

Agenda Item No: 8, Appendix 2

The professional's quick guide to THE HUB (also known as No Wrong Door)

In October 2017, we will be launching a new service called the Hub. Some of the money for this is coming from the County Council's transformation fund, some existing staff will be moving into new roles as part of the hub, and the police are providing some staff resource to support the new service.

Who is the Hub for?

The Hub delivers services for children age 12 years and older who are open to social care and who meet the criteria below. The allocated unit maintains case responsibility at all times.

- Twenty Eight Day Pathway**

Where a young person has entered a Hub placement on a respite/emergency basis and a package of intensive support is required for them to return home safely within 28 days, avoiding the need for a longer term placement. The return home date is agreed from the outset with the family. This work will be for 12-16 weeks. This work will need to cease if it is felt the young person needs to remain in care or the parents disengage.

- Reunifications**

Looked after young people, where it has been identified that they can return safely to their parents, but they need intensive support to do this. This work will be for 12-16 weeks. This work will need to cease if it is felt the young person needs to remain in care or the parents disengage.

- Imminent risk of Care**

Young people where it has been agreed that there is an imminent risk (within 24 hours) of them entering the care system if intensive support is not offered. This includes when young people may be living with wider family/family friends. This work will be for 12-16 weeks. This work will cease if it is felt the young person needs to enter care or the parents disengage.

- Placement Stability**

A looked after young person, whose placement is at imminent risk of disruption or breakdown if intensive specialist support is not offered. These young people may be moved in to a Hub placement until stability is achieved.

- **Homeless**

16 – 17 year old young people who are considered high need, present as homeless and are at risk of becoming Looked After, who are currently open to social care and have previously accessed the Hub. We will work with these young people until placement stability is achieved.

Why do we need the Hub?

This cohort of young people are more likely to experience poor outcomes – higher rates of offending, poorer attainment at school, increased risks of being missing from home and poorer mental health. These young people have problems caused by chaotic backgrounds but there is also often inconsistent and inflexible provision from key services such as mental health support, the police, school and there is often poor transition between services within the County Council meaning there is insufficient ‘grip’ on the young people in this cohort. Too many young people become looked after in an unplanned way in their teen years.

Providing more effective support for this group of vulnerable young people is better for them in terms of long term outcomes, while reducing levels of expenditure on high cost placements.

What needs to be different?

We need to provide support which wraps around young people, offering them a more systematic and consistent engagement of the right key specialisms.

We need to be able to provide a wide range of flexible and creative placements and a placement model that is affordable within available resources. We need to be able to support young people flexibly without them unnecessarily becoming looked after.

So what will the Hub look like?

The service will be made up of two main components:

1. The Hub Support Service – this will be a dedicated team providing wraparound support for young people. The team will be made up of:
 - hub workers who will provide keyworker support for young people and engage with the family
 - a communications worker who will help young people with their speech and communication
 - a clinician who will support staff and young people to improve mental health outcomes
 - police officers who will build relationships with young people and carry out specific pieces of work.

2. Placement provision – initially this will include a residential element (which at the outset will be based at Victoria Road in Wisbech), foster carers and a flexible commissioning resource to enable the team to creatively accommodate and support young people away from home. In the medium to long term we will also develop other provisions including a move on flats, supported lodgings and other options.

We will train all staff in the Hub Support Service and Placement provision in the same model of working using Solution Focussed, Signs of Safety, Therapeutic Crisis Intervention, Restorative Practice and Motivational Interviewing.

How will we know if it has been successful?

In the short term we expect to see:

- Improved placement stability for young people
- Fewer new out of county / non Local Authority placements
- Fewer section 20 placements

In the medium to long term we expect to see young people:

- Reporting that they feel well supported by the Hub and have someone to turn to in a crisis
- Being arrested less often
- Going missing less often
- Having better attendance and attainment at school and going into and remaining in education, training and employment post 16
- Having improved mental health
- Self-harming less often
- Misusing substances less often

When does the Hub start?

We ‘soft-launched’ the Hub in October and started to take referrals from this point.

More information

Contact Email: Hub.Managers@cambridgeshire.gov.uk