

## **KHG and KCC YP Protocol Workshop – 12<sup>th</sup> September 2019**

*Agreed actions as outlined by Kim at the close of the workshop.*

- Consider development of YP and Care Leaver Protocol into one document
- Set out the protocol to provide clarity around process and expectations
- Commitment to training across all relevant services/organisations to ensure understanding about the principles of the new protocol
- Provide Clear and consistent advice to enable YP to make informed choices (refusal of a Section 20 does not rule out other support for the YP), manage expectations and frame all conversations appropriately
- Remember that a YP can always change their mind about the support they require
- Ensure consent based sharing information, ensure appropriate safeguarding and mitigate risk
- Consider the introduction/commissioning of an independent advocacy service to support the YP through their decision making, allowing sufficient time for decision making
- Be clear about the purpose and representation at any JHA, should only expect the YP to 'tell their story' once, consider removing the word 'housing' from the JHA
- Consider the re-introduction of Housing Panels, with clarity about role, purpose and timing, have to consider resources for attendance
- Consider aligning the JHA and the CIN assessments
- Improve processes of referral and decision making and ensure that housing is informed of decision
- Review eviction processes and service specifications in relation to evictions, how to avoid limiting the access to accommodation or support for the YP
- Improving access to diverse emergency accommodation, explore how to increase supply but be clear about what it required, focused on short term 'temporary', sharing knowledge about access to good quality emergency accommodation
- Explore provision of 'wrap around support' for YP in emergency accommodation, build trust in professionals and the services keep YP engaged and informed
- Satellite or outreach services – what exists and how to refer
- Listen and learn from YP, services to challenge themselves to improve and ensure the best outcome for YP

*Additional actions to be discussed and/or taken forward are:*

- Referral process and access into YP support accommodation and floating support for all organisations, agreement of Terms of Reference for referral pathway
- Explore how to prioritise competing referral rights of LA's, internal supported accommodation and floating support service and other KCC provision – e.g. shared
- Establish a T&F Group to explore role and Terms of Reference for Housing Panels
- Explore how to ensure YP have access to an Independent Advocacy for the JHA process, need consistency of approach across the county
- Need joint document of service offer
- Need to use same language/terminology across local authorities and social care services
- Consider the role of JHA moving forward – should housing be invited if unable to make a referral to supported accommodation or service?
- Move away from a focus on the cost of accommodating and supporting the YP, the focus from the outset is the best outcome for the YP

*Feedback from table discussions:*

- Communication is key between all agencies/services/organisations – key points of contact and clarity of process to ensure consistent approach for all YP
- Remove or avoid placing the YP in discussions or tensions between organisations or colleagues, they don't need to experience or be aware of the pressures faced by organisations or colleagues
- Consideration of accommodation available for short term requirements, time and place for YP to consider options 'breathing space' – crash pad, night stop models, could prevent YP becoming homeless
- Supply of good quality accommodation and support services impact on what assessments can achieve
- Explore community based engagement for prevention of YP homelessness, link up youth services and housing services to share consistent messages and support for YP
- Mitigate and monitor the impact that the lack of supply and diversity of HRS and accommodation has for the YP and those working to support them, how do you successfully support YP who are accommodated out of area?
- Training and mutual agreement about tone and language used when considering options for YP, managing expectations around outcomes
- If YP is already a CIN open to KCC is it necessary to hold a JHA?