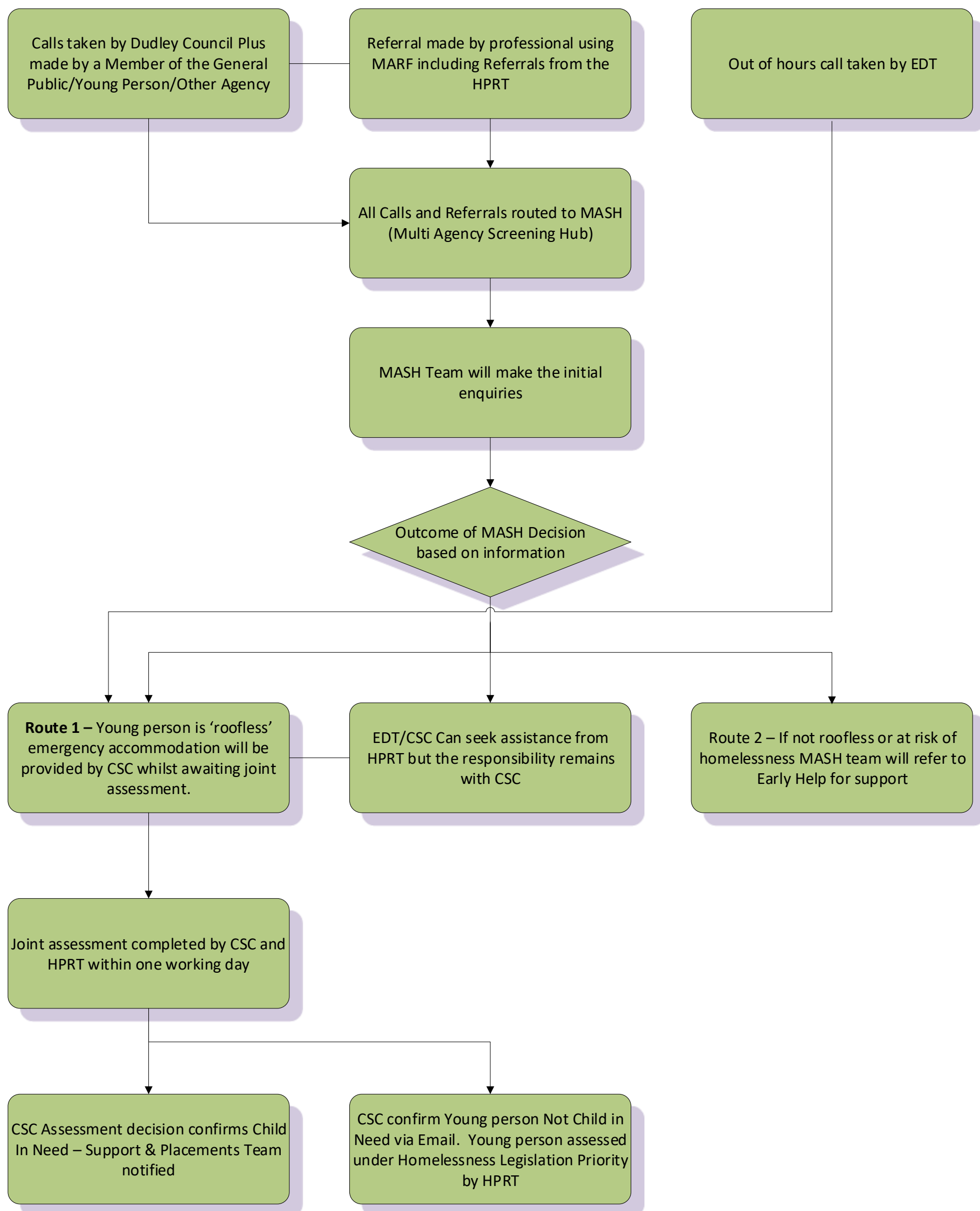


Young People requiring Housing support aged 16-17 year olds

Process Map



Process Map Key

Process Guide

Decision Point

Process for young people requiring housing support aged 16-17 year olds

Supporting Information for Diagram

Step 1 - Incoming referrals:

1. Call made by member of public or young person 16/17
2. Referral made by professional using a MARF (includes referrals from HPRT)
3. Call taken by EDT after 5pm (out of hours)

Step 2 – Route

4. Calls from public into call centre will be routed to Multi Agency Screening Hub (MASH) during office hours
5. EDT contacts will be referred into MASH by 9am following working day- (EDT may place into emergency accommodation overnight)
6. Referrals from professionals will be made by MARF and sent into MASH

Step 3 – Screening

7. MASH team will make initial enquiries and assess immediate risk

Step 4 – Decision

8. If young person is roofless CSC, will provide emergency accommodation until joint assessment is completed- joint assessment to be arranged with HPRT within 1 working day.

Step 5 - Temporary Accommodation

9. Where temporary accommodation is required CSC will seek to source temporary accommodation Via The Placement Portal and may request assistance from HPRT

Step 6 – Plans

10. For young people at risk of homeless referral made to Early Help and agree a plan of actions
11. For young people who are roofless and placed in temporary accommodation CSC will request joint assessment with HPRT within one working day

Step 7 – Outcomes

12. Where assessment decides that young person is a child in need CSC will confirm this and will arrange accommodation/support going forward – notification given to Placements Team
13. Where CSC confirm NOT a child in need then CSC will email to confirm status and will provide assessment to HPRT and confirmation that this is the case, so that young person will be assessed under Homelessness Legislation and support given on obtaining housing benefits/ universal credits