed training.
- Activities and entertainment – pool table/games consoles.
- Fast Wifi and easy to get online – we all need to be able to use it at the same time.
- Help me make friends.
- Help me understand tenancy agreements – it's a minefield.
- 'Stage not age' – we are all different.
- Give me choice about where I want to live and can I see it before I move in.

Commissioners have listened to all of the above and produced the following vision storyboard for the service:



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1.5 National and Local Context

Based on current data, we are aware that more older young people are coming into care aged 16 and 17 resulting in the looked after and care leaver population increasing. Ofsted and the Department for Education (DfE) have also agreed that regulation of Supported Accommodation for 16 and 17 year olds is absolutely essential to improve standards. Their view is that too many young people are currently living without the right kind of everyday safeguards that they should expect from a system that is there to protect and care for them.

The health, social and economic impacts of the coronavirus pandemic has heightened the challenges young people are likely to face at a stage in their lives which can be difficult under normal circumstances. Ofsted's report into the impact of the pandemic found that older children have lost stamina in their reading and writing, some have lost physical fitness whilst others show signs of mental distress, including an increase in eating disorders and self-harm.

As a consequence of the pandemic, young people's future prospects and pathways to independence will be impacted with many facing immediate unemployment risks and longer-term damage to their careers and incomes with years of reduced pay and limited job prospects. One in three non-graduates typically get their first employment in sectors such as retail, hospitality, travel and leisure – the sectors hardest hit by the lockdowns.

Past research has shown that those who enter the labour market during a downturn carry the costs of doing so into middle age in the form of lower wages and a higher risk of unemployment.

A stronger emphasis on preventative ways of working needs to be in place to reinforce the benefits of partnership working across the whole system; including local authorities, NHS, voluntary and community sector organisations to build effective multi-agency relationships to support this vulnerable group of individuals to become inter-dependent and build life-long relationships.

A systemic approach to this will achieve sustained tenancies, reduce the 'revolving door' effect and ultimately reduce demand on Council, health and

16+ Service Specification

criminal justice services.

The following guidance and principles should be taken into account in the creation and delivery of all 16+ service provision:

- [The Supported Accommodation \(England\) Regulations 2023](#) – New legislation for 16 and 17 year olds
- [Guide to the Supported Accommodation Regulations including Quality Standards](#) – Supporting guide for new legislation
- [Provision of accommodation for 16 and 17 year olds who may be homeless and/or require accommodation](#) – Prevention of homelessness and provision of accommodation for 16 and 17 year old young people who may be homeless and/or require accommodation (Southwark judgement)
- [Homelessness Reduction Act 2017](#)
- [Homelessness code of guidance for local authorities](#)
- [House in multiple occupation licence](#)
- [Decent Homes Standard: review](#)
- [Supported housing: national statement of expectations](#)
- [Integrated health and social care for people experiencing homelessness Guidance](#) – NICE guidance
- [Housing health and safety rating system \(HHSRS\)](#)
- [Independent review of children’s social care](#) – May 2023
- [Stable Homes, Built on Love: Implementation Strategy and Consultation](#)
- [Care Leaver Covenant \(mycovenant.org.uk\)](#) – National inclusion programme that supports care leavers
- [Working Together to Safeguard Children 2018](#) – A guide to multi-agency working to safeguard and promote the welfare of children
- [The Positive Pathway \(stbasils.org.uk\)](#) – A Nationwide framework to support a collaborative and integrated approach to prevent homelessness.
- [homefinder somerset](#) – Somerset’s website for finding a home
- [Housing Strategies and Policies \(somerset.gov.uk\)](#) – includes Somerset’s Homelessness and Rough Sleeper’s strategy

16+ Service Specification

SECTION 2

PURPOSE AND SCOPE

2.1 Overview

The 16+ service is an outcome-based homelessness prevention service which aims to provide a service for all vulnerable young people aged 16 to 25 (up to their 25th birthday) who have a relevant need (see Appendix 1) without discrimination.

These services enable the Council to meet many of its obligations under the Homelessness Reduction Act 2017, the Children Act 1989 and the Care Act 2014 in a way that achieves best value and provides a basis from which individuals with vulnerabilities develop their tenancy and daily living skills and move on to live independently.

This 16+ service aims to address a number of strategic issues with the delivery of youth housing and homelessness prevention services in Somerset. The following priorities have been taken from the Homelessness Reduction Board:

- 'By 2027 all elements of local government, in partnership with the voluntary sector, business and wider society, will be working together to ensure that everyone in Somerset has access to secure and suitable housing with appropriate support so that no-one should have to experience homelessness or rough sleeping again'.
- Prevent homelessness and rough sleeping and where it does arise, make homelessness and rough sleeping rare, brief, and non-recurring.
- Centralise all key strategic decisions associated with rough sleeping and homelessness prevention (health, care, housing, justice, employment)
- To work proactively to include the voice of those with lived experience in the re-design of services.
- Design out homelessness – creating services and pathways that make it close to impossible to be rendered homeless.
- Collaboration and co-production: we can do more together than on our own
- Creativity and flexibility: we are open to innovation and creative solutions
- Integrity: built on knowledge and listening to each other and those with lived experience
- What works: build on 'What Works' both locally and the learning from other areas
- Resolution: recognition that it's everyone's business to seek to end homelessness locally

16+ Service Specification

2.2 Key Aims and Objectives

A key outcome for this service is to develop and sustain young people's capacity to live independently within the community. An essential element of the service model is for young people to move through the service as swiftly and safely as possible. The following principles also apply:

- A commitment to providing young people with the right level of support, in the right place at the right time; with flexibility from this 16+ Service.
- Housing related support and accommodation being part of a suite of options, interventions and support that help young people to stabilise and make positive relationships with peers and community as well as professionals, to support their wellbeing and avoid isolation;
- A focus on supporting young people to make friends, build life-long networks and trusted relationships;
- Encouraging peer support models to draw on shared personal experience or characteristics to help one another that is mutually beneficial for all;
- Decisions about the service are taken as close to the young person who is being supported as possible;
- Young people are central to shaping and developing the service;
- A range of accommodation-based provision where Providers supply both 24/7 staffed services and lower-level supported accommodation options to move young people onto, or to support on a floating basis from the very start of their journey;
- A strong focus on sustainable move-on with support to secure independent tenancies and to stabilise young people to maintain their tenancies;
- A greater emphasis on Providers supporting young people to access education, training and employment;
- Robust multi-agency planning to reduce duplication and promote a more coordinated person centred, trauma informed approach to support; particularly in relation to those young people with the highest level of need and most challenging behaviour;
- Supporting young people to understand and learn from the consequences of decisions they make.
- Supporting young people to return home, if appropriate.

In short, providing good quality accommodation and housing related support in local communities which offer individualised creative support and an education/employment/training response which focuses on meaningful relationships and developing life-long networks.

16+ Service Specification

2.3 Eligibility

These services are being commissioned in response to a range of statutory requirements for young people aged between 16 and 25 which can include:

- Children Looked After or Children in Need
- Care leavers
- Young people who are homeless, eligible and reason to believe in priority need
- Unaccompanied Asylum Seeking Children (UASC)
- Young couples (where the relationship is well-established, both are within the age range of the service and at least one of the couple is eligible under another of these criteria)
- Pregnant young people
- Young people with children
- Young offenders who require remand or non-custody placements
- Prison leavers under Youth Justice Service, managed by Integrated Offender Management, or with Bail/Licence conditions
- Young people who require supported accommodation after the age of 16 in line with the "Staying Close" agenda
- Young people in crisis who are experiencing severe emotional distress or disruption and breakdowns of relationships.
- Young people with significant mental health needs who may have spent time in in-patient or residential children's homes.

These definitions are broad and not all young people in these groups will require the same level of support.

This will include young people who may have a combination of complex needs and display behaviours that challenge. Support needs may include emotional, communication, learning or physical difficulties, autism, mental health problems, substance misuse and/or offending behaviour, low self-esteem, poor social and practical skills, inappropriate sexualised behaviour, fleeing domestic abuse, anti-social behaviour, involvement in criminal exploitation and problematic relations with family and wider support networks.

Some young people may be difficult to engage in the support process, but services are expected to offer support appropriately, consistently and imaginatively. Providers will need to develop creative engagement techniques

16+ Service Specification

and/or use their multi-agency networks to ensure the right support is delivered to meet the assessed needs of the young person.

2.4 Measuring outcomes for young people

Young people should expect to progress swiftly along a pathway of targeted interventions, through the creation of a multi-agency person-centred plan, to ensure they are able to achieve agreed outcomes relevant to their needs and aspirations. Ultimately young people engaged with 16+ services will be able to sustain independent living, including economic independence, health and wellbeing and build and maintain positive supportive relationships with friends, family and colleagues.

In the true spirit of partnership working, Somerset Council would like to co-design an outcomes framework and reporting mechanisms with the successful providers. Once agreed, they will be regularly reviewed with individual providers as well as sharing across all providers through an annual review process which will develop into a continuous improvement approach across the whole partnership.

2.5 Geographical coverage

This is a Somerset county-wide service with allocation based on need (See supporting data pack for map of Somerset).

It is anticipated that, occasionally, supported accommodation will be required outside of Somerset. Where this need arises, it will be sourced through a separate Dynamic Purchasing System (DPS) commissioning arrangement.

2.6 Service Duration

Prevention and swift pathway progression are essential to the successful delivery of these 16+ services. Accommodation based services are solely provided for the purpose of allowing young people to move through the pathway towards independence. Young people should be made aware that provision is short term and is the first step towards a sustainable and permanent solution. It is not the end point.

Providers will need to be aspirational but, at the same time, manage the expectations of young people to ensure they are realistic from the start. Young people may present to this service with the belief that this will enable

16+ Service Specification

them to secure independent, self-contained accommodation. For reasons of availability, suitability and affordability, this is often not the case.

It is anticipated that:

- The service will provide short term accommodation in which young people will follow a pathway towards independence, working with their support workers and other professionals, as appropriate.
- In supported accommodation, it is anticipated that this pathway will take up to 9 months.
- The length of time in the pathway may vary for young people who are aged 16 and 17 due to the limited range of move-on options available for this age group.
- All young people who have been in the service for longer than 9 months will be discussed through the regular contract monitoring process.

2.7 Contract Transition Expectations

The period of the transition is expected to start during October 2023 and end on 31st March 2024. The transition plan will be jointly created between Children's Social Care, Housing teams, the incumbent P2I Providers and new providers. It will be realistic, achievable and young person centred. There may also be other partners engaged in individual plans for young people to ensure each transition is as smooth (and targeted to assessed need) as possible.

In addition to person centred plans for individual young people, the plan will ensure staff involvement at all levels and that any training needs are clearly identified and included in the planning timetable. Issues around safe transition of people, data and properties will be explored and any risks identified and mitigated.

Areas of responsibility and risks will be clearly identified and allocated within the transition plan and progress will be managed through regular communication between all parties involved.

16+ Service Specification

SECTION 3

SERVICE DESCRIPTION

3.1 Service Model Overview

The 16+ service has been designed to provide greater flexibility and options to deal with changing needs, demand and costs as well as offering certainty to successful providers.

This specification includes 2 separate block contracts: one for children looked after and care leavers and another for young people who have no current involvement with Children's Social Care but are homeless, eligible and reason to believe in priority need under homelessness legislation.

There are separate arrangements for a Dynamic Purchasing System (DPS) which will offer a quick route to the market for further beds, with these beds being 'called off' as and when required. This is likely to happen when the block-funded beds available through the block contracts are full or when a young person's needs cannot be met. The DPS will be used to run mini-competitions for additional required beds based on need and location and to meet demand. Beds 'called off' in this way could be on a spot-purchase basis or could lead to further block contracts, depending on the circumstances.

Somerset Council would like to move to a position where there is a single 'Tenancy Accreditation Scheme' for the whole of Somerset to ensure we have consistency for young people as they move around the County. It is hoped that that this will be in place for 1st April 2024.

3.2 Types and quality of accommodation

The Council's desire is to offer a range of good quality, flexible accommodation across Somerset. Young people tell us that they are better suited to living in towns that have strong transport links so that they are close to employment, education and training opportunities and are within easy reach of community amenities including health services and shops. Towns such as Taunton, Minehead, Bridgwater, Yeovil, Street, Glastonbury, Chard and Frome are popular choices for young people.

The accommodation can be owned or leased. Providers are responsible for

16+ Service Specification

ensuring that any accommodation that they propose using meets standards listed within this specification.

Providers will ensure that the decoration and furnishing of homes is suitable for young people and is non-stigmatising, for example in the use of signs and notices. Accommodation should have washing, cooking and laundry facilities as well as good quality furniture, suitable bedding and sufficient kitchen equipment. Young people should be actively involved in choices around the appearance of the environment within which they live. All decorations and furnishings must be maintained to an acceptable standard and will be regularly checked as part of the monitoring process.

We welcome creative, flexible and innovative solutions to meet the needs of these young people, which may include the following types of provision (list not exhaustive):

- Shared housing that can offer different levels of support – low, medium and high
- Foyer type provision offering homely, relaxing communal spaces in which to socialise and take part in activities and learning experiences
- Emergency beds that provide young people in crisis a bedspace where they feel safe.
- Accommodation that can accept established couples. We are not seeking specific couples-only accommodation but would welcome the provision of 'standard' rooms that are of a size, and suitably furnished, so that they could be used for both single people and couples at different times
- Self-contained flats that can be multi-purpose providing, as needs demand and at different times, self-contained living for young people unable to share with others, accommodation for young people with children or as a short-term training experience for those who need to test out their independent living skills as part of their journey to independence
- Affordable accommodation for young people in employment
- Refurbishment projects that involve young people to help them learn a trade with a view to them moving in and taking on the tenancy.

All providers, whether delivering low, medium or high support will be expected to deliver some post-accommodation floating support to young people who move from their services into an independent living environment. It is expected that, where possible, this support will be delivered by the Support Worker with whom they worked most closely when in accommodation-based services (most likely, their keyworker). This 'floating support' will support the initial set up of

16+ Service Specification

their tenancy and accommodation and will be offered for approximately 3 to 6 months, tapering off in response to the young person's growing independence.

We also have a desire to build a positive pathway for all children in care who may have previously been in foster care or living in a residential home. Our culture is one of 'staying close' to ensure those trusted relationships are maintained.

All housing will be delivered to a high quality specification that is both safe, secure and homely and good enough for your own children. Alongside regular monitoring visits by Somerset Council, Young Inspectors will be used to understand quality from a young person's perspective.

Properties should offer young people with free and consistent access to Wi-Fi throughout the accommodation (in both communal areas and bedrooms) with a level of speed and bandwidth that enables all young people to make use of this concurrently to enable them to easily search for jobs, training opportunities or move on accommodation and to undertake online training and education. This will also help to prevent social isolation.

Providers will ensure every young person is welcomed to their new home with an information pack that includes: details of the accommodation, how to use equipment such as ovens and washing machines, health and safety information, their rights and responsibilities, mechanisms for feedback and making complaints, what to do (and who to contact) in the event of an emergency, details of the staff team and their keyworker, maps of the local area and details of local facilities such as colleges, supermarkets, cashpoints, post offices, GP surgeries etc.

On occasion, Providers may be asked to consider making small adaptations to accommodation to allow for certain practical needs of a young person to be met before they move in, such as the removal of fixtures that could be used as ligature points, wheelchair accessibility and other mobility and safety measures. The Council and the provider will manage this as part of Quality Assurance checks and, where such changes are being considered, practicalities, timescales and costs will be discussed on a case-by-case basis.

Providers offering Supported Accommodation for children in care and care leavers aged 16 and 17 will need to be registered with Ofsted. Accommodation

16+ Service Specification

for over 18s will still be classed as 'unregulated' but we would still expect a high level of quality.

All accommodation is expected to comply with the following regulations:

[The Supported Accommodation \(England\) Regulations 2023](#)

[Guide to the Supported Accommodation Regulations including Quality Standards](#)

[Fire Safety \(England\) Regulations 2022](#)

[Furniture and Furnishings \(Fire Safety\) Regulations 1988/1989, 1993 and 2010](#)

[Health and Safety at Work etc. Act 1974](#)

[Housing health and safety rating system \(HHSRS\) guidance](#)

3.3 Expectations of Providers

A key requirement of this Service is the expectation that providers will actively seek to raise the aspirations of young people within the pathway and focus on education, training and employment as an absolute priority. This will allow young people to meet the 'Youth Offer' requirement in the future if they are on Universal Credit. Studies within schools have shown that for young people to have high aspirations, the three Guiding Principles of Self-Worth, Engagement and Purpose must be present. The Guiding Principles, in turn, are achieved through the presence of eight conditions:

- Belonging
- Heroes / Role models
- Sense of Accomplishment
- Fun and Excitement
- Curiosity and Creativity
- Spirit of Adventure
- Leadership and Responsibility
- Confidence to Take Action

16+ Service Specification

Providers will demonstrate through contract monitoring and case studies how they are able to create and enable the conditions required for aspiration to take root.

Providers will also ensure that the following functions are embedded into service delivery across all aspects of the services provided:

Supporting young people

- The provider will make every effort to support the young person to forge links and build networks within the local community.
- Where appropriate, Providers are encouraged to use assistive technology to maximise the support available to young people. This can also help in assisting young people to feel safe in their accommodation.
- An outcomes focused 16+ Plan will be drawn up by Provider staff in consultation with the young person and any other professional working with them. The initial plan will be completed within a month of arrival into accommodation and will be reviewed (by Provider staff, the young person and other involved professionals) at least every three months. More regular reviews will take place if there is a significant change in the young person's circumstances, aspirations, behaviours or risk level.
- All children looked after and care leavers will have a Care Plan or Pathway Plan, created by their Social Worker or Leaving Care Worker in partnership with the young person. This plan will include details of both their strengths and the areas in which they need support as well as the steps that need to be taken by the young person and others to develop the skills and networks needed for successful transition towards independence.
- All young people regardless of their situation or history should be treated with the utmost respect and provided with a non-judgemental approach.

Risk management

- The Provider will receive a risk assessment in relation to every young person before they move into accommodation – such an assessment is a key part of decision-making and planning and Providers and others will be unable to make a decision in relation to a potential offer of accommodation without one.
- The Provider will ensure their own risk assessment and risk management plan is produced within 24 hours of a young person moving into accommodation and that it is reviewed monthly (low risk), fortnightly

16+ Service Specification

(medium risk), weekly (high risk) or daily (very high risk). Where an incident occurs, or information is received that indicates a potential change in risk levels, a risk assessment review will be carried out within 24 hours.

Tenancy sustainment

- Provider staff are expected to work with young people to help them work through, and complete, the approved Somerset Council life skills programme and subsequently through any additional Tenancy Accreditation Scheme which will form part of their Support Plan.
- The provider will issue each young person with an Occupancy Agreement, in the form of a Licence Agreement or Tenancy Agreement, that will comply with legislation and best practice and will set out the rights and responsibilities of the landlord, the young person and where relevant, any superior landlord or agent. It will include details of any rent and service charges payable for the accommodation. Some young people (for example, Children Looked After) will have those costs paid for on their behalf by Somerset Council whilst others will need to claim benefits in order to be able to meet those charges themselves.
- The Occupancy Agreement, and any accompanying document, should be written in such a way that it is clear and understandable to the young person. This may involve the provision of a supplementary document that explains key areas in a more straightforward manner. It is the responsibility of the provider to ensure that the young person understands what they are signing.
- Providers are asked to maximise other potential income streams, such as charitable funding and Housing Benefit. We are, however, also keen to develop low-rent supported housing (most likely to be low-support) so that young people can gain employment without having to use an unreasonable proportion of their income to pay their rental charges.
- Rents and service charges (particularly, the amount that a young person pays to the Provider direct from their own income, sometimes referred to as a Personal Service Charge or Ineligible Service Charge) must be of a reasonable level and reflect the actual costs of a young person's supported accommodation. Providers will review these charges annually and will be expected to agree any increases with Children's Social Care, Housing Options and, where appropriate, Housing Benefit Teams before consultation and notification to young people or implementation.

16+ Service Specification

- Providers will manage rent and service charge debts robustly but fairly and will ensure that the relevant Social Worker, Leaving Care Worker or Housing Options Officer is informed promptly if debts are accruing and when warnings are issued or rent arrears payment plans are agreed with a young person. Rent arrears payment plans will be set at a level that are satisfactory for the provider's recovery of debt but are affordable and achievable for the young person.
- The Provider will ensure that move-on is a priority from the start, identifying potential barriers such as rent arrears and mitigating against these hindering potential move on at a later date. A Homefinder application will be completed and expectations managed in regard to realistic move on options.
- Sometimes, despite the efforts of Providers and other involved professionals and despite interventions in place, the agreed plan will sometimes break down. There is an absolute commitment from the Provider and all agencies that when this happens the plan will be revisited to try to avoid the young person being asked to leave the accommodation.
- Where a young person's accommodation is at risk, the Provider will ensure that, at the very earliest opportunity, the relevant Social Worker, Leaving Care Worker, Housing Options Officer and any other involved professional is informed. This includes the issuing of any warnings to a young person by the provider (a copy of which must be provided to involved professionals) and will enable discussions to take place between professionals, and subsequently with the young person, with the aim of revising the plan, to try to maintain the young person in the accommodation. Providers are expected to be able to increase the one-to-one support that a young person is offered without the need for additional resources or a change of accommodation.
- Providers and all involved professionals will always seek to maintain a placement and avoid unplanned departures. However, there are occasions when emergency unplanned departures, with immediate effect, are unavoidable. These will generally relate to violent or extremely aggressive behaviour displayed by a young person or other behaviours that create unmanageable risks for Provider staff and other young people in the accommodation. Where such departures take place, the Provider will inform the relevant Social Worker, Leaving Care Worker and Housing Options Officer immediately, as well as notifying the 16+ Co-ordinator (or equivalent) so that the necessary action can be put in motion.

16+ Service Specification

- All unplanned departures will be monitored by the 16+ Co-ordinator (or equivalent). The Co-ordinator will trigger a process that assesses the reasons behind any unplanned departures, and any lessons that can be learnt by all involved, so that Providers who work with that young person in future can gain some insight into the reasons for previous accommodation breakdowns.
- If a young person is doing well in accommodation, there will be times when it is appropriate for the Provider and involved professionals to agree a reduction in the level of one-to-one support to enable the young person to move closer to independence.
- Providers will support young people to secure move-on accommodation by helping them to register on Homefinder and bid for properties, help them to move in and settle into their new home and continue supporting them with the initial set up of their tenancy for approximately 3 to 6 months, tapering off in response to the young person's growing independence.

Collaboration and Working together

- The successful Providers will be actively engaged with and attend the weekly 16+ Resources Panel (or equivalent)
- Provider staff, Social Workers, Leaving Care Workers, Housing Options Officers and other professionals are expected to work closely together to ensure their respective plans are complete and complementary rather than contradictory. This requires commitment by all involved to the general development of positive and supportive working relationships, attendance at review meetings, regular formal and informal contact and prompt multi-way exchange of information. It is vital that all the professionals involved in working with a particular young person are promptly advised of any incidents or development including when new information comes to light, incidents occur, concerns are identified, warnings are issued or circumstances change.
- Successful partnership working is key to the provision of a quality service to young people. Providers are expected to work in partnership with all relevant individuals and agencies and with other Providers across 16+ services. A healthy system produces healthy outcomes.
- The Provider will be able to evidence that, at all times, consideration is given to the needs of young people including access to education, training, employment, leisure facilities etc. Providers will seek to build

16+ Service Specification

income generating schemes linked to education, training and employment into the service provision to future proof the service.

- Service delivery will be as consistent as possible across the County and Providers will ensure close joint working is in place to allow for a smooth transition when a young person moves from one service to another or is engaged with more than one service.
- Providers will attend regular provider forums to share best practice, collaborate for mutual benefit, be honest and open with each other and discuss any challenges or issues to embed a continuous improvement approach to ultimately improve outcomes for young people by working together.

Workforce

- Providers will ensure staff and volunteers are supervised on a regular basis with at least one supervision meeting per month. Access to training will be proactively promoted and, where appropriate, time away from work to attend training and networking events will be supported.
- Where Providers use agency staff to cover staff vacancies for anything more than two weeks, or where an element of staffing is going to be sub-contracted to another organisation, approval must be first sought from Somerset Council's 16+ Co-ordinator (or equivalent). In order to maintain service quality, the same standards in relation to staff suitability, supervision, training and support apply to agency and sub-contracted staff.

3.4 A fair and sustainable price

We are looking to commission providers who are willing to engage with us openly and transparently about costs. We are looking to pay a fair and sustainable price for high-quality supported accommodation services you provide. We will look to balance your business needs as a provider partner with our statutory responsibilities to secure the best value for money we can for our residents and communities.

Block contract prices will be fixed for the first 12 months of the contract, and agreed on an annual basis in February each year ahead of the start of the next financial year.

16+ Service Specification

3.5 Categories of support

The support needs of young people will vary but the support menu must include money management, health and wellbeing, claiming and maintaining benefits, access to specialist services, employability skills, life-skills, personal development and working towards living independently.

In all accommodation, across all levels of support need, it is expected that a move-in pack is available to the young person immediately on arrival. It should contain items such as toothbrush, toothpaste, soap, shower gel, bath towel, clean bedding (with the bed made up) and a basic food parcel for 3 days. It is anticipated that such a pack will be available for all moves into emergency rooms and should still be available, for some moves into other accommodation, which will generally be planned.

The following categories of support apply to all lots. Weekly one-to-one support hours are expressed as an average as it is anticipated that young people may have times when they need more support (for example, on entry) and times when they require less (for example, as they develop their independence skills) (See Appendix 1).

- 'High' category of support
 - Ideally no more than 8-10 beds within accommodation – if more, there would need to be evidence that, through good design, layout, decoration and facilities (including imaginative use of communal spaces) a welcoming and homely feel can still be created
 - Staffed by Support Workers on a 24-hour, 7 day a week basis with waking staff from at least 8am to 10pm and a sleeping-in staff member, at least, outside of those hours
 - It is expected that there will be a strong staff presence during evenings and weekends, which is when young people are most likely to be in need of support.
 - Can act as a staff base to reach out to lower level supported accommodation and for former residents receiving floating support
 - Named keyworker for young people who will be the main contact and will provide 8 hours face-to-face support a week
 - If a room is empty in high support accommodation, but is ready to be occupied, it must be made available as additional 'emergency accommodation' when needed

16+ Service Specification

- 'Medium' category of support
 - Ideally no more than 8-10 beds within accommodation – if more, there would need to be evidence that, through good design, layout, decoration and facilities (including imaginative use of communal spaces) a welcoming and homely feel can still be created
 - Staffed by Support Workers from at least 8am to 10pm with at least 2 property checks between 10pm and 8am
 - Can act as a staff base to reach out to lower level supported accommodation and for former residents receiving floating support
 - Access to 'out of hours' telephone support at night
 - Named keyworker for young people who will be the main contact and will provide 4 hours face-to-face support a week
 - If a room is empty in medium support accommodation, but is ready to be occupied, it must be made available as additional 'emergency accommodation' when needed
- 'Low' category of support
 - Ideally no more than 8-10 beds within accommodation – if more, there would need to be evidence that, through good design, layout, decoration and facilities (including imaginative use of communal spaces) a welcoming and homely feel can still be created
 - Unstaffed but with visits by Support Workers at least 2 times a day between 8am and 10pm and at least 2 property checks between 10pm and 8am. Dispersed self-contained accommodation will require fewer visits based on the young person's needs
 - Access to 'out of hours' telephone support 24 hours a day
 - Named keyworker for young people who will be the main contact and will provide 2 hours face-to-face support a week
 - Some self-contained accommodation which is flexible enough to manage a variety of circumstances including accommodation suitable for couples, single placements where people are unable to share, young people with children and training flats
 - If a room is empty in low support accommodation, but is ready to be occupied, it must be made available as additional 'emergency accommodation' when needed for low level needs.

16+ Service Specification

- 'Emergency' accommodation
 - Suitable accommodation for young people in crisis that can be accessed 24 hours a day
 - Emergency beds are expected to be for a night, for a few days or, at most, for a few weeks so the necessary assessments can take place to inform future accommodation needs and eligibility.
 - Young people can only be placed in emergency beds by Social Workers, Leaving Care Workers, Housing Options Officers or, out of hours, by Somerset Council's Emergency Duty Team (EDT).
 - The 16+ Co-ordinator (or equivalent) must be informed within 24 hours of a young person being placed in an emergency bed, so that they can be added to the agenda and discussed at the next weekly 16+ resources panel. They will be discussed at that panel every week until they no longer occupy an emergency bed
 - Young people placed within these beds will be able to stay in the accommodation during the day. Safe storage of their belongings will be available, and they will be given a key to their room
 - The provider will ensure that Support Workers meet with the young person every day to make sure that they are managing well and that they keep involved professionals informed. It is not expected, however, that any support planning takes place other than in exceptional circumstances. Although it is acknowledged this is a crucial time for young people who will need some support.

16+ Service Specification

3.6 Service Lots

3.6.1 Lot 1

Supported Accommodation for 16-25 year old children in care and care leavers - including Emergency accommodation (100 beds)

We require providers to work flexibly with us to ensure there is good and open communication about the use of block contracted beds and have regard for any new or emerging guidance/protocols that are established during the lifetime of this service.

The 100 beds can be delivered by one provider or by several providers. The table below shows the split of the 100 beds. The supporting data pack shows some pen profiles to demonstrate the 3 different categories of support.

Area	Category of support	Number of beds
Mendip (East)	High	12
	Low/Medium	13
	Total	25
Sedgemoor (North)	High	12
	Low/Medium	13
	Total	25
Somerset West and Taunton (West)	High	12
	Low/Medium	13
	Total	25
South Somerset (South)	High	12
	Low/Medium	13
	Total	25

At the time of writing it is anticipated that we will require 6 Low and 7 Medium beds in each area.

The Council projects that demand for the service may change in future years, and as such requires providers that are able to scale up provision, decrease the number of bed spaces or change the level of support within a particular property in line with future demand predictions. This will be part of a regular review with all successful providers as required. **We do not expect a mix of**

16+ Service Specification

low and medium beds in one property unless property layout enables a sufficient degree of separation.

3.6.2 Lot 2

Supported Accommodation for 18-25 year olds who are homeless, eligible and reason to believe in priority need - including Emergency accommodation (90 beds)

The beds can be delivered by several providers. The table below shows the split of the 90 beds.

Area	Category of support	Number of beds
Mendip (East)	High	3
	Medium	8
	Low	9
	Emergency	2
	Total	22
Sedgemoor (North)	High	3
	Medium	8
	Low	10
	Emergency	2
	Total	23
Somerset West and Taunton (West)	High	3
	Medium	8
	Low	9
	Emergency	2
	Total	22
South Somerset (South)	High	3
	Medium	9
	Low	9
	Emergency	2
	Total	23

The Council projects that demand for the service may change in future years, and as such require a provider that is able to scale up provision or decrease the number of bed spaces in line with future demand predictions. This will be part of an annual review with all successful providers.

16+ Service Specification

3.7 Out of scope

User groups:

- People aged under 16
- 16 year olds who have not yet officially left school
- People aged 25 and over (after their 25th birthday)
- Those with no involvement with Children's Social Care and who have been assessed as not being homeless, eligible for assistance under homelessness legislation and reason to believe in priority need
- Young people who self-refer direct to provider organisations
- Young people who are the responsibility of another local authority (with evidenced exceptions)
- Young people under a Deprivation of Liberty Order (DoLs)

Services:

- Specialist tier 4 step-down provision for people with severe mental health, learning disabilities and drug and alcohol issues.
- Council owned Leaving Care accommodation-based services and Stepping Stones carers.
- Family group conferencing and other prevention, mediation and conciliation services

3.8 Joint Working

Partnership working is fundamental in the successful delivery of 16+ services. There are essential inter-dependencies and key relationships which, if not managed, will result in duplication and confusion for young people and professionals involved.

It is therefore essential that 16+ Providers communicate and establish effective working relationships with all identified stakeholders. This will include the following key agencies (list not exhaustive):

- Housing teams
- Children's Social Care teams
- Other 16+ Providers
- Family Intervention Service

16+ Service Specification

- Youth Offending services
- Promise Mentor service
- Avon and Somerset Police
- Probation service
- Somerset Drug and Alcohol Services
- Domestic Abuse Services
- Adult Social Care
- Somerset NHS Foundation Trust
- Child and Adolescent Mental Health Service (CAMHS)
- Connect 18
- Somerset Works
- Virtual School
- Route 1 Advocacy
- Somerset-Wide Integrated Sexual Health Service (SWISH)
- Voluntary and community sector

3.9 Workforce Development

The Provider shall ensure that sufficient numbers of people of appropriate ability, skill, knowledge, training or experience are available so as to properly provide and to supervise provision of the service. Provider's support staff would be expected/good practice to be trained in the following :

Training	Registered Service Manager <small>(required for Supported Accommodation for 16/17 yr olds)</small>	Manager	Support Staff for 16-17 year olds	Support staff for 18-25 year olds
Safeguarding	✓ (designated lead level)	✓ (designated lead level)	✓	✓
Health & Safety	✓	✓	✓	✓
Fire safety	✓	✓	✓	✓
GDPR	✓	✓	✓	✓
Safer recruitment	✓	✓		
Emergency First Aid	✓	✓	✓	✓
Leadership & Management	✓	✓		
De-escalation techniques & conflictive resolution	✓	✓	✓	✓

16+ Service Specification

Training	Registered Service Manager (required for Supported Accommodation for 16/17 yr olds)	Manager	Support Staff for 16-17 year olds	Support staff for 18-25 year olds
Equality and diversity	✓	✓	✓	✓
Food hygiene			✓	✓
Prevent Duty	✓	✓	✓	✓
Self harm	✓	✓	✓	✓
Exploitation - Sexual and Criminal (County Lines)	✓	✓	✓	✓
Missing	✓	✓	✓	✓
Domestic Abuse awareness	✓	✓	✓	✓
Relevant Level 3 qualification (or working towards)			✓	✓

There is also a requirement that Providers staff will:

- Understand safeguarding processes in relation to the requirements of the Somerset Safeguarding Children Partnership and the Somerset Safeguarding Adults Board.
- Understand their Corporate Parenting role.
- Adopt safer recruitment processes and be compliant with the Nationality, Immigration and Asylum Acts.
- Have an up-to-date enhanced Disclosure and Barring Service (DBS) police check.
- Undertake training to understand the impact of attachment, trauma and other issues that affect the behaviour of complex young people.
- Undertake training to deliver public health interventions such as the Somerset Drug and Alcohol Screening Tool, the Child Sexual Exploitation Screening Tool and the ability to issue the Somerset CCard.
- Have an understanding of the Mental Capacity Act and the ability to undertake a basic assessment if necessary.

16+ Service Specification

- Support young people (for example, in their education, training or employment, in their independent living skills, promoting their social and emotional needs, including their mental health)
- Understand child development and psychologically informed practices (for example, Trauma Informed Approaches, Psychologically Informed Environments, Adverse Childhood Experiences, attachment theory, adolescent behaviours, emotional dysregulation, positive behaviour support and de-escalation)
- Have the ability to inspire trust and confidence and be empathetic and non-judgemental.
- Be pragmatic in managing risk as well as being approachable and accessible.

3.10 Social value

As a Council we have a statutory duty to consider the added value we create through how we spend public money, including thinking about our economic, social and environmental impact. This means we want to work with providers who share and demonstrate our commitment to enriching Somerset's Communities.

As part of the bidding process we will be asking providers to demonstrate the social value they will bring to Somerset as a result of securing block contracts for 16+ Services. Our Social value policy can be found here: [How to tender for business with us \(somerset.gov.uk\)](https://www.somerset.gov.uk/how-to-tender-for-business-with-us)

This Service encourages providers to support this cohort of individuals with opportunities to enter the world of work, such as supporting them to do work experience placements, work shadowing placements, volunteering, internships, traineeships and apprenticeships. Also, to consider how we build resilient, empowered communities that can continue to add value to people long into the future.

16+ Service Specification

Section 4

ACCESS TO SERVICES

4.1 The Right Accommodation with the Right Support

In all circumstances, when seeking to find the right accommodation for a young person, the allocation will be made on the basis of support need, seeking to ensure that they are offered a room in accommodation where the support on offer is suitable for their needs. Where possible, the young person's geographical preference will be taken into account, particularly where their preference relates to a place of education, employment or a localised support network.

The placement assessment process, although requiring approval by the 16+ resources panel (or equivalent), will generally be carried out by a Social Worker, Leaving Care Worker or Housing Options Officer. They are expected to work alongside the provider, to establish a match and identify concerns that may cause issues in terms of other young people who are already in the accommodation.

4.2 Referral Routes and Allocation to Services

Young people are able to present to Children's Social Care or Housing teams at any office in person, by phone, through a website, by email or by referral from another agency.

Depending on the circumstances, the officer leading on the assessment will either be a Social Worker, a Leaving Care Worker or a Housing Options Officer.

If a young person needs emergency accommodation whilst assessments take place, the officer leading on the assessment will contact Providers to establish where there are empty beds that can be offered to the young person. The provider will be provided with a Risk Assessment before they agree to any placement.

It should be noted that, out of hours, Somerset Council's Emergency Duty Team (EDT) can also make emergency placements. For that reason, Providers

16+ Service Specification

are asked to provide an out of hours phone number that can be used in these circumstances.

The 16+ Co-ordinator (or equivalent) must be informed by a Provider within 24 hours of a young person being placed in an emergency bed, so that they can be added to the agenda and discussed at the next weekly 16+ resources panel. They will be discussed at that panel every week until they no longer occupy an emergency bed.

All planned requests for supported accommodation in the service are made by referral by a Social Worker, a Leaving Care Worker or a Housing Options Officer to the weekly 16+ resources panel or equivalent. It is expected that the necessary discussions between referrers, their colleagues, their line manager and the young person have all taken place before the referral is made so the Panel can focus on the appropriate allocation of resources rather than spending too much time problem-solving.

The panel may also provide direction in circumstances when alternative action needs to be taken to manage individual situations. This might include, for example, the use of mediation services, Family Group Conferencing, short-break type services or support from the Family Intervention Service.

Each provider is expected to ensure that they are represented at the 16+ resources panel, which is held virtually, either through their presence at the entire meeting or, where agreed with the 16+ Co-ordinator (or equivalent) in advance, by being available to be called in as necessary.

The 16+ Co-ordinator (or equivalent) will track every allocation, move, refusal and eviction to and within the Pathway. If a Provider wishes to raise concerns about a young person and their stability within accommodation, they should discuss that with involved professionals to explore the ways in which support might be increased, reduced or changed to stabilise the placement. The 16+ Co-ordinator is available for discussions about specific young people if required and can, if they feel it necessary, ask that the young person be discussed at a future 16+ resources panel to consider options. Providers are not able to add young people to the panel agenda without first communicating with the Co-ordinator.

16+ Service Specification

4.3 Refusals by Providers

It is an expectation that there will be no refusals by providers, as relevant assessments for suitability for services, and discussion with providers, would have been carried out by the relevant Social Worker, Leaving Care Worker or Housing Options Officer before referral to the 16+ resources panel.

In exceptional circumstances where providers feel a referral, although eligible is not appropriate for the service they have been referred to and they are unable to accept a referral they will provide an email explanation to the 16+ Co-ordinator (or equivalent) within one working day of the refusal. They will outline:

- The reason for refusal;
- Measures that could be taken, now or in future, by the Provider or others to reverse the refusal;
- Any other relevant information relating to the refusal.

If the 16+ Co-ordinator feels that the refusals should be challenged they will discuss this directly with the provider in the first instance. In those very rare cases where an agreement cannot be reached they will use the Resolving Professional Differences protocol.

4.4 Home Stability

Once a young person is placed with the Provider, they will make every effort to ensure the placement does not break down. The Provider may, where it is the right thing to do and with the agreement of the 16+ Co-ordinator, the Lead Professional and the young person, move the young person to alternative accommodation within their 16+ provision or with another 16+ Provider. They may also provide additional support for a short time to de-escalate a crisis situation. Such short term additional support will not incur additional cost to the Council.

Where it is proposed that a young person moves from accommodation with the same or a lower level of support (for example, moving from medium support accommodation to low support accommodation), the 16+ Co-ordinator (or equivalent) can approve the move without recourse to the 16+ resources panel. However, if the proposed move is to accommodation with a higher level of support, it must be considered and approved by the Panel before being actioned.

16+ Service Specification

The Courts: Where a young person is accommodated within the 16+ service and a Court or other competent authority makes an order or direction with the effect that the young person is prevented from returning to that accommodation for more than 72 hours, the Provider will notify the Social Worker, Leaving Care Worker or Housing Options Officer at the earliest opportunity in order that alternative accommodation can be sought, where necessary.

Allegation against an individual within the Provider's direct or indirect employment: If an allegation is made against an individual within the Provider's direct or indirect employment, the Provider will notify the Social Worker, Leaving Care Worker or Housing Options Officer, as well as the relevant Commissioner, at the earliest opportunity so that, if the assessed risk is high enough to warrant moving a young person from that provision, alternative accommodation can be sought. Safeguarding procedures must be followed:

Up to age 18 - [Allegations Management – SSCP \(safeguardingsomerset.org.uk\)](http://safeguardingsomerset.org.uk)

18+ [Guidance for Safeguarding Adults in Somerset – Somerset Safeguarding Adults Board \(safeguardingsomerset.org.uk\)](http://safeguardingsomerset.org.uk)

Hospital admissions: If a young person is admitted for more than 7 days the provider will advise the 16+ Co-ordinator (or equivalent) and hold the room open for the young person until the next steps can be determined. Wherever possible providers should work with partnership agencies to return a young person back to their placement following discharge.

4.5 Voids and Damages

The Council's desire is to keep voids to a minimum and that rooms are available for the next young person as quickly as possible to maximise occupancy.

A void turnaround of 2 working days will be expected for a routine void turnover. Where an empty room needs more remedial work, the Provider will email the 16+ Co-ordinator (or equivalent) as soon as the room becomes empty to advise the nature of the work that needs to be carried out as well as an expected timescale for completion. Weekly updates should be provided to the Co-ordinator.

16+ Service Specification

Providers are expected to regularly check young people's rooms to make sure that they are living in a healthy environment and that no repairs are necessary. An untidy room can sometimes mean nothing but, for some young people, it is an early sign that there should be concerns about their wellbeing.

Providers should make sure young people understand the standard they are expected to achieve in relation to the condition of their room and should carry out documented room checks at least weekly or more often if necessary.

Providers should make adequate financial provision in their budgets for maintenance, taking account of the need for accommodation to be kept at a good standard and for the need for planned, reactive and void maintenance work to be carried out as needed.

Where a void needs to be kept open for a planned placement a void tolerance of up to 1 month will be expected with a weekly review which will consider any financial implications. In such circumstance the void could be used as emergency accommodation during this time.

Providers will be required to share data with Somerset Council in relation to the level of vacancies in their block accommodation, in the format requested on a weekly basis or daily if automated. Somerset Council will work with providers to ensure this process is as streamlined and efficient as possible and will be kept under review during the term of the contract.

Providers will take a restorative approach with young people to rectify damage such as suitably trained staff who can support young people who may make in-the-moment decisions that they later regret and/or offering young people the opportunity to make financial reparations, even if these are token payments over time.

END OF SPECIFICATION

16+ Service Specification

Appendix 1

Categories of Support

All young people eligible for this service will need an individually tailored package of support / supervision based on their needs and behaviour. An assessment will need to be made about how their historical and current issues and behaviour will impact on their ability to live in supported accommodation. The following provides a guide to some of the types of need / behaviour which would influence the level of support / supervision required.

High Support

Young people who have complex needs requiring a high level of oversight and support (often a multi-agency approach) in a safe and supportive environment that has support staff on site 24 hours a day.

Young people in high support services are likely to be vulnerable to exploitation (and to risks created by others), may create risks for other vulnerable young people and may struggle to consistently engage with services

They may have significant emotional, behavioural and/or mental health issues and are likely to need considerable support in one or more of the following:

- Offending behaviour with a significant impact on them and wider community
- Drug/alcohol dependency or high use
- Life skills/tenancy skills development including challenges in keeping themselves and others safe
- Education, training or work, where they may face significant barriers to success

16+ Service Specification

Medium Support

Young people who have some support needs, and will benefit from being in a safe and supportive environment that has a regular support staff presence but not 24 hours a day.

They will need regular support, access to staff support in times of crisis (which will sometimes be outside core staffed hours) and some staff visits overnight.

Young people in medium support services will need some support around issues such as:

Emotional, behavioural and/or mental health issues

Offending behaviour (though not at a level that impacts significantly on the wider community)

Drug and alcohol use which presents a risk of increasing without input

Life skills/tenancy skills development

Working towards securing education, training or employment opportunities (likely to need some support in maintaining them)

Low Support

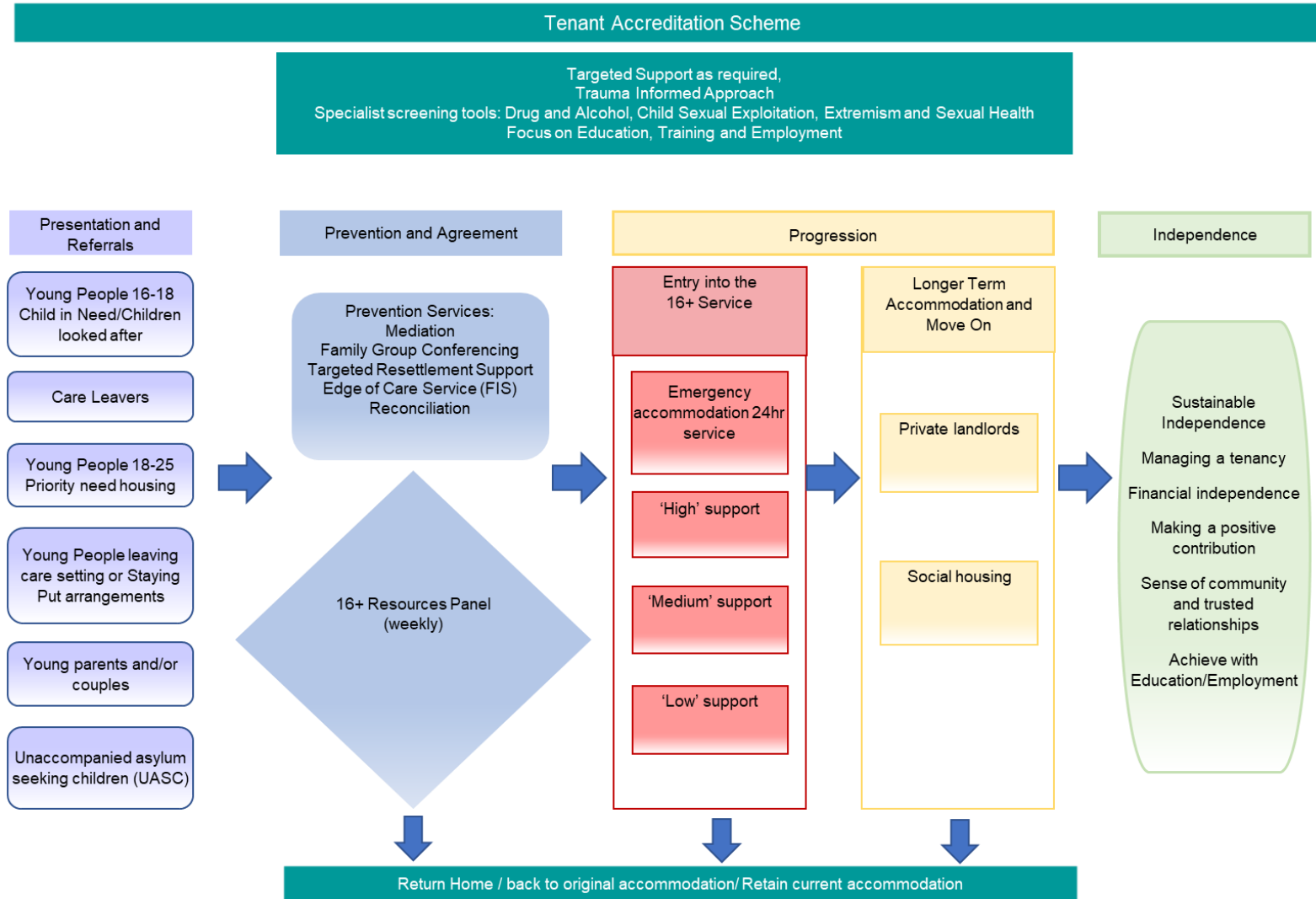
Young people who would benefit from a safe and supportive environment but have sufficient life skills and resilience for that accommodation to be unstaffed.

They may need access to staff support in times of crisis and will require some keyworker support as well as regular support staff visits to the accommodation and some staff visits overnight

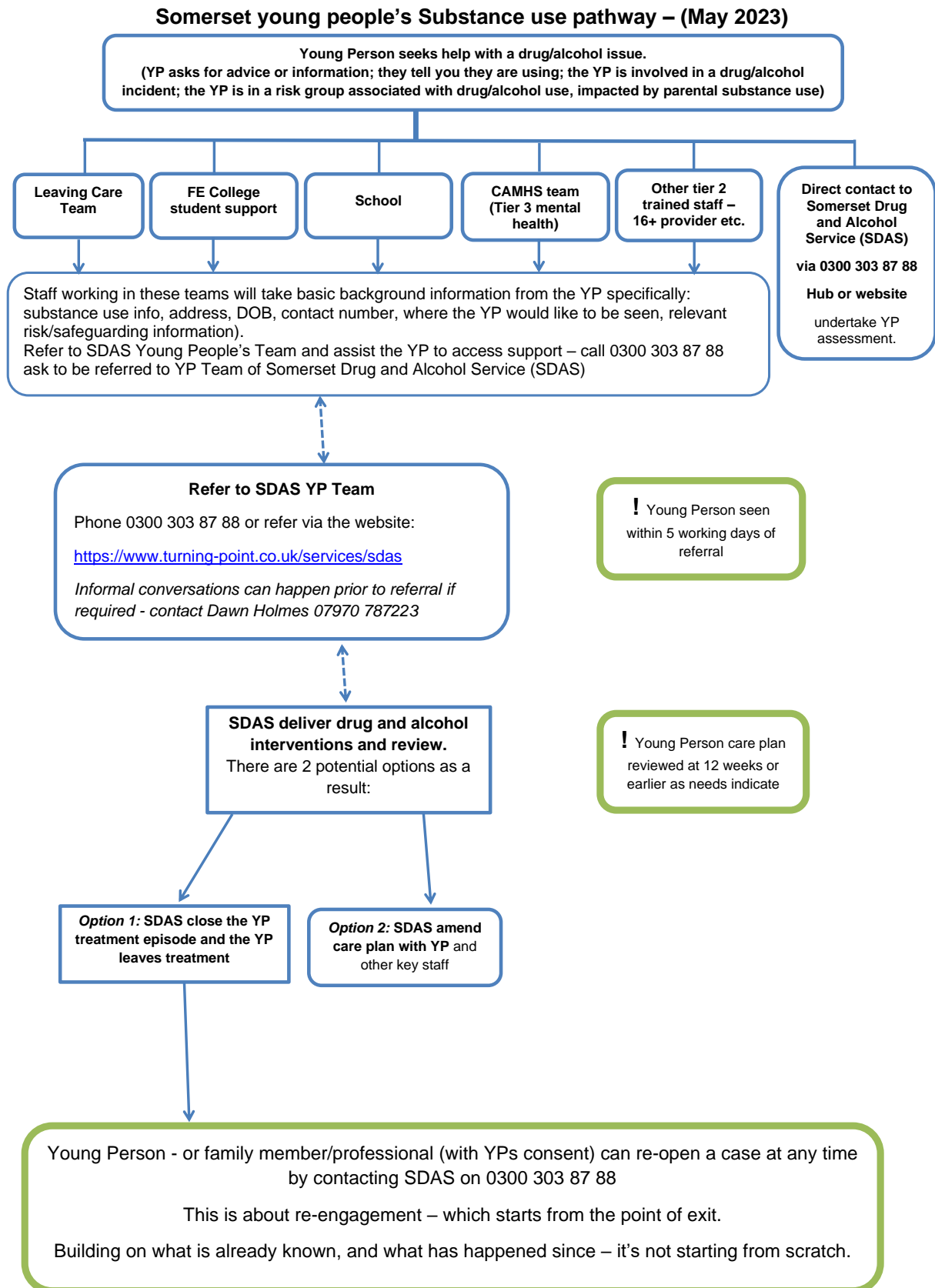
They will benefit from the opportunity to practice, and further develop, their life skills, tenancy skills, emotional resilience and confidence as they move closer to independence and will usually be able to:

- Pursue education, training or work
- Manage their mental health, physical health and drug or alcohol use (perhaps with help from community resources)
- Be able to manage relationships, conflict and their behaviour in accommodation and the wider community.

Appendix 2 - Service Model Diagram



Appendix 3 - Somerset Young People's Substance Use Pathway



Glossary of Terms

Term	Description
Care Leavers	For the purpose of this document, Care Leavers will refer to young people who are over the age of 18 years who have left Local Authority care.
Ccard	Free service offering sexual health information
Child Looked After/ Young Person (CLA)	Any young person who are looked after by the Council
Children's Social Care (CSC)	Statutory service for children and their families.
DBS	Disclosure and Barring Service established under the Protection of Freedoms Act 2012.
EDT	Emergency Duty Team. The Council's emergency duty team.
GDPR	General data protection regulation
Homefinder Somerset	Somerset's Choice Based Lettings System. The system allows applicants to bid for Council and Registered Provider's properties based on their assessed banding (Bronze, Silver or Gold).
16+ Plan	The Provider led plan for the progression of the young person through the pathway. This will be informed by the Outcomes Framework.
16+ co-ordinator	Area based workers with responsibility for 16+ service allocation.
16+ Resources panel	Children's Services 16+ service allocation panel to manage all allocations, moves and exits from all 16+ services.
Pathway Plan	A plan that Children's Services complete with Care Leavers. It sets out the assessed needs of the young person as well as actions and services required to respond to the assessed needs and to provide support during the transition to adulthood and independence.
Provider(s)	The successful bidders.
Staying Close	A model which provides an enhanced support package for young people leaving care from children's homes, provides an offer of move-on accommodation, alongside a package of practical and emotional support, provided by a member of staff from their former children's home or from someone who they know and trust.
The Council	Somerset Council (SC)
Working Days	Any day other than a Saturday, Sunday or public holiday in England.
Young Inspectors	Young People trained to inspect and monitor Providers.