

Working agreement Framework between the Young People's Accommodation Service and the Brokerage (Placements) Team

1. Purpose of the Agreement

This working agreement framework has been developed to ensure that young people accessing the Young People's Supported Accommodation (YPSA) service receive the best possible support through effective and consistent partnership working with staff within the Brokerage (Placements) team and YPSA services. This agreement outlines how these services will work together to achieve the best outcomes for young people.

2. Background

In past supported housing services' there have been varied experiences received by individual young people in the supported housing service and the staff supporting them which was also evidenced in the review of the Young People's Supported Housing service completed in 2019¹. Collectively supported housing projects did not all have a consistent offer and communication between the supported housing service and key partner agencies.

By having a working agreement framework in place, it is hoped that there will be clear understanding between the Brokerage and YPSA providers (both in-house and commissioned) from the outset about what is expected from each service.

3. Roles and Responsibilities

Staff from both services will work together through a joined up approach, avoid duplication and ensure a consistent working relationship to support the young person to achieve positive outcomes.

3.1 YPSA Service

The key aim of the YPSA service will be to provide intensive, evidence-based interventions to prepare Young People for sustainable independence, whilst supported in temporary, high quality accommodation. Staff from all teams must ensure that any offer or support given is shared with the others to ensure a joined up approach which avoids duplication and ensures consistent working relationships to help deliver positive outcomes for young people.

3.1.1 Role of the YPSA workers

The YPSA worker is responsible for the daily accommodation support which includes:

- Setting up a new home

¹ Reports can be accessed at <http://www.oxfordshire.gov.uk/ypsa>

- Support to develop general household skills
- Support to access education, work placements, employment via referral to EET service and social activities
- Budgeting and money management, including supporting young people to claim the benefits they are entitled to
- Support with personal health
- Support and guidance in preparation for independent Accommodation
- Support with individual personal and emotional matters
- Support with setting up first independent home at 18 and move on

3.2 The Brokerage (Placements) Team

The Brokerage (Placements) team are responsible for managing the referrals made into YPSA services. Entry into the YPSA services should be avoided wherever possible and accommodation options maintained or sourced through family/friend networks or other independent accommodation.

Prior to referral into YPSA, there is a requirement for Social Workers to complete a Supported Accommodation Assessment and Referral form², in conjunction with City and District Council Housing Officers where possible, and for a Family Group Conference (FGC) to have been offered to support families to reconnect where there has been family breakdown.

Where access to provision is required, there will be a consistent route into YPSA Services across Oxfordshire. Entry into YPSA Services should be planned and the young person should not move directly into an Emergency bed, unless there are immediate concerns around the safety of a young person.

Referrals into YPSA services (both in-house and commissioned services) will be managed by the Brokerage (Placements) team. Professionals will need to complete a Supported Accommodation Assessment and Referral form to ensure that the Brokerage (Placements) Team have the necessary information to assess the needs of the young person, if access into YPSA services is appropriate, and then identify the accommodation options available to best meet their needs.

Priority for access will be determined by the Brokerage (Placements) Team based upon need and availability. Providers are required to send a void return by 10am on a Monday morning to ensure that the Brokerage (Placements) team have the most up to date information about the beds available within the service.

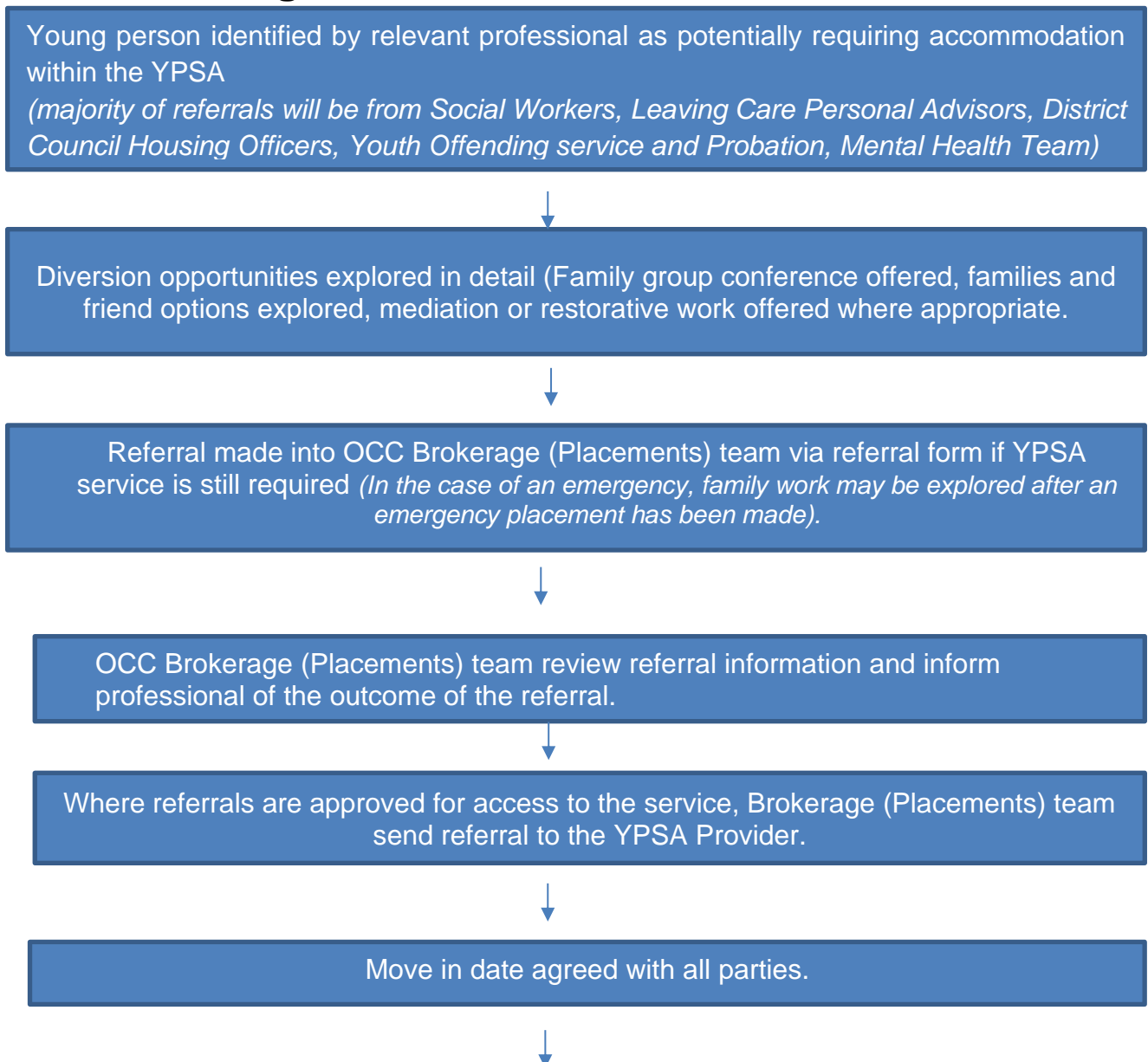
A new referral for in-house YPSA services will be sent to the provider with the relevant information. Providers are expected to accept referrals from the Brokerage team but where there are concerns from a provider about managing the level of risk in the resources available for delivery of the service, the provider is required to send a copy of their risk assessment and risk management plan to the Brokerage (Placements) Team which:

² There is an emergency form and a non-emergency form for completion as appropriate to the circumstances.

- Identifies the risk which they are unable to manage.
- Identifies the reason the risks are unable to be managed.
- Identifies resources or support which would enable them to manage the risk.

The Brokerage (Placements) Team will work with the provider, Young People³, Social Workers/Personal Advisors or other professionals to de-escalate and resolve issues as they arise within placements or when concerns are raised by professionals or the young person about individual provision. Serious issues and safeguarding concerns will be reported to the Quality and Contracts team and discussed through quarterly performance reporting.

4. Summary of Process between YPSA Service and the Brokerage Team



³ The Brokerage team do not work directly with the young people.

On the agreed date, a young person who has a social Worker or Leaving Care PA MUST be accompanied to the property by their Social worker or Leaving care PA to complete the Licence Agreement sign up.

(In the absence of their own worker being available another Social Worker or Leaving Care PA from their team may support the young person during the move in and Licence Agreement sign up.)

Where a young person does not have a social worker or LCPA, then they may ask another professional working with them to be present, or in some cases a friend (where appropriate and practical).



Provider emails weekly void information to Brokerage team on a Monday morning by 10am to show where there have availability for new referrals into the service.



Provider keeps SW/LCPA up to date on case progress. If issues present around the placement then the Provider makes the Brokerage team, SW/LCPA team aware of this to identify the actions required to best meeting the young person's needs.