

Young People's Supported Accommodation Service

Working agreement Framework between YPSA Providers and Children's Social Care

1. Purpose of the Agreement

This working agreement framework has been developed to ensure that young people accessing the in-house Young People's Supported Accommodation (YPSA) service receive the best possible support through effective and consistent partnership.

This agreement outlines the key responsibilities within the YPSA and Children's Social Care where young people are supported by both services.

Given the interdependencies between these teams, this agreement¹ outlines how these teams will work together, to achieve the best outcomes for children and young people in Oxfordshire. It is expected that this agreement will be reviewed and evolve as required in agreement with all parties.

2. Roles and Responsibilities

2.1 YPSA

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 Response, Oxfordshire Youth, Connections Support, A2 Dominion, Key2, OCC's in-house YPSA (sitting in REoC), Sanctuary and Stonewater will work together to deliver the YPSA (see appendix 1 for YPSA provider list) through a joined-up approach, avoid duplication and ensure a consistent working relationship to support young person to achieve positive outcomes. Where issues arise, they will be dealt with by the workers involved and escalated to managers for involvement in identifying solutions or to improve clarity of working practices and documents.

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

- Setting up a new home
- Support to develop general household skills
- Support to access education, training and social activities
- Budgeting and money management (including the location of the finance office), including supporting young people to claim the allowance they are entitled to
- Support with personal health, including registration at a local GP/Health centre and support where required to attend the appointment(s)

¹ Workers should also refer to the YPSA service guidance for additional detailed information about the YPSA service.

- 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
- Support with orientation to the local area, public facilities and the use of public transport
- Support to refer and access support agencies to meet specific needs

2.2 Children's Social Care

Children's social care work alongside other professionals, to ensure that a child or young person receives appropriate care, education and health services. There will be some young people in the YPSA who are in local authority care or care leavers and other young people who are in the YPSA due to safeguarding reasons or require professional support but are not in local authority care or care leavers.

Where a young person is open to support from children social care or they are a care leaver, their Social Worker/Personal Advisor is responsible for coordinating support, reviewing plans and ensuring Young People access the finances they are entitled to as set out in their Care/ Pathway Plan, including the completion of relevant referrals and accessing grants and bursaries. The Social Worker/Personal Advisor will incorporate the Provider's assessment, support plan and outcomes progress into the Care/Pathway plan to help the young person to see progression in achieving their goals and aspirations, helping them understand how all the agencies are working together to support them.

3. Interface between YPSA and Children's Social Care

The YPSA worker will hold progress reviews every 3 months as a minimum and ensure that where the young person has a social worker/PA, that they are invited to the review and provided with an opportunity to feed into the review process if they are unable to attend. The plan from the review meeting will be shared with all parties (and uploaded onto LCS for young people that are open to social care/ care leavers)

The social worker/PA will incorporate the assessment review, support plan and outcomes progress into the Care/Pathway plan to help the young person to see progression in achieving their goals and aspirations, helping them understand how all the agencies are working together to support them.

3.1 Sharing of Information

Where a safeguarding incident occurs, YPSA providers will ensure that this is reported to the Brokerage team, Quality and contracts team and social worker/ Leaving care PA where there is one.

Partners will always work co-operatively to ensure the safeguarding of young people. In practice, this means that professionals share up to date risk assessments, attend any urgent multi-agency meetings, and feel confident in raising safeguarding concerns

about young people in a partnership service if there is sufficient evidence for the concern to be escalated for the safety of the young person involved.

3.2 Outside of working hours

Outside of working hours, the young people within the in-house YPSA service will be supported with urgent/safeguarding issues under the REoC duty system until 11pm and then the Emergency Duty Team (EDT). For all other YPSA providers, they will have their own out of hours rota arrangements in place.

4. COVID-19

During the pandemic, there is a necessity for all partners to consistently communicate any changes in staffing levels, risk assessments, working practices including visits to young people, team meetings and housing-related appointments to minimise the spread and risks of the virus.

4.1 COVID Outbreaks

All partners agree to informing partners of any cover cases within the YPSA service as soon as cases have been confirmed for the workforce to effectively implement their track and trace protocol and alert the relevant professionals. Regular updates about COVID cases are to be shared with partners as appropriate. In the case of an outbreak the relevant YPSA provider will lead on communication with Public Health England and disseminate the recommendations to partners as applicable.

4.2 PPE

All partners commit and agree to supporting the frontline workers to adhering to best practice with regards to wearing the correct PPE when delivering. If any of the partner organisations have concerns about frontline workers in any of the teams not adhering to these standards of protection, concerns will be escalated to the relevant locality manager.

5. Key Principles of Effective Partnership Working

5.1 Partnership Collaboration and Communication

The success of the new system-change model of YPSA will be largely determined by the effective collaboration of all partners involved.

- Co-creating a shared culture of honesty, accountability and open challenge will ensure that the safeguarding and wellbeing of young people and staff are prioritised.
- All communication about the service and providers, (i.e. emails, phone-calls, internal and external meetings) will promote open communication and responsibility and will

not participate in, or contribute to shaping, a culture of finger pointing and blaming in recognition that these behaviours are counter-productive and will quickly dismantle trust.

- Partners will raise and address concerns/issues and problems quickly and directly focusing on a solutions-focused approach to securing resolution. In this way, we are role-modelling, at all levels of YPSA service delivery, for the young people healthy relationship skills and strategies for resolving conflict and challenges.
- Partners commit to supporting each other to achieve and will share and promote opportunities, including training where relevant and aligned to the service specification. Partners commit to consistent attendance at key stakeholder meetings to ensure a steady flow of communication. Where there are disagreements around decision-making- these will be escalated to managers for decision making.

5.2 Staff Behaviours

Staff are committed to exhibiting the following behaviours within all partnerships and recommend that this partnership adopt the following list of behaviours:

- **Active Listening-** Listening carefully and not talking over each other and respecting difference of opinion.
- **Courageous Communication-** The courage to speak your mind and to challenge the quality of the work and meetings in a constructive, professional and sensitive way.
- **Co-design/Co-production-** Committed to co-design/co-production of services through incorporating feedback and involvement opportunities for young people as part of organisational development and listening and respecting the voices of staff, young people and partners.
- **Accountability to success-** Demonstrate accountability for your work and the work of the service, recognising the importance of delivering accurate, high quality work on time.
- **Celebrate success-**To pause and reflect individually and as a partnership. Recognise achievement and milestones.

Appendix 1- YPSA Provider List

	Locality area	Organisation
16/17 Shared (up to 4 young people sharing aged 16/17 years)	Cherwell	OCC in-house YPSA team (sitting within REoC)
	West Oxfordshire	
	Oxford City	
	South Oxfordshire	
	Vale of White Horse	
18+ Shared (up to 4 young people sharing aged 18-24 years)	Cherwell	Response and Oxfordshire Youth
	West Oxfordshire	
	Oxford City	
	South Oxfordshire	
	Vale of White Horse	
18+ Single Self Contained (for young people aged 18-24 years where it is not safe for them to live with others)	Cherwell	Key2 Futures
	West Oxfordshire	Stonewater
	Oxford City	Key2 Futures
	South Oxfordshire	Connection Support
	Vale of White Horse	Stonewater
Parents (for one or both parents aged 16-24 years old with their child(ren))	Cherwell	Sanctuary Housing
	West Oxfordshire	A2 Dominion
	Oxford City	A2 Dominion
	South Oxfordshire	A2 Dominion
	Vale of White Horse	Stonewater
Out of county (16-24 year olds at risk of exploitation)	Out of county	Connection Support