**WHAT YOU NEED TO KNOW**

**SOCIAL WORKERS GUIDE**

**SUPPORTED ACCOMMODATION FRAMEWORK 2022 – 2026**

**Key contacts**

|  |  |
| --- | --- |
| Contact: | Email |
| Children’s Commissioning | childrens.commissioning@birminghamchildrenstrust.co.uk  |
| Placements | PlacementsBSS@birminghamchildrenstrust.co.uk |

**Social Workers Guide to Framework Supported Accommodation**

The purpose of this document is to inform you of the services and requirements that

apply to placements made under the Supported Accommodation framework.

|  |  |
| --- | --- |
| **Contents** | **Page** |
| Details of: * What is Supported Accommodation
* Supported Accommodation Contract
* Basic Offer
* Categories
 | 3334 |
| Risk Matching and Placement Offer  | 5 |
| Moving in | 5 |
| Post Placement Meeting (The Placement Plan) | 6 |
| Support Planning | 7 |
| Reporting from the Provider | 8 |
| Placement Changes | 8 |
| Policies and Procedures | 8 |
| Personal Allowance | 9 |
| Outcomes Matrix  | 9  |
| Key Performance Indicators  | 10 |
| Notice Periods | 10 |
| Exiting the Placement | 12 |
| **Appendices** |  |
| Appendix 1: Differences between Supported Accommodation and Residential Care | 13 |
| Appendix 2: Social Worker Checklist  | 15 |
| Appendix 3: What should be at the property | 19 |
| Appendix 4: Condition of the property | 21 |
| Appendix 5: Welcome Pack | 22 |
| Appendix 6: Support Planning  | 24 |
| Appendix 7: Reporting to the Local Authority | 26 |
| Appendix 8: Provider Policies and Procedures | 28 |
| Appendix 9: Individual Outcomes Monitoring Matrix  | 29 |
| Appendix 10: Individual Outcomes Monitoring Summary  | 35 |
| Appendix 11: Young Person’s Feedback Questionnaire | 40 |

**WHAT IS SUPPORTED ACCOMMODATION?**

Supported Accommodation is a semi-independent living and outreach service for 16-21 year olds, and suitable for those young people who can live in accommodation with minimum levels of supervision. It is important to note the difference between Supported Accommodation and residential care. Legally, Supported Accommodation providers can only provide accommodation and support; they cannot deliver direct care or interventions. If a child needs care, they need to be placed in an Ofsted registered provision.

The extract has been developed by Ofsted to help social workers understand the differences between “support” and “care” and therefore determine the most appropriate placement for the young person. It can also be found in Appendix 1.

**DIFFERENCES BETWEEN SUPPORTED ACCOMMODATION & RESIDENTIAL CARE**

Extract from “Introducing national standards for independent and semi-independent

provision for looked-after children and care leavers aged 16 and 17, Government consultation, May 2021, DfE

* Can young people go out of the establishment without staff permission?
	+ Where young people remain in the care of staff, whether the young person are in or out of the establishment, and therefore are expected to ask permission to leave the establishment, that indicates care is provided
* Do young people have full control of their own finances?
	+ Where staff have any control or responsibility for a young person’s finances, this is an indicator that care is provided, not support.
* Do young people have control over what they wear and of the resources to buy clothes?
	+ Where staff have any control or responsibility to provide what children wear or to buy their clothes, this is an indicator that care is provided, not support.
* Are young people in charge of meeting all of their own health needs, including such things as arranging GP or specialist health care appointments? Do staff control any young person’s medication?
	+ Young people may ask for advice and help about their health, but if decisions about health care rest with the young person, this may indicate that they are living independently rather than being cared for.    On the other hand, where staff are responsible for managing arrangements for meeting young people’s health needs, this is an indicator that care is provided. This includes control and administration of medication; providers can store it where there are identified risks but are not to administer it to young people.
* Do staff have access to medical records?
	+ Where staff have access to young person’s medical records, this is an indicator that care is provided.
* Can young people choose to stay away overnight?
	+ If young people are free to decide for themselves that they may stay overnight then this is an indication that they are functioning independently.  If staff are responsible for deciding whether it is appropriate for a young person to stay out overnight then this would be an indicator that care is being provided.    Being expected to tell someone if they are going to be away overnight does not indicate care, but needing to ask someone’s permission does.
* Is there a sanctions policy which goes beyond house rules and legal sanctions that would be imposed on any adult?
	+ Where an establishment has and implements a formal or informal sanctions policy as described above, this is an indicator that care is provided.
* Are there regularly times when young people are on the premises with no direct staff supervision?
	+ Where young people are expected to spend a significant amount of their time on their own, without staff supervision, then this would suggest that though perhaps they are being offered some support, they are largely operating independently and not being offered care.
* Do staff have any responsibility for aftercare once a young person has left?
* Does the establishment provide or commission a specialist support service, which forms part of the main function of the establishment?

**THE SUPPORTED ACCOMMODATION CONTRACT**

The Trust has been using the West Midlands Supported Accommodation Framework Agreements since 2017 for 16-17-year olds who require semi-independent living. A new contract has been recently commissioned and this contract went live on 1st February 2022. As with the previous contract placements will be made when Young People are 16 or 17 years old. However, in some cases, a placement may be extended for Young People past 18. This could be done whilst appropriate move-on options are sourced in the absence of suitable housing, or the Young Person does not have recourse to public funds, or simply because this has been agreed as part of the pathway plan and appropriate authorisation has been given. A placement cannot continue beyond 18 without authorisation and agreed funding.

The purpose of a having a contract is to safeguard all parties to the contracts and reduce the overall risk, particularly to our Young People.

The Contract is split into 4 Tiers and providers have been evaluated based on a combination of quality and price. Providers who had a higher combined score are ranked and placed within Tier 1 and Providers who scored a lower score are ranked in Tier 4. It is useful to note that a request for accommodation is usually sent to providers in Tier 1 in the first instance, if no suitable offers are received only then will the referral progress to Tiers 2,3 and 4.

The contract is designed with a number of KPI’s to ensure Providers adhere to the conditions of the contract.

**THE BASIC OFFER**

The framework will give access to a range of providers across the West Midlands. The majority of the providers have been used previously but there are some new providers to Birmingham.

The new framework has been extended to 7 categories from 5, this now includes categories of support for Unaccompanied Asylum Seekers. The categories are dependent on the type of accommodation and support required for each young person.

**NB:** **Supported Accommodation is semi-independent living, and suitable for those young people who can live in accommodation with minimum levels of supervision. This is not residential care and no direct care or interventions are provided.** If clarification is required on the different between care and support the placement team can send appendix 1 outlining the differences.

|  |  |  |
| --- | --- | --- |
| **Category** | **Categories of Service – Accommodation Types** | **Support on site 24 Hours**  |
| **1** | Single Accommodation + face to face support hours as agreed in writing by Council | Accommodation in this Category is for sole occupancy and may be a studio flat, 1/2 bedroom flat, or a 1/2/3-bedroom house. | No  |
| **2** | Shared 2-4 Accommodation + face to face support hours as agreed in writing by Council | Accommodation in this category needs to be sufficient for the number of occupants and may be* 2+ bedroom flat or house with either shared bathroom and toilet facilities or en-suite rooms with shared kitchen/living/meeting/laundry room/s.
* Partially self-contained Studio rooms with small kitchenette, en-suite with access to larger main kitchen/living/meeting area
 | No  |
| **3** | Outreach Support not linked to specific Accommodation | Service not linked to specific accommodation | No  |
| **4** | Shared 2+ with sleep-in staff on site from 10.00pm to 7.00am each night, individual support hours to meet the individual Young Person’s needs, Staff to be on call 24 hours to provide support if necessary. Unlimited hours of support where required. To provide support during the day as required without additional costs. | Accommodation in this Category should provide a Young Person with as a minimum own room with shared facilities for example bathroom, toilet, kitchen/living/meeting room and laundry facilities. Can also include:* En-suite room with shared kitchen/living/meeting and laundry room/s
* Studio flat with small kitchenette, en-suite access to shared kitchen/meeting/living and laundry room/s
* 1 Bedroom self-contained accommodation within a cluster on one site
 | On call 24 hours to provide support with sleep in staff from 10pm until 7am. Daytime support is as required, and staff may not been on site during the day  |
| **5** | Shared 2+ with staff on site 24/7 with individual support hours to meet the individual Young Person’s needs, unlimited hours of support where required. Additional staff available to support individual Young People within the community. Waking night support.To provide support as required without additional costs. | Accommodation in this Category should provide a Young Person with as a minimum own room with shared facilities for example bathroom, toilet, kitchen/living/meeting room and laundry facilities. Can also include:* En-suite room with shared kitchen/living/meeting and laundry room/s
* Studio flat with small kitchenette, en-suite access to shared kitchen/meeting/living and laundry room/s
* 1 Bedroom self-contained accommodation within a cluster on one site
 | Staff on site 24 hours per day. This includes waking nights  |
| **6** | UASCs - Single Accommodation + face to face support hours as required in writing by Council. | UASC’sAccommodation in this Category is for sole occupancy and may be a studio flat, 1/2 bedroom flat, or a 1/2/3-bedroom house. | No  |
| **7** | UASCs - Shared 2-4 Accommodation + face to face support hours as required in writing by Council. | UASC’sAccommodation in this category needs to be sufficient for the number of occupants and may be* 2+ bedroom flat or house with either shared bathroom and toilet facilities or en-suite rooms with shared kitchen/living/meeting/laundry room/s.

 Partially self-contained Studio rooms with small kitchenette, en-suite with access to larger main kitchen/living/meeting area | No  |

**If the level of support changes or any other variations to the package are required, for young people placed within categories 1, 2, 3,6 and 7 it is important to notify Children’s Placements Team immediately to prevent any overpayments or underpayments and ensure the Placement agreement is fully up to date.**

**RISK MATCHING AND PLACEMENT OFFER**

The new framework now includes 2 appendices which requires the provider to outline:

* How they can meet the young person’s needs (Appendix 1 of West Midlands Framework Contract)
* Property details and organisational details such as insurances, etc. (Appendix 2 of West Midlands Framework Contract)

These replace the previous Appendix 6 and are intended to ensure that more focus is given to how the provider will meet individual needs.

The provider is required to complete these documents when making an offer, and this information is shared with the Social Worker to support with the decision making and ensure the placement is suitable.

In addition, the provider is also required to complete an Appendix 3 of West Midlands Framework Contract – Risk Assessment Matching for placements where a young person is being considered for a shared accommodation.This information is also shared at the point of offer to support with decision making.

**Emergency Placements – EDT Placements**

Any placements out of hours are subject to the necessary checks as outlined above and may include any retrospective due diligence checks. The provider is required to complete the required documents to ensure matching and risk has been assessed to safeguard young people placed and any new placements being made. This information to be shared with the placements and commissioning team.

**MOVING IN**

When a young person moves into a supported accommodation placement, Social Workers are expected to complete the Social Worker Checklist (**Appendix 2 of this document**) – this is to confirm that the condition and quality of the placement is appropriate and that some basic safety measures are in place.

The property should have all facilities outlined in **Appendix 3** of this document – this is the minimum we feel should be available to enable young people to live in their own space.

The condition of the property is also important and there is some key safety measures that should be considered – these are outlined in **Appendix 4** of this document. This section also outlines timescales for repairs, if any of these items are missing, broken or not available this should be raised with the provider and the Commissioning Team notified.

The completed checklist should be sent to;

childrens.commissioning@birminghamchildrenstrust.co.uk

Commissioning will review these returns and information you report will inform us of any shortfalls. We will use the intelligence to prioritise quality assurance visits (announced and unannounced).

**When a placement is made, please ensure that Providers have key information about the young person so that they can effectively safeguard them – this includes a missing person protocol, pathway plan and risk assessment.**

The young person should be given a Welcome Pack by the provider to let them know about the accommodation and local services.

The Welcome Pack should contain all of the information outlined in **Appendix 5** of this document. This Welcome Pack should give them lots of information about what it is like living in the area, it should also give them some key safety issues about living at the property and outline some house rules. Please check that this is made available to support the young person.

Some providers may provide the young person some basics to move in with, tea/coffee/squash, a towel and some basic toiletries – this is NOT a requirement of the contract, but this may be the first time a young person lives in this type of provision and anything that the provider can do to make it a little easier is good.

The young person and provider should sign an occupancy agreement and a copy should be sent to the Social Worker. The young person should be made aware of any health and safety issues in a format that can be clearly understood by the young person, recognising any disability and language barriers.

**Your feedback is valuable and is extremely important as it provides information that we may not otherwise be aware of. Essentially you will have more contact with the young person and provider and by providing feedback will help us to improve, and address any issues or shortfalls.**

**POST PLACEMENT MEETING – THE PLACEMENT PATHWAY PLAN**

You will be required to participate in a post placement meeting – during this meeting we would expect the statutory documents and pathway plans to be provided to the provider (if not already done so) to enable them to develop any baseline assessments of the young people and to help develop their placement support plan. This will ensure that the young person gets the right type of support to prepare them for independent living.

You should also be providing the establishment with a placement plan and agreeing the individual missing protocol for the young person – find out what the providers standard response is and if it does not suit your young person, insist that an individual protocol is put into place that is right for your young person. We do not expect providers to report young people missing simply because they have not returned by a certain time however we would expect the provider to follow the protocol agreed for the young person. If the provider is consistently reporting the young person as missing this could be considered as providing care and not just support.

Development of the initial placement plan is an opportunity for the Provider and the Social Worker to discuss with the young person issues around going missing, being absent from placement and any exploitation concerns, whilst explaining the rules and responsibilities of all involved. It is necessary to share information with the Provider including details of the young person, their family and history. This will help the Provider to understand any risks to other young people or themselves, develop risk assessment documents and if they go missing it may help locate a young person.

This may be the first time a young person has lived in this type of provision and the Placement Plan must be very clear and should include:

* Trigger points for absence or missing episodes,
* Risks to themselves, the public or the provider, before, during or after a missing episode including when being picked up;
* What steps can be taken to reduce the likelihood of being missing from placement, coming to harm or harming others;
* Disruption techniques utilised to reduce the risk of exploitation of any type to the young person, for instance if any Child Abduction Warning Notices have been served on adults from other local authorities;
* Friends and Family details and contact numbers as well as addresses where the young person is commonly found at;
* Expectations of the young person;
* Expectations of the provider; for example, at which point the Police will be notified, what processes will follow an incident, who will collect a young person is they are missing, details of who conducts immediate assessments on their return and arrangements for full return interviews;
* Agreements around rules for staying overnight at friends or trips.

**The Social Worker, the Provider and the Young Person should have a clear understanding about the expectations of the placement and the roles and responsibilities of each party.**

**The Social Worker must be clear on the requirements for the placement and must clearly distinguish between any support or care needs of the Young Person. If care needs are identified and Supported Accommodation placement is being considered in the absence of a regulated placement, please ensure the BCT Practice Guidance for unregulated settings has been adhered to as additional checks are required prior to placing the Young person.**

If an under 16 is being considered for a Supported Accommodation placement the Commissioning team are required to undertake a visit within 24 hours and carry several checks to ensure:

* There is electricity/gas/heating to the property
* There is a suitable bed with clean bedding
* There are adequate toilet/washing facilities – with toilet paper/towels
* There are sufficient personal items – soap/deodorant/hair products
* There is sufficient equipment to provide basic entertainment – TV/Games
* There are no obvious risks – e.g. broken windows/broken furniture
* There is provision to access drinks/basic food supplies for
* the day/night
* The accommodation provides a level of privacy to enable the child to retain their dignity
* The external environment is considered with regard to its location/access to public transport and this is included in the risk assessment
* A minimum of two staff are on site – 24 hours
* The accommodation is not shared with another young person
* The external environment is considered with regard to its location/access to public transport and this is included in the risk assessment

**SUPPORT PLANNING**

A support plan should be developed, and the provider will deliver the direct support sessions to meet the objectives of the agreed support plan. Details of the baseline assessment and where support can be provided, if required, and agreed are outlined in **Appendix 6 of this document**.

The Young Person must receive individual Support, unless agreed otherwise (for example, to attend group life skills sessions). All visit times should be recorded and any refusal from the Young Person to accept support must be detailed with the 4-weekly reports by the Provider to the Social Worker/Personal Advisor and IRO.

If a Young Person is reluctant to engage in Support or persistently fails to attend Support sessions with the Provider’s Staff, the Provider will, in consultation with the Young Person’s Social Worker/Personal Advisor (as applicable), explore innovative methods of engaging the Young Person in question. The Provider must record and report all instances of non-engagement, promptly.

The Provider must ensure consistency of ‘support/key’ worker throughout the duration of the placement

The support that is being provided should be reviewed at least every 28 days. This is to understand what the Young Person should be getting for the package of support and can be reviewed more regularly if required. If the young person is not engaging for more than 7 days, the support should be reviewed and inform the placements service of the outcome, particularly if the young person is placed in a Categories 1, 2, 6 or 7 placement where the support is in place specifically agreed for the young person.

Dependent upon the Category of Service, the core face to face support should be available from Monday to Friday between the hours of 8:00am and 8:00pm and on Saturday between the hours of 9:00am and 2:00pm.

For categories 4 and 5 there will be a minimum of 2 hours to be provided per week with no limit on the maximum hours and any hours will be as agreed with Social Worker/Personal Advisor to meet the needs of the individual young person which must be included in the overall cost.

**The Social Worker and the young person are integral to this support planning and agreement should be sought by all parties prior to support commencing.**

**REPORTING**

The Provider should prepare weekly reports and provide you with a detailed report every four weeks as well as reports for CiC reviews and for monitoring purposes. This report should also be sent to the Independent Reviewing Officer

Details of what should be included in the monthly reports can be found in **Appendix 7**.

It is important that you read the reports and assess the level of support against what has been commissioned; this will enable you to review the level of support and request any changes.

The provider is also required to notify the Social Worker within 24 hours, from the time at which they first become aware of serious events. Notifiable events are also detailed in **Appendix 7.**

**PLACEMENT CHANGES**

Please do not circumvent the Placements Team – if you agree something different with the Provider about the level of support, please ensure that the Placements Team are informed. This is to ensure that we are paying for the right level of support that is being delivered.

It is also imperative that Young People are not moved without adhering to the placements process as we may have intelligence about a provision which may impact the decision of placing at a particular address. It is also important that the Trust knows where every Young Person’s is placed and their current placement address is always available on Eclipse, therefore please work with the Placements Team and do not circumvent the placement process.

The Children’s Placements Team details are:

Tel: 0121 675 6666

Email: BSS Support: PlacementsBSS@birminghamchildrenstrust.co.uk

**POLICIES & PROCEDURES**

The contract has a list of minimum requirements for Policies and Procedures that the establishment should have in place – you can ask for any of these at any time.

Details of the minimum Policies and Procedures are outlined in **Appendix 8.**

**PERSONAL ALLOWANCE**

All utilities, heating, lighting, water and sewerage charges are included in the standard placement cost. The cost of a TV licence and internet is also included in the weekly fee. Young People will be expected to contribute to the cost of these items. The provider shall be responsible for the collection of a contribution in the amount of £15 per week from each young person. Some providers don’t charge this, some charge less, but £15 per week is the maximum they can charge for a contribution to utilities.

The provider will hold a record of receipt of the weekly payment from the young person and any reasons for refusal to pay and this is to be included in the four-weekly report.

If the young person is already in receipt of personal allowance the preference is that it is paid directly into their bank account. If the young person does not have an account, you can request that placements service agrees, at point of placement, with the provider that the £59.20 per week personal allowance is paid for a 4-week period and the Provider will invoice the Trust accordingly. This payment will have a clear end and start date. This allows the Social Worker additional time to make alternative arrangements for the personal allowance to be paid direct to the young person.

The personal allowance should be used by the young person to manage living and personal expenses including purchasing food. The provider should have an independence plan to support the young person with budgeting and managing their finances.

The personal allowance entitlement to Young People MUST NOT be withheld or deducted for any reason without written agreement of both parties.

**OUTCOMES MATRIX**

The Outcomes Matrix (**Appendix 9 and 10**) is a tool that has been designed to provide a consistent approach to reporting individual outcomes for young people across the region during their stay in supported accommodation. The Outcomes Matrix will form part of the planning process with young people and will inform the Placement Plan, and reviews.

The Matrix has been designed to be completed as part of a conversation between professionals and young people, giving young people a voice right from the beginning of their placement. It aims to track the distance travelled by a young person over time, thereby providing evidence of outcomes on an individual basis but also across services. The key areas of monitoring are taken from the framework and this information should be used when completing the Matrix

1. Physical, emotional health and wellbeing – the young person is supported with regards to their physical, emotional health and wellbeing
2. Staying Safe - the young person is living in a physically safe, environment with appropriate support network to meet their individual needs.
3. Making a positive contribution - the young person positively participates in the local community; they are actively involved in making decisions about their future; they develop self-confidence and are able to deal with change and other life challenges; they understand the effects of all acts of discrimination and are able to challenge their own perceptions on this; they demonstrate enterprise and a will to contribute to the well-being of others.
4. Enjoy, Achieve and Involvement - the young person has access to employment, training and education and receives encouragement and recognition for their achievements; they participate in social, cultural and leisure activities; they make positive friendships and achieve academically in line with their ability.
5. Achieve Economic Well-being – the young person engages in further education, employment or training; they develop independence and money management skills; they are supported in the process of moving to independent adult life and achieve economic well-being.

The Outcomes Matrix should be undertaken in the first 72 hours of a young person entering the provision. The young person and the provider’s key worker should complete the Matrix together based on how the young person feels about their life skills and over-all health and wellbeing. It should also capture professionals’ views on the current position.

Where a young person feels like they need a lot of support in an area a lower rating should reflect this. This should help identify the goals that the young person wants to achieve with the support of the service which will inform the Placement Plan. The allocated worker from the local authority will be part of this conversation and planning and contribute to the Outcomes Matrix, however the completion of the Matrix will be Provider led. Following each section of the Matrix there is an area where specific actions or tasks should be captured which will enable the young person to increase their ratings over time, this should also be linked to the young person’s Pathway Plan. These actions should be discussed and agreed between the provider and the young person and reviewed by the allocated worker.

Once the initial Matrix has been completed it should be revisited and updated by the young person, the provider and allocated worker prior to any Review, and thereafter every review. The Outcomes Matrix should feed into the review of the young person’s pathway plan and leaving care reviews.

**KEY PERFORMANCE INDICATORS (KPI’S)**

KPI’s are linked to the outcomes monitoring matrix, Performance is also monitored by use of the Provider Self-Audit which must be completed by the provider. The underlying outcome is to ensure Young People are able to live independently, when they reach 18. This will be used as part of quality assurance visits and monitoring providers if any issues or concerns are raised.

**NOTICE PERIODS**

The placement will automatically end on a Young Person’s 18th birthday unless an extension is agreed prior to the Young Person’s 18th birthday by an Authorised Officer, usually the budget holder with a clear pathway and exit plan in place.

Where a placement has been agreed as fixed term, then no notice period is required, and payments will cease on the last day of placement. Any notice periods should be agreed and recorded to prevent any disputes.

Minimum Notice Periods

|  |  |
| --- | --- |
| **Categories 1, 2, 4, 5, 6 and 7** | 7 (seven) days if the Young Person has been in the Placement for 2 (two) weeks or less14 (fourteen) days if the Young Person has been in the Placement for more than 2 (two) weeks **For categories 1, 2, 6 and 7, support hours cease immediately when the Placement ends but if there is a need for a reduction of support hours seven (7) days’ notice is required.** |
| **Category 3** | 7 (seven) days’ notice |

A 7-day notice in writing to the Provider is applicable if a Young Person is absent for a continuous 7-day period. This will include absence due to hospitalisation or for any other reason, unless the Provider and Trust agree otherwise.

If the placement is terminated and the occupant is not living in the accommodation provided, the support hours (Categories 1, 2, 6 and 7) will cease with immediate effect.

The placement can be terminated sooner, or with immediate effect, following a review by the Trust in the following circumstances:

* The young person’s needs cannot be met
* As recommended by the Local Safeguarding Partnership
* By mutual agreement of the parties to the IPA
* There is significant risk of harm to the young person, staff or other young persons

The placement will also end automatically,

* If the court or other competent authority decides that the young person should be placed in a secure hospital, or other place of lawful detention for more than 72 hours. This may include a condition of a court order or legal case conference, which requires residence outside a particular geographic area,
* If it is agreed in writing that the young person’s needs, safety or welfare can no longer be met by the placement and/or placement arrangements have irretrievably broken down;
* 7 days following the death of the young person,
* If a young person is not residing in the property overnight for in excess of 5 days, unless otherwise agreed by both parties.

If you need any advice about notice periods, please do not hesitate to contact the Placements Team.

**EXITING THE PLACEMENT**

The Social Worker or Personal Advisor will liaise with the Provider and Young Person to agree an exit plan. These professionals will be present when the Young Person moves out of placement. This is to ensure the property is left in a satisfactory condition and all personal items have been removed and the key returned to the provider.

If the placement ends as the Young Person is absent or missing from placement, the Social Worker or Personal Advisor will liaise with the provider to store or remove the Young Person’s belongings, no cost will apply unless this has been specifically agreed by an Authorised Officer, usually the budget holder.

At the end of a placement, the Provider shall ensure that:

* The young person is supported to make preparation to move on with an updated support plan, which is to include leaving the property in a satisfactory condition,
* Any concerns about the move are addressed prior to the date of exit with the Social Worker or Personal Advisor,
* Any items left in the property after the end date are photographed and the Social Worker and/or Personal Advisor are notified immediately and arrangements for items to be collected made without delay. Any items left are removed only following discussion and agreement from the Social Worker and/or Personal Advisor,
* A full inventory is taken on exit and photographs taken and held by the Provider – this will negate allegations at a later date about missing items,
* The young person is be supported to pack and remove all items and possessions in suitable bags/cases, liaising with the Social Worker and/or the Personal Advisor in necessary to ensure that the young person has appropriate packing equipment,
* The young person has the opportunity to give feedback on the placement using the Young Person’s Feedback Questionnaire (**Appendix 11**). The questionnaire was suggested by young people to enable them to have an input into improving services and their lived experiences. Completed returns should be emailed to childrens.commissioning@birminghamchildrenstrust.co.uk.

The Social Worker/Personal Advisor and Young Person should ensure that:

* Keys are handed back to the Provider on or before the placement end date,
* A full inventory is taken on exit and photographs taken and held by the Provider – this will save allegations at a later date about missing items,

The Placements Team should not be circumvented in the event of a change to the level of support or to the placement in any way.

The Placements Team will ensure that there is an appropriate placement agreement in place, that the correct level of payment is payable and that we are not overcharged for services not delivered.

**APPENDIX 1**

**DIFFERENCES BETWEEN SUPPORTED ACCOMMODATION & RESIDENTIAL CARE**

Extract from “Introducing national standards for independent and semi-independent

provision for looked-after children and care leavers aged 16 and 17, Government consultation, May 2021, DfE

* Can young people go out of the establishment without staff permission?
	+ Where young people remain in the care of staff, whether the young person are in or out of the establishment, and therefore are expected to ask permission to leave the establishment, that indicates care is provided
* Do young people have full control of their own finances?
	+ Where staff have any control or responsibility for a young person’s finances, this is an indicator that care is provided, not support.
* Do young people have control over what they wear and of the resources to buy clothes?
	+ Where staff have any control or responsibility to provide what children wear or to buy their clothes, this is an indicator that care is provided, not support.
* Are young people in charge of meeting all of their own health needs, including such things as arranging GP or specialist health care appointments? Do staff control any young person’s medication?
	+ Young people may ask for advice and help about their health, but if decisions about health care rest with the young person, this may indicate that they are living independently rather than being cared for.    On the other hand, where staff are responsible for managing arrangements for meeting young people’s health needs, this is an indicator that care is provided. This includes control and administration of medication; providers can store it where there are identified risks but are not to administer it to young people.
* Do staff have access to medical records?
	+ Where staff have access to young person’s medical records, this is an indicator that care is provided.
* Can young people choose to stay away overnight?
	+ If young people are free to decide for themselves that they may stay overnight then this is an indication that they are functioning independently.  If staff are responsible for deciding whether it is appropriate for a young person to stay out overnight then this would be an indicator that care is being provided.    Being expected to tell someone if they are going to be away overnight does not indicate care, but needing to ask someone’s permission does.
* Is there a sanctions policy which goes beyond house rules and legal sanctions that would be imposed on any adult?
	+ Where an establishment has and implements a formal or informal sanctions policy as described above, this is an indicator that care is provided.
* Are there regularly times when young people are on the premises with no direct staff supervision?
	+ Where young people are expected to spend a significant amount of their time on their own, without staff supervision, then this would suggest that though perhaps they are being offered some support, they are largely operating independently and not being offered care.
* Do staff have any responsibility for aftercare once a young person has left?
* Does the establishment provide or commission a specialist support service, which forms part of the main function of the establishment?

**APPENDIX 2**

|  |  |  |
| --- | --- | --- |
|  | **SUPPORTED ACCOMMODATION****PROPERTY CHECKLIST TO BE COMPLETED BY SOCIAL WORKER** |  |

**This form should be completed by the social worker at point of placement and be returned to** **childrens.commissioning@birmingham.gov.uk**

**When viewing the accommodation with the young person it would be advisable to take pictures of rooms and any repairs that may need to be done.**

**Please can you also consider a referral to Rights and Participation for advocacy support**

**advocacy@birminghamchildrenstrust.co.uk**

**Thank you**

|  |  |
| --- | --- |
| **Name of Person Completing Form:** |  |
| **Date Completed:** | Click here to enter a date. |  |

|  |  |
| --- | --- |
| **Provider / Organisation:** |  |
| **Contact Details** | **Name:** |  |
| **Telephone:** |  |
| **Email:** |  |

|  |  |
| --- | --- |
| **Name of Young Person:** |  |
| **Young Persons Accommodation Address:** | **Flat No:** |  |  |
| **Building Name:** |  |
| **House No:** |  |  |
| **Street / Road:** |  |
| **Area / District:** |  |
| **Town:** |  |
| **County:** |  |
| **Postcode:** |  |

|  |
| --- |
| **Accommodation Details** |
| **Building Type:** | - Select Type - | **No. of Storeys:** | - Select Type - |
| **Living accommodation** | - Select Type - |

|  |
| --- |
| **Have the following safety checks been undertaken – please confirm sight of the valid certificates.** |
| **Type** | **Yes / No** | **Comments / Details** |
| **Gas Safety (annual)** | -Select- |  |
| **Electrical (PAT or electrical installation- and depending on which one, what frequency?)** | -Select- |  |
| **Fire Safety** **(unlicensed HMO don’t need a fire safety certificate)** | -Select- |  |

|  |  |  |
| --- | --- | --- |
| **General Conditions** | **Yes / No** | **Comments / Details** |
| **1.** | **Are all rooms accessible to the young person decorated to a sufficient standard?**  | -Select- |  |
| **2.** | **Do all rooms accessible to the young person have suitable heating?** | -Select- |  |
| **3.** | **Is the accommodation in a suitably hygienic state?**  | -Select- |  |
| **4.** | **Is the furniture fit for purpose?** | -Select- |  |
| **6.** | **Are the beds and other furniture in good condition safe and hygienic?** | -Select- |  |
| **7.** | **Are rooms in good clean well maintained condition?** | -Select- |  |
| **8.** | **Is there suitable space for the young people to eat meals?** | -Select- |  |
| **9.** | **Is the young person’s room lockable and do they have own their key** | -Select- |  |
| **10.** | **Are there any visible hazards in the property? (loose wall sockets / light fittings / switches)** | -Select- |  |
| **11.** | **Is there an easily accessible (and working) fire extinguisher or fire blanket?** | -Select- |  |
| **12.** | **Are smoke detectors fitted and working?**  | -Select- |  |
| **14.** | **Are all escape routes easily accessible in the event of fire?** | -Select- |  |
| **15.** | **Are all windows and doors secure and fit for purpose?**  | -Select- |  |
| **16.** | **Do all white goods supplied with the property appear to be fit for purpose?** | -Select- |  |
| **17.** | **Are the toilet and bathroom fittings fit for purpose?**  | -Select- |  |
| **18.** | **Are all the floor coverings suitable and in good hygienic state** | -Select- |  |
| **19.** | **Did you have any immediate issues /concerns you have with placing a child in this property**  | -Select- |  |

**Standard Expectations of Property:** The following should be available in **EVERY** supported accommodation placement where accommodation is being provided.

|  |
| --- |
| **KITCHEN** |
| Cooker | Washing up bowl and dish drainer |
| Microwave | Pedal or flip top rubbish bin |
| Fridge/Freezer | Dustpan and Brush |
| Kettle | Long handled floor cleaner/mop/sponge and bucket to suit floor covering |
| Toaster |
| Iron and Ironing Board | Vacuum Cleaner |
| A set of three saucepans | Large cooking pan |
| Frying Pan |  |
| Cooking utensils: spatula, hand whisk, potato masher, tin opener, potato peeler, 3 sharp knives (various sizes), cheese grater, colander, mixing bowl, measuring jug, chopping mats/boards. |
| **The following must have a minimum of 2 place settings per young person** |
| Cutlery - fork, knife, dessert spoon and teaspoon Crockery - dinner plate, side plate, cereal bowl and mug |
| Fire Blanket | First Aid Kit |
| Torch |  |

|  |  |
| --- | --- |
| **LOUNGE / SITTING ROOM / DINING ROOM** |  |
| **Furniture to suit the number of occupants plus two visitors** |
| Comfortable seating:  | * Single occupancy - to seat minimum of two people
* Shared occupancy - to seat minimum of four people
 |
| Table and Chairs suitable for eating / working on  | Small table / television stand |
| Coffee table  | Waste paper bin |

|  |  |
| --- | --- |
| **BEDROOM** |  |
| Standard 3’ single bed (minimum) | Large Mirror |
| Wardrobe/hangers | Chest of Drawer (min 3 drawers) |
| Bedside Table | Bedside Lamp |
| **New mattress & bedding for each occupant**to include: duvet, pillow x 1, bed sheet, duvet cover and pillow case |

|  |  |
| --- | --- |
| **GENERAL** |  |
| Suitable floor coverings to all rooms, hall and stairways (clean, free from defect or excessive wear) |
| Suitable curtains/blinds to all windows | Television aerial |
| Suitable lamp shades or appropriate light fittings | Smoke, carbon monoxide and fire alarms |
| Indoor clothes drying rack | Outside washing line/pegs where feasible |

|  |  |
| --- | --- |
| **Additional Comments:** |  |

|  |  |
| --- | --- |
| **Print Name:** |  |
| **Signature:** |  |
| **Team Code:** |  |

**Thank you for completing this form, please send to** **childrens.commissioning@birmingham.gov.uk**

**If after your initial visit to the property, you have any concerns about the property / service, please inform the Provider of your concerns and if the issue remains unresolved, please email** **childrens.commissioning@birmingham.gov.uk**

**When escalating any concerns, it would be advisable to take pictures of rooms and any repairs that may need to be done.**

**APPENDIX 3**

**WHAT SHOULD BE AT THE PROPERTY**

The following should be available in EVERY supported accommodation placement where accommodation is being provided.

Within accommodation where access is required to shared facilities, i.e. kitchen and bathroom facilities – these should be available to all placed young people at all times.

|  |
| --- |
| **KITCHEN** |
| Cooker | Washing up bowl and dish drainer |
| Microwave | Dustpan and Brush |
| Washing Machine | Indoor clothes drying rack |
| Fridge/Freezer | Cutlery (minimum of 2 place settings per young person) – fork, knife, dessert spoon and teaspoon |
| Kettle | Cooking utensils: e.g. spatula, hand whisk, potato masher, tin opener, potato peeler, 3 sharp knives (various sizes), cheese grater, colander, mixing bowl, measuring jug, chopping mats/boards. |
| Toaster | Crockery (minimum of 2 place settings per young person) – dinner plate, side plate, cereal bowl and mug |
| Iron and Ironing Board | A set of three saucepans |
| Vacuum Cleaner | Large cooking pan |
| Long handled floor cleaner/mop/sponge and bucket to suit floor covering | Frying Pan |
| Pedal or flip top rubbish bin | Flat baking tray |
| Fire Blanket | First Aid Kit |
| Torch |  |

|  |  |
| --- | --- |
| **LOUNGE/SITTING ROOM/DINING ROOM** |  |
| Comfortable seating:Single occupancy – to seat minimum of two peopleShared occupancy – to seat minimum of four people (to suit the number of occupants plus two visitors) | Small table/television stand |
| Table and 2 Chairs suitable for eating/working on | Coffee table |
| Waste paper bin |  |

|  |  |
| --- | --- |
| **BEDROOM** |  |
| Standard 3’ single bed | Large Mirror |
| Wardrobe/hangers | Chest of Drawer (min 3 drawers) |
| Bedside Table | Bedside Lamp |
| New mattress | New bedding for each occupant: to include – duvet, pillow x 1, sheet, duvet cover and pillow case |

|  |  |
| --- | --- |
| **GENERAL** |  |
| Suitable floor coverings to all rooms, hall and stairways (clean, free from defect or excessive wear) | Suitable curtains/blinds to all windows |
| Suitable lamp shades or appropriate light fittings | Outside washing line/pegs where feasible |
| Television aerial.  | Smoke, carbon monoxide and fire alarms |
| Access to Wi-Fi  |  |

**APPENDIX 4**

**CONDITION OF THE PROPERTY**

The Provider must provide suitable Accommodation, ensuring that the property within which the Accommodation is located includes:

**External**

* a safe, well-lit and easily accessible entrance;
* clean tidy, well-lit and maintained communal areas;
* gardens/yard and paths which are clear from rubbish and overgrown vegetation, shrubs or trees;
* gates and fences in functional good order;
* a washing line or rotary dryer.
* free from rubbish

**Internal**

* external doors fitted with a 5 levered mortice deadlock or multipoint locking system with an internal thumb turn;
* windows in good state of operational repair and any windows above ground level that could present a danger to a Young Person fitted with a restrictor mechanism to limit the opening to no more than 100mm; and restrictor mechanism which must not be of a key lockable type. If a lockable type of restrictor is fitted, then a risk assessment must be provided to justify why it has been fitted (escape windows)
* adequate fixed heating enough to heat the Accommodation with a timer/thermostat;
* where feasible and appropriate, prepay/card/key meters;
* decoration of walls, ceilings and woodwork to be clean and free from obvious marking and dirt, and any wallpaper to be securely fixed and in good order;
* should be free from any damp, mould and condensation;
* adequate insulation to ensure a warm comfortable home;
* hot water cylinders which are foam lagged or fitted with insulation jacket;
* an adequate number of power points throughout;
* any glazed doors must have either Georgian wired glass, or be glazed with safety glass or safety film applied;
* hardwired smoke alarms to meet current standards and in converted houses or above commercial premises electronically operated interlinked smoke alarms;
* kitchen units, including work surfaces and any appliances supplied, which are free from defects and are clean and free from excessive wear;
* have the number of kitchen units and work surfaces stated in the Core Cost Specification for Fully Furnished (Appendix 6),and which are sufficient for the number of occupants;
* suitable floor coverings throughout the Accommodation with bathrooms, toilets and kitchens which are free from defects and clean and free from excessive wear;
* curtain rails/poles, curtains or blinds fitted to all windows with the exception of the kitchen where blinds only should be fitted;
* bathroom and toilet facilities sufficient for the number of occupants;
* bathroom facilities, including toilet, bath, shower and wash hand basin free from defects and in good working order;
* furniture and equipment as listed Section 1which are clean, of good serviceable condition and conform to current BS standards where appropriate;
* (where applicable) an appropriate common seating or kitchen area suitable for the number of occupants and accessible at all times;
* suitable laundry facilities to suit the level of occupancy;
* access to WiFi, with ability to restrict access in line with Placement / Pathway/Care Plan.

The sharing of any accommodation by Young People will be dependent on which Category of Service is being provided to each Young Person in question. However, there must be no sharing of any bedrooms at the accommodation, **in addition there should be no sharing of accommodation with any person** over the age of 18, with the exception of an existing occupant who has reached their 18th birthday whilst in placement. In these cases, a DBS check may be required

While occupied by any Young Person, the Provider must ensure that a Support Worker undertakes 4 weekly checks on the property to ensure that it continues to meet the requisite standards as set out above. These 4 weekly checks will include the testing of main connected smoke alarms and where applicable carbon monoxide alarms and visual checks of any electrical sockets, light switches and electrical appliances from time to time. The Provider must monitor and maintain a record of the visits to inspect the condition of Accommodation and the findings of these visits.

The Provider must:

1) implement a regular programme of maintenance for the property and all equipment, fixtures and fittings therein, to ensure that they are safe, clean, in good working order and otherwise well maintained at all times;

2) ensure that any necessary repairs, either identified by the Provider’s Staff, or the Trust, or reported by the Young Person living at the property, are carried out fully in accordance with the following timescales:

**Expected Timescales for Repairs and Maintenance of Property**

|  |  |
| --- | --- |
| Breakdown of heating**\*** and hot water  | Within 24 hours (twenty four hours)  |
| Fire alarm/detector systems in state of disrepair  | Within 6 hours (6 hours)  |
| Damp and mould growth  | Within 14 days (fourteen days)  |
| Bathroom or kitchen out of order  | Same day  |
| Complaint about rubbish in and around the property  | Within 2 days (two days)  |
| Front or rear doors & windows not secured, including broken glazing  | Within 6 hours  |
| General disrepair  | Within 7 days (seven days)  |
| Toilet disrepair  | Within 12 hours (twelve hours)  |
| **\***if there is a total failure of central heating and there is no alternative source available, a suitable portable heater must be provided.  | Same day  |

**APPENDIX 5**

**WELCOME PACK**

The Young People’s Information Pack should be made available to every young person moving into the supported accommodation placement at the time of moving in. This is an important document as it should give them all of the relevant information to live locally, access services and what to do in an emergency.

Please make sure your young person has a copy of the Welcome Pack to make things a little easier when moving into a new area. The documents should be accessible for all Young People and in a format that they are able to understand and use where needed

The Welcome Pack should contain as a minimum (this is not an exhaustive list):

1. General Information relating to the area he or she lives in
2. Local map of the area
3. Location of bus stops and Local Bus timetable
4. List of useful web sites
5. Instructions on how to use cooker, washing machine, etc.
6. Where to turn off the water in an emergency
7. Where the fuse box is located and trip switch
8. Where the nearest food shops are
9. Location of the nearest Doctor, NHS Dentist or Health Centre
10. Location of the nearest Family Planning Clinic
11. Location of the nearest STI Clinic
12. Nearest walk-in medical centre and Hospital and A & E
13. List of emergency contact numbers
14. Local police number and name of local PCSO
15. Name of contact should anything go wrong in the property
16. Location of local youth centre and community centres
17. Activities in the local area
18. Nearest Library with free internet
19. Local Children’ s Nursery
20. Refuse collection days and details of recycling
21. Information on local colleges and education facilities
22. Rules of the house/flat
23. How to make a complaint
24. Information about energy efficiency, such as turning off heaters, lights etc.
25. Copies of safety certificates and TV Licence
26. Nearest ‘Pay point’
27. Any other useful contact numbers
28. Toiletries, dry food and cold/hot drinks (in emergency placements)

**APPENDIX 6**

**SUPPORT PLANNING**

The Provider must ensure that each Young Person’s Support Plan addresses the needs which are identified in their Care Plan, Pathway Plan and Young Person’s IPA. The Provider should review each Young Person’s Support Plan on a Monthly and a three-Monthly basis to link with the Pathway Plan or Care Plan (as applicable) of the Young Person in question.

Each Young Person’s Support Plan should address (but shall not be limited to) a Young Person’s needs in the following areas:

|  |  |
| --- | --- |
| **Support Task** | **To include**  |
| a)  | **Setting up new home**  | 1. Advice and support to manage the safety and security of a new home i.e. door and window locks, smoke alarms, etc 2. Being shown and supported to understand refuse and recycling process 3. Support to understand importance of being a good neighbour 4. Guidance on local services within the locality . |
| b)  | **Support to develop general household skills**  | 1. Being shown and supported to use safely all electrical appliances within the Accommodation 2. Guidance and support to wash and iron clothing 3. Guidance and support to shop on a budget for food, cleaning and household items 4. Guidance and support to prepare healthy meal plans, preparation and cooking of food and storage of food 5. Guidance and support to carry out household cleaning tasks and purchase appropriate cleaning materials 6. Support to maintain the property in good standard of cleanliness and tidiness  |
| c)  | **Support to access education, work placements, employment and social activities**  | 1. Support and signposting to enable access to social activities in the local area or beyond 2. Guidance and support to access education/college 3. Support to access work placements or employment 4. Support to attend appointments 5. Support to use public transport 6. Guidance and support with preparing a CV 7. Support, encourage & guidance for training.  |
| d)  | **Budgeting and money management**  | 1. Guidance and support to understand service utilities including their efficient and most economic use 2. Budgeting and money management, inc debt advice 3. Guidance and support to understand process for paying bills 4. Advise Young People of the consequences of not paying bills.  |
| e)  | **Support with Personal Health**  | 1. Guidance and support to register with Doctor 2. Guidance and support to register with Dentist 3. Support to attend appointments with medical professionals, inc hospital appointments 4. Support and guidance to access substance misuse services if required 5. Support and advice about personal health and living a healthy lifestyle  |
| f)  | **Support and guidance in preparation for independent living**  | 1. Support in exploring housing options for independent living 2. Support with appointments 3. Support to prepare for move on to independent housing 4. Guidance on small DIY tasks i.e. hanging curtains, blinds, changing light bulbs 5. Guidance on how to set up service utilities to a new home i.e. gas, electricity, water 6. Support and guidance on how to place name on electoral role  |
| g)  | **Support with individual personal and emotional matters**  | 1. Support to access legal advice 2. Support with appointments with UK Border Agency 3. Support for integration and community cohesion. 4. Support for managing uncertain futures.  |

**APPENDIX 7**

**REPORTING TO THE LOCAL AUTHORITY**

**Monthly Reports**

The Key worker should complete a weekly report in respect of the support visit provided during that week and any progress made.

Reports must be forwarded on a 4-weekly basis to the named Social Worker at the Trust. These reports should be typed and emailed as directed by the individual authority.

Note: all report documents should be clearly named ‘Supported Accommodation Weekly Report’ or ‘Outreach Support Weekly Report’ as appropriate. The report should also state the period covered with the young person’s name and ID reference number clearly marked on the front sheet.

The content of the weekly reports should include the following under clear headings:

* Name of Support worker delivering individual support sessions
* Date of individual support session
* Time support session commenced
* Time support session ceased
* If in Category 4 or 5 with support provided at various points during the day, record overall time of support provided each day
* Location of support provided, i.e. shopping at supermarket, housing office, home, etc.
* Brief overview of support delivered during support session
* Did the young person engage, if no, provide details of any reasons why and what did you do to encourage engagement.
* Were any pre-arranged appointments missed by the young person, if so action taken, including if allocated Social Worker/Personal Advisor informed
* Number of missed support sessions during the week and any comments
* Progress made in relation to goals set and aims of the pathway and support plans.
* Confirmation that the £15 young person contribution has been collected or if the young person refused to pay, this must also be captured with any reasons of refusal recorded
* Sign off signature of either allocated Key Worker or relevant Line Manager

Please check that the direct support matches with what we have commissioned, if support has reduced at any point, please contact the Placements Team immediately to allow Placements to renegotiate the package of support. Always include Placements, as failure to do so could mean we continue to pay at a higher fee than we should.

**Notifiable Events**

All serious events shall be confirmed in writing to the Social Worker/Personal Advisor within 24 hours from the time at which the provider first became aware of the event in question. These notifiable events include (without limitation):

* Death of a young person
* Serious Illness or accident
* Outbreak of an infectious disease
* Allegation that a Young Person has committed a serious offence
* Serious complaint regarding a member of staff
* Any incident where the police are involved
* Any incident where there has been a referral to the DBS
* Any Young Person involved in child sexual exploitation
* Any Young Person protection enquiry
* Arrest of a member of staff
* Referral to the Secretary of State pursuant to section 2(1) (a) of the Protection of Children Act 1999(a) of an individual working at the commissioned service.
* Involvement or suspected involvement of a child in prostitution.
* Any serious complaint about any staff working at the commissioned service.
* A child placed missing from placement.

**APPENDIX 8**

**POLICIES & PROCEDURES**

The Provider should have clear policies and procedures in place that are regularly reviewed. These should be available to staff at induction, and reviewed on an ongoing basis and when necessary. Policies and procedures are not limited to:

* Business Organisational Plan
* Business Continuity Plan
* Statement of Purpose
* Behaviour Management Policy
* Procedure for dealing with accidents, emergencies and critical incidents
* Procedure for dealing with aggressive or violent incidents which arrangements for removal to alternative accommodation if required
* Procedure for an ‘out of hours’ emergency response service
* Policy for notification of incident
* Health and Safety Policy
* Fire Evacuation Procedures and Protection
* First Aid
* Complaints Procedure
* Harassment & Bullying Policy
* Equality & Diversity Policy
* Safeguarding Policy
* Female Genital Mutilation
* Recruitment & Selection Policy and a full range of employment policies
* Human Trafficking/Modern Day Slavery
* Missing Children Policy
* Procedure for notifying the Council of a Young Person’s absence/missing episode
* Visitors Policy
* Child Sexual and Criminal Exploitation
* Whistleblowing
* Recruitment and Selection
* Staff Induction, Support and Supervision Policy
* Information Governance and Information Security
* Financial Management Policy (in relation to supporting Young People in managing their personal finances)
* A weekly visit log registration sheet (which is to be signed by the young person) and sent to the Local Authority with the four-weekly report
* Procedure for dealing with issues of confidentiality, data protection, access to records and professional boundaries.
* Policy for maintenance of records
* A written quality assurance policy that ensures continuous improvement.
* Policy for 4 weekly checks on property – (safety and standards)
* Young Persons Welcome Pack and Guide

**APPENDIX 9**

**West Midlands Regional Supported Accommodation Flexible Framework Agreement**

**(16 to 21 year olds)**

**1st February 2022 to 31st January 2026**

**(with an option to extend for up to a further 2 years)**

**(1st February 2026 to 31st January 2028)**

**Ref: IA1629**

**Individual Outcomes Monitoring Matrix**

**(Appendix 4 of West Midlands Framework Contract)**

**(Please see Outcomes Monitoring Guidance – Appendix 5b)**

|  |  |
| --- | --- |
| **Young Person’s Name:** |  |
| **Date:** |  |
| **Provider Name:** |  |
| **Provider Service / Setting:** |  |
| **Provider contact details in relation to this Outcomes Form**  |
| **Contact Name:** |  |
| **Contact Email:** |  |
| **Support Hours (where applicable)** |  |
| **Date Young Person entered service:** |  |
| **Outcome Matrix Number\*:** |  |  |
| **Key Worker name:** |  |
| **Allocated Worker name:** |  |

***\*****If this is the 1st 16+ Outcome matrix completed by the young person enter 1; if it is the 2nd enter 2 etc*

**Physical, Emotional Health and Wellbeing**

***Young Person is supported with regards to their physical, emotional health and wellbeing***

1 = the young person is not currently living a healthy lifestyle

10 = the young person is living a very healthy lifestyle

|  |
| --- |
| **Young Person’s Rating** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Young Person’s comments:** |
|  |

|  |
| --- |
| **Key Worker’s Rating (Provider)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Key Worker’s comments:** |
|  |

|  |
| --- |
| **Allocated Worker’s Rating (Local Authority)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Allocated Worker’s comments:** |
|  |

|  |  |
| --- | --- |
| **Aggregated Rating**  |  |

**Actions / tasks agreed to improve the rating**

Actions to be SMART: Specific, Measurable, Achievable, Relevant and Timebound.

These agreed actions should feed into the Pathway Plan and vice-versa.

|  |  |
| --- | --- |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |

**Staying Safe**

***The Young Person is living in a physically safe, environment with appropriate support network to meet their individual needs.***

1 = the young person is not currently staying safe

10 = the young person is living a very safe lifestyle

|  |
| --- |
| **Young Person’s Rating** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Young Person’s comments:** |
|  |

|  |
| --- |
| **Key Worker’s Rating (Provider)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Key Worker’s comments:** |
|  |

|  |
| --- |
| **Allocated Worker’s Rating (Local Authority)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Allocated Worker’s comments:** |
|  |

|  |  |
| --- | --- |
| **Aggregated Rating**  |  |

**Actions / tasks agreed to improve the rating**

Actions to be SMART: Specific, Measurable, Achievable, Relevant and Timebound.

These agreed actions should feed into the Pathway Plan and vice-versa.

|  |  |
| --- | --- |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |

**Making a positive contribution**

***The Young Person positively participates in the local community; they are actively involved in making decisions about their future; they develop self-confidence and are able to deal with change and other life challenges; they understand the effects of all acts of discrimination and are able to challenge their own perceptions on this; they demonstrate enterprise and a will to contribute to the well-being of others.***

1 = the young person is not currently making a positive contribution

10 = the young person is making a very positive contribution

|  |
| --- |
| **Young Person’s Rating** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Young Person’s comments:** |
|  |

|  |
| --- |
| **Key Worker’s Rating (Provider)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Key Worker’s comments:** |
|  |

|  |
| --- |
| **Allocated Worker’s Rating (Local Authority)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Allocated Worker’s comments:** |
|  |

|  |  |
| --- | --- |
| **Aggregated Rating**  |  |

**Actions / tasks agreed to improve the rating**

Actions to be SMART: Specific, Measurable, Achievable, Relevant and Timebound.

These agreed actions should feed into the Pathway Plan and vice-versa.

|  |  |
| --- | --- |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |

**Enjoy, Achieve and Involvement**

*The Young Person has access to employment, training and education and receives encouragement and recognition for their achievements; they participate in social, cultural and leisure activities; they make positive friendships and achieve academically in line with their ability.*

1 = the young person is not currently reaching their potential

10 = the young person is fully reaching their potential

|  |
| --- |
| **Young Person’s Rating** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Young Person’s comments:** |
|  |

|  |
| --- |
| **Key Worker’s Rating (Provider)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Key Worker’s comments:** |
|  |

|  |
| --- |
| **Allocated Worker’s Rating (Local Authority)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Allocated Worker’s comments:** |
|  |

|  |  |
| --- | --- |
| **Aggregated Rating**  |  |

**Actions / tasks agreed to improve the rating**

Actions to be SMART: Specific, Measurable, Achievable, Relevant and Timebound.

These agreed actions should feed into the Pathway Plan and vice-versa.

|  |  |
| --- | --- |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |

**Achieve Economic Well-being**

***The Young Person engages in further education, employment or training; they develop independence and money management skills; they are supported in the process of moving to independent adult life and achieve economic well-being.***

1 = the young person is not currently achieving

10 = the young person is achieving and making ready to take their next steps.

|  |
| --- |
| **Young Person’s Rating** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Young Person’s comments:** |
|  |

|  |
| --- |
| **Key Worker’s Rating (Provider)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Key Worker’s comments:** |
|  |

|  |
| --- |
| **Allocated Worker’s Rating (Local Authority)** *(please check [X] relevant box)* |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |
| **Allocated Worker’s comments:** |
|  |

|  |  |
| --- | --- |
| **Aggregated Rating**  |  |

**Actions / tasks agreed to improve the rating**

Actions to be SMART: Specific, Measurable, Achievable, Relevant and Timebound.

These agreed actions should feed into the Pathway Plan and vice-versa.

|  |  |
| --- | --- |
| **1.** |  |
| **2.** |  |
| **3.** |  |
| **4.** |  |
| **5.** |  |

**APPENDIX 10**

**Supported Accommodation Contract**

**(Appendix 5A & 5B of West Midlands Framework Contract) Individual Outcomes Monitoring Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| **Young Person Name:** |  | **Date Entered Service:** |  |
| **Provider Name:** |  | **Provider Service / Setting:** |  |
| **Contact Name:** |  | **Contact Email:** |  |
| **Key Worker Name:** |  | **Allocated Worker and IRO Name:** |  |

|  |
| --- |
| **Aggregated Ratings**  |
| **Review Date** | **Matrix No.** | *Provider to map scores from individual matrix forms* | **Summary Comments** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |

**Outcomes Matrix Guidance**

**What is the Outcomes Matrix?**

The Outcomes Matrix has been designed to provide a consistent approach to reporting individual outcomes for young people across the region during their stay in supported accommodation. The KPIs and expected outcomes from the Service Specification act as the guide. The Outcomes Matrix will form part of the planning process with young people and will inform the Placement Plan, and reviews.

The Matrix has been designed to be completed as part of a conversation between professionals and young people, giving young people a voice right from the beginning of their placement. It aims to track the distance travelled by a young person over time, thereby providing evidence of outcomes on an individual basis but also across services.

**How should the Outcomes Matrix be used?**

The Outcomes Matrix should be undertaken in the first 72 hours of a young person entering the provision. The young person and the provider’s key worker should complete the Matrix together based on how the young person feels about their life skills and over-all health and wellbeing. It should also capture professionals’ views on the current position. The Outcomes Matrix should be completed using the ratings guide on the document.

Where a young person feels like they need a lot of support in an area a lower rating should reflect this. This should help identify the goals that the young person wants to achieve with the support of the service which will inform the Placement Plan. The allocated worker from the local authority will be part of this conversation and planning and contribute to the Outcomes Matrix, however the completion of the Matrix will be Provider led. Following each section of the Matrix there is an area where specific actions or tasks should be captured which will enable the young person to increase their ratings over time, this should also be linked to the young person’s Pathway Plan. These actions should be discussed and agreed between the provider and the young person and reviewed by the allocated worker.

Once the initial Matrix has been completed it should be revisited and updated by the young person, the provider and allocated worker prior to any Review, and thereafter every review. As mentioned, the Outcomes Matrix should feed into the review of the young person’s pathway plan and leaving care reviews.

It is expected the provider is to plot average score, from the Young Person, Key worker and social work/lead professional. Once inputted into the associated table it will allow a visual representation of the journey in each key section.

**How will the Council/Trust use the information in the Outcomes Matrix?**

Sometimes the young person’s opinions will differ from key and allocated workers - this is perfectly valid and acceptable and will form the basis of discussion between all parties. Where the key worker and the allocated worker have a difference of opinion, the Matrix provides an additional opportunity to identify issues early on and address them. This will form part of any conversations with the Independent Reviewing Officer.

The CaTs (Councils and Trusts) will require providers to provide evidence of Outcome Matrices as part of the performance reviews, and quality assurance visits. Distance travelled will be quantified and reported as a measure of success for the Framework as a whole, as well as on a Service and individual basis.

The region has been keen to make sure that the information gathered from providers is meaningful and not overly onerous; The information provided by the Outcomes Matrix will be used to inform professionals, in a standardised way, of the progress each setting has worked hard to support across the Framework. This will provide an indication of quality and form part of the evidence gathered in the wider performance and quality frameworks.

**How will the Outcomes Matrix be developed?**

This is a new tool for CaTs, Young People and the team around the young person, therefore it may be necessary to review and amend this process throughout the lifetime of the framework. With this in mind any, comments or improvements should be shared with colleagues in your associated commissioning team.

Below are the key areas of monitoring taken from the Framework, this information should be used when completing the Matrix.

**Physical, Emotional Health and Well-Being**

*Young people supported with regards to their physical, emotional health and wellbeing. The support delivered should enable a Young Person to say:*

* I am registered with Doctor, Dentist and Opticians.
* I can attend appointments with medical professionals, including hospital appointments
* If I need to, I can access mental health services if required
* I understand how to maintain personal health and a healthy lifestyle, including understanding the importance of exercise and a healthy diet.
* I know where to get information and make healthy decisions in relation to:
	+ Smoking
	+ sexual behaviour, sexual health and birth control
	+ alcohol and substance misuse
* I know about any advocacy/legal services available to me.
* I understand what constitutes a healthy relationship

**Staying Safe**

*The Young Person is living in a physically safe, environment with appropriate support network to meet their individual needs. The support delivered should enable a Young Person to say::*

* I live in a home that is physically safe, secure, stable, caring, attractive and appropriate to my needs
* I contribute positively to achieving a safe and healthy environment within my home and any shared areas.
* I contribute positively to achieving a safe and healthy environment within my friendship groups, local community and wider social networks
* I have an established support network and positive role models
* I enjoy contact with family where appropriate, that is safe, consistent and positive for them and me
* I stay safe whilst using the internet and Social Media
* I am free from:
	+ abuse
	+ sexual exploitation
	+ criminal exploitation
	+ bullying
	+ harassment
	+ discrimination
	+ radicalisation
	+ victimisation

**Making a Positive Contribution**

*The Young Person positively participates in the local community; they are actively involved in making decisions about their future; they develop self-confidence and are able to deal with change and other life challenges; they understand the effects of all acts of discrimination and are able to challenge their own perceptions on this; they demonstrate enterprise and a will to contribute to the well-being of others. The support delivered should enable a Young Person to say:*

* I have friends who treat me with respect and enjoy spending time with me.
* I treat my friends with respect and enjoy spending time with them.
* I take part in a variety of social, recreational, leisure and cultural activities.
* I am engaged in employment, education or training in line with my ability.
* I have hobbies and interests and opportunities to develop these.
* I understand my cultural background and feel secure and proud of my identity.
* I follow my chosen religion and feel that my beliefs are acknowledged and respected.
* I am able to express my sexuality and gender identity and treat the identity of others with respect.
* I am supported with my plan for independence in preparation for moving on when I’m 18
* I am supported to attend and engage in LGBTQ+ activities and events if I choose to

**Enjoy, Achieve & Involvement**

*The Young Person has access to employment, training and education and receives encouragement and recognition for their achievements; they participate in social, cultural and leisure activities; they make positive friendships and achieve academically in line with their ability. The support delivered should enable a Young Person to say:*

* I have plans for my future
* I feel that my views are listened to and taken seriously
* I am able to exercise my right to make representations and complaints
* I manage household tasks in an appropriate manner and have a sense of pride in my ability to look after my home, contents and belongings
* I choose to take part in community activities
* I have developed self-confidence and self-worth
* I understand the effects of racism and all types of discrimination and am able to appropriately challenge such behaviour
* I have a sense of responsibility and understand the consequences of socially acceptable and unacceptable behaviour
* I do not take part in criminal or offending behaviour
* I am able to deal with positive challenge and demonstrate emotional resilience
* I can use public transport
* I can prepare a CV, and apply for job
* I can access social activities in the local area or beyond
* I understand what public services there are in the local area that they can use i.e. parks, libraries etc.
* I understand what play and leisure opportunities there are in the local area and how to access these, with support provided where required

**Achieve Economic Wellbeing**

*The Young Person engages in further education, employment or training; they develop independence and money management skills; they are supported in the process of moving to independent adult life, and achieve economic well-being. The support delivered should enable a Young Person to say:*

* I have been supported into full or part-time employment, education or training for 3 months or more
* I have ambitions and aspirations to be economically independent
* I use community networks and agencies that promote pre-employment and independence preparation
* I understand the principles of budgeting and making the most of my income
* I am able to maintain payments associated with running a home
* I can maximise my income e.g. by planning and / or achieving best value utility deals
* I have aspirations and ambitions in relation to my future job
* I have a bank account
* I have all the identification necessary to access a bank account, jobs, benefits and housing
* I successfully use a bank / building society
* I am not in debt
* I have obtained and am successfully maintaining an appropriate tenancy or suitable housing accommodation
* I know how to bid on properties (where applicable).

**APPENDIX 11**

**(Appendix 8 of West Midlands Framework Contract)**

**Young Person's Feedback Questionnaire**

|  |  |  |
| --- | --- | --- |
| **Date:**  |  |  |
| **Name:**  |  | **Allocated Worker:**  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **My workers listen to me** | Good Questions |  |  | Shape  Description automatically generated with low confidence |
| **Yes** | ☐ | **No** | ☐ | **Sometimes** | ☐ | **I Don’t Know** | ☐ |
| **Was it easy to contact your workers? Including Out of Hours.** | Good Questions |  |  | Shape  Description automatically generated with low confidence |
| **Yes** | ☐ | **No** | ☐ | **Sometimes** | ☐ | **I Don’t Know** | ☐ |
| **My workers take my views and worries seriously**  | Good Questions |  |  | Shape  Description automatically generated with low confidence |
| **Yes** | ☐ | **No** | ☐ | **Sometimes** | ☐ | **I Don’t Know** | ☐ |
| **Did you receive the number of visits you expected each week?** | Good Questions |  |  | Shape  Description automatically generated with low confidence |
| **Yes** | ☐ | **No** | ☐ | **Sometimes** | ☐ | **I Don’t Know** | ☐ |
| **I enjoy visits from my workers** | Good Questions |  |  | Shape  Description automatically generated with low confidence |
| **Yes** | ☐ | **No** | ☐ | **Sometimes** | ☐ | **I Don’t Know** | ☐ |
| **My workers supported me to access the local community?**  | Good Questions |  |  | Shape  Description automatically generated with low confidence |
| **Yes** | ☐ | **No** | ☐ | **Sometimes** | ☐ | **I Don’t Know** | ☐ |

|  |
| --- |
| **What did you like/enjoy about living in your home? Where you able to make it homely?** |
|  |
| **What didn’t you like/enjoy about living in your home? How were issues you faced dealt with?**  |
|  |
| **What work have you completed to help you with your independent skills? What do you think you need more support with? Were you supported to engage in education or work?** |
|  |
| **How do you feel about where you lived? Did you feel safe there? Were you made aware of who to contact if you didn’t feel safe?**  |
|  |
| **Is there anything else you would like to tell us?** |
|  |