



Local Authorities achieving the
10 Local Challenges ●●●●●

NPSS National Conference 2018



Ending Youth Homelessness

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Overview of workshop

- Explain how RBG work to end youth homelessness
- Challenges for the Service
- Good practice and positive outcomes
- Current objectives and achievements

Welcome to Greenwich



HOUSING NEED

During 2017-18

- 8,088 customers were advised by our Customer Access Team
- 3451 customers received a casework assessment and support service, of which 1916 were referred by partners
- 562 households were accepted under Part 7, Housing Act 1996
- 1699 households were prevented from becoming homeless through casework support
- 14,983 applicants on the housing register (15/04/18)
- 655 households living in TA
- No 16/17 year olds placed in Emergency Accommodation

PREVENTING YOUTH HOMELESSNESS

Age of Applicant	Financial year			
Approaches	2015-16	2016-17	2017-18	Grand Total
16/17	118	154	165	437
18-24	570	596	512	1678
Grand Total	688	750	677	2115

Supported Housing	2015-16	2016-17	2017-18	Grand Total
16/17	44	65	57	166
18-24	68	73	70	211
Grand Total	112	138	127	

MHCLG: 2018 – Preventing of Homelessness

- Whilst the section 20 Children Act 1989 duty takes precedence, housing services also have duties towards young people who are homeless or threatened with homelessness. Duties owed by each service will depend on a range of factors, including which service they initially seek help from; the outcomes of any assessments and enquiries; and the wishes and feelings of the young person and their family.
- **It is therefore essential that children's services and housing services work together to plan and provide services that are centred on young people and their families, and prevent young people from being passed back and forth between services.**

EVIDENCE BASED JOINT COMMISIONING

Young People Needs Assessment / Personal Housing Plan (PHP)

- Data and information based on YP holistic assessments
- Consultations with key stakeholders and service users
- Learning from current model and service delivery
- Current outcomes and outputs
- Visiting other LA provision
- Listening to managers and staff
- Safeguarding and Risk Management
- Financial appraisal - VFM



RBG YOUTH PARTNERSHIP PROTOCOLS

- **Youth Offending Service Protocol** - referrals, assessments, case meetings begin before discharge from YOI
- **HIS/Children's Services** - joint protocols and procedures for 16-17s, Looked After Children/ Care Leavers, Intentionally Homeless Families
- **Young People Move On From Home** - support plan with Family Mosaic, YP attend Money House
- **Teenage Parents / Expectant Parents** YMCA / Eltham Road / Ambedkar House
- **Child Looked After/Care Leavers** HIS/1st Base / Children's Services (SW)





RBG - Multi Agency Hub created to support young people age 16 to 25.

The Point helps young people to access:

- Education (CV Workshops)
- Training
- Employment (GLLaB/Peabody)
- Housing Inclusion Service
- Personal development
- Sexual health services
- Drug and alcohol support
- Positive activities and
- Volunteering
- Counselling
- Domestic Abuse



Counselling services for YP



Education & Employment



YP Clinic with access to Health Visitors



greenwichsexualhealth.org



Leaving Care Duty

PROSPECTS

Surgery



Substance Misuse



TAYP - Team Around The Young Person

The Participation People

Early Help Duty Triage

Peabody Mediation Service



Housing advice and Options For Young People



Supported housing

Community Safety working with gangs St Giles Workers

Youth Offending Team

Floating Support for Young People

Pathway Referral



Referrals from professionals

- Provide a risk assessment
- Additional information form
- Planned appointments
- Home Visits

First Point Officers – Reception Staff

- Sign posted to appropriate service within the Point
- May already be engaged with one service
- Are you homeless?
- Basic details



Homeless Today



- Homelessness Prevention
- First Base Officers
- Contact parents/relatives
- Where no identified risk, aim for young person to return home
- Temporary placement will be arranged at a supported housing project
- Negotiation or mediation, offering floating support
- Peabody – 1 dedicated mediator
- Home visits
- If 16/17 years old a CIN assessment will be offered by the Social worker (MASH)

CAYSH



Supported Lodgings Scheme

- Scheme was set up in 2007
- 15 bed spaces in host placements for RBG residents only (within the borough)
- Young people age 16-21
- Mainly one but some will provide placements for two young people including LAC specific
- How long are the placements?
1 -2 years with planned moved on





DePaul

Scheme launched February 2014

- 142 Bed spaces
- High (31), medium (58) and low support units (53)
- Transition between the support provision according to need
- 3 clusters of accommodation plus Creekside 42 person supported unit (medium support)
- East, central and west of the Borough
- Children's Services - 5 Look After Child (LAC) spaces
- Reduces the need for temporary accommodation

Ambedkar House

- Family Mosaic
- 5 places Low to Medium support
- Teenage single parents (Female)
- Self contained – Greenwich
- Extended office hours
- Priority move on – social housing



Unique Foyer type set up for young under 35's

- Young adults willing to engage in employment, education or training (EET)
- Young parents (self-contained units)
 - Single parent with child/ren
(Including single fathers with child/ren)
 - Couple with child/ren
- YMCA provide concierge service – 9.00am – 5.00pm
Floating support
- Priority move on for parents etc
- Referrals to PRS for those who are not in priority need

MyBnk - Money House

- All young people in the supported housing pathways will attend
- Sponsored by RBG, Hyde Plus, Meridian Money Advice, Greenwich CAB, MyBnk and YMCA
- MyBank in Newham (YP Safety concerns)
- Flat in Woolwich (RBG Flat)
- Money Management
- Managing a tenancy

- An AQA accredited 5 day (Monday – Friday) Money House training course.
or
- A one day Independent Living Money House training course aimed at those who have some experience of managing their own tenancy, but would benefit from additional support.



PEABODY – FLOATING SUPPORT

Delivering Young People floating support services since January 2014

100 – 115 clients per year

1 Mediation worker

Also a team that provide floating support to:

- The young parents in the YMCA
- Teenage single parents in Ambedkar House
- Young people at home, relatives etc



CHALLENGES

- Young people not recognising or with undiagnosed mental health issues
- Increase in approaches from YP with complex needs and finding appropriate provision
- A jointly commissioned service with differing needs for Care-Leavers
- Increase in gang violence and gang conflict and finding safe provision, especially for those who refuse to re-locate out of borough
- Colluding with parents to leave home to access social housing
- The complexity of some cases require more tailored / bespoke solutions

GOOD PRACTICE

- GRASP – Greenwich Risk Adolescent Safeguarding Panel (Early Help, Police, Schools, Housing, Community Safety, ASB Team, YOS etc)
- Safeguarding interventions for young people, those reported missing or involved in any activity criminal or otherwise that may endanger themselves or others
- Weekly meeting with Supported Housing Providers
- Stringent monitoring of all incident reports from Housing Providers
- 1st Base/Housing Inclusion Service partnership arrangements and good working relationships
- Limited use of EOA for young people

CURRENT OBJECTIVES

- Robust monitoring and response to safeguarding
- Pilot project with other London LAs for out of borough placements
- Re-Commissioning RBG Young People Supported Housing Provision (Market Engagement Event held June 2018)
- Re-Commissioning of Domestic Violence and Abuse services
- More for less
- Strengthen partnership working
- HRA including partnership referrals
- Universal Credit – Oct 2018

WORKSHOP QUESTIONS

- What is your local authority / organisation doing in this area of work?
- What do you see as the biggest challenges you need to overcome?
- How do you plan to overcome these challenges?
- How do you think this work will improve service for your customers?
- What support or guidance would help you to do this?



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Over to you

- How do you think your local authority meets the criteria for this challenge?
- What support would help you to meet the criteria for this challenge e.g. training, tools, peer support etc



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For further information and support...



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