



Northumberland Adolescent Service



Supported Tenancies for Young People



Statement of Purpose



Northumberland
County Council



Contents

Mission Statement

Section 1 About Us

Section 2 Our Values

Section 3 Management Structure and Staffing

Section 4 Policies and Procedures

Section 5 Complaints

Section 6 Advocacy Support

Section 7 The Views of Young People

Section 8 Young Persons Handbook

Section 9 Meeting Religious, Culture and Linguistic Needs of Young People

Section 10 Referrals

Section 11 Levels of Support

Section 12 Supporting Young People

Section 13 The Accommodation Offer

Section 14 Health and Well-being

Section 15 Equality and Diversity

Section 16 Workforce Training

Section 17 Contacting the Service



Our Mission Statement

“To provide young people with a safe and secure placement that offers tailored support, to help young people to develop the skills they need to be fully prepared for adulthood as they transition towards independence.”

1.0 About Us

Northumberland Adolescent Services Supported Tenancies are part of Children Social Care in Northumberland County Council.

The service offers accommodation in line the Supported Accommodation Regulations (March 2023) as set out by the Department of Education under Category 3; shared/group living for young people who may be Children in Need, Cared for young people or Care leavers open to Northumberland County Council.

We have a number of properties across South East Northumberland which are fully furnished and offer a range of floating support options depending on the needs of the young person in placement.

Whilst the accommodation is shared/group living, as a service we will only look to place young people of the same sex in a shared placement, though we have an open referral process accepting referrals for young people open to services regardless of their race, culture or gender.

However, we cannot accept referrals for young people who are still in statutory education, therefore referrals will only be accepted for those young people who are 16+ having left statutory education (Year 11)

2.0 Our Values

As a service we adopt the values of the wider county council and will always look to work with and treat young people with:

- Integrity and honesty
- Fairness
- Respect and dignity
- Compassion

We will work with young people to empower them to make informed decisions about their future and will collaboratively to help young people progress towards independence



3.0 Management Structure And Staffing Arrangements

The service is part of the wider Northumberland Adolescent Service who provide a range of services to young people including:

- Statutory Social Work teams,
- A care leavers service
- Health Hub and Substance Misuse Services
- Youth Justice Service
- Missing and Exploitation Service
- Participation Service

The Accommodation Service has the following staff in place to support young people who are placed in a NAS Supported Tenancy:

- Registered Manager for the Service
- Accommodation Service Lead
- Adolescent Workers
- Accommodation Support Workers

The registered manager is responsible for overseeing the delivery of service ensuring that the needs of young people are being met in line with the Supported Accommodation Regulations and overseeing the supervision of the adolescent workers within the service

The Accommodation Service Lead provides support to the registered manager and supports the daily operation of the service including supervision to the accommodation support workers and completing of weekly health and safety checks

The Adolescent workers and Accommodation Support Workers provide direct support to young people residing in the supported tenancies and will support young people to develop the skills they need to progress towards independence

4.0 Policies and Procedures

In order to ensure that the service is compliant with Supported Accommodation Regulations, the service has a comprehensive set of policies and procedures that underpin the work of the service and the support to young people in placement. Staff are supported to ensure that they are familiar with all policies and procedures and that the service is delivered in line with these policies and procedures.

These are available on request from the registered manager.

However to ensure that the welfare of young people are protected in placement, overarching safeguarding procedures are adopted in line with Northumberland Children and Adults Safeguarding Partnership. Further information can be found via the following link:

<https://www.northumberland.gov.uk/Children/Safeguarding.aspx>

Medication Policy

As a service we do not support young people with the administration of medication:

- Staff are unable to administer medication and can only provide prompts to a young person in line with any advice received from medical professionals working with the young person
- Young people will need to store their medication securely within their own room, a safe box will be provided to ensure that prescribed medication is stored safely and should not be accessed by other young people within the placement
- Young people will be reminded that they are not to share any medication with others in placement
- Where a young person is to store and take their own medication, the self-administration of medication agreement form should be completed with the young person, their allocated worker and a member of the accommodation team.

5.0 Complaints

As a service we want all young people to be happy in their placement but understand at times this may not always be the case , therefore it is important to us that young people and their families feel able to raise concerns or complaints whenever they feel it is appropriate to do so.

Where a young person or their family has made a complaint, the service will ensure that no young person will be penalised or singled out due to making a complaint about the service they receive. The service will use complaints received to review the service we deliver and use it as a lessons learned opportunity to improve our service delivery.

We have a formal complaints procedure that offers both informal and formal processes to resolve a complaint from a young person or their family. All complaints need to be made in writing, however a trusted person known to the young person can support with the submitting of the complaint in writing.

An independent advocate can also be appointed to support a young person through any complaint that is being made.

Where a complaint involves a member of staff, that member of staff will not be involved in investigating the complaint and they will be advised not to discuss the complaint with the young person or their family in order to safeguard both the young person and the staff member.

Internal Complaints Process

A young person or a member of their family is able to contact the registered manager for the service or the service lead in the absence of the registered manager to make a complaint.

The complaints process will include the following:

- Understanding the nature of the complaint
- How and when the issue arose
- Formally logging the complaint
- Advising on who will deal with the complain
- Seeking the views of the young person or their family about how they wish the complaint to be resolved
- Are their child protection concerns that need to be considered
- Is the young person or family happy for others to be made aware of the complaint
- Has the Social Worker for the young person been informed
- Can all matter be resolved to the satisfaction of all concerned
- Are there any lessons to be learnt as a result of complaint, that can improve service delivery and practice of staff

External Complaints Process

The external process will involve the client relations team within the council's complaints department who will oversee the progression of any complaint and try and ensure that any complaint made is resolved to the satisfaction of the young person or their family.

They will make contact with the young person or the family member making the complaint to seek further information and in some cases will meet directly with the young person or the family member.

Having gathered information about the complaint, they will then look to appoint an investigating officer to investigate the complaint and identify resolutions to the complaint.

Where a complaint has been made and not resolved to the satisfaction of the young person or their family, the complaint can be escalated to the following external agencies:

Local Government Ombudsman to ask for a review of their complaint - <https://www.lgo.org.uk/>

The Children's Commissioner for England via their Enquiry Page: <https://www.childrenscommissioner.gov.uk/about-us/contact/>

Department for Education – Ofsted:

Ofsted National Business Unit,

3rd Floor Royal Exchange Buildings

St Ann's Square

Manchester

M2 7LA

Tel: 0300 1231232

Email: enquiries@ofsted.gov.uk

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure#complain-about-a-provider-ofsted-inspects-or-regulates>

The young person's handbook provides more information about how young people can be supported to make a complaint and the process that is followed.

6.0 Advocacy Support

In order to ensure the voice of the young person is heard and that young people are supported to share their views or concerns, the service has links to the council's Participation Service, who can provide access to an independent advocate for young people accessing our service.

NYAS is commissioned to provide independent advocacy and the service or the social worker for the service can make a referral for an advocate on behalf of a young person.

The role of the advocate is to:

- make sure that the views, wishes and feelings of young people are represented, heard and respected.
- To help a young people to or speak up for themselves and make sure they are involved in decisions affecting their lives.

7.0 The Views of Young People

As a service we are keen to understand the views of young people who receive a service, to understand their journey whilst with us and how we can look to improve the service that is delivered.

Young people are encouraged to provide feedback whether it be informal through discussions with their allocated support workers or through more formal mechanisms such as Mind of My Own or the Young Person's Feedback form.

All young people will be supported to access the feedback tools use, so they can access these independently and to provide feedback when they want to

8.0 Young Person's Handbook

We have a young person's handbook that is issued to young people when they are first placed with the service and where English is not a young person's first language, we will look to get a copy of the handbook translated into the relevant language where possible.

Staff will support the young person to go through the handbook and to ensure that have understood the content, this can at times require the use of an interpreter, which the service will provide as needed.

9.0 Meeting Religious, Culture and Linguistic Needs of Young People

The religious, cultural and linguistic needs of young people will be fully supported by the service, through discussions with young people, parents/carers and social workers regarding specific religious & cultural needs. Where a specific needs have been identified that service will make the appropriate arrangements to facilitate them.

If a young person has particular cultural, linguistic or religious beliefs, and wishes to pursue those beliefs, it is important that they feel able to do so. The service and staff will always actively support young people in pursuit of their beliefs, whether that is by providing support to access shops that sell the food or their choice or in relation to the preparation of their food.

Based on the information provided by the young person in respect of their religious beliefs, staff will support the young person to identify the most local place of worship that meets their needs and young people will be provided with a bus pass to support their attendance at their chosen place of worship and will provide them with relevant items such as a prayer mat or a bible to support the practicing of their faith.

We also encourage other young people to respect the religious, cultural and linguistic needs of others by introducing and sharing their experiences with through the varying participation groups that are held as well as supporting young people to celebrate the festivals and religious dates that are important to them.

Where English is not a young person's first language, the service will use interpreting services to ensure young people are fully supported to participate in their support sessions and reviews of their accommodation as well as being able to actively share their views and aspirations for their future. Documents will be translated into the young person's own language to help promote their understanding of the support and the service they are receiving



10.0 Referrals

Referrals are received from a wide range of children social care teams within Northumberland via the completion of an accommodation referral. The Accommodation Team Manager and/or the Service Lead for the accommodation service will review the referral and consider the appropriateness of the referral.

We will use the referral form and discussions with the allocated worker for the young person to determine whether we can safely match a young person into any existing vacancies and determine the support needs of the young person.

Prior to any accommodation offer being made, the service will meet with the young person to explain more about the service and the support on offer. We will seek the views of the young person as well as outlining the expectations of the service and to confirm whether we are able to make an offer of accommodation.

Each young person will be allocated an accommodation support worker, who will provide direct support to the young person and will work alongside the young person and their allocated worker to ensure the goals and aspirations of the young person are progressed; ensuring they are suitably supported to develop the skills they need to move on into independence when ready.

11.0 Levels of Support

Prior to any offer of accommodation, discussions will be held with the young person and their allocated worker to determine the level of support that is required. Support can be offered on a daily basis to help support a young person settled in placement and as they begin to develop their independent living skills, the level of support will be reviewed.

However, equally support can be increased during a period of crisis when the young person may need more intensive support for the service and the wider care team.

12.0 Supporting Young People

Our staff apply a strengths-based person-centred approach when working with all young people. This enables young people to develop knowledge, skills, confidence required to make informed decisions, and manage the support they may require.

As a service are unable to provide direct care due to the nature of the service, we are a semi-independent supported accommodation provision; with the aim of supporting young people to prepare for adulthood and independence.

The focus of our work with young people covers the following as well as the adoption of the tenancy outcome star to map progress:

- Development of their independent living skills, through the use of the tenancy outcome star
- Supporting young people to become part of their wider community and access services appropriate to their needs
- To ensure young people have access to appropriate health services and referring/sign-posting into more specific services depending on the need of young people
- To support unaccompanied asylum-seeking young people to attend legal appointments to progress their claim for asylum
- To encourage and support young people to access education, training and employment opportunities and progress their aspirations for their future
- To prepare young people for adulthood and supporting young people to apply for benefits and accommodation of their own when they are ready and able to live independently
- To work alongside the care team for the young person – contributing to care team meetings and cared for reviews as appropriate and working to the safety plans devised by the allocated worker.



13.0 The Accommodation Offer

The accommodation on offer is in line with Regulation 6 of the Supported Accommodation Regulations is normally a shared living arrangement within a 2 bed or 3 bed property in which young people have their own bedroom but share communal areas of the property such as the kitchen, bathroom and lounge.

The service provides:

- A fully furnished property that includes a fully furnished lockable bedroom with a lockable cabinet, bedding and towels for each young person
- Young people will be supported to choose items to help make their personal space feel more homely.
- A furnished lounge including a TV and wifi access for all young people living within the property
- A fully equipped kitchen with all the necessary items required to cook meals and store food
- Young people are provided with cleaning products and toiletries throughout their time with the service and a basic grocery items on a weekly basis
- Whilst young people will be supported to maintain and clean their bedrooms and learn to develop the skills they need to live independently, a weekly cleaning service is in place to clean the communal areas to maintain standards of cleanliness
- Where a young person has a specific need, this will be discussed at the point of referral and adaptations made to meet their needs where possible.





14.0 Health & Well Being

We understand that some young people may have experienced significant trauma during their lifetime and may need additional support to manage these experiences. As a service we work with other services to try and support these needs and will refer young people to services such as:

- CYPS – Mental Health Services for young people
- SORTED – Substance Misuse Service
- Health Hub – Support with emotional well-being and speech and language issue
- Youth Justice Service

Sporting Activities

As a service we work closely with Get On Side to promote the health and well-being of young people and have a dedicated football sessions for unaccompanied young people who are supported by the service.

We are also able to apply for funding to support young people to access gym passes and gym equipment as part of developing a young person physical well-being.

.

15.0 Equality and Diversity

We are committed to all aspects of equality and diversity, and this is enshrined in our model of practice and how we deliver the service to young people. We treat all young people with respect and embrace the significant contributions that come from the diversity of our young people, staff, partners, and stakeholders.

Our team come from a range of professional backgrounds, which allows us to take a comprehensive multi-disciplinary approach to supporting the young people accessing our service.

16.0 Workforce Training

All of our staff complete mandatory training as set out by Northumberland County Council Children's Social Care. This is refreshed and reviewed routinely and performance monitored by our human resources department and the relevant team and service managers.

Staff are given opportunities to regularly attend additional training such as contextual safeguarding, signs of safety training and trauma informed practice to widen the knowledge and skills base.





17.0 Contacting the Service

In the event that a young person, their family or any other professional requiring information for the service, they can in the first instance contact the registered manager as below:

Contact Details for the Service:

Ginny Younger
Registered Manager
Accommodation Service
Northumberland Adolescent Service
Northumbria House
Manor Walks Shopping & Leisure
Manor Walk
Cramlington
NE23 6UR

Tel: 01670 536400

Email: accommodationteam@northumberland.gov.uk