

## **Redesign of Young Person's Housing Related Support services**

### **Cambridge (including South Cambs)**

#### **Part 1: Referral Pathway**

**Aim:** To provide a single point of access to all Young Persons HRS services (and potentially other services as well)

#### **Proposed Process:**

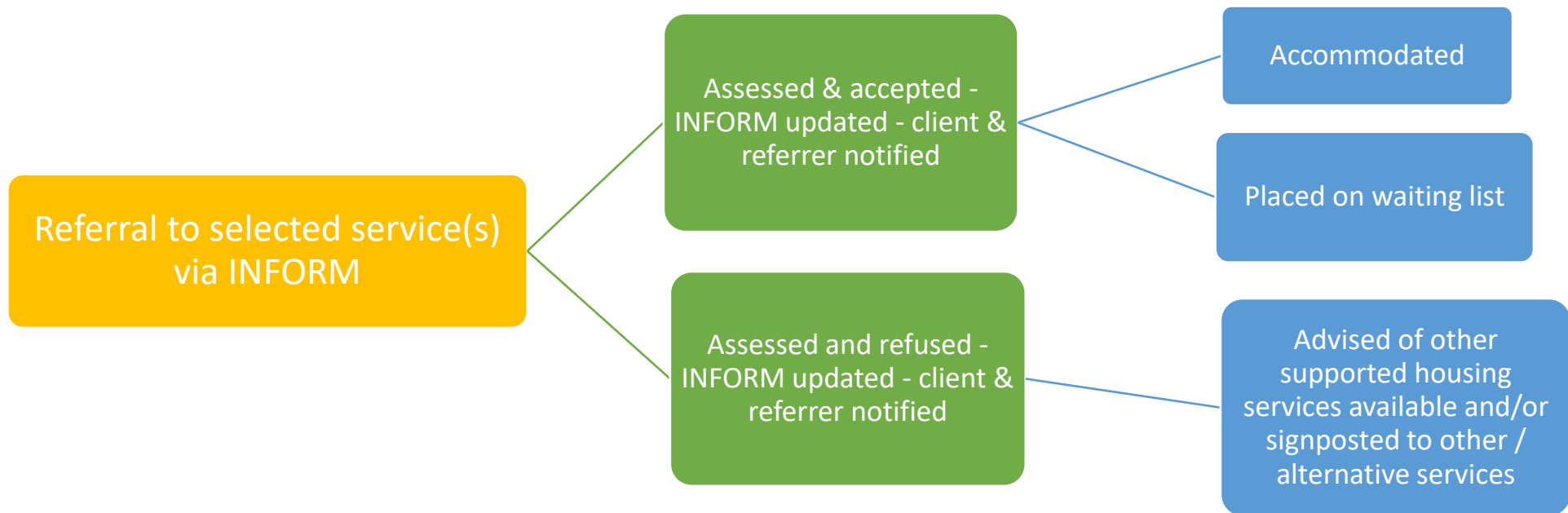
- All referrals are made via INFORM
- Referrals can be made to multiple providers depending on young person's preferences and needs
- All referrals responded to within an agreed timeframe
- Single assessment - One service contacts client and arranges to interview / assess – assessment shared with other service (by consent) if multiple referrals have been made
- Services update INFORM to show whether client has been accommodated or refused
- Use of existing JAP panel as a forum to discuss;
  - transfer of clients between services, where it has been identified that they would be better supported by a different service – Transfer information to also be recorded on INFORM
  - options / updates for clients who have been unable to access services support

#### **Challenges:**

- Not all referral agencies currently have access to INFORM or use it regularly enough to maintain a current log in
- If more licences are required this will incur a cost
- Additional development of INFORM will be needed which will incur a cost
- Providers also have 'in house' systems to update – duplication
- 'Single Assessment' needs to capture sufficient details for all providers to be able to make an informed decision

#### **Opportunities:**

- Data captured on INFORM for all referrals – improved data reporting and data capture, better information on demand etc
- INFORM able to provide data reports to cover some contract monitoring
- Single referral form that can be used to by agencies and individuals to refer to all services
- Consistent approach to referrals across the area



## Part 2: Accommodation and Support

**Aim:** To have a range of accommodation and support options for young people who are homeless or at risk of homelessness which;

- will be able to meet the varying needs of clients in the best way possible
- takes account of good practice
- helps to address gaps identified by the HRS review available

Range of services to include provision of support in designated accommodation and in the community.

### Model:

- Entry point depends on identified needs, client preferred service options and availability
- Flexibility for clients to move between higher and lower support options as needs change
- Staffed accommodation based services providing a range of options to meet varying needs. Support provided in different locations may be variable to allow a range of needs to be met within a single provision, but the overall range of supported accommodation must also be able to specifically provide the following;

- Support for those with complex needs with access to 24hr support (not necessarily on site)
- Provision of some 'female only' accommodation (could be a specific building or separate section of a larger building)
- 'Step down' and shared accommodation (variety of sizes and locations, single and mixed sex) to provide an opportunity to further develop independent living skills for those ready to move on and to provide an alternative to large hostel accommodation for those who need it
- Visiting Community Support Service that follows the client through step down and in to the community but can also offer support to those already living in the community e.g. support whilst living in the family home, with a relative or friend or in temporary accommodation. Team to include a navigator post to support LGBTQ+ clients across the service (part or full time).
- Flexible duration of stay/support to suit needs, but with a strong focus on 'move-on' and development of independence.



## **Fenland / East Cambs / Hunts:**

**Aim:** To have a greater range of accommodation and support options for young people who are homeless or at risk of homelessness which;

- will be able to meet the varying needs of clients in the best way possible
- takes account of good practice
- helps to address gaps identified by the HRS review available

### **Referrals:**

- Referrals can be made to multiple providers depending on young person's preferences and needs
- 'Single Assessment Process' – Use of standardised assessment form and where multiple referrals have been made, one service contacts client and arranges to interview / assess – assessment then shared with other service (by consent)
- All referrals responded to within an agreed timeframe
- Use of a Panel as a forum to discuss;
  - transfer of clients between services, where it has been identified that they would be better supported by a different service
  - options / updates for clients who have been unable to access services support

### **Model:**

- Entry point depends on identified needs, client preferred service options and availability
- Flexibility for clients to move between higher and lower support options as needs change
- Staffed accommodation based services providing a range of options to meet varying needs. Support provided in different locations may be variable to allow a range of needs to be met within a single provision, but the overall range of supported accommodation must also be able to specifically provide the following;
  - Support for those with complex needs (preferably in more than 1 location) with access to 24hr support (not necessarily on site)
  - Provision of some 'female only' accommodation (could be a specific building or separate section of a larger building – preferably in more than 1 location)
- 'Step down' and shared accommodation (variety of sizes and locations, single and mixed sex) to provide an opportunity to further develop independent living skills for those ready to move on and to provide an alternative to large hostel accommodation for those who need it
- Flexible duration of stay/support to suit needs, but with a strong focus on 'move-on' and development of independence.

## Direct referrals – Single Assessment Process



Accommodation based support able to respond to a range of needs, including those with complex needs and some 'female only' provision

(aimed at those with higher needs or poor independent living skills or in need of closer monitoring or assessed as needing 'on site' support)

Daytime staff & night time concierge, with access to 24hr support for those with complex needs



'Step down' and shared accomm

(aimed at those moving on from accommodation based services, those with greater independent living skills and lower needs or those unable to manage within a larger accommodation setting )

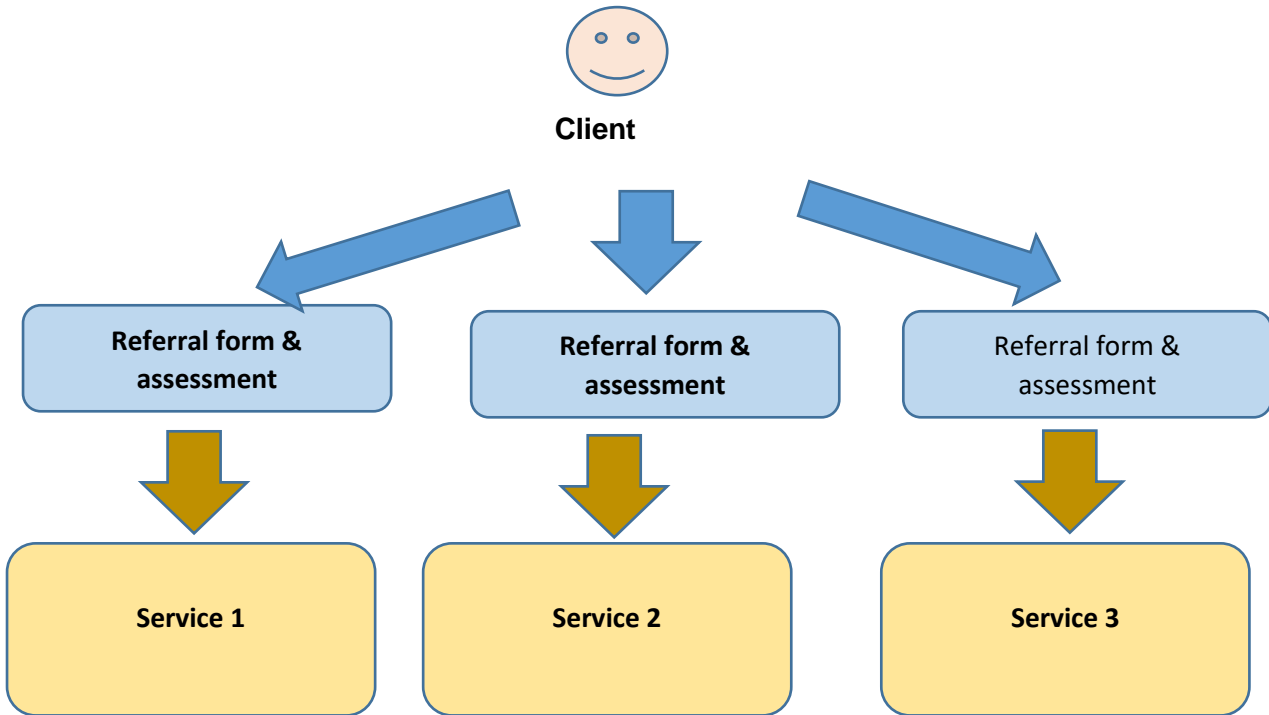
Visiting Support Service

**Single Referral and Assessment Process:**

The illustration below shows how the current referral and assessment process would change under the new model

**Current Referral and Assessment Approach:**

Client has to submit a separate application and undergo a separate assessment for every service they want to be considered for



**Proposed Redesign Approach:**

Client submits one application for every service they want to be considered for and undergo only one assessment that can be shared with those services (with consent)

