

Young People's Supported Accommodation and Adult Homeless Pathway Services

Eligibility Criteria, Referral Process and Interface

1. Introduction

This document has been developed to provide clarity about the eligibility criteria, referral process and interface across young people's supported accommodation and adult's homeless pathway services to ensure that people access the service that will best meet their needs and provide the best opportunity for positive outcomes. The Service review conducted of the Young People's Supported Housing Service in 2019 identified that there needed to be increased clarity of decision making and recording of these discussions where there was consideration for access into the alternative service where young people met the eligibility for both services.

2. Service Overview

2.1 Young's People's Services

The Young people's Supported Accommodation (YPSA) Service is designed for vulnerable young people aged from 16 up to 24 years old, facing one or more issues which prevent them from living at home or independently and they may be at risk of homelessness. These services (previously known as supported housing) have recently been remodelled in light of findings from the service review and are now co-commissioned by OCC and the city/district councils, with OCC as the lead commissioner. Services for 16 and 17 year olds are delivered in-house by OCC and services for 18+ and parents aged 16-24 years are commissioned¹.

2.2 Adult's Services

The Adult Homeless Pathway is designed for vulnerable adults aged 18+ who have a range of needs and are at risk of homelessness or rough sleeping. These services are co-commissioned by city/district councils, OCCG and OCC, with city/district councils as the lead commissioner. Services require re-commissioning by April 2022 so a review will be undertaken to identify where changes may be required to achieve improved outcomes.

¹ See www.oxfordshire.gov.uk/yypsa for further information

3. Referral Process

Service	Referring organisations	Co-ordinator of referrals	Lead for Decision Making	Case Escalation
Young People's Supported Accommodation	Statutory services including social care, housing, probation etc.	Brokerage team placementserviceadmin@oxfordshire.gov.uk	Brokerage team placementserviceadmin@oxfordshire.gov.uk	Paul Tomlinson Interim Brokerage Manager paul.tomlinson@oxfordshire.gov.uk
Adult Homeless Pathway	District based outreach and referral services. St Mungo's in Oxford City and Connections in the districts	West: housing@westoxon.gov.uk Cherwell: Debra.matchett@cherwell-dc.gov.uk City: ahprefer@oxford.gov.uk South and Vale: Daniel.Tooke@southandvale.gov.uk	West: Lindsay.chapman@publicagroup.uk Cherwell: Alison.Adkins@Cherwell-DC.gov.uk City: arickatson@oxford.gov.uk South and Vale Jaffa.holland@southandvale.gov.uk	West: Lindsay.chapman@publicagroup.uk Cherwell: Alison.Adkins@Cherwell-DC.gov.uk City: arickatson@oxford.gov.uk South and Vale: Jaffa.holland@southandvale.gov.uk

4. Interface between YPSA and Adult's Homeless Pathway for Young People aged 18-24 years

The majority of vulnerable young people at risk of homelessness aged 18-24 years will be referred directly into the YPSA and the decision making around the referral will be taken by the Brokerage team. Where referrals are received by the Adult Homeless pathway for young people in this age range, then in the majority of cases, the referral will be passed onto the Brokerage team, either by the local housing authority or the referrer as agreed between them.

For some young people, consideration will be given by the Brokerage team as to whether the Adult Homeless pathway would better meet the young person's needs. Examples of this include:

- When young people are re-referred into the YPSA and the service has not been able to meet their needs
- When young people's age (at top end of entry age range) and experiences warrant a different provision.
- When identified risks could not be mitigated and would put other young people at risk of harm

Where it is considered that the young person would have their needs better met in the Adult's Homeless Pathway, then the Brokerage team will send to/discuss the referral with the relevant local housing authority co-ordinator of referrals (contact details provided above). A meeting will be set up to discuss the young person and attended by the relevant local housing authority. The referral decision will be agreed by all parties and communicated by the relevant local housing authority and details of this meeting and decisions will be recorded on the relevant authority system, until such time as a single system for Adults is implemented.

Where agreement cannot be reached as to which service would better meet the needs of the young person, the referral will be escalated to the relevant contact set out in the table above for final decision.

Appendices

Appendix 1- YPSA Eligibility Criteria and Referral Process

Eligibility Criteria for YPSA Services

YPSA services are designed for vulnerable young people aged from 16 up to 24 years old, facing one or more of the following issues:

- Separation and loss from no longer being able to remain with their family
- A range of historical experiences which include but is not limited to:
 - Victim of and/or witness to trauma, abuse or neglect
 - Family breakdown
 - Parental drug and alcohol issues
 - Parental mental health or disability issues

- Challenging behaviours which have developed from their experiences
- Multiple needs including but not limited to:
 - Drug and alcohol issues
 - Anger management issues
 - Low self-esteem
 - Self-harm
 - Mental health (either diagnosed or undiagnosed)
 - Learning disability² (either diagnosed or undiagnosed)
 - Domestic abuse issues
 - Offending issues
 - Financial
 - Child exploitation issues

The YPSA services will accommodate young people in local authority care as well as vulnerable young people who are assessed as requiring YPSA services, due to complexity of needs/family breakdown resulting in risk of homelessness. It is recognised that there may be young people that may display/have a set of specialist needs which cannot be catered for within the YPSA and alternative accommodation options and support will need to be considered.

Referring a Young Person for YPSA Services

Exploration of alternative housing options and Family Group Conference/Family Mediation

Prior to a referral into the YPSA service for a bed, there is the expectation that all appropriate housing options have been explored and that young people and their families will have been offered a family group conference (FGC)/ family mediation (where appropriate). If this hasn't been explored, then the referrer will be asked to explore alternative housing options (if this cannot be demonstrated) and complete a referral form to the family group conference service (if this hasn't been offered previously) and directed to the YPSA webpage to access the relevant forms.

² Including Asperger's and Autism

For a referral into an e-bed, an FGC/family mediation will be explored (where appropriate) if it hasn't already by professionals once they enter the e-bed.

Who can Refer?

YPSA referrals will be made by professionals working within statutory agencies including:

- Children and adult's social care
- District Council Housing Teams
- Youth Offending service and Probation
- Adult Mental Health and learning disabilities teams
- Health

There needs to be a lead professional identified from the referring organisation to act as the key contact and be part of the 'team around the young person' which is the multi-agency approach that will be used by the YPSA to achieve the desired outcomes with the young person. Where there is a young person referred from social care teams, then there needs to be a named worker (not a duty worker) identified as the lead professional.

Referral Process

A form needs completing for a young person to access the service. The forms are available at www.oxfordshire.gov.uk/ypsa or on LCS for OCC officers.

Referrals from OCC officers once completed on LCS will come through to the Brokerage team LCS in-tray. Hard copy completed forms should be sent to the Brokerage team for processing placementserviceadmin@oxfordshire.gov.uk

Placements into the YPSA will only be made during Brokerage team office hours³: Monday – Thursday 08:30 – 17:00, Friday 08:30 – 16:00

³ The only exception is for newly arriving unaccompanied young people into the welcome assessment houses which will be made by EDT in conjunction with the in-house YPSA team.

Brokerage Team Process flow chart

Young person identified by relevant professional as potentially requiring accommodation within the YPSA
(Referrals will be made by professionals working in statutory agencies with named lead professional identified from referring)



Diversion opportunities explored in detail (Family group conference offered, families and friend options explored, mediation or restorative work offered where appropriate or referral to alternative team for this work where appropriate).



Referral made into OCC Brokerage (Placements) team via referral form if YPSA service is still required *(In the case of an emergency, family work may be explored after an emergency placement has been made).*



OCC Brokerage (Placements) team review referral information and inform professional of the outcome of the referral.



Where referrals are approved for access to the service, Brokerage (Placements) team send referral to the YPSA Provider for further assessment *(or make the referrer aware of the likely waiting time for a bed if a bed is not available at the time of the referral).*



Move in date agreed with all parties.



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 (unless out of hours for a newly arriving unaccompanied young person).

(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).

Appendix 2- Adult Home Pathway Eligibility Criteria and Referral Process

1.1 Access to the Adult Homeless Pathway services from across the county is for single homeless people and couples in the following priority categories based on the level of vulnerability. The District Outreach and Referral Service will establish eligibility.

Priority 1	No Second Night Out	The Oxfordshire Homelessness Pathway will meet the needs of vulnerable verified rough sleepers or those with complex needs, who are rough sleeping . Those who are not vulnerable should be referred to Housing Options.
Priority 2	No Living on the Streets	Entrenched and persistent rough sleepers who have been verified . Following verification, if they have complex needs, they will be referred to the District Referral and Outreach Service in the relevant district and then onto an appropriate service which may be the Hostel for People with Complex Needs.
Priority 3	No First Night Out	The Oxfordshire Homelessness Pathway will meet the needs of vulnerable sofa surfers (or of no fixed address), or those with complex needs, who are on the point of homelessness . This will also include previous rough sleepers who are being discharged from hospital or leaving prison with no address to go to. The purpose is to prevent rough sleeping, particularly for those individuals who have previously slept rough. A referral to Floating Support service could divert the person away from the pathway at this point. Those who do not have support needs should be referred to Housing Options.

1.2 Any person accessing the Services must:

- a) Be verified as a rough sleeper under Priorities 1 and 2;
- b) Be confirmed as vulnerable and/or having complex needs and on the point of homelessness under Priority 3;
- c) Have recourse to public funds and;
Have a local connection to Oxfordshire (or have been given a pathway connection if they have no connection to any specific area).

2. Access to the Service, Assessment and Referral Pathway

2.1 First Point of Contact

All rough sleepers identified in Priorities 1 and 2 will require verification by the Referral and Outreach Team or other authorised agency. Verification will be completed whilst the person is rough sleeping. For those in Priority 3, it must be established that the person is vulnerable and/or has complex needs and that they are on the point of homelessness.

2.2 The Referral and Outreach Team will establish the priority and refer to the relevant housing authority. The housing authority will then place the rough sleeper accordingly with the appropriate service provider, which may be the Hostel for People with Complex Needs

2.3 Discharge from hospital

Where a rough sleeper, or someone with a history of rough sleeping, is admitted to hospital a discharge plan should be produced by the hospital. Where access into the adult homeless pathway is required then the following process will apply:

- The hospital refers to the Referral and Outreach Service in District/City Council in which the person was last based.
- The Referral and Outreach Service will decide whether to refer.

2.4 **A local connection** to at least one of the local authority areas in the county will be required. This will be ascertained by the Referral and Outreach Service.

2.5 Whilst local connection is being established, the person can be considered for access to the pathway.

2.6 Where local connection can be established immediately and all other eligibility criteria has been satisfied the person can be considered for a place in the adult homeless pathway.

2.7 **Reconnection** - if the person does not have a local connection to Oxfordshire, the Referral and Outreach Service will work with them to reconnect them to the place where they do have a local connection.

2.8 **Diversion** - if the person has been verified, has recourse to public funds and has a local connection, their housing options will be considered. Where possible and appropriate, the person will be referred into other suitable and available accommodation.

If the local connection is with another district/city in Oxfordshire, a referral will be made at this point to the relevant district. If diversion from the Hostel for People with Complex Needs is not possible, then a referral will be made into this service.

Current Referral Routes

