



OPENING DOORS

SUPPORTED LODGINGS

LEARN
INDEPENDENT
LIVING SKILLS

16-21 YEAR
OLDS

ENCOURAGEMENT
& SUPPORT
IN A SAFE
ENVIRONMENT

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HANDBOOK

INFORMATION, ADVICE & TRAINING ON
OPENING DOORS SUPPORTED LODGINGS SERVICE

STANDARDS & GUIDANCE - NI REGIONAL SUPPORTED LODGINGS SERVICE

REFERRAL AGENCIES INFORMATION PACK

Draft Document April 2015 – subject to review after
pilot phase

Northern Ireland
Housing Executive



Health and Social Care
in Northern Ireland

supporting **people**



supporting independent living

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ABOUT SUPPORTED LODGINGS

SERVICE AIM

To provide vulnerable young people aged 16-21 years of age with safe, suitable and supportive places to live within a familial type environment which



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will provide tailored levels of housing related and social care support to enable young people to develop the practical, emotional and relationship skills needed for a successful transition to independence or reunification with family where this is deemed appropriate.

There have been two strands to the Supported Lodgings Service model.

The first strand is a model that can be used as a step down model and offers an alternative to mainstream care placements as described under Article 27(2) (f) of the Children (NI) Order 1995 to children aged 16 and 17 who are or have been in care as well as to vulnerable adults aged 18-21¹ who have left care where it is assessed their needs can be best met in a familial living environment that affords age and developmentally appropriate experiences of preparation for adult life.

The second is a supported lodgings model which has been identified as a viable housing option for young people experiencing housing difficulties or could be described as homeless or in a housing crisis. This model can provide a supportive domestic environment for some young, as a short term emergency arrangement or a medium to longer term option as part of the transition towards increasing independence, where it is deemed more suitable than alternative accommodation arrangements or independent tenancies.

For the purposes of defining Action for Children’s supported lodgings service, we will be delivering on the two strands. The intended client group as detailed below reflects an integrated approach to planning and providing for local young people who need supportive accommodation

The service will cater for the following groups of young people:

- 16/17 year olds who present as homeless to the NIHE;
- 16/17 year old looked after child
- 16/17 year old care leavers who fall within the Relevant and Qualifying categories of the Children (Leaving Care) Act 2002
- Young people aged 18 – 21 who are:
 - Vulnerable homeless/ Care leavers

¹ A young person once living in Supported Lodgings accommodation may remain until the age of 24 years where this is assessed as appropriate (DHSSPS, Standards for Supported Lodgings for Young Adults (Aged 16-21) in Northern Ireland) (October 2014, p.3)



WHO CAN REFER

The service is being jointly commissioned by Health and Social Board and the Northern Ireland Housing Executive Supporting People programme and will operate on a pilot basis within the Northern and Western Health and Social Care Trust areas.

Referrals to the service will therefore only be accepted from the following agencies in the specified pilot areas:

- NIHE (Northern Ireland Housing Executive)
- Health & Social Care services – primarily, Gateway, FSIT 16 Plus Services

(Please note that where homeless social work teams exist the main referrals for 16/17 homeless young people will be coming from this team, in the absence of a homeless social work team referrals will be accepted from Gateway/FSIT during the pilot, subject to review)

ELIGIBILITY CRITERIA

According to the Supported lodgings good practice guide² there is evidence to suggest that supported lodgings work well for many young people but are

² 'Providing more than a room, supported lodgings: good practice guide', the four agency supported lodgings project May 2011



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generally less suitable for those young people with acute mental health needs, serious current substance use issues or engaged in current prolific offending, as most hosts and schemes cannot provide the necessary specialist support.

For the purposes of defining the eligibility criteria for this service Action for Children will be using the Regional Continuum of Needs Guidance to inform service delivery. Please refer to **APPENDIX 1** As detailed in this document a supported lodgings model would be best suited for those young people with **low** to **medium** support needs. It is important to note that this continuum of needs document will be used as a guideline for defining support needs and it will not be used to exclude young people who are eligible for the service.

The evidence suggests that the ‘magic’ of a supported lodgings model is the mutual agreement of the host wanting to support a young person and the young person wanting to accept the support. This will need to be considered when making a planned referral to the service. There needs to be an element of ‘buy in’ from the young person to be willing, ready and able to engage in the process of increasing their independence before they move onto their own tenancy.

Having said this, part of the service is to also deliver safe, suitable accommodation to a young person who has experienced a family breakdown, particularly at short notice and in an emergency/crisis basis. In this case it may be that the young person is not 100% satisfied with this option, however this model may be the only suitable option available to that young person after all options between NIHE and Trusts have been explored.

Overall, whether or not the Supported Lodgings Service can place a young person will depend on a range of factors including; the availability and suitable match of an appropriate host provider, the host providers willingness to accept the young person in their home based on the referral information and assessment, and the feelings, views, attitudes and behaviour of the young person wanting to accept the placement.

For a quick reference guide please refer to eligibility checklist **APPENDIX 8.**

REFERRAL PROCESS AND PROFORMA

Objectives

The objective for referral procedures for services to young people are to ensure that the service is appropriate to the young person’s needs and to



provide the basis for support planning and risk management based on a good understanding of the young person’s needs, aspirations and risks.

For Supported lodgings services, there are important additional objectives. Action for Children must gather information to inform the process of matching the young person with a host provider and determine if there are any risks to either the young person or to the host and their households that mean a placement in Supported Lodgings should not be made and an alternative must be found.

As part of the pilot project for the NI Regional Supported Lodgings service, Action for Children have been commissioned to provide 15 young people with placements during the period of the pilot scheme. This is anticipated to include 12 planned placements to support young people with low to medium support needs and for a further 3 emergency host providers to be placed on the register for emergency referrals on a night by night basis up to a maximum of ten to fourteen calendar days (to allow a full UNOCINI assessment to be completed which allows up to 10 working days) in the homes of carefully recruited, fully checked and fully trained host providers who are supported by Action for Children staff.

As discussed, Action for Children are intending to provide an integrated package for young people as part of a local strategic approach to preventing youth homelessness and improving young people’s experiences of their transitions towards independence.

With the 12 planned placements the supported lodgings service can:

- Provide stable, settled and supportive accommodation for young people where they can develop their skills as they move towards increasing independence.

With the 3 emergency beds the supported lodgings service can:

- Help prevent homelessness by providing ‘time out’ for families where young people are at risk of homelessness due to problems at home, or where a placement is at risk of breaking down
- Provide time limited emergency accommodation for young people facing homelessness, for example, where there has been a family breakdown, refusal by parents to allow the young person to reside in



the family home or a short break to give the families an opportunity to resolve any issues.

The purpose of emergency time limited supported lodgings placements is to provide a safe place and space for a young person so that efforts can be concentrated on ascertaining the circumstances, engaging with family, exploring family reunification and undertaking an assessment of the situation, needs and risks to identify the most appropriate course of intervention.

The referral pathways for the two models are detailed below:

Planned Referral Process

Please follow the following steps in order to make a referral:

1. Referral agency can make initial contact via telephone to Action for Children to ascertain young person's suitability for the project and ensure we have a host available in the proposed area.
2. If deemed appropriate formal referral to be made using agreed **Referral Form – APPENDIX 2** and an up to date, relevant and accurate Pathway Plan or UNOCINI assessment to be accompanied with referral documentation.
3. Referral form and relevant assessment /support plan to be presented at an appropriate 16 plus resource panel if available in your area, if this is not available please send direct to the designated person who will be responsible for presenting referrals for the project in the interim period, if you are unsure who this is please consult with your line manager.
4. If two or more referrals are presented with similar matches the lead agency will follow regional - joint protocol framework as identified between NIHE, HSCT and prioritisation of need guidelines³ (i.e status of young person, age, vulnerability and risk factors.)

³ Meeting the Accommodation and Support Needs of 16-21 year olds, 'Regional Good Practice Guidance Agreed By The Northern Ireland Housing Executive and the Health & Social Care Trusts, (November 2014) Revised Version.



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5. If young person deemed suitable and there is a suitable host provider available matching process will commence by Action for Children and relevant actions communicated to lead worker and young person regarding outcome
6. If young person deemed unsuitable for service this will be communicated appropriately to lead worker and young person
7. If young person deemed suitable for service but no current availability young person will be placed on a waiting list and communicated outcome
8. All above subject to review as service and practice evolves

Emergency Referral Process

Please follow the following steps in order to make a referral:

1. Referral agency can make initial contact via telephone and or email to Action for Children to ascertain young person's suitability for the project and to ensure that we have a host available in the proposed area.
2. **Referral Form – APPENDIX 2** should then be completed in full and signed by the worker responsible for making the referral and securely sent (either encrypted email, password protected or recorded delivery) to Action for Children supported lodgings service.
3. A **Risk Assessment APPENDIX 3** must be filled for those young people who have not got an up to date UNOCINI or Pathway needs assessment. If the young person is showing high risk in any key area it is less likely that we will be in a position to place a young person given the nature of placing young people in host provider's homes. However, if we have an available emergency host provider who has the relevant and necessary skills to manage high risk young people, the service will look at these cases on an individual case by case basis. For those young people presenting with low/medium risks then a 'Risk Management Plan' should be completed by the referral agency for each potential risk. It is anticipated that the supported lodgings project will have ascertained the availability of the emergency host providers



and will be able to communicate this from the outset to the two leading referral agencies. If this is not the case the supported lodgings team will aim to respond within a two hour timeframe from when the referral is made. If there is a suitable match, placement will be made on the day of the referral.

4. Completing an **Action Plan – APPENDIX 4** is an important part of an emergency supported lodgings model given the immediacy of action that is required from all parties to keep a young person safe and accommodated. It is important that the young person works through their action plan in order to qualify for consecutive nights on the scheme. We will confirm our host's availability (1-14) nights to help in planning for young people's action plans and appointments. The emergency accommodation can only be arranged on a one night at a time, first come first served basis (We will be requesting that referrals in the interim period are made only between Monday – Friday 9-4pm so there is sufficient time for third party verification and risk management plans to be agreed with referral agencies during operational statutory hours, (the relevant people will need to be agreeable to being contacted at any point during this process until the young person is safe in the placement). The service will have an out of hours service for host provider support and will aim to accept referrals outside of normal working hours once an agreement is made with the regional out of hours team regarding their role and suitability of a young person to be placed in host providers home. The verification of information and partnership approach between the voluntary sector and relevant statutory services will be a crucial element of this model both for the safety and wellbeing the young person, the host provider and their household.
5. Young people will be required to read and sign a copy of our **Project Boundaries – APPENDIX 5** We ask that the refer countersign the agreement to vouch that the young person has read/been read this document and understand the agreement. It is crucial that the young person is involved at every stage of this process and that he/she remains responsible for their own behaviour in the host provider's home at all times.
6. This emergency model pathway is to be implemented as part of the supported lodgings pilot project and reviewed as part of the overall evaluation of the service.



What happens next?

Once referred to emergency supported lodgings the referral will be assessed and appropriate checks will be made to ascertain suitability, we will aim to achieve this in a two hour turn around. If all checks are deemed suitable for a placement to proceed, the host details will be shared and arrangements made.

After emergency placement: moving on:

The following day we will make contact with the host/s and young person to see how the overnight stay went. We will be working closely with the referral agency during the days the young person is placed to ensure effective intervention in line with efforts to seek family reconciliation where it is appropriate and safe to do so and / or support move on plans in keeping with the outcome of the UNOCINI assessment or other assessment interventions.

For those young people from a non-statutory background i.e. over 18 plus Action for Children, supported lodgings service will act as the lead worker in the interim period for the young person until agreement is made at a regional level about who the lead worker will be for this category of young people.

PROCESS OF ASSESSMENT AND DECISION MAKING

Each young person has an assessment of needs and risk to determine the suitability of the young person for a supported lodgings placement. For planned placements each young person has a support plan which is agreed before a placement in supported lodgings. The assessment from the referral agency can take the form of a UNOCINI assessment Pathway Assessment/Plan if the young person is known to social services. Until a common assessment and support plan framework is agreed for the category of young people (i.e. over 18 from a non-care background), Action for Children supported lodgings team will undertake a specific 16 plus assessment and will use the outcomes star model with the young person as part of their support package in a supported lodgings placement.



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As per the regional draft standards⁴ the relevant assessment will have to be updated and signed by the lead worker prior to a placement taking place in supported lodgings. This will mean that as a service we will be contributing to the young person's existing plan rather than starting again with a new one. This will avoid repetition for the young person and will save both time and resources for the scheme and prospective agencies.

Based on the best practice guide for supported lodgings⁵, schemes have found that obtaining a copy of a statutory assessment alongside the referral document form at the point of referral supports the matching of young people with hosts much more successfully than those schemes who do not request initial assessments. For the purposes of this scheme Action for Children will be requesting copies of all initial assessments carried out by Children's services or the Northern Ireland Housing Executive, and a completed referral, subject to the young person's consent for sharing of this information.
(APPENDIX 7)

In addition to what has been outlined in this document regarding eligibility criteria, Action for Children will be following the Regional Good Practice Guidance⁶ regarding prioritisation of need for vulnerable young people aged 16-21 in helping to contribute housing and support needs are assessed and responded to appropriately.

It is likely that Action for Children will need to work with other agencies whose services the young person is using (with the young person's consent) to gather and analyse all relevant information as a basis for needs led support planning. For example, if a young person is using mental health services, there may be particular environmental factors the scheme can build on or avoid in the matching and support planning process in order to promote the young person's recovery.

DECISION MAKING TIMELINE

Please refer to **APPENDIX 6** for draft decision making timeline for both planned and emergency placements.

⁴ Meeting the Accommodation and Support Needs of 16-21 year olds, 'Regional Good Practice Guidance Agreed By The Northern Ireland Housing Executive and the Health & Social Care Trusts, (November 2014) Revised Version.

⁵ Providing more than a room, supported lodgings: good practice guide', the four agency supported lodgings project May 2011

⁶ See footnote 4 above



MATCHING PROCESS

Matching is not the only determinant of a positive relationship, but most support lodgings schemes report that a 'good match' is part of the magic of Supported Lodgings and can make a great difference to the experience for both young people and hosts and the impact of the service on the young person's life.

Action for Children will ensure the following is met when matching and placing a young person:

Stage 1

- Once referral, relevant paperwork has been obtained and young person suitable for scheme, the supported lodgings link worker will liaise with the young person and their lead worker to arrange an initial visit to start the matching process. The young person will be asked to complete a person centred profile to support a suitable match with the host. At this stage the young person can view the host providers profile to help identify common interests/likes. If everyone is in agreement that the process should continue they can move onto **stage 2**

Stage 2

- The link worker from Action for children will arrange for the young person to visit the hosts' home with the lead worker present, to start the 'Placement agreement plan' (this will clarify roles/expectations, any ground rules between young person and host) If everyone in agreement with this, both host and young person can move onto **stage 3**

Stage 3



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- The young person will then be invited to have either a dinner with the host or an overnight stay as part of mandatory pre-move visits. If both the young person and host happy with this they can move onto **stage 4**

Stage 4

- A final visit to the host’s home will take place if everyone is in agreement for placement to begin, placement agreement will be finalised on this date and a placement date set for move in.

Full involvement of the young person and host is required from outset and at all stages of the matching process and throughout the duration of the placement. The young person or the host can opt out of these stages if they feel the placement is not going to be suitable, and a further match may need to be explored or an agreement may be made to have additional visits until the relationship is established between both host and young person before final placement move in.

ROLES AND RESPONSIBILITIES

Service Provider (subject to review as project evolves)

The main roles and responsibilities of the Action for Children supported lodgings team are as follows:

- To enable young people to develop their capacity to live independently so as to move on to less intensive supported housing or more independent accommodation at the earliest appropriate opportunity
- We will ensure a comprehensive assessment, recruitment, training, support and monitoring is in place for host families including payment to hosts
- We will develop an individual person centred placement plan whilst a young person is residing with a host provider. This placement plan will be keeping in line with overarching care plans and pathway plans in place by social services with those young people who have entitlement under the Children (NI) Order 1995 or the Children (Leaving Care) Act



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2002, and will be subject to regular review throughout the course of the young person’s placement. For those young people 18 plus from a non-care background, Action for Children in the interim period will be using the Outcome star model as part of the overall support package for this category of young people. A young person will be required a lead worker whether the placement is planned or in an emergency.

Named Worker for Host (subject to review as project evolves)

- To complete assessment, vetting of host (develop host profiles)
- Identify training and learning for host
- Complete 6 weekly formal supervision with host
- Provide informal support (i.e., Out of hours or telephone/email contact)
- Arrange initial visit with young person and lead worker to complete young person’s profile for matching
- Organise initial home visit to start placement agreement with young person and lead worker
- Organise mandatory pre move visits with host and young person
- Finalise placement agreement and move in date
- Be part of three month formal evaluation of placement and six monthly thereafter with young person, host and lead worker
- Be part of exit interview, feedback and finalising move on arrangements with young person and host

Lead Worker for Young person known to social services (subject to review as project evolves)

- Promote the supported lodgings service to the young person
- Identify if the young person is interested in scheme and is willing to engage
- If the young person is not yet ready, promote the scheme in the future for when the young person is ready
- Discussion should take place between the social worker and young person around expectations and their role when in placement
- Young person’s consent should be sought to forward information to the supported lodgings service-co-ordinator and host provider
- Social worker will need to complete referral form and ask young person to sign consent form



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- 16 plus social worker/homeless social worker will need to complete an updated UNOCINI/Pathway Needs Assessment/Support plan and send in with their referral form
- Social worker will need to make themselves available for mandatory pre-move visits and placement agreement
- Social worker will need to co-ordinate and facilitate 3 monthly placement review and six monthly placement reviews
- Social worker will need to work on move on plan for young person and meet any additional support as identified in the Pathway Plan or UNOCINI plan.

Lead worker for young person not known to social services (Action for Children until Regional position is clarified)

- 16 plus specific risk assessment will be completed at the outset of placement
- Outcomes star support plan
- Involvement with pre move visits
- 3 monthly review and 6 monthly review thereafter
- Signpost to other services as part of move on arrangements i.e. floating support etc.

What does the service want from referral agencies?

As the project is new and evolving we will have to ask you to follow some basic procedures so that the project can start and continue to run smoothly and successfully. This is particularly pertinent when a young person arrives at your office/contact point in an emergency, we would ask you to assess the needs of that young person (in line with our eligibility criteria and referral guidelines) to see whether they are appropriate for the scheme. Due to the fact that supported lodging accommodation is within the homes of host providers, not all young people or placement requests may be suitable and therefore accepted. We ask that as a referral agent you help take responsibility to ensure the success of this developing project by making appropriate referrals in line with our guidelines. Please make certain that anyone from your agency that is in the position to make referrals to the supported lodgings service fully understands the process and procedures and has read all appropriate guidelines.



Arrangements are in place to provide ongoing support to hosts through the appointment of a named link worker to each host and young person by Action for Children. Support arrangements will also specify access to out of hour's assistance for host providers. Any out of hours assistance required by the young person will continue through the Regional social services out of hour's services.

Each young person will need to have a lead worker who has responsibility for informing the assessment and supporting the young person's placement throughout its full duration. For young people who are a looked after child, care experienced young person or homeless young person aged 16/17 social services will have a direct role and will be the named lead worker for the young person. For young people 18 plus from a non-care background Action for Children will allocate a lead worker from the supported lodgings team until agreement is made at a regional level for this category of young people.

All statutory care plans, pathway plans, risk assessments and initial assessments from referral agencies will have to be signed, updated and shared with service provider with young person's consent along with relevant referral paperwork at the **point of referral**. It is crucial that the gathering of information and quality of referral and assessments are completed before a placement begins to minimise any risk to the young person, host, or their family.

INFORMATION SHARING INCLUDING SAFEGUARDING

- A written information sharing protocol will be in place based on the DHSSPP Regional Information sharing guidance, between the supported lodgings service and referral agency, which will stipulate the forthright sharing of clear and relevant information at point of referral and as part of the assessment process (**APPENDIX 7**)
- Young people understand and sign a consent form to enable appropriate information sharing between agencies, the young person and with hosts which informs assessment, matching, safe planning and ongoing support (**APPENDIX 7**)



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- Action for Children has robust safeguarding policy and procedures in place that are consistent with the requirements of current legislation, and regional policy and procedures in respect of young people and adults at risk or in need of protection
- As part of a young person’s placement plan they will be informed, understand and know how to report allegations of abuse
- Action for Children will follow safeguarding protocol in the event of an allegation of abuse made about a host, a family member or a member of staff
- All allegations and incidents of abuse or concerning behaviour relating to the placement will be taken seriously and acted upon and appropriately recorded.
- The young person will be involved in discussion and decision making about his/her own safeguarding or protection including outside the placement or online.
- Regional protocol will be taken when a young person is missing from the placement and Action for Children will adhere to HSC Trust and NIHE requirements for their formal notification. i.e. Untoward Incident Reporting process.



APPENDIX 1 – CONTINUUM OF NEEDS

DEVELOPING A CONTINUUM OF NEEDS TO INFORM SERVICE DEVELOPMENT

Guidance Notes

Young people's experiences are unique and it is these past experiences that impact upon their individual coping ability.

The needs of this population as such vary, however can broadly be defined as sitting within a Continuum of Need, that ranges from **low -medium -to high** support.

It is important for the purposes of ensuring effective planning and delivery of services for young people that we have an understanding of the variety/range of needs that service models may need to reflect/be designed around and of the intensity of support / care that might be required at any given time to each of the categories of young people

The categories illustrated across the refined model are clearly not definitive and as acknowledged, given the life circumstances of many of these young people and the impact of these experiences upon their overall coping ability/complexity of needs, assessed needs can and may change over time. It is therefore important in designing a continuum of services that it is sufficiently flexible to allow young people to move along the support continuum at different stages of their life/development

This document details each support category within the continuum, in terms of key characteristics and suggests models of provision that might appropriately reflect/address the needs of young people whose support / care requirements may fall within each category, addressing their specific accommodation, care and support needs.

This framework provides broad guidance only on needs and levels of support, which should ultimately be informed and adjusted to each young person's circumstances based on a professional assessment of individual needs.



Appendix 1

High Support Needs

Young people with high support needs are likely to:

- ❖ Be unable/unwilling to take responsibility for decision making in their own lives
- ❖ Have limited/no understanding or acceptance of level of risk they may present to self/others
- ❖ Have limited insight into level and range of own needs
- ❖ Be unwilling to engage with or sustain services/support (often disengaged)
- ❖ Be unable to manage their day to day lives/routines
- ❖ Be detached from family, community and formal support networks
- ❖ Have dysfunctional family / other relationships
- ❖ Have had no/limited opportunity to develop social, life and educational skills due to chaotic lifestyle/behaviours

Characteristics of these young people may include: -

- | | |
|--|--|
| <ul style="list-style-type: none"> ❖ Multiplicity of needs (e.g. dual-diagnosis) ❖ Diagnosed mental health difficulties (e.g.; depression, post traumatic stress disorder) ❖ Complex emotional needs ❖ Learning disability (including autism, aspersers and borderline disabilities,) ❖ History of offending (may include high risk offending such as arson) ❖ Isolation/extreme loneliness ❖ History of drug /alcohol dependency ❖ High levels of aggressive/challenging behaviour ❖ Difficulty in forming, making or sustaining appropriate attachments ❖ Over reliance on negative/damaging coping strategies | <ul style="list-style-type: none"> ❖ Inability to sustain mainstream accommodation/adhere to roles/structures ❖ Repeated patterns of homelessness ❖ Propensity for self harm ❖ Potential for sexual exploitation ❖ Potential for perpetrating ❖ Absence of meaningful structures or routines ❖ Vulnerable to negative peer influence ❖ Having dependent children (likely to be subject to care arrangements) |
|--|--|

Suggested models of accommodation provision required include:

- | | |
|---|--|
| <ul style="list-style-type: none"> ❖ Secure care ❖ Intensive residential care services ❖ Therapeutic services ❖ Individualised care packages (including wraparound services) ❖ Adult disability services (e.g. residential services) ❖ Specialist support models (eg; detox facilities, mental health services) ❖ Specialist fostering (e.g. bail fostering) ❖ Emergency/crises services (24 / 7 support / care) ❖ Former Carer Scheme | <ul style="list-style-type: none"> ❖ ‘Hybrid’ model (integrated care/support) which is subject to detailed regulation and monitoring arrangements. Features of this service should include: <ul style="list-style-type: none"> ▪ <i>high staff to young people ratio</i> ▪ <i>small scale 24 hr support model</i> ▪ <i>social work management model</i> ▪ <i>Highly skilled, appropriately qualified staff team</i> ▪ <i>ongoing programme of in-house /external training opps for staff reflective of client group</i> ▪ <i>existing or capacity to, develop specialisms across staff team(e.g. addiction, health etc)</i> ▪ <i>needs rather than age led provision (capacity to accommodate young people 18 yrs +)</i> ▪ <i>ongoing staff access to practitioner experts/consultancy as required</i> ▪ <i>High tolerance/resilience model</i> ▪ <i>Agreed, consistent approaches to managing challenging/risky behaviours.</i> |
|---|--|



- *Ethos of promoting both responsibilities and rights of young people.*
- *Programme of diversionary activities/creative methods of engaging young people*
- *Focus on empowerment/promoting independence*
- *Outcomes focused*

Medium Support Needs

Young people with medium support needs are likely to:

- ❖ Have maintained periods of stability in their own lives
- ❖ Participated in decision making regarding their own lives and contributed to planning for their futures
- ❖ Be capable of building trusting relationship with significant adults who offer consistent support and contact
- ❖ Have some understanding of risk and protecting self
- ❖ Ability to practically manage day to day lives with appropriate assistance (e.g. budgeting, cooking, shopping)
- ❖ Have developed basic social and life skills
- ❖ Have fragmented engagement in training, employment, education,

Characteristics of these young people may include:

- ❖ Moderate abuse of alcohol / drugs
- ❖ Difficulty sustaining training or education
- ❖ Emotional fragility often linked to past negative experiences.
- ❖ Low self esteem
- ❖ Relationship difficulties
- ❖ Prone to periods of crises in lives, which may require periods of intensive support
- ❖ Limited/inconsistent support networks
- ❖ Subject to criminal justice system (e.g. probation, police involvement, community service orders)
- ❖ Peripheral involvement in criminal activity
- ❖ Cycles of homelessness and instability
- ❖ Use of ineffective coping patterns
- ❖ Mild learning difficulties
- ❖ Mental health issues (e.g. potential for self harming, depression)
- ❖ Motivation to engage with services
- ❖ Vulnerable to negative peer influences
- ❖ Inability to sustain routines
- ❖ Having responsibility for dependent children (who may be subject to care/child protection) arrangements
- ❖ Episodes of self-harm which are feature of coping

Suggested models of provision required include:

- ❖ **Supported lodgings**
- ❖ Access to care placement
- ❖ Residential care (including mainstream and more intensive models)
- ❖ Former carers scheme
- ❖ Foster care (including specialist models e.g.: bail fostering)
- ❖ Supported Housing Models.
Features of which should include: Subject to agreed regional standards and monitoring arrangements
 - Small scale group living
 - Young person specific
 - Strong young person centred focus
 - Expertise in working with young people reflected across management and staff team
 - Direct support available at optimum times
 - Access to high level ration of individual key worker support
 - Outcomes focused



- Capacity to provide immediate, direct emergency response (on site, on call)
- Ability to access crisis/respite services for young people
- Agreed arrangements for responding to/ managing risk
- Flexibility with regard to tolerance of challenging behaviours
- Emphasis on empowering YP/promoting independence
- Capacity for add on /wraparound services as required
- Life skills packages delivered in house

Low Support Needs

Young people with low support needs are likely to:

- ❖ Take responsibility for decision making in their own lives
- ❖ Welcome increasing independence and able to make good use of the help offered to them
- ❖ Hold trusting relationships with adult figures
- ❖ Can identify risky situations in their own lives and keep themselves safe
- ❖ Have developed social networks, and life skills
- ❖ Be actively engaging in educational, training and employment opportunities

Characteristics of these young people may include:

- | | |
|---|--|
| <ul style="list-style-type: none"> ❖ Positive experiences of engaging in education, training or employment ❖ Active engagement with support / community networks ❖ Goal –orientated. ❖ Able to sustain positive relationships with peers, significant partner or significant adults | <ul style="list-style-type: none"> ❖ Positive self-image and sense of self ❖ Resilience ❖ Being a young parent with good coping skills ❖ Coping well with independent living ❖ Generally confident and motivated ❖ Well-developed social and life skills ❖ Present as self-sufficient, however may experience periods of emotional instability linked to negative past experiences. |
|---|--|

Suggested models of accommodation provision required include:

- | | |
|--|---|
| <ul style="list-style-type: none"> ❖ Residential Care placement post 16 yrs ❖ Semi-independent living linked to residential care placement) ❖ Foster Placement ❖ Former carers scheme ❖ At home with family ❖ Student accommodation ❖ Own tenancy (e.g. NIHE, private rented) with low level floating support, rent | <ul style="list-style-type: none"> ❖ Cluster schemes ❖ Supported lodgings scheme ❖ Community based supported accommodation provision with sessional support worker time attached – outcomes focused |
|--|---|



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guarantee, approved landlord schemes
attached



APPENDIX 2 – REFERRAL FORM

Supported lodgings Planned and Emergency model

REFERRAL FORM

Date of Referral:	
Worker completing Referral:	
Lead worker for young person:	
Agency Team:	
Agency Contact number:	
Young person’s Full Name:	
Current Address (including postcode):	
Telephone:	
Mobile:	
Email:	
DOB:	
Gender:	



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Ethnic origin/Religion (as defined by the young person)	
Legal status (who has parental responsibility)	
National Insurance no:	

Why is it felt that supported lodgings is appropriate for this young person?

Notes:

How quickly does the young person need to move to supported lodgings?

(i.e. emergency, less than 1 month, 1-3 months 6 plus months)

Is the young person currently in education/training/employment? If so please provide details below:



If not, are there any plans regarding future education/training/employment for the young person while they are living in a supported lodgings placement? Please give details:

(The following information assists us to identify appropriate funding streams and calculate the young person’s financial contribution).

What money is the young person in receipt of per week?

Is the young person entitled to housing benefit? Y / N

Using the continuum of needs as a guideline, what level of support does the young person need? (please circle)

**High
Medium
Low**

Does the young person have an up to date UNOCINI/Pathway Needs Assessment/Pathway Plan? (please circle) Y / N

If so please provide these documents with this referral form and young person’s consent form for sharing of this information.



If no UNOCINI assessment, what information is known about the young person is he / she known to any agency?

Y / N

If yes:

Name: Contact no/s:

Name: Contact no/s:

Name: Contact no/s:

Have the above person/s been informed of this referral? Y / N

Notes:

If the young person is over 18 or not involved with social services please complete Action for Children’s additional risk assessment with referral form

**Note: Supported Lodgings model cannot provide bail addresses or accept young people known to have absconded from care or custody unless arrangements are made and permission granted by the relevant authority*

Other important/key information:

Notes:



*Note: Referral documentation subject to review as service develops.

***Please note: The information collected for this referral may be shared within the Supported Lodgings project and also with any other relevant agencies for the purposes of this referral only**

Signed (Young Person):

Date:

Signed (Referrer):

Date:



APPENDIX 3 – RISK ASSESSMENT FOR YOUNG PEOPLE OVER 18

Supported lodgings

RISK ASSESSMENT

Date of Assessment:	
Worker completing Assessment:	
Agency’s Name:	
Client’s Full Name:	
DOB:	
Client’s Contact Details:	

1) Do you have any allergies?

YES NO



Information:

2) Are you currently in good physical health?

YES NO

If no, please give information, including significant dates:

Details of your GP/Health Professional:

3) Do you smoke? YES NO

4) Do you have the ability to care for yourself and meet your daily Needs?

YES NO

5) Do you have any cultural/individual needs?

YES NO

Information:



6) Do you drink alcohol (regularly or occasionally)

YES NO

Information/quantity of consumption:

7) Do you use/have you ever used any recreational drugs regularly or occasionally?)

YES NO

If yes, please state whether this is past or present, and include further details (i.e which drugs etc):

8) Have you ever damaged property and/or fire setting?

YES NO

If yes, please give further information and dates of incident/s:

9) Have you ever been verbally violent to others?



YES NO

If yes, please give further information and dates of incident/s:

9) Have you ever been physical violent to others?

YES NO

If yes, please give further information and dates of incident/s:

10) Do you have any criminal convictions or previous cautions?

YES NO

If yes, please give further information and dates of incident/s:

11) Do you suffer from any mental health conditions?

YES NO

If yes, please give further information of condition/s and dates of diagnosis:



12) Have you ever self harmed or had suicidal thoughts/tendencies?
<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, please give further information and dates of incident/s:
13) Have you ever suffered any abuse or exploitation from others?
<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, please give further information and dates of incident/s:
14) Have you ever demonstrated sexualised behaviour physically or verbally)?
<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, please give further information around behaviour/s and dates of incident/s:
15) Is there any other information/risk factors you feel the project should be aware of?



16) Is there any additional information or comments the young person would like to share?

This risk assessment has been completed in the presence of both people named below.

The applicant understands that any false or incomplete information given on this form may risk this referral process and any future referrals potentially being refused.

Action for Children may use the information given in this referral to make further checks with other relevant agencies such as social services/police as thought necessary.



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Signed **(Assessor)**

Print Name

Agency

Contact Number

Signed **(Young Person)**

Print Name

Date



APPENDIX 4 – ACTION PLAN

Supported lodgings Emergency Model

ACTION PLAN

The purpose of this action plan is to help you sort out your housing & other related issues whilst using the Emergency Supported lodgings project. We need to work as quickly as we can to get your issues resolved so it is essential that we follow this plan.

Appointments have been made with:

AGENCY	DATE	TIME	PURPOSE
NIHE (Northern Ireland Housing Executive)			
SSA (Social Security Agency)			
Housing Benefit			
Social Care			
Counselling or mediation service i.e. Re-run/Relate			
Advice and			



Information Centre			
Jobcentre			
Other			

It is important in addressing these areas that the young person is assured of support; a major aspect of initial action planning will be engagement with family, finding out what has happened, this will especially be the case where it is a young person who presents as homeless aged 16/17.

When you go to these appointments, try to take the following but please **don't worry** if you don't have some or all of these- you are still able to attend your appointments and it won't stop people helping you, it may just take a little bit longer:

- National Insurance Card/number
- Benefits Office form confirming entitlement (or benefit book)
- Letters from Home Office, Inland Revenue, Benefits Agency, Probation, Solicitor. Etc.
- Medical Card
- Birth Certificate-
- Passport
- Driving Licence
- Bank Statements and Wage Slips- or other proof of income
- Proof of previous address (this could be gas, electric, telephone or other utility bill)
- Any other documentation that could prove your identity, age, or address.



APPENDIX 5 – PROJECT BOUNDARIES

Supported lodgings Emergency Model

PROJECT BOUNDARIES

BOUNDARIES FOR EMERGENCY SUPPORTED LODGINGS PLACEMENTS

Service Users are asked to agree to and abide by the following boundaries at all times whilst they are using this service. Any breach of these boundaries may result in the Host and/or Action for Children Staff asking you to leave or further action i.e. police may be taken. These boundaries are set by the Supported Lodgings program and not by Hosts and therefore the Host cannot make changes/exceptions under **any circumstances**. These boundaries are here for the protection of both you and your Host's.

- 1) You and your host provider will agree at the beginning about use of internet
- 2) You and your host provider will agree at the beginning about use of telephone.
- 3) You and your host provider will agree at the beginning about friends visiting
- 4) You and your host provider will agree at the beginning about safety
- 5) The Host's address is to remain confidential during and after your stay - this is to keep Hosts & young person's identities secure.
- 6) You are allowed to smoke however only at designated smoking area- please ask your Host's where you are able to.



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- 7) All meals and snacks will be offered at your Host's house however please don't help yourself to anything else without asking first.
- 8) No drugs or alcohol is to be consumed whilst you are staying at a Host's house.
- 9) Please respect other people's rooms in the house and their right to privacy.
- 10) Please respect the Host's and household's routine and schedules i.e. if your Host's asleep at 10:30pm please be quiet after this time etc.
- 11) Dress appropriately at all times!
- 12) No loans/gifts are permitted – please don't offer or ask for anything.
- 13) A placement agreement will be agreed and negotiated with you and your host at the beginning of the placement about specific family rules and or tolerance levels whilst living with the family.
- 14) If you are not happy with any aspect of the service or the way something has been handled, you can ask for a copy of the Action for Children complaints procedure, or speak to the referrer if you prefer.

I understand and agree to stay within these boundaries while on an Emergency supported lodgings placement. Failure to do so can mean that I am refused a place for the night and/or am unable to use the emergency model in the future. I understand that any breach of these boundaries may result in my being asked to leave the placement.

Name _____ Signed _____ Date _____

Witnessed by Referrer:

I hereby witness that the above party has read/been read and understands the above boundaries.

Name _____ Signed _____ Date _____



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APPENDIX 6 –DECISION MAKING TIMELINES



Email: OpeningDoorsSupportedLodgings@actionforchildren.org.uk
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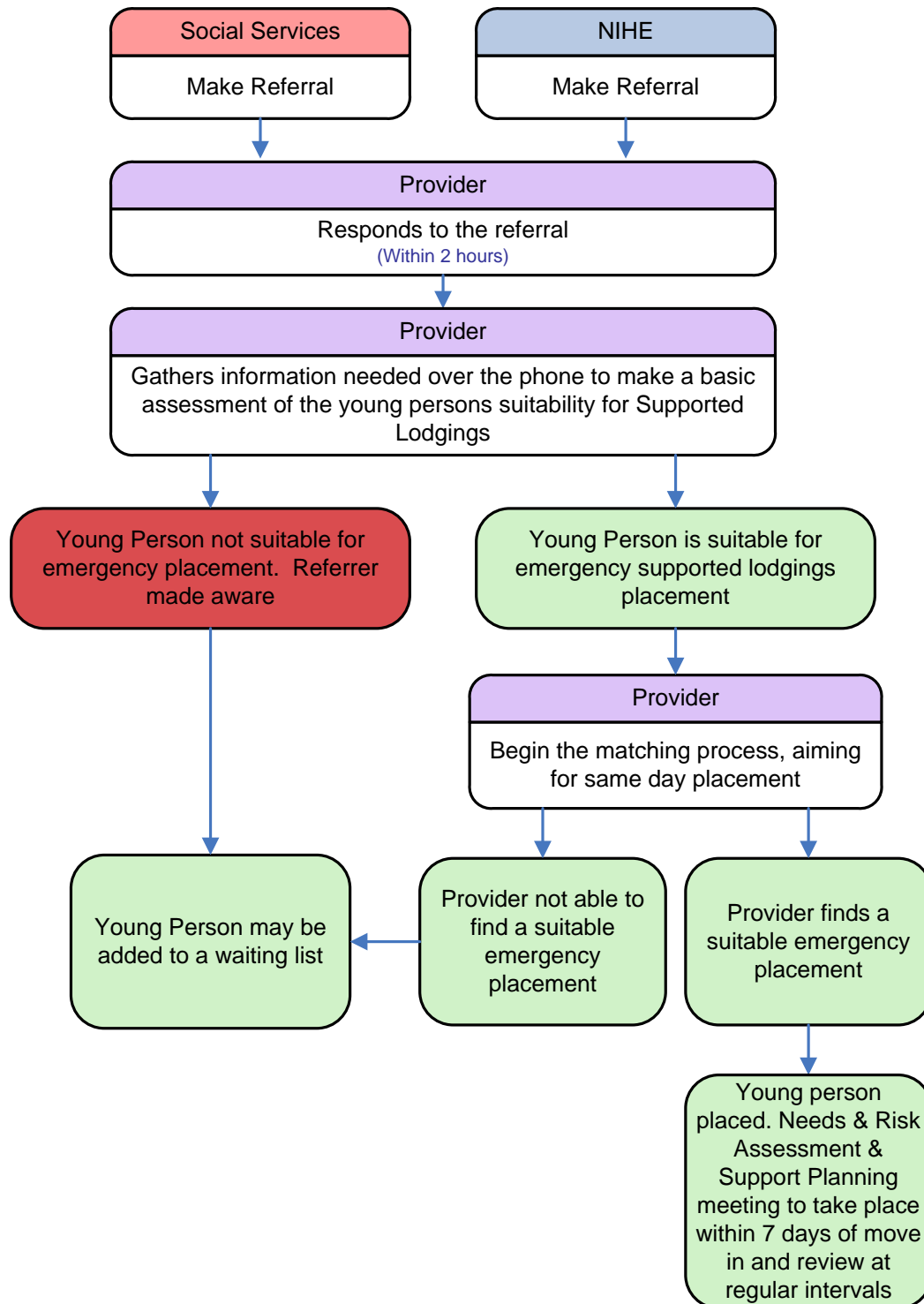


Figure 1 Emergency Decision Making Timeline

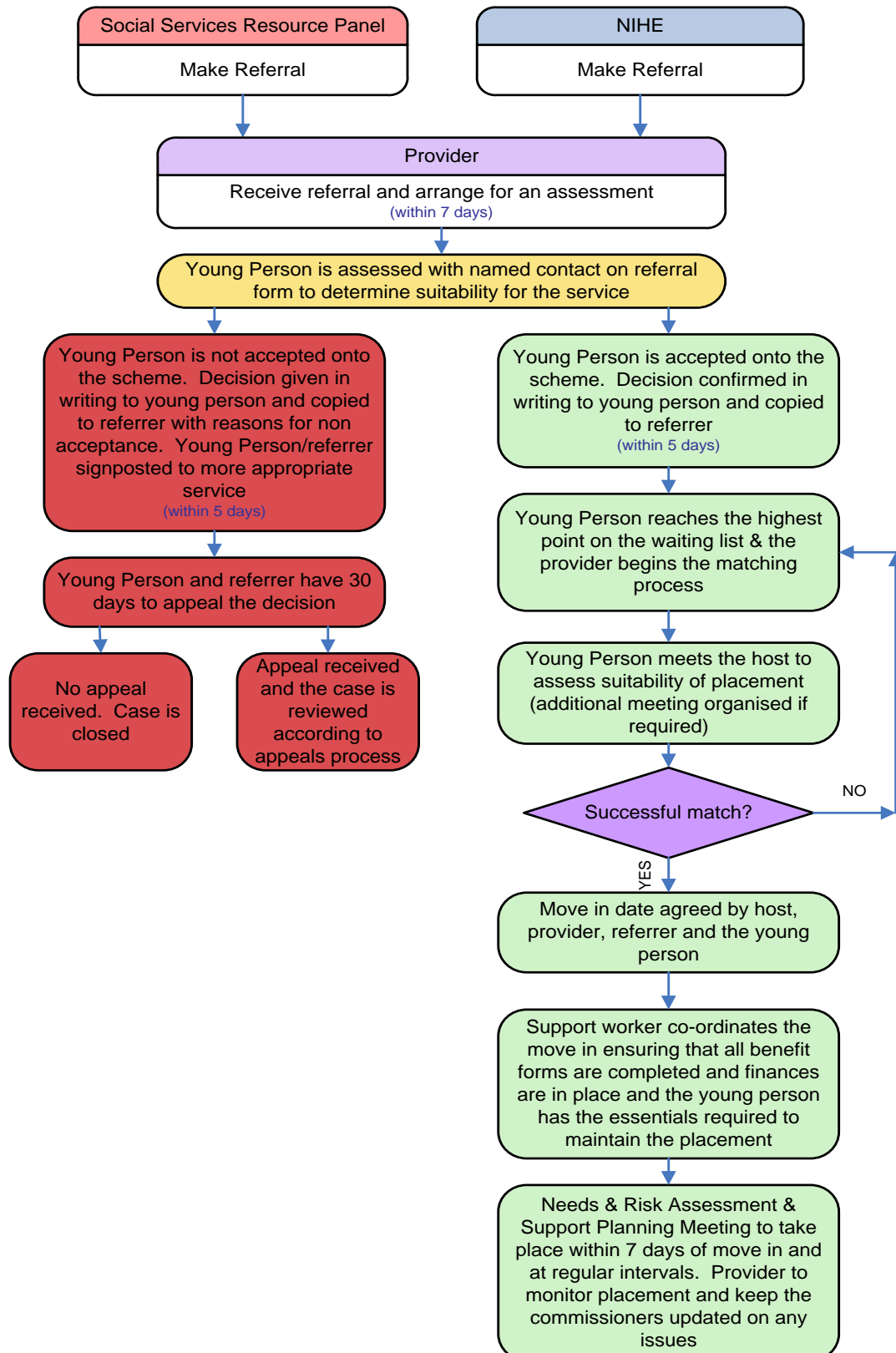




Figure 2 Planned Decision Making Timeline

APPENDIX 7 – CONSENT TO SHARE INFORMATION

CONSENT TO SHARE INFORMATION

The Northern Ireland Housing Executive and Social Services Trust believe that all matters relating to children and families should be treated as confidential, as far as possible.

In order to give you the best service we can, it may be necessary for us to talk with other organisations, or for them to provide you with services or support. This might include Social Services, the Housing Executive, Doctor, Health Visitor etc. If this is the case we will need to tell them relevant details about you if you are to get an appropriate assessment and service.

We will give only the necessary information to necessary people, but it is important that you understand we may have to do this.

Please sign below to say that you understand this will happen, and to give your permission under these circumstances.

Name: _____

Address: _____



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Signature: _____ **(Young person)**

Signature: _____ **(NIHE / Trust representative)**

(Parental consent may be required if there are concerns about the young person's capacity to give informed consent)



APPENDIX 8 –ELIGIBILITY CHECKLIST

Eligibility Checklist for Supported Lodgings

1. Service user group

Does the young person fall within one of these categories?

- 16/17 year has presented as homeless to the NIHE;
- 16/17 year old looked after;
- 16/17 year old care leavers who fall within the Relevant and Qualifying categories of the Children (Leaving Care) Act 2002
- Young people aged 18 – 21 who are:
- Vulnerable homeless who has presented to NIHE
- Care leavers

(Please note – young person needs to fall within one of these service user groups to be eligible for service)

2. Young Persons Motivation

Does the young person want to engage in the service?

*(Please note the answer to this question needs to be **YES**, otherwise placement less likely to succeed if the young person does not want to reside with a host provider from the outset, an exception to this would be if a young person has had a family breakdown and requires accommodation in an emergency, and this is the only suitable form of accommodation as per Regional guidance. We will also monitor the reasons why a young person is refusing to use this service to inform future service delivery)*

3. Continuum of Need

Does the young person meet the criteria outlined in continuum of need for this service (low/medium support needs)?



*(Please note the answer to this question needs to be **YES**, if there are any additional risk factors this needs to be communicated to service and a risk management put in place, please note that the continuum of need is to be used as a guideline only and will not be used as an exclusion tool.*

4. Risks presented by young person

Does the young person have any current acute mental health needs, serious current substance use issues or engaged in current prolific offending?

(Please note – the service may not be appropriate for this level of need/risk and may prove more difficult to match a young person with a host who has specialist knowledge in these areas. The service will look at these referrals on a case by case basis.

5. Referral Paperwork

Please provide the following documentation with each referral to the service:

Young person under 18 family breakdown

- Completed referral form
- Consent to share information
- Updated, Signed UNOCINI form

Young person 16 plus leaving care

- Completed referral form
- Consent to share information
- Updated, Signed Pathway Needs assessment/Pathway Plan

Young person over 18/ non care background

- Completed referral form



- Consent to share information
- Risk Assessment form
- Action Plan

If there are any queries with the referral process or a host provider, please contact supported lodgings team on:

028 94 467345 or Action for Children Head office on 028 9046 0500
NIRegionalSupportedLodgings@actionforchildren.org.uk