

# Young People's Supported Accommodation

## Needs Analysis

January 2018



SURREY

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## Setting the scene

‘We know that homelessness at a young age is not usually just about lack of accommodation. The underlying causes often stem back to much earlier problems or factors in childhood.

There are links between severe multiple disadvantage and childhood trauma, including abuse (sexual, physical, emotional and neglect), living with violence and substance misuse in the family home, running away from home, a parent with mental health problems, family homelessness, being in care and youth homelessness. 85% of all those interviewed had a range of these experiences. Other factors such as not going to school and school exclusion, involvement in the criminal justice system at a young age and mental health problems underpin the childhoods of many in this group.

Positive outcomes for this group are possible. The right help at the right time can transform young people’s lives.

Most commissioners and providers in local areas would agree that there is a mismatch between needs and available services for this group. This is not only about preventing homelessness, but other negative outcomes – for example, poor health, NEET status and offending. How can those young people with multiple and complex needs, who can’t live at home or stay in care get the right sort of accommodation and support to help them to succeed as young adults, avoiding the crisis of homelessness and having a more planned transition to adulthood?’

St Basils (2015: 12)

[http://www.stbasils.org.uk/files/2015-08-35/10\\_FINAL\\_pathwaysA4\\_booklet\\_98812.pdf](http://www.stbasils.org.uk/files/2015-08-35/10_FINAL_pathwaysA4_booklet_98812.pdf)

# 1. Introduction and purpose

Local authorities have a statutory duty to support the most vulnerable members of our community by providing an appropriate setting where they can receive support. The purpose of this needs assessment is to understand the accommodation and support needs of vulnerable young people in Surrey and to assess what the authority needs to assign resources to (commission) in order to ensure every young person is supported in their journey towards independence.

The document captures and analyses the needs of the priority groups of young people who require supported accommodation in Surrey:

- Young people aged 16 to 17 who experience homelessness or are at risk of homelessness;
- Looked after children, including unaccompanied asylum seeking children;
- Care leavers aged 18 to 25 year olds or those who are experiencing vulnerabilities as a result of previously being in local authority care (including unaccompanied asylum seekers);
- Young parents aged 16 to 25 years old;
- Young people aged 18-21 years who are single and homeless with support needs;
- 16 and 17 year olds bailed or remanded into local authority supported accommodation.

These groups have been prioritised in accordance with the Homelessness Act 2002; the Priority Needs Order 2002; Legal Aid, Sentencing and Punishment of Offenders Act 2012; and the policy direction of Children's Services in Surrey. Supported accommodation helps to ensure the local authority fulfils the legal responsibilities contained within a number of strategies, policies and legislation (see appendix 1).

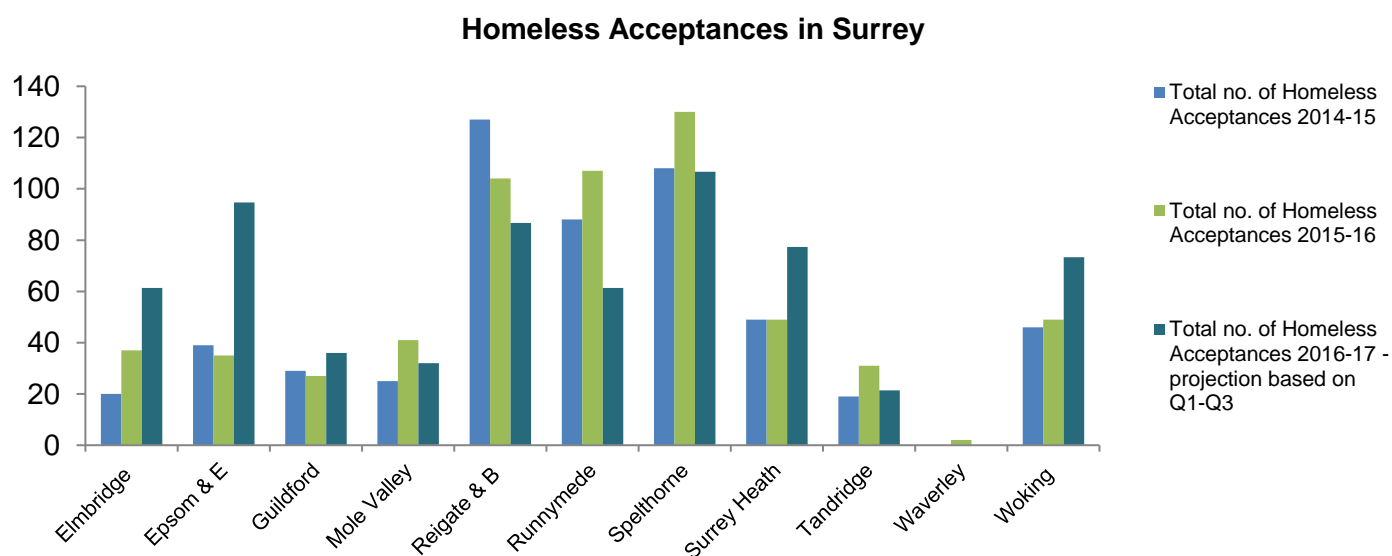
## **What we mean by supported accommodation**

Supported accommodation is a form of temporary accommodation with support for young people who are not ready to live independently. It could be provided by an individual, company or voluntary organisation and includes support. Young people will require various levels of housing related support and guidance to help them gain the skills they need to live independently. In order to access Supported Accommodation young people must be assessed by the Local Authority as being genuinely homeless or threatened with homelessness and as having no other suitable accommodation options available to them.

This analysis of need has drawn upon the joint strategic needs assessment, feedback from current providers, young people and other stakeholders. It provides a shared understanding of the key themes and issues experienced by young people amongst providers, commissioners, partner organisations and other stakeholders. It will inform the development and design of the future model for supported accommodation in Surrey which will commence in April 2018. The new model will incorporate, and build upon, the existing approach undertaken to ensure that young people remain living within their family networks, or have access to suitable accommodation and support should this not be possible, if, for example, the local authority has decided the family home is unsafe. It will also ensure the needs of looked after children and care leavers are met when they make a planned move towards independent living.

### Level of need in Surrey

According to the JSNA Chapter 'Planning, Housing and Housing Related Support' (2017), the number of households in Surrey living in temporary accommodation had increased by 144% between June 2011 and December 2016. Furthermore, the number of people sleeping rough has estimated to have quadrupled in the last 5 years, and levels of overcrowding are increasing. The chart below illustrates the number of people who have been accepted as homeless in the 11 boroughs and districts in Surrey.

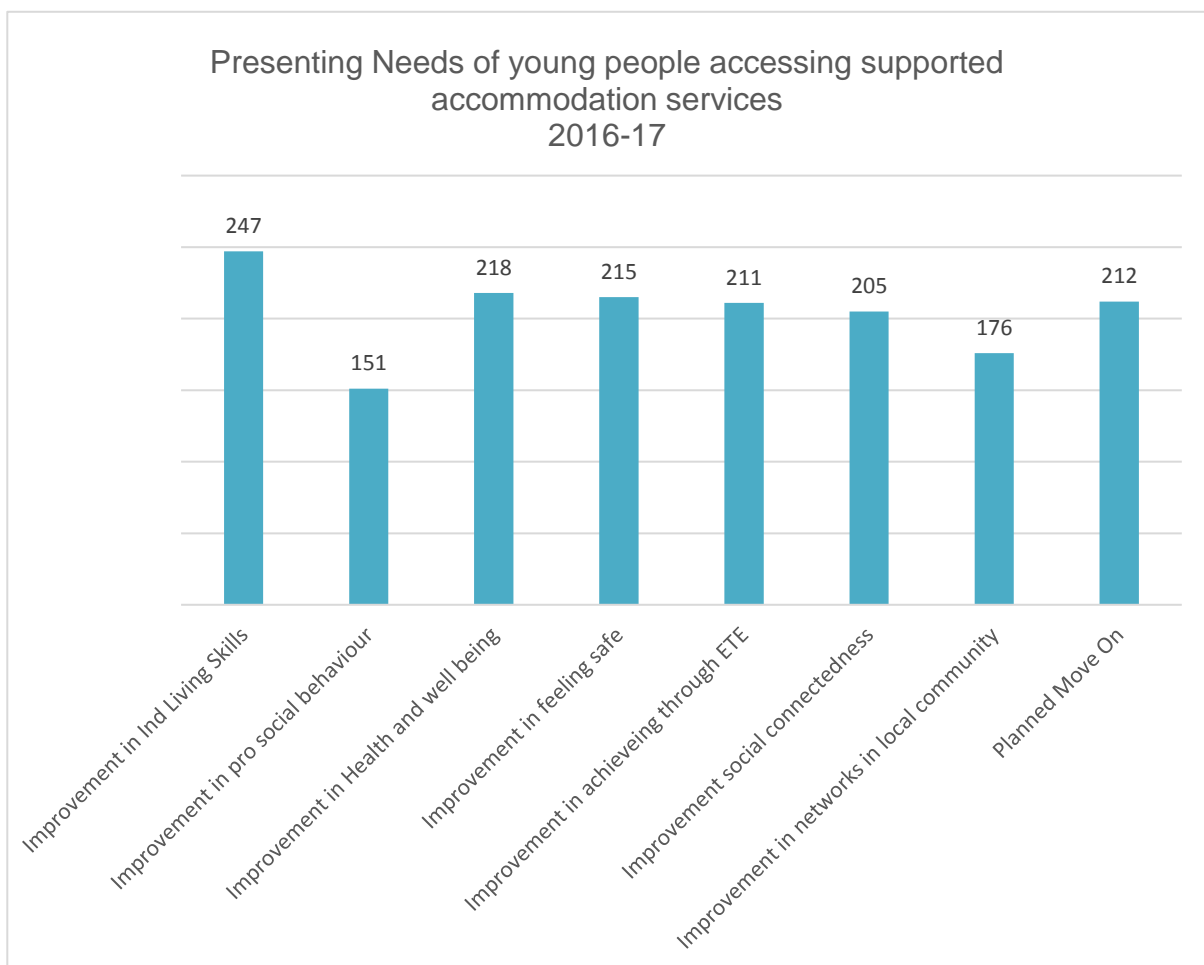


It was projected that 992 people will have been accepted as homeless across Surrey by the end of 2016-17 with Elmbridge, Epsom & Ewell, Reigate & Banstead,

Runnymede, Spelthorne, Surrey Heath and Woking accepting more than 60 people each. The JSNA (2017: 17) notes that:

There is concern that the loss of benefit entitlement towards housing costs for young people aged 18-21 with limited exemptions is likely to increase homelessness and potentially rough sleeping. There is concern that the loss of benefit entitlement towards housing costs for young people among this age group as UC (*Universal Credit*) rolls out across the County.

It is not possible to determine the proportion of this population who meet the criteria for the supported accommodation described above from the information contained in the JSNA. However, in 2016-2017, 911 referrals were received from a range of sources for young people who were in need of supported accommodation and/or associated support (see appendix 2). It should be noted, however, that a number of these referrals could have been for the same young person referred to more than one provision. The presenting needs of the young people accessing the provision are captured on the graph below. It illustrates that an overall total of 274 young



people presenting with support needs, 217 of whom moved on in a planned way.

The numbers above include young people across all priority client groups.

Detailed information about the size and needs of the priority groups is discussed below. Data is drawn from that held by the Homelessness Prevention Service (HPS) within Family Services and Children's Services (Looked after children and care leavers, including young people who are unaccompanied asylum seekers).

### **Good quality supported accommodation**

The Department for Children, Schools and Families (2010) describes the duty of local authorities to provide suitable supported accommodation:

Children's services must only provide children with supported accommodation which is suitable and of high quality. A range of different types of accommodation may provide suitable accommodation for 16 and 17 year olds who cannot live with their families, carers or guardians. These include foster care, children's homes, supported lodgings, foyers, properties with visiting support tailored to the young person's needs and other types of supported accommodation. In order for services to work well it is important that children's services work closely with housing services to ensure that a range of suitable supported accommodation placements are available for young people in their area, whether or not they are looked after children. Bed and breakfast accommodation is not suitable for 16 and 17 year olds. For teenage parents it is particularly important that they are provided with accommodation which gives them the holistic support they require to meet their individual needs and improve their outcomes. This should include support around parenting and independent living skills; their health and well-being; access to education and training; and their readiness for future independent living.

The priority for the Supported Accommodation commission is to ensure that sufficient high quality accommodation and support is available for young people that meets their needs and enables them to be safe, thrive and achieve positive outcomes in relation to independent living, health, social wellbeing, education and employment.

## 2. The accommodation and support needs of our priority groups

### 2.1 Young people aged 16 to 17 who experience homelessness, or are at risk of homelessness

Key findings:

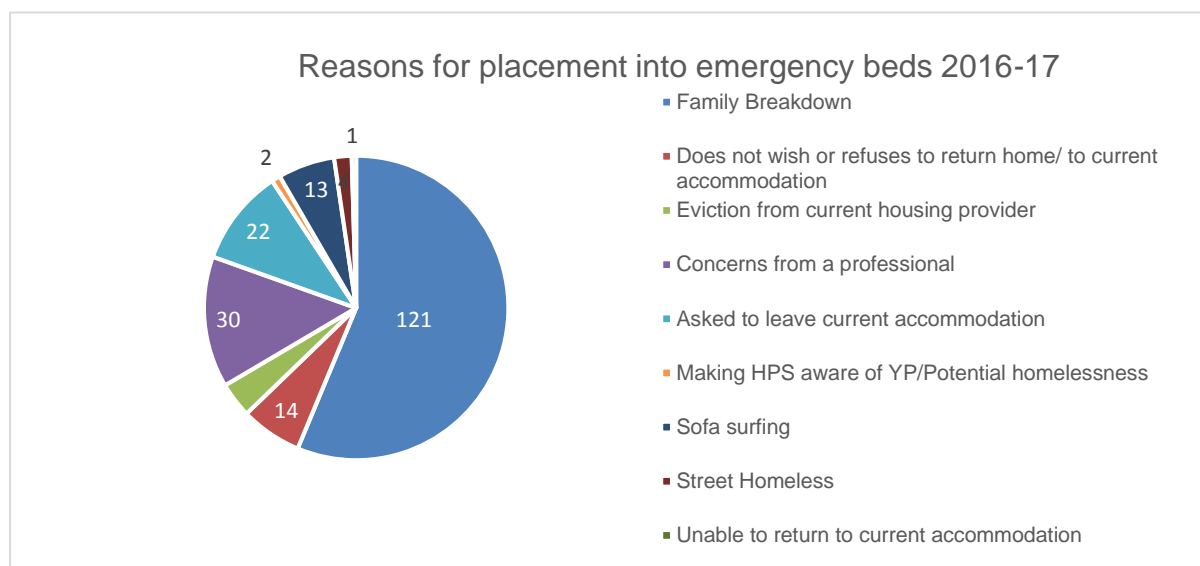
- Relationship breakdown with parent(s), violence and aggression in the home, abuse, behavioural issues (including substance use and non-compliance with boundaries), and a lack of somewhere safe and secure to stay, were the key reasons for referral to supported accommodation.
- Young people require support to enable them to achieve positive outcomes in a range of areas, including: cooking; money management; building and maintaining healthy relationships with others; learning from mistakes; accessing education, employment or training; emotional wellbeing and mental health; to establish contact with their family. These factors often correspond directly with the reasons for referral.

Between April 2014 and March 2017, 846 young people aged 16 and 17 were referred to the Homelessness Prevention Service (HPS) for accommodation related support. 38% of those young people were placed into emergency placements. The remainder have been supported in others ways, including mediation with their families, to enable them to remain in their family homes. However, this approach is not appropriate for all young people and the need for emergency accommodation prevails.

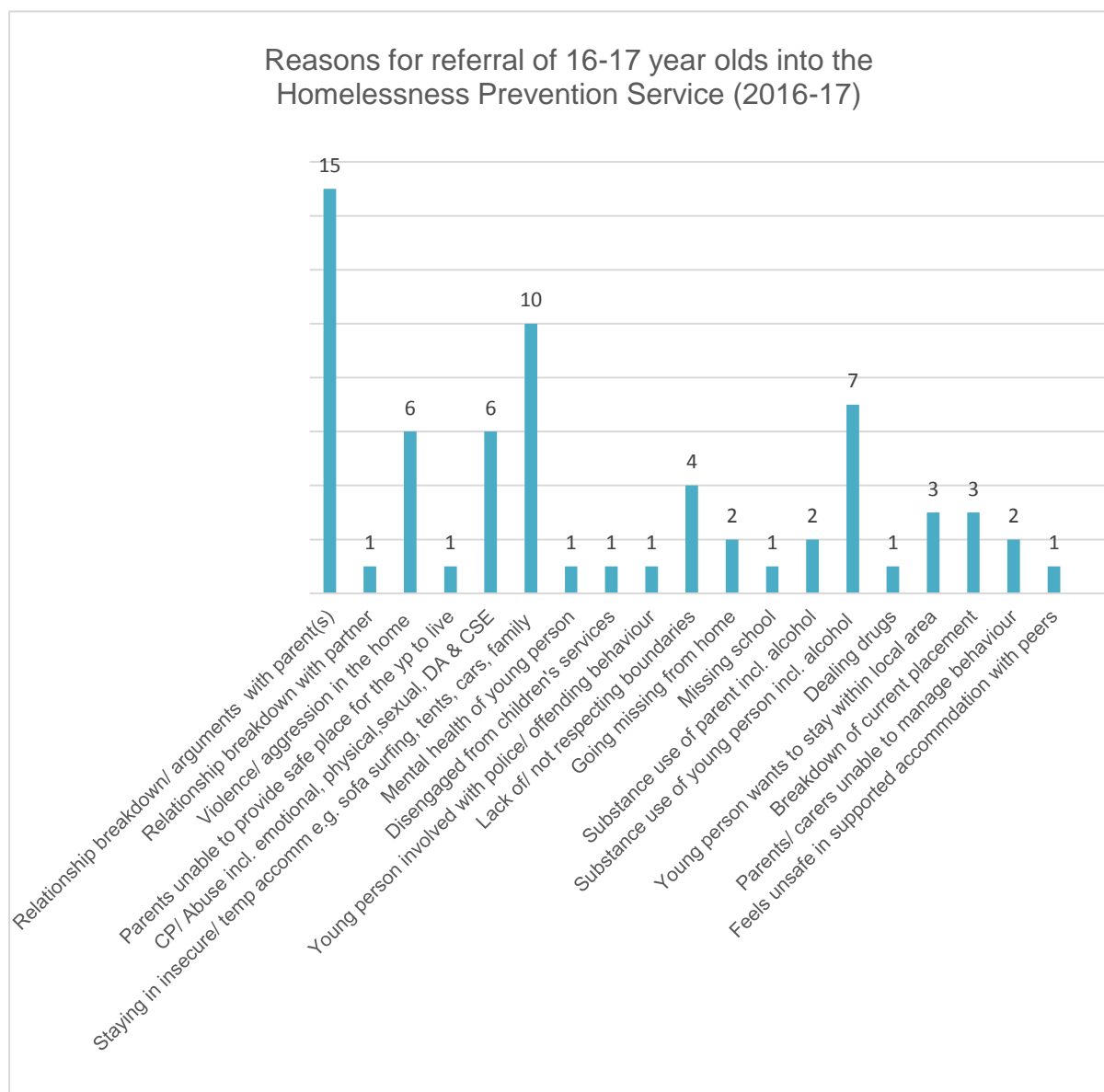
Homelessness Prevention Service referrals & placements for 16 & 17 Year Olds			
	2014/ 2015	2015/ 2016	2016/ 2017
Referrals Received	326	274	246
Number 16 & 17 year olds who are homeless or at risk of homelessness, including CIN, placed in Emergency Beds	Data not available	94	92
Number Looked After Children (including Unaccompanied Asylum Seeking Children) placed in Emergency Beds	Data not available	5	17
Care Leavers (including Asylum Seekers) placed in Emergency Beds	Data not available	10	7
Total placements made	98	109	116



In 2016-17, the following reasons were given for the contact with HPS at the point of referral:

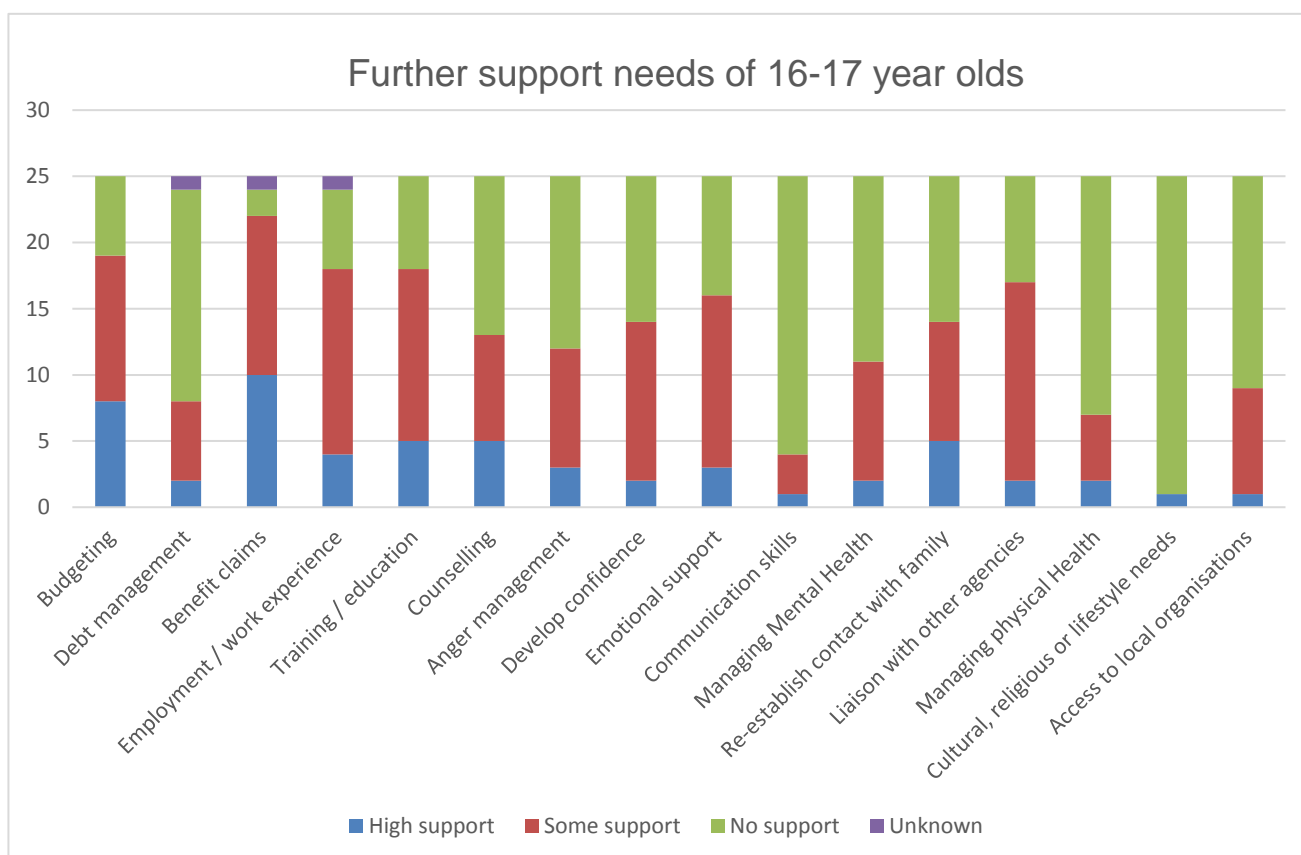
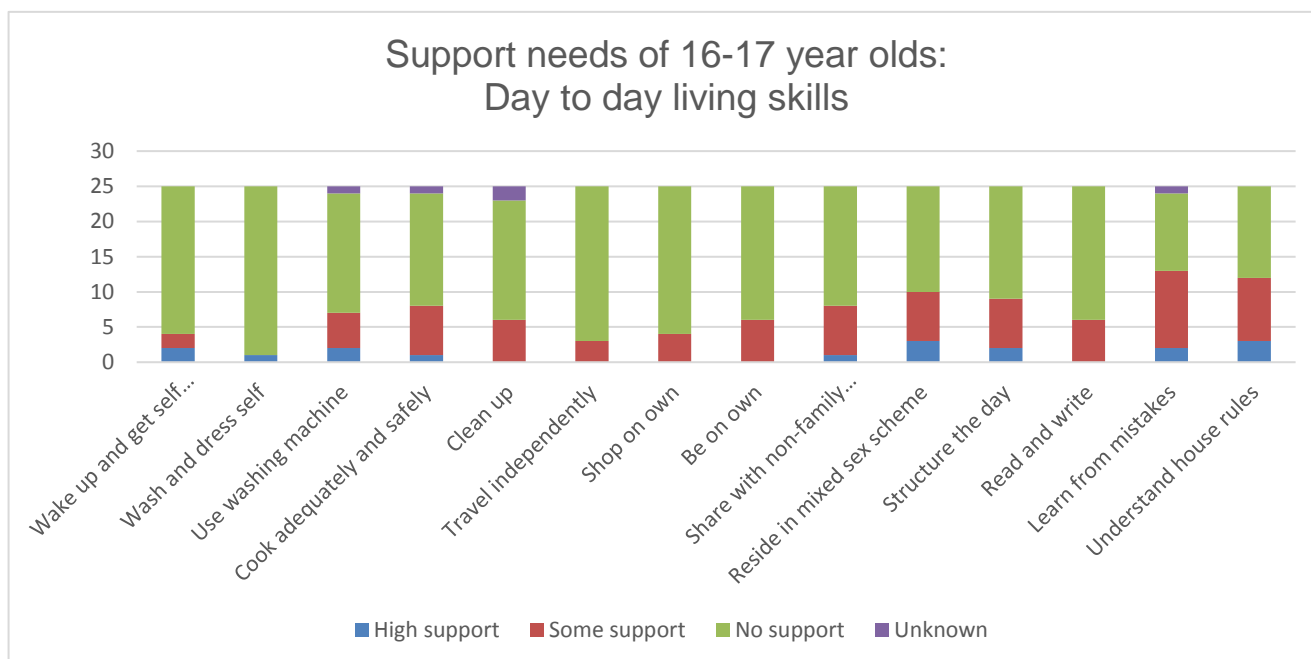


The analysis of a sample of 25 young people aged 16 and 17 who were referred to, and accommodated through, the HPS during the same period corroborated the evidence that, overall, arguments and relationship breakdown with parents is the most significant reason for referral. Issues relating to experiences of violence and aggression in the home (between young people and adults) abuse and behavioural issues (e.g. non-compliance with boundaries and substance use) and the lack of alternative, safe, places to stay were cited as key factors. It is important to note, however, that often the reasons given relate to the behaviour of the young person (what they were, or were not doing) rather than looking at the behaviours of the whole family (except where specific experiences of abuse are noted) and environmental factors. The spread of the reasons for referral are illustrated on the graph below. In most cases multiple reasons for referral were cited for young people which were all captured within this analysis.



The needs of the young people accepted and placed by the HPS are assessed at the point of referral to accommodation through the common referral form (agreed and used by all framework providers) in relation to day to day living skills (e.g. cooking, shopping and ability to share accommodation with non-family members) and other areas including finance, emotional wellbeing and education/ work. The graphs below show the number of young people within the sample who were assessed as needing no, some, or high levels of support in relation to each of the areas. It is evident that the majority of the young people required no or limited support to undertake tasks relating to personal hygiene, independent travel and shopping. More young people required support to enable them to cook; manage their money (including securing benefits and handling debt); structure their time; live with others; learn from mistakes; follow rules; access education, employment or training; improve their mental health emotional wellbeing and confidence; establish contact

with their families; and to liaise with other agencies. Overall, these developmental needs correspond with the reasons for referral and links can be seen with the reasons for eviction/ unsuccessful placements which are discussed in section 4.



## ***Introducing some of the 16 and 17 year olds\* who require supported accommodation in Surrey***

\*Names have been changed

**Wendi's** mental health is a major concern. She has depression and anxiety and has recently been admitted to hospital following an overdose. Wendi also has a dependency on drugs and alcohol. She used to break the rules on a daily basis at her previous placement by not returning in time for curfew and by taking cannabis and alcohol onto the premises.

**Louisa** has number of diagnosed conditions which require her to have support for all aspects of daily living. She finds it difficult to complete tasks that others would find straightforward. She finds it hard to relate to others, to manage her emotions and would benefit from developing her social skills. Louisa struggles to make decisions that would keep herself safe and as a result experiences a range of vulnerabilities. She struggles with her mental health and has been taken to hospital previously as a result of attempted suicide. She uses drugs and alcohol, takes risks online, has unsafe sex and friendships with people who do not look out for her whilst, at the same time, she dominates and exploits others. At this time, Louisa has an unwillingness to reflect on her actions or change her behaviour.

**Lucy** is currently on a child protection plan as there are concerns as to where she goes in the evenings and who with. There is a concern that she uses drugs and is being exploited. She is known to the police and has been arrested regularly for domestic cases and criminal damage. Lucy assaults and threatens her mother, father and step-father: the police have been called 24 times in 6 months. She currently has a bail condition to not return home. Services have been meeting with Lucy's parents to discuss the issues at home. Lucy's behaviour worsens when outside her current accommodation.

**Jack** is not living with his mother as she is unable to manage her emotions. As a child, he experienced neglect. He has depression and anxiety and has recently been diagnosed with autism. Jack self-harms and has been admitted to hospital on several occasions. He finds it difficult to engage with any type of support without someone he knows well accompanying him. He has low self-esteem and lacks motivation. He is easily influenced by others which has put him in at risk of CSE. Jack smokes cannabis and binge drinks. He has a poor relationship with his family and isolates himself. Jack has been prescribed anti-depressants and engages with CAMHS for support. He briefly got involved with work experience but found it difficult to sustain his placement. Due to negative influences from his peers, Jack was involved in a burglary and stole money from his current address. After these negative choices, his placement has broken down and he now requires other accommodation. His use of substances has increased.

## 2.2 Looked after children, including young people who are unaccompanied asylum seekers, and 16 and 17 year olds remanded into local authority accommodation

### Key findings:

- As of 31<sup>st</sup> March 2017, 62.4% of looked after children were aged between 12 and 17 and 21% were unaccompanied asylum seeking children (UASC).
- 48% of looked after children have experienced abuse (March 2017).
- Children and young people experience a greater inequality of outcomes in relation to health (including mental health), education and social wellbeing than non-looked after children. This is exacerbated when they are placed out of county.
- Local authorities are required to provide sufficient placements for looked after children within 20 miles of home.
- In 2012-13, 70.4% of looked after children had special education needs.
- Approximately 20 placements are required per year for young people who are remanded into local authority accommodation.

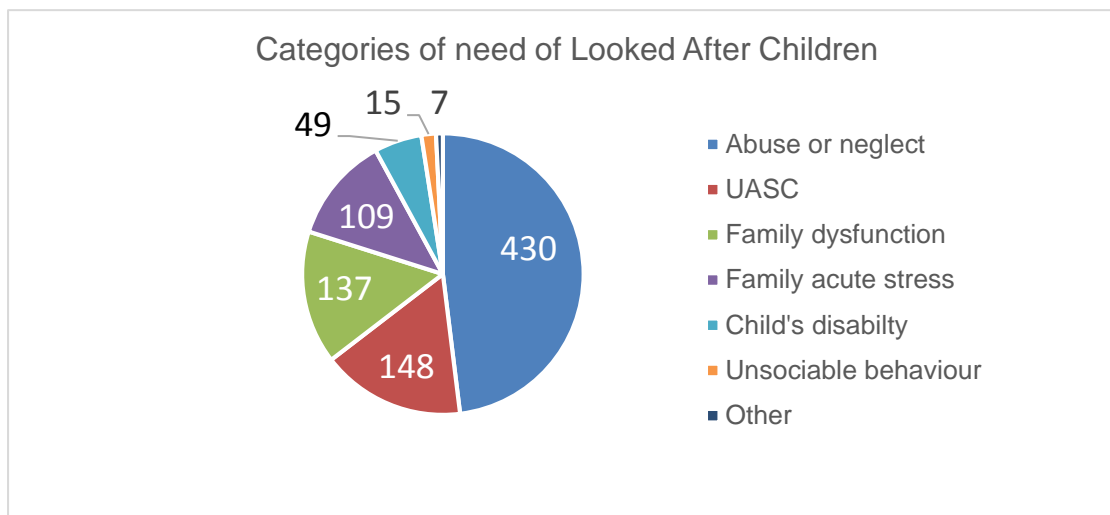
The number of looked after children in Surrey has risen recently. We have especially seen an increase in the number of unaccompanied asylum seeking children. There are approximately 900 looked after children within Surrey, 33% of whom have been in care for more than two years. As of 31<sup>st</sup> March 2017, 62.4% of looked after children in Surrey were between 12 and 17 years old and 21% were unaccompanied asylum seekers (Corporate Parenting Board Report Card, 31<sup>st</sup> March 2017).

Children and young people who are at risk of becoming looked after include those who have:

- Experienced neglect, mental, physical and/or emotional abuse
- Parents with substance misuse issues
- Parents with poor parenting skills
- Experienced breakdown in their family relationships and ability to function
- Involvement in the youth justice system
- Experienced domestic abuse
- Mental health needs
- Are at risk of sexual exploitation

- Complex needs which require the specialist support offered by a residential placement such as through a residential school or residential care home or specialist foster placement (further information is provided within the JSNA Chapter SEND)

The chart below shows the reasons why children and young people were looked after as of a snapshot taken in March 2017. 48% had experienced abuse or neglect.



A detailed analysis and description of the needs of looked after children in Surrey is provided the JSNA Chapter focussing on Children and Young People in the Care of the Council (SCC, 2016) (see

<http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=1680> ). It is important to note here that this group of children and young people experience a greater inequality of outcomes when compared with their non-looked after peers in relation to education, health (including mental health), and social wellbeing which are exacerbated if the child or young person lives outside of the county. In particular, the JSNA chapter (SCC, 2016: 1) highlights the stark difference in academic attainment:

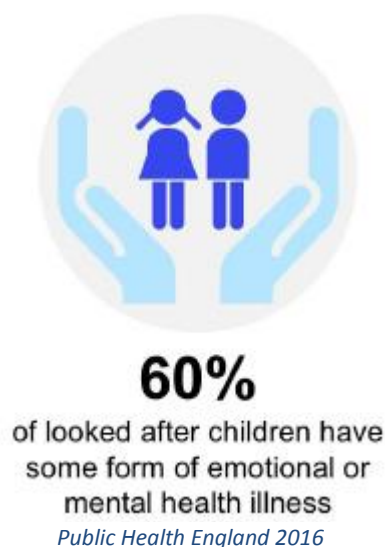
In 2014, the percentage of looked after children who obtained 5+ A\*-C GCSEs in Surrey including Mathematics and English was 13.2% compared to 53.4% for all young people in Surrey.

Placement stability within a foster care setting where the carer is committed to helping and supporting the young person in their studies can help children and young people to succeed. Supported accommodation provision is a significant part of the system meeting the needs of looked after children.

The JSNA describes the health needs of this cohort.

Children often enter the care system with a poorer level of health than their non-looked after peers. Looked after children and care leavers are:

- More likely to have emotional and mental health disorders related to their experiences of trauma and/or lack of placement stability or permanency, even when compared to children in a community sample from the most deprived socio-economic groups.
- Between four and five times more likely to self-harm in adulthood.
- More likely than their peers to experience problems including speech and language problems, bedwetting, co-ordination difficulties and eye or sight problems.
- Be exposed to greater risk factors for teenage pregnancy due to their background of social-economic deprivation, low education attainment, lack of consistent positive adult support, having a teenage mother, low self-esteem and experience of sexual abuse.
- Almost twice as likely to have problems with drugs or alcohol (increased from 18% to 32%) and to report mental health problems (12% to 24%) and other health problems (28% to 44%) including asthma, weight loss, allergies, flu and illnesses related to drug or alcohol misuse and pregnancy in young people's first year after leaving care, compared to measures taken within three months of leaving care.



In contrast with the concerns listed above, over 90% of children who responded to the Big Survey (2017a) said that they know how to be healthy.

### *Child Sexual Exploitation (CSE)*

CSE is a key area of concern for these children and young people. For example, as of October 2015, 24% of children and young people in Surrey Children's Homes had disclosed experiences of CSE and 30% were considered to be at risk. This figure is similar across other settings and CSE has been cited as a reason for the placement of young people in independent residential provision.

([https://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0008/96209/Surrey-Placement-Strategy-for-Looked-After-Children-April-2016-FINAL.pdf](https://www.surreycc.gov.uk/_data/assets/pdf_file/0008/96209/Surrey-Placement-Strategy-for-Looked-After-Children-April-2016-FINAL.pdf) )

### *Missing*

In January 2017, 9 females and 7 males aged 16 went missing and 3 females and 6 males aged 17 went missing. Last year there were 23 episodes where looked after children were missing for over a month. Of those 23, 20 were unaccompanied asylum seekers. There is a significant risk that young people who go missing may have been trafficked. There were 11 care leavers who were missing and deemed as immigration absconders and qualifying status.

This extract from the JSNA chapter (Children and Young People in the Care of the Council 2016: 11) highlights the importance of addressing this issue.

Safeguarding and promoting the welfare of children is a key duty on local authorities and requires effective joint working between agencies and professionals. When a child goes missing or runs away they are at risk. Safeguarding children therefore includes protecting them from this risk. Local authorities are responsible for protecting children whether they go missing from their family home or from local authority care.

Monitoring and reducing the incidence of missing children is important due to both the high risks they face whilst missing and the potentially serious reasons that sit behind the choice to go missing. Children may run away from a problem, such as abuse or neglect at home, peer pressure, bullying, sexual exploitation, offending behaviour, conflict with a parent or carer, running away from local authority care or be running to somewhere they want to be. They may have been coerced to run away by someone else. There are particular concerns about the links between children running away and the risks of sexual exploitation. Missing children may also be vulnerable to other forms of exploitation, to violent crime, gang exploitation, or to drug and alcohol misuse. For children in local authority care, a common reason they are reported missing is staying out later than allowed, being unhappy, missing family, not being able to participate in activities. Some young people also 'run for fun' – staff may know where they are and they come back. Other young people are running away from something intolerable. This could be bullying or abuse, a feeling that they are in the wrong placement or not feeling 'listened to'. Some young people are running to where they want to be: back with family or friends.

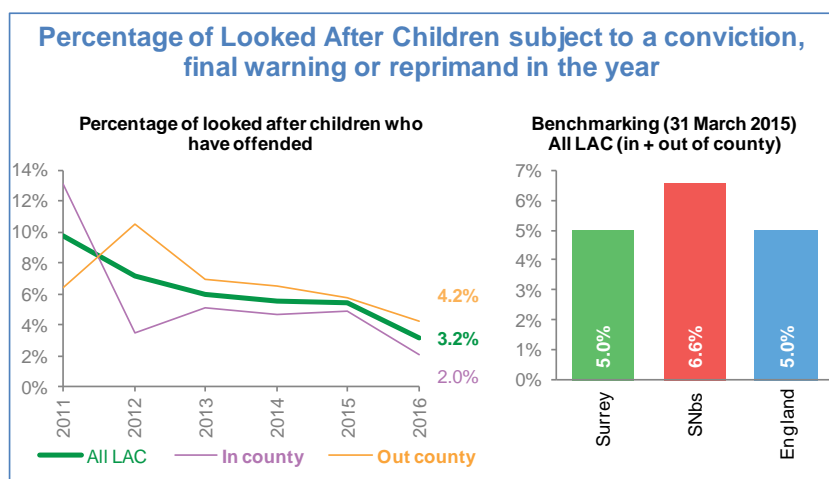
### *Education*

In 2012-2013, 70.4% of looked after children had special educational needs (<https://www.surreyi.gov.uk/Viewpage.aspx?C=basket&BasketID=284>). There is a considerable gap between Surrey's looked after children and their non-looked after peers in terms of education. In 2015, 60% of looked after children in Surrey achieved at least one GCSE A\* to G in comparison with the national average of 60% achieving at least 5 A\*-G grades (SCC, 2016).



## Offending

Since 2011 there has been a decline in the percentage of looked after children who have been subject to a conviction, final warning or reprimand (Corporate Parenting Board Report Card, March 2017). Restorative practice has made a significant contribution to this change.



## Unaccompanied asylum seekers

In March 2017, 93% of unaccompanied asylum seeking children were male and aged between 13 and 17. Newly arrived children and young people who are unaccompanied asylum seekers and in school Year 11 and below will be placed with foster carers. Those who are aged 16+ (post academic Year 11) will be placed in supported accommodation. It has been identified that there is a need to have access to a resource with 24-hour support/ care to enable a 6-8 week assessment of unaccompanied asylum seeking young people presenting within Surrey to be undertaken to identify their level of need and design an appropriate long term care plan, whilst meeting initial needs. Further details of the specific needs of UASC are provided in the following section of this document.

## Sufficiency duty

Local authorities are required to provide sufficient resources/ placements for looked after children within 20 miles of home. Currently around 23% of looked after children (excluding unaccompanied asylum seekers) are placed beyond this geographical radius, indicating that there is a need to improve placement choices 'closer to home'.

This perspective was echoed in the feedback from a young person within the Big Survey 2017a:

(We) need more emergency housing as I was homeless for three weeks and the closest place I was offered was in Kent.

As of 31<sup>st</sup> March 2017, where looked after children are placed out of county, and more than 20 miles from home, 66.2% lived with foster carers, 32.8% were placed in residential placements and 2% lived independently. 47 of those in residential placements were accommodated in homes and hostels, 16 in residential schools, 2 were in mother and baby units and 1 young person was living in a service provided by the NHS (Corporate Parenting Board Report Card, March 2017).

### **2.3 Care leavers aged 18 up to 25 year olds or those who are experiencing vulnerabilities as a result of previously being in local authority care (including unaccompanied asylum seekers)**

Key findings:

- In 2015, 18% care leavers lived in supported accommodation
- 37% care leavers in Surrey are unaccompanied asylum seekers (March 2017)
- 56.7% care leavers aged 19-21 were participating in education or employment (March 2017)
- The main presenting needs for non-UASC care leavers are mental health and emotional wellbeing, challenging behaviour and sometimes substance misuse. Care leavers who have complex needs are likely to have had multiple placements and be at greater risk of homelessness. This means that greater support is required to enable these young people to achieve positive outcomes.
- Increased move-on options for unaccompanied asylum seekers is required within Surrey, especially in close proximity to college provision.
- Care leavers have said that they need greater support to develop the skills and knowledge to be able to live independently.

### ***Definitions of a Care Leaver***

The legal definition of a care leaver is an individual who has been looked after for at least 13 weeks since the age of 14, and who was in care on, or after, their 16th birthday.

A young person's status as a care leaver can be divided into the following:

- **Eligible Child:** a young person aged 16 or 17 who has been looked after by the local authority for at least 13 weeks, since the age of 14, and is still looked after. (Eligible children are not in scope of this needs assessment since they form part of the looked after children's cohort.)
- **Relevant Child:** a young person aged 16 or 17 who left care after their 16th birthday and before leaving care was an eligible child.
- **Former Relevant Child:** a young person aged between 18 and 21 (or 25 if in education, training or have a disability) who, before turning 18 was either an eligible or a relevant child, or both.
- **Other qualifying:** a young person who was in care after the age of 16 but who is not eligible or relevant because they do not fulfil the 13 week criteria. This also includes care leavers who are 16-21 who are under a Special Guardianship Order or a Special Guardianship Order was in place when the person turned 18 and the person was looked after by the Local Authority immediately before the Special Guardianship Order was made.

As of 31<sup>st</sup> March 2017, there were 495 care leavers in Surrey, 185 of whom were unaccompanied asylum seekers. At the end of Quarter 3 in 2016-2017, 91.4% of care leavers aged 19-21 were in suitable accommodation (Corporate Parenting Board Scoresheet, March 2017). 124 young people were living in Supported Accommodation. 45 (25%) of those were non-asylum seeking care leavers (16 were placed outside of Surrey) and 79 (64%) were UASC, 60 of whom were in placements outside of Surrey.

### *Education, employment and training*

The Corporate Parenting Board Scorecard (31<sup>st</sup> March 2017), shows that 56.7% of care leavers aged 19-21 were participating in education, training or employment during the first 9 months of 2016-17.

### *Health & wellbeing*

Emotional health is a key priority for care leavers. Childhood trauma can have a long term and profound impact on care leavers during adulthood. The Care Leavers' Needs Assessment (2016) identifies a link between the transition to independent living and a decline in emotional health and wellbeing as a result of feelings of instability and isolation. This is compounded by the challenge of transitioning to adult health services. The Centre of Social Justice (2014) has highlighted that in the UK 70% of those sexually exploited through sex work, 20% of young homeless people and 24% of the adult prison population have been in care. It is important to note that this does not mean that poor outcomes are inevitable, instead it means more support is required to enable our care leavers to lead happy, healthy and successful adult lives

Despite looked after children recognising that avoiding substances (including tobacco) is important for a healthy lifestyle, (SCC, 2015) substance use is a primary need for a significant proportion of care leavers living in spot purchased supported accommodation.

### *Unaccompanied Asylum Seekers*

Whilst the needs of Unaccompanied Asylum Seekers are similar to those of other looked after children and care leavers, specific needs have been identified for this group:

- Opportunities to build relationships with the local community and groups that reflect their interests, identity, culture and faith;
- Access to education (incl. opportunities to develop English language skills);
- Support with Home Office applications;
- To be kept safe from harm (incl. CSE and trafficking), prevention of 'missing';
- Access to healthcare

- The location of provision is important. In 2015, 91% of Surrey's children and young people who were UASC were placed with foster carers outside of Surrey, partly due to the view that in-county provision would not be able to meet the cultural needs of young people.

Surrey Children's Services (SCC, 2017) identified the need for a provision that would provide Unaccompanied Asylum Seeking Children and SCC with:

1. A safe environment for unaccompanied children to be placed on arrival in Surrey
2. A greater level of awareness of safety than other temporary accommodation from child sexual exploitation, trafficking and a young person going missing with the first 48 hours in care.
3. Adequate time for Children's Social Care, Health and Education to undertake a rigorous assessment of the child's care, health, education and safeguarding needs
4. A safe space for age assessments to take place (when needed).

This led to the creation of a pilot Welcome Centre for UASC young people. The recent review of project has identified some key positive outcomes achieved by the young people (SCC, 2017b: 4). It also identifies some further areas for development including:

... a delay in moving some young people on as there is not sufficient accommodation in the areas that will enable young people to remain at Brooklands College. Young people have also not been accepting of some of the accommodation options and are requesting to share with other young people from the YMCA (Guildford) in their own flats. This is currently being explored with providers and will need to be considered within the new supported accommodation framework from April 2018.

A priority is to ensure that move-on accommodation is sourced for this group of young people, close to their educational establishment, that takes into account the fact that they do not have a local connection.

38 care leavers responded to the Big Survey 2016 (SCC, 2017a) and shared their views about their transition into the Care Leavers Service and independent living.

More than half of the young people said they felt supported in their move into the Care Leavers Service. 3 in 4 care leavers said that they know how to live independently, but only 47% of care leavers feel that they had enough support and advice to prepare to live independently. 74% said they know how to manage their money and 66% said that they know what bills to pay and how to pay them. 82% said they have enough information about health and 84% said that they know where to go for help about health issues if they are worried. The young people shared specific concerns about accommodation and money:

#### Charter for Care Leavers & Entitlements

As a care leaver I am entitled to:

1. An assessment of my needs
2. A Pathway Plan
3. A Personal Adviser
4. A place to live
5. Financial support
6. Maintain relationships
7. Involvement in decisions
8. To have a say
9. To see my file
10. To know about services I can use

- *Understandable I get help with rent and transport as I am on full time education but at the end of the day I am afraid I will be homeless if the care leaver service didn't provide me permanent accommodation as I will finish my education within 1 and half year.*
- *Proper support from my local borough council with regards to housing.*
- *For me I needed more time to prepare. I am still with my foster carers and staying put, and if I didn't have that security I would be on my own. They have to put up with so much. The difference between having a social workers support and moving on to a P.A is massive. I feel alone sometimes and unable to speak to anyone. This needs to change.*
- *Need to be more support for care leavers, I'm 18 and living with a family but I feel like I was lost, left in the distance to sort out my own things, rent I think is to high when I have to pay for other things like my car, insurance, petrol. I feel like no one has given me any updates on living independently as I wish to move out when I'm 21. Regarding jobs I'm pretty good at sorting out, but I think that there should be more support on helping to find young people jobs like an agency or something. But I'm coping okay.*
- *Providing for basic needs (housing, money):*
- *All young Care leavers they should have permanent accommodation.*
- *A more robust working relationship with the borough councils with regards to housing banding for care leavers.*
- *More pocket money.*
- *I lived a whole year with no money, or key worker.*

SCC (2017a: 26)

Further to this Barnardo's (2014: 5) identified the main concerns of young people as:

- Having a choice in their housing
- Finding appropriate and safe accommodation
- Managing to live alone
- The risk of being made homeless.

Barnardo's (2014: 16-17) makes the following recommendations to local authorities regarding accommodation for Care Leavers:

- Housing and children's services departments in local authorities should work closely together to identify the needs of young people in their area. They should jointly commission an accommodation pathway for young people so that care leavers have a degree of choice and are able to access a range of accommodation that meets their needs at different stages of independence. This should include reciprocal agreements on social housing allocations across local authorities to support those care leavers who have been placed out of area.
- In their role as 'corporate parent', local authorities should support all care leavers to find suitable accommodation. This includes thoroughly checking the quality and ongoing suitability of housing as the young person's needs change, and preparing care leavers who may face financial difficulties when they reach the age of 21. Local authorities should offer ongoing floating support to care leavers when they start to live alone to help them maintain their accommodation.
- Housing and children's services departments in local authorities should work closely together to develop emergency accommodation pathways so that care leavers are not placed in unsuitable B&Bs or other inappropriate short-term options. This could include jointly commissioning across local authority boundaries.

### ***Introducing some of our care leavers\* who require supported accommodation***

\*Names have been changed

**Alice** is 18 and has just left care. She has had a traumatic childhood and did not go to school during the past two years. . Alice's family were known to social services for most of her life and she became a 'Looked After' child when she was 15 years when her family said they could not cope her behaviour at home. Alice enjoys listening to music and spending time with her friends. She spends a lot of time with friends smoking weed. The social worker describes her as 'floating' through life. Alice has recently self-harmed but did not want to go to hospital. Alice is staying with various friends. She cannot tell you where she wants to live or what she wants to do in the future. At times Alice becomes very angry and has just agreed for a referral to be made to adult mental health services although it is unlikely she will meet the criteria for any intervention. Alice would like to have a pet cat in her new home.

**Bessie** has been in care since 9 years of age. She is the eldest of three children: her two siblings live at home with her mother and step-father. She speaks to her birth father on the phone, although this is not very often. Bessie always attends meetings and she enjoys cooking when she has somewhere suitable to live. She wants to go to live with her family but every time she visits it ends in arguments. Bessie has been asked to leave her past two supported lodgings placements. The carers said she did not accept the house 'rules' which expected her not to smoke cannabis, drink alcohol or have friends visit. There have been times when Bessie has been in fights with grown men, usually when she is with friends and they have all been drinking. Bessie has moved into emergency accommodation. Her drug use has improved and she now only smokes cannabis. Bessie does not think this is a problem.

**Dave** has been on a Full Care Order for sexual and emotional abuse since he was 12 and his family have been known to social services for the past five years. Dave has been living at a therapeutic residential placement for boys with sexualised behaviour since he was 14 years. He will need to leave in six months' time when he is 18. Dave enjoys going out but is only able to go to the local shop and is expected back within 20 minutes. The 'home' is worried that he may meet a girl and go missing with her. Dave is taken to and from college and the college have said they want an adult with him at all times when he is there. He wants to stay on at college at the end of the next academic year but cannot decide which course to do next. Dave does not have any friends but says he likes being on his own. He enjoys playing games on his computer.

**Hassan** arrived in the UK with two friends last year when he was 16 years old. He is staying in supported housing in Croydon. His immigration status needs to be renewed next month when he is 17.5 years. If he does not put in a fresh appeal his status will end and he will become 'all rights exhausted' and, therefore, he will not have the right to remain in the UK. Hassan does not want to return to his country of origin, and he says he does not have any family in Syria. He is studying ESOL and wants to continue in college but he is not sure if he will be able to because of his lack of immigration status. Hassan's English has improved and he has a good network of people from his local church.



## 2.4 Young parents aged 16 to 25 years old

### Key findings:

- In 2016-17, there was a 97.5% occupancy rate within supported accommodation for young parents provided through the block contract arrangements.
- Housing plays a significant role in promoting the wellbeing of young parents, safeguarding their children, and improving outcomes.
- There is a need for improved geographical spread of supported accommodation across the county and for provision that is accessible to, and appropriate for, young parents with complex needs.
- Young parents have said that their priorities are safety, relationships with key workers, and opportunities to live with their child and partner as a family unit.

The rate of teenage conceptions in Surrey has been falling consistently since 2011: rates are currently at their lowest of 14.2 per 1,000 population, compared to a South East region average of 18.8 and England average of 22.8 per 1,000. Runnymede and Spelthorne continue to have the highest rates in Surrey at 19.7 and 20.3 per 1,000 population respectively. (JSNA Chapter: Sexual and Reproductive Health, 2017). In 2016- 2017, there was an overall occupancy rate of 97.5% within the accommodation delivered through block contracts specifically for young parents.

Serious case reviews and research by the NSPCC and Shelter have shown that homelessness adds significant risks for vulnerable families and that there is a correlation between inadequate housing, homelessness and inhibited child development, increased parental stress and child maltreatment (Southern Health NHS Foundation Trust, 2016). Therefore, housing plays a significant role in safeguarding children, as well as promoting the wellbeing and improving the outcomes of the young parent.

Feedback was gathered in early 2017 from the Family Nurse Partnership (FNP) in Surrey about the accommodation needs of the young parents who access their programme and their views on current supported accommodation provision. They were able to identify some areas of good practice with regards to the assessments and support packages that were provided for young parents, both in and out of

county. They suggested that Independent Fostering Agency mother and baby placements had been of a better quality than in house provision. The team also raised a number of concerns about the supported accommodation available for young parents. They identified that a number of the young parents they have supported have been placed outside of Surrey, especially those who have the highest level of needs due to a lack of appropriate provision locally (e.g. mother and baby foster placements, family/ parenting assessment units, supported accommodation). This presents a risk for the young parents who access the Family Nurse Partnership programme because the team is contracted to work within Surrey borders only which means the service is usually withdrawn when they are placed out of county, unless they live close to the border and it is known they will return. The issue of access to FNP programmes is compounded as other local authority areas will not accept Surrey families when they are placed in their areas. Further to this, they have observed that mothers placed out of county tend to leave their placement due to a lack of community support networks and a lack of resources to support them.

Respondents noted that there is a poor geographical spread of provision across the county with a particular lack of provision in Cranleigh, Farnham, Ash, Frimley, Elmbridge, Redhill and Reigate. This is a particular challenge when young people with a local connection are prioritised. They highlighted that the provision in Caterham and Whyteleafe is only accessible to parents aged 18+. Colleagues also questioned the appropriateness of families being placed in close proximity to each other (i.e. within the same blocks) and whether this is a positive experience for the young parents and their families due to tensions that can occur within their relationships.

Further areas of development have been identified in relation to the quality of parenting assessments and the level of support available. Colleagues said that they consider the support provided in many places was suitable only for those who have low level of support needs. However, they identified that young parents with more complex needs are being accommodated in that provision as there are no other options. They also noted that some provision has a poor reputation, for example in relation to drug use, and that young parents do not want to live in those environments and potentially put their family at risk.

However, they did highlight a particular example of good practice within supported accommodation where relationships between key workers and young people were strong, there was excellent financial and budgeting support and self-contained flats were provided where fathers could stay. They felt in particular that the support provided enabled the young people to live independently and that the use of CCTV was important. An example was also given of a provider who took out additional insurance so that a young woman could continue to live in their accommodation during her pregnancy to prevent a disruptive move.

During consultation activities, providers raised concerns about the potential risks posed by partners. Providers respond differently to these: not all accommodation allows partners to live with the mother and child(ren). From the perspective of the FNP, this means that the ‘father is being excluded and his role isn’t being taken seriously’ and that it can be particularly challenging to ‘support both parents with attachment, bonding and parenting, when the father cannot be in the accommodation placement’. This concern is echoed by the feedback from young parents.

Further restrictions imposed on young parents in some supported accommodation projects include no overnight guests unless permission is granted beforehand, and an expectation that the young parent themselves spends 5 nights a week there. Others described instances where children are not allowed into the premises so some mothers are not able to spend time with their children there during the day or have them to stay overnight.

In response to the young people’s survey, one young parent said:

Do you feel safe in your current accommodation?  
*When in my flat yes, but not when in communal area.*

What do you like or think is good about the accommodation and support you receive where you live?  
*Nothing apart from I’ve got a roof over mine and my daughter’s heads.*

What don’t you like about the accommodation and support that you receive where you live?  
*The smell of cannabis, the noise, that fact it’s keeping my daughter apart from her dad just because of his age.*

What do you think needs to be changed in the future to improve your experience with supported accommodation?  
*Just allowed to be a family.*

How do the staff at your accommodation help you to improve your independent living skills?  
*I don’t need help. I just need my family together.*

The feedback also revealed the challenges young parents have experienced with regards to accessing accommodation through borough and district housing departments resulting in them moving into privately rented accommodation instead. It can be difficult for them to keep up with their rent payments resulting in them being evicted for rent arrears and then being found to be intentionally homeless. It also described challenges experienced relating to housing benefits and private landlords.

13 young people who live in supported accommodation for young parents responded to the survey. Their views are captured in appendix 3. Overall, approximately two thirds of the young people felt safe in their accommodation due the security measures in place at the project, including CCTV and the availability of staff. Others said that they sometimes feel safe, citing the behaviour other residents as a cause for concern, including cannabis use, intimidation and conflict, and nosiness. The majority of the young people felt that they received enough support, several saying that they are able to live independently and therefore do not need the support offered. Some, however, noted that they do not have, and would value, regular key-work. The young people from one of the projects were keen to express how good particular member of staff was. One young person said that they would appreciate it if the workers were less critical and were sensitive/ responsive to the challenges and experiences individual people have and another said that it would be helpful if staff would do things in a more timely way. Another mentioned that they think it would be good for:

*Staff to build better relationships with tenants. To remember tenants are vulnerable.*

A few of the young people identified areas for improvement relating to the facilities available (access to washing machines that work and a garden space for the children), the speed with which repairs are undertaken and their willingness to improve their own environment. One young person shared that they feel the size of their accommodation is inadequate:

*There should be no 1 bedroom places. Parents with children should not be thrown into 1 bed places. It's cramped, depressing and lack of sleep makes it worse.*

There were mixed views about the rules: it appeared there was a lack of clarity for some and that they were not always consistently applied.

To improve outcomes for young parents, the FNP would like:

- Nurturing of the mother prior to her giving birth
- Future accommodation placements planned in advance so that the parent(s) know where they will be living once the baby is born
- Options for high level, intensive, support within Surrey. This could be with their own parenting assessment unit with wrap around services e.g. psychology, legal services, nurturing programme, housing support
- A step-down approach with step-down accommodation prior to moving into independent housing
- More mother and baby foster placements
- Holistic family approach with respite for foster carers
- Clarity about which providers take young parents including age ranges and whether both partners are welcome
- Housing stability
- A planned and partnership approach to supporting young parents to reduce reactive intervention
- County-wide support for families through organisations such as Home Start
- Increased provision for young parents under 18.

The NSPCC (Hogg et al, 2015) has proposed a Gold Standard for Babies which outlines the desired standards to be achieved by homelessness departments:

1. All services catering for homeless families should be family focused, and configured and delivered with the needs of pregnant women and babies in mind.
2. Every family should be placed in a stable home with room for the new baby as early as possible in pregnancy, and definitely before 28 weeks gestation. Families should be able to stay in this home until the baby is at least six months old.
3. Professionals within homeless services should be trained to understand the critical importance of pregnancy and babyhood and how they can promote babies' wellbeing through their decision making and interactions with families.
4. Provision should be made for fathers and their babies to remain in close physical contact (where appropriate) even when the father is not placed with the mother and children, and vice versa, when the mother is not placed with the father and children.
5. Out of area placements should be avoided wherever possible to prevent disruption of maternity care and other family services.
6. All efforts should be made to place an expectant or new mother near to those significant members of her family or friends who are likely to offer social support during the perinatal period.
7. There should be clear and effective systems and protocols for sharing information about homeless families with babies and young children, including processes to ensure that the needs of homeless families, or those at risk of homelessness, are assessed at an early stage, and coordinate a multiagency response.
8. There should be evidence that homeless families are able to access healthcare and community services.
9. Families who are moved into permanent housing should receive appropriate support to live independently, including advice on how to manage a tenancy.
10. A family including a baby or woman in the last trimester of pregnancy should only be placed in housing which:
  - Complies with relevant housing quality standards including health and safety, hygiene and fire legislation and regulations.
  - Has 24 hour waking staff cover (if a hostel or bed and breakfast). Staff should be professional, supportive, respectful, and caring, and where possible should be permanent so that they are known to the residents.
  - Provides units that are secure with individual locks so people feel they and their belongings are safe.
  - Has adequate communal living space, including safe floor space where a baby can be placed to play or crawl.
  - Has individual bathroom/toilet facilities for each household, including a bath where a baby can be bathed safely and appropriate, safe and hygienic space to change a baby's nappy.
  - Includes a secure space to store a buggy or pushchair.
  - Gives families access to free or affordable on-site laundry facilities, and space for laundry to dry.
  - Gives families access to adequate cooking facilities and a fridge, which is economical to run and free of hazards for a young child.

## The need for additional support

### Where do young parents live?

Most young parents live with their own parents

Others live in insecure and unsafe temporary housing, or 'sofa surf'

There is no evidence that young women become pregnant to access social housing

### Consequences of poor and insecure housing

Poor health, and increased risk of infant death because of co-sleeping in overcrowded housing

Young parents move frequently and lose touch with services

Young parents are less likely to re-engage with learning. Isolation and poor mental health

### Homeless pregnant/young mothers' rights to housing support

Under-16: will be 'looked after' by the local authority, in a mother-and-child foster placement, young mothers' unit or residential unit

Aged 16-17: should be looked after 'like an under-16' (Southwark judgement)

Aged 18+: an eligible, unintentionally homeless pregnant woman or family with a child are a 'priority need' and must be given suitable accommodation by the housing authority



## Local actions in Surrey

- ✓ Arrangements for early assessment of young parents' housing and support needs

### A range of models for provision for different needs

- ✓ High need: supported accommodation with on-site staff
- ✓ Medium need: floating support for social and private tenancy
- ✓ Lower need: supported lodging

### Balancing relationships and safeguarding

- ✓ Father-inclusive accommodation that enables young fathers to maintain a relationship with their child and partner
- ✓ Safe, women-only accommodation for those experiencing domestic abuse
- ✓ Training for housing providers on vulnerabilities and safeguarding risks for young parents and their children

### Preparing young parents to progress to own tenancies;

- ✓ Integrated support packages including; education and training; skills for independent living; and health and wellbeing

## Further actions to explore

- ☐ Ensure **strong links and referral pathways** to maternity, FNP, health visitors and other services
- ☐ Localities of housing provision uneven across Surrey
- ☐ Need for young parents to have local connection to the area
- ☐ Housing provision in particular for young couples with their babies/ family accommodation



## 2.5 Young people aged 18-21 years who are single and homeless with support needs

Young people aged 18 – 21 are able to access supported accommodation when they:

- Present and are assessed as vulnerable (Housing Act 2002);
- Are in priority Need ((Housing Act 1996 as amended by the Homelessness Act 2002)
- Cannot remain in the family home; and
- Because of their age, are not entitled to provision from Surrey Children`s Services.

This group is likely to include young people who were previously assisted by the Homelessness Prevention Service when they were 16/17 years old and require ongoing accommodation post 18. Young people may be living in insecure and unsuitable accommodation, be sofa surfing or street homeless. For many, this means living in poor quality accommodation that is detrimental to their health and well-being. Many of the young people are likely to have suffered distressing experiences that have led to homelessness, such as domestic abuse, breakdown of a relationship, eviction, drug and alcohol use; and/ or mental health problems. Often these young people are cut off from their support networks and have limited access to health services. These factors can lead to feelings of disempowerment and isolation, and experiences of poverty.

In 2016-17, there were, on average, 111 single homeless young people aged 18-21 placed in supported accommodation at any one time.

Number of young people aged 18-21 years who are single, homeless and have support needs placed in supported accommodation 2016-2017			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
104	113	115	112

Of those referred for supported accommodation in the same year, 154 failed to secure placements. A further 27 were pending move-in. The reasons for refusal are captured on the table below. 78 placements were not made due to the young person



not attending their interview, the young person or referrer being uncontactable or the young person turning down the placement.

Reasons for refusal	Number of young people aged 18-21
No bed spaces available	29
Does not meet referral criteria	16
Unable to contact referrer/ referred young person	17
Young person failed to attend interview	27
Support needs or risks too high to manage	31
Young person refused offer of accommodation	34

## **2.6 16 and 17 year olds bailed/ remanded into local authority supported accommodation**

In line with section 38(6) Police and Criminal Evidence Act 1984 (PACE) and section 21(2)(b) Children Act 1989, it can be necessary to bail young people into local authority accommodation in order to prevent their detention in a police station. This occurs specifically when a child (up to and including the age of 17) has been charged with a relatively serious offence and denied bail, or to avoid a child being detained in police stations pending appearance at court

(<http://www.yjlc.uk/transferring-children-from-police-custody-to-local-authority-accommodation>).

In Surrey, there are only approximately 20 occasions per year where a request is made by the police for a young person aged 16-17 to be bailed into local authority supported accommodation. These are usually short term placements (1 night). Police officers will transport the young person to the placement and a member of Surrey Family Services will collect and transport them to court the next day - as per the Joint Accommodation Protocol – Surrey Police and Surrey County Council (please see appendix 5).

Some young people will be remanded to local authority accommodation pending further questioning, investigation of an alleged offence or a court appearance or to

prevent them from being remanded into prison. The court may also order that alternative accommodation is sourced if young people do not have a stable address or their living circumstances appear to contribute to their offending. When young people are remanded to the care of the local authority, they are designated as Looked After Children. These young people may also be subject to a range of conditions imposed by the court, which may include wearing an electronic tagging device, or curfew. They may require a placement for a number of months.

### 3. Current Provision

The 2014 re commission of Young Peoples Supported Accommodation saw 21 accommodation providers awarded a place on the Young Peoples Supported Accommodation Framework. 14 providers fulfilled block contracts whilst a further 9 offered spot purchase placements. All block contracted provision is located within 2 mile radius of Surrey County Council borders. In addition to the placements provided through block contracts, further provision was purchased on a spot basis. The majority of spot purchase provision available is located out of county and is expensive.

Beds commissioned from 2014 by borough/ district and model												
Accommodation Model	Elmbridge	Epsom & Ewell	Guildford	Mole Valley	Reigate & Banstead	Runnymede	Spelthorne	Surrey Heath	Tandridge	Waverley	Woking	Total Beds
Young Parents			13		4	8				7	13	45
Female Only					13							13
Supported lodgings												20
Hostel/Foyer *			34	4	43						23	104
Shared Houses **	6		17	13	7	5			10	3	13	74
Nightstop												16
<b>Total by Borough/District</b>	<b>6</b>	<b>0</b>	<b>64</b>	<b>17</b>	<b>67</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>49</b>	<b>272</b>
*24 beds within the hostel/foyer model were commissioned specifically to provide support for young people with additional needs and offered enhanced support hours.												
** A small number of placements within the shared houses accommodation model are self-contained properties.												

The following block contracts that were awarded in 2014 were unfulfilled because of challenges associated with securing premises in the required localities:

- 13 beds in Shared Accommodation (Spelthorne, Epsom & Ewell and Elmbridge) - awarded across 3 providers

- 9 beds in Shared Accommodation in the north west– awarded to one provider

As a result, the following provision was awarded to current framework providers:

- 7 block beds in Hostel / Foyer accommodation in Epsom & Ewell developed in Partnership with Epsom and Ewell Borough Council, Surrey County Council and Sanctuary.
- 6 block beds in Shared Houses in Spelthorne delivered by Transform (the provision and funding was transferred from the Supporting People Team in Adult Social Care).

### **Contract changes during the lifetime of the commission**

#### *Provision*

Some provision was reduced or de-commissioned during the lifetime of the commission due to underperformance, it being unviable, or to make necessary cost savings. There has been a reduction of:

- 6 Additional Needs Placements in south east Surrey
- 12 Hostel Foyer Beds in south east Surrey
- 4 Female only Beds in south east Surrey
- 7 Shared Accommodation Units in the south east of Surrey

The Night Stop Service was decommissioned (there were no young people using this provision at the time of decommissioning). Overall, the reduction of provision has had limited impact on our ability to meet the needs of young people, apart from those who have additional needs. This remains a challenge for Surrey County Council.

From January 2017, The Welcome Centre, a pilot project specifically for young people who are Unaccompanied Asylum Seekers was established in Guildford. It provides 5 beds.

#### *Age range*

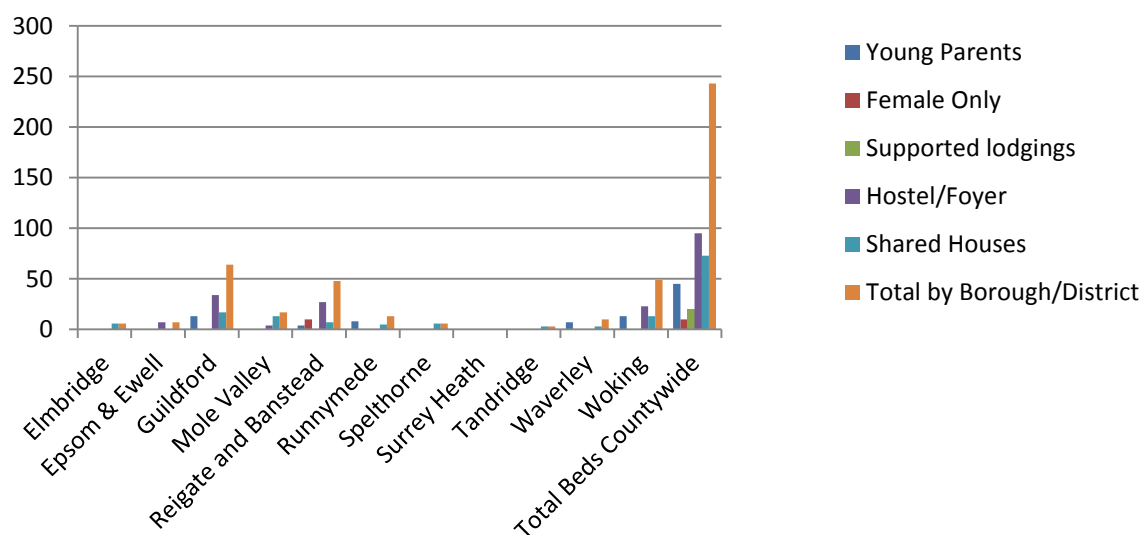
Since the Framework was established in 2014, the age range was reduced from 16-35 to 16-21 (up to 25 for young people who experience vulnerabilities as a result of previously being in local authority care or are young parents).

Data gathered through the Performance Management Framework revealed that accommodation was being used more extensively by older young people (70% of places) whilst, at the same time, placements were being spot-purchased for people under the age of 21 (often out of county and away from their support networks) because there was insufficient space for them. Therefore the decision was taken in 2015-16 to reduce the age limit to 25 to ensure that there was sufficient provision for younger, more vulnerable, people. This was reduced again to 21 (to 25 for young people who were previously in local authority care or are young parents) from April 2017 as data showed that the needs of vulnerable young people aged 21 and under were not being sufficiently met through the commissioned provision (70% of service users were aged 21-25) and the financial position of the local authority means that we must prioritise provision for those who experience greatest vulnerabilities. This move has increased access to supported accommodation for our priority groups of young people.

### Geographical spread of supported accommodation in Surrey provided through the block contracts

In total there are currently 246 bed spaces (excluding 6 emergency beds) across Surrey. The charts shows that there is an uneven spread of numbers and models across the county which means that young people may have to live outside of their local area moving them away from their support networks. Elmbridge, Surrey Heath, Epsom & Ewell and Spelthorne do not have enough provision for young people so young people are being placed outside of their borough/ district/ area.

Location of supported accommodation in Surrey



## **Emergency and Assessment Beds**

In 2014 Surrey commissioned emergency and assessment beds to provide short term respite emergency placements. In partnership with providers it was agreed that emergency and assessment beds served the same purpose, and therefore all of the Countywide Assessment Beds were converted to Emergency Beds, making a total of 12 emergency beds.

Between 2015-16 and 2016-17 the utilisation of emergency beds reduced (86% and 41% respectively) which is believed to be as a result of the increase in family mediation provided by Surrey Family Services. This approach has enabled more young people to remain within the family home at the point of breakdown rather than requiring emergency respite. Alongside this, the Volunteer Host service was being developed and therefore 6 out of the 12 emergency beds were converted to longer term block bed provision. This reduction also made financial savings for Surrey (paying rental losses to providers and support money on unused beds).

## **Surrey Family Services Volunteer Host Service**

The Nightstop Service was commissioned in 2014 and decommissioned in April 2015. Since November 2016, Surrey Family Services have delivered a Volunteer Host Service to respond to young people who need emergency respite accommodation. The aim of the service is to reduce the numbers of young people who are placed in hostel accommodation in an emergency in order to reduce the exposure to peer influence and child sexual exploitation. Hosts are able to offer a welcoming, safe environment for 1-3 nights (sometimes longer) whilst mediation takes place. There are currently 32 Volunteer Hosts in Surrey. This has also enabled financial savings to be made and reduce the number of emergency beds in hostels. This service can currently be accessed by Care Leavers aged 18-25 years and Children In Need aged 16&17 years old.

So far there have been 6 placements (all children in need including one mother and child placement) for a total of 33 nights. There have been no evictions and all young people have had successfully moved into other provision (1 x supported lodgings, 1 supported accommodation, 3 returned home and 1 is still in placement)

Young people have been extremely positive about the service they have received and have described the Hosts as welcoming and supportive and also described the accommodation as safe and homely. This service will continue to be developed and reviewed to ensure that it remains excellent value for money and achieves excellent outcomes for young people.

### Use of bed and breakfast accommodation

Since the Homelessness Prevention Service started in 2012, **the use bed and breakfast for young people aged 16 &17 has been eradicated.** It is no longer offered as an option for young people. Mediation and respite in emergency beds or with the volunteer host service are offered instead.

### Occupancy

849 young people have accessed supported accommodation commissioned through the block contract since 2014.

	2014 - 15	2015 - 16	2016 -17
Total young people accessing block bed placements	286	351	212

The level of occupancy within services commissioned through the block contract has been lower than expected despite demand and the number of refusals by providers to offer placements and young people choosing not to accept. These issues are discussed in the next section of this document.

Accommodation Model	Area	Annual 2014-15	Annual 2015-16	Annual 2016-17
Female only Hostel	SE	91%	89%	72%
Hostel Additional Needs & Shared Accommodation	SW	88%	97%	86%
Hostel /Foyer	SW	67%		
Hostel/Foyer	NW	95%	95%	84%
Hostel/Foyer	SE		70%	
Hostel/Foyer	SE	92%	95%	91%
Hostel/Foyer	SW	78%	95%	84%
Hostel/Foyer *Additional Needs	NW	88%	91%	83%
Hostel/Foyer *Additional Needs	SE	66%	81%	
Shared Accommodation	SE	72%	90%	
Shared Accommodation	NW	100%	94%	72%
Shared Accommodation	SE	74%	91%	88%
Shared Accommodation	SW	91%	91%	88%
Shared Accommodation * Move On	SE	73%	86%	95%
Shared Accommodation * Move On	SW	100%	99%	
Shared Accommodation	NE	97%	94%	77%
Shared Accommodation	NW	94%	90%	83%
Supported Lodgings	SW	30%	56%	83%
Young Parents	NW	94%	87%	96%
Young Parents	SW & NW	95%	97%	99%
Welcome Centre	n/a	n/a	n/a	100%



#### 4. Unsuccessful referrals, move-ins, and evictions

The table below shows the percentage of referrals received for supported accommodation into the HPS in each financial year from 1<sup>st</sup> April 2014 until 31<sup>st</sup> March 2017 and the number and percentage of unsuccessful referrals and move-ins. In the most recent year 53.5% of referrals were unsuccessful.

Number and percentage of referrals received from Children's Services & other referral sources 2014- 2017						
	2014/2015	%	2015/2016	%	2016/2017	%
Total Children's Services Referrals	306	28%	342	34%	197	22%
Total Other Referrals	778	72%	667	66%	714	78%
Total Referrals Received	1084		1009		911	
Unsuccessful Referrals and Move- in's 2014 - 2017						
	2014/2015	%	2015/2016	%	2016/2017	%
Total Unsuccessful Children's Services Referrals	217	35%	305	41%	185	38%
Total Unsuccessful Other Referrals	404	65%	433	59%	302	62%
Total Unsuccessful Referrals	621		738		487	

From April 2016, the data collected makes it possible to identify the number of unsuccessful referrals and move-ins for the priority groups of young people.

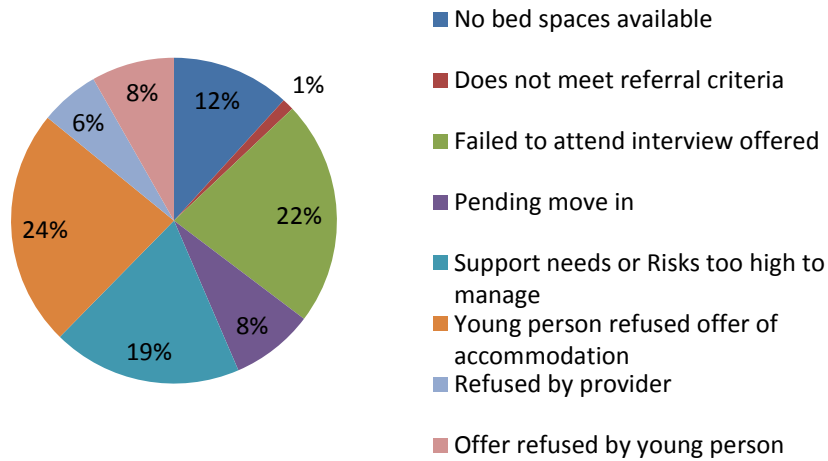
Unsuccessful Referrals and Move In's by client group 2016 - 2017		
	2016/2017	%
Total Unsuccessful Referrals - Looked After Children	85	17%
Total Unsuccessful Referrals - Care Leavers	100	21%
Total Unsuccessful Referrals - Single Homeless	181	37%
Total Unsuccessful Referrals - Children in Need/ 16 & 17 Year olds at risk	121	25%

The charts below illustrate the reasons given for unsuccessful referrals and move-ins for Looked After Children, Care Leavers, 16 and 17 year olds who are designated as

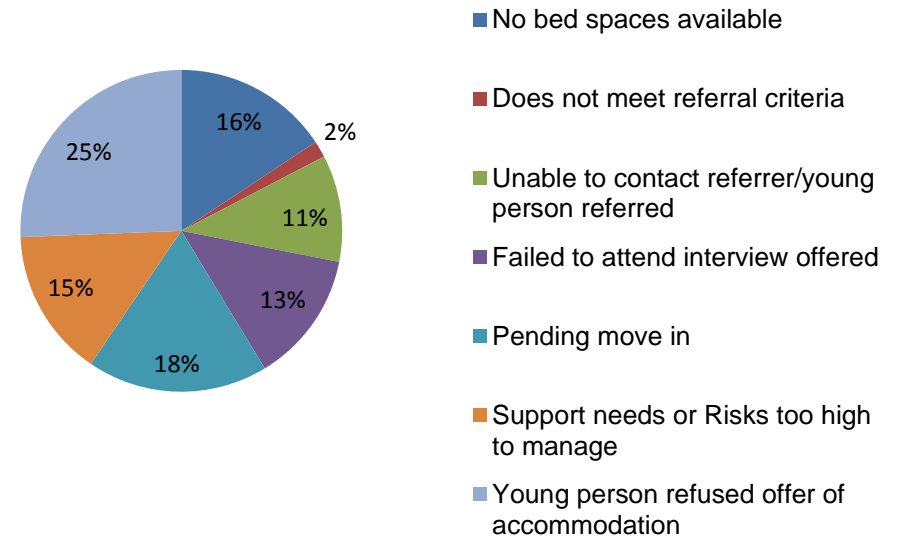
Child in Need/ at risk and single homeless young people who have support needs during 2016-17. The classifications of reasons given are: no bed spaces available; does not meet referral criteria' unable to contact the referrer or young person referred; the young person failed to attend an interview when offered; pending move in; support needs or level of risk are too high; and the young person refused accommodation when offered. The data shows that:

- Between 7% and 11% of unsuccessful referrals and move-ins is as a result of the provider being unable to contact the referrer/ young person (Care Leavers and the two groups of 16 & 17 year olds)
- Between 15% and 24% of cases were unsuccessful due to the young person refusing the placement when offered. The greatest incidence of this was amongst looked after children.
- Support needs and levels of risk were cited as barriers in 15% to 19% of cases. This was more frequent for looked after children and care leavers (both at 19%).
- 29% and 22% of care leavers and looked after children respectively failed to attend interviews. This was the case for 13% of 16 and 17 year olds who were CIN/ at risk and 15% of single homeless young people who have support needs.
- There were relatively few incidences of the referrals being inappropriate due to young people not meeting acceptance criteria (between 1% and 9%).

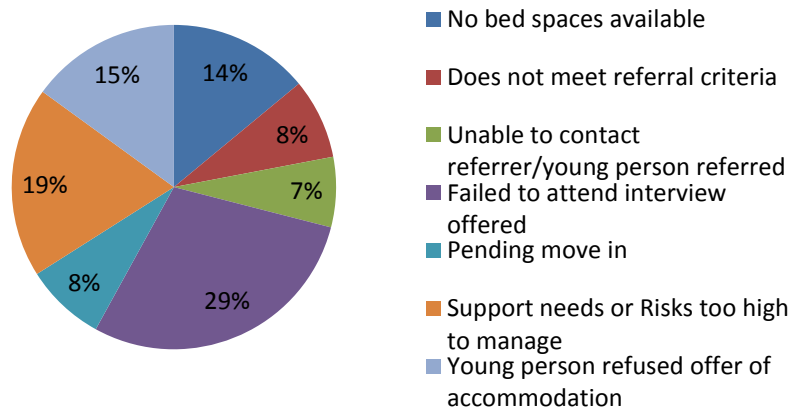
Reasons for unsuccessful referrals and move ins  
Looked After Children: 2016-17



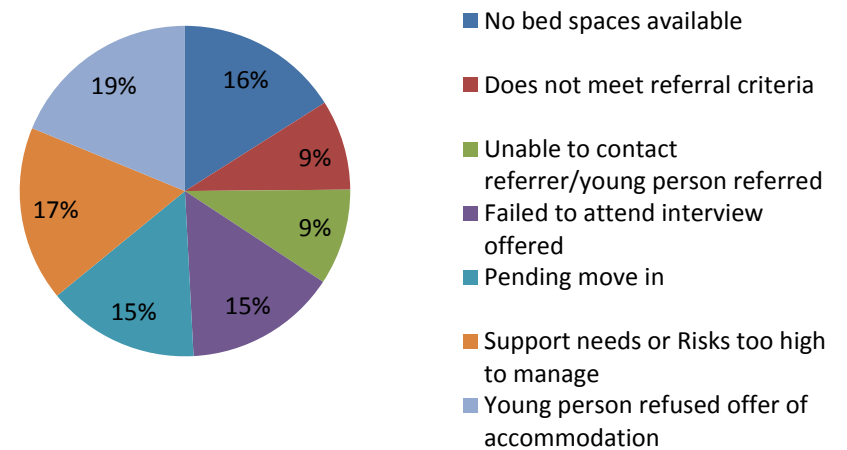
Reasons for unsuccessful referrals and move ins  
Children in Need/16 & 17 Year Olds at Risk: 2016-17



Reasons for unsuccessful referrals and move ins  
Care Leavers: 2016-17



Reasons for unsuccessful referrals and move ins  
Single Homeless with Support Needs: 2016-17



### *Needs and risk*

The table below details the most prevalent needs and areas of risk that precluded young people from being offered placements for 2015-16 and 2016-17. Substance use, mental health needs, and violence appear on both lists, along with concerns that the level of support needed exceeds what is available within the setting. In 2016-17, sexualised behaviour is recorded as an area of concern. It is noteworthy that these factors are all cited as reasons for referral to the Homelessness Prevention Service, which may lead to a child or young person becoming looked after and as areas of need leading them to require supported accommodation.

Top 5 reasons given for unsuccessful referrals and move ins: needs and risk (Highest to lowest)	
2015-16	2016– 17
1. Substance use	1. Needs higher than number of support hours than available
2. Violence	2. Violence
3. Previous eviction	3. Substance use
4. Mental health	4. Inappropriate sexualised behaviour
5. Needs higher than number of support hours than available	5. Mental health needs

During consultation activities and meetings with providers of supported accommodation, colleagues have highlighted that they would value additional training on these topics to equip them with the knowledge and skills to support young people who need supported accommodation and address issues more effectively and with confidence.

## Evictions

This table shows the numbers of young people that were evicted from Supported accommodation since 2014 by reason. The numbers of evictions have been fairly consistent over the three year period and are particularly high in hostel / foyer models where there are large numbers of vulnerable young people with varying needs in one building. Young people with complex needs are more likely to be refused, evicted or abandon their accommodation increasing their vulnerability by not being able to access vital support.

Reason given for evictions 2014 - 2015	2014-15	2015-16	2016-17
Violence	7	11	10
Substance use on premises/ Suspected drug dealing	10	11	8
Offending within provision	3	4	5
Consistent Breach of rules	2	5	9
Rent Arrears	12	11	4
Refusal to engage with support	5	6	2
Fire setting behaviour	0	0	2
Unknown	6	1	5
<b>Total evictions across all block contracts (including emergency beds)</b>	<b>45</b>	<b>49</b>	<b>45</b>

In a similar vein to the observation about reasons for unsuccessful referrals and move-ins, it is apparent that the reasons for eviction mirror reasons for referral and the themes identified in the needs assessments which implies young people's needs and identified issues may not have been addressed whilst they have accessed supported accommodation. Further analysis would be needed of the specific circumstances experienced by the individual young people who have been evicted before a strong pattern or correlation can be asserted.

## 5. Cross-cutting themes

A number of themes have emerged through this needs analysis which are appropriate to all young people who require supported accommodation and therefore must be addressed through the commission.

### *Complex needs*

Securing appropriate supported accommodation in-county that meets the needs of young people who are deemed to have complex needs has been challenging.

Factors including previous experiences of trauma and abuse, long-term isolation from families, substance use, previous evictions, criminal damage, mental health issues, self-harm and suicidal behaviour have been identified as difficult issues to manage. Finding the right accommodation has been particularly difficult for young people who are deemed to be as posing a risk to other members of the public, including children, as a result of offending, violent and/ or sexually harmful behaviour.

Providers have said that although the joint working with young people who have complex needs is key, it can be hard to engage them in the support offered. Once engaged, young people have said they value the support. One provider has noted that when the young person is keen to engage, it helps to reduce drug use, behavioural problems and self-harming. It also helps support workers to cope with the complex needs of the young person and the likelihood of eviction is reduced. A couple of providers have said that when young people choose not to engage, they have less motivation to accept young people who have complex needs in the future. They are more likely to accept young people who have complex needs if they are willing to engage with services.

Where young people are not accepted into services provided through the block contracts, they are usually laced out of area / county in provision away from their support networks. This can add to the trauma they are already experiencing. We have to find a solution for them in Surrey

Nationally, Barnardo's (2014) and The Children's Society (2015) have identified inappropriate and unsafe accommodation, including bed and breakfast accommodation and all-age hostels, as posing safeguarding risks. Substance use (drugs, alcohol and new psychoactive substances) and living in chaotic environments have a negative impact on young people's wellbeing (Children's Society, 2015). Young people in Surrey have echoed the concerns raised by those identified by young people who participated in the Barnardo's research including the drug use and behaviour of other residents. In particular Barnardo's highlighted that shared accommodation raises particular challenges for 'young people who do not have the skills or experience to manage difficult relationships with other tenants.' Further to this The Children's Society (2015) specifically refers to the risks that stem from living without parental safeguarding and communicating with other vulnerable peers on a daily basis:

16 and 17 years old can find that the vulnerabilities can make them susceptible to peer pressure from older people living in accommodation. At worst it puts them at risk of sexual or criminal exploitation.

The Child Sexual Exploitation Needs Assessment (2016: 22-23) identifies a number of factors that can increase a young person's vulnerability to sexual exploitation including: living in a chaotic household; experiences of abuse (including familial child sexual abuse, risk of forced marriage, risk of honour-based violence, physical and emotional abuse and neglect); being a looked after child (especially when living away from their support networks); poor mental health, emotional wellbeing and low self-esteem; being socially isolated from peers of their own age; gang association; homelessness; and importantly, living in hostel, bed and breakfast or supported accommodation. It is also acknowledged that whilst children and young people who are unaccompanied asylum seekers do not appear in the data relating to known victims of CSE in Surrey, they are at significant risk of sexual exploitation before, during and after their journeys to the UK (ibid). The increased risks associated with living in care, hostels or bed and breakfast accommodation are recognised nationally (Northumbria Police, 2017; Essex Police, 2017; Scotland Police, 2017).

### *Substance use*

Substance use has emerged as a key theme and has been cited throughout this assessment as a reason for referral, refusal by providers and eviction. In addition, the substance use of others impacts on the ability of young people to feel safe in their homes. In their recent research, Crellin and Prona (2015) found that nearly two thirds of providers identified that new psychoactive substances (NPS), alcohol and other drugs pose a serious to the 16 and 17 year olds in their care. NPS are deemed to be a particular concern in relation to CSE (ibid.)

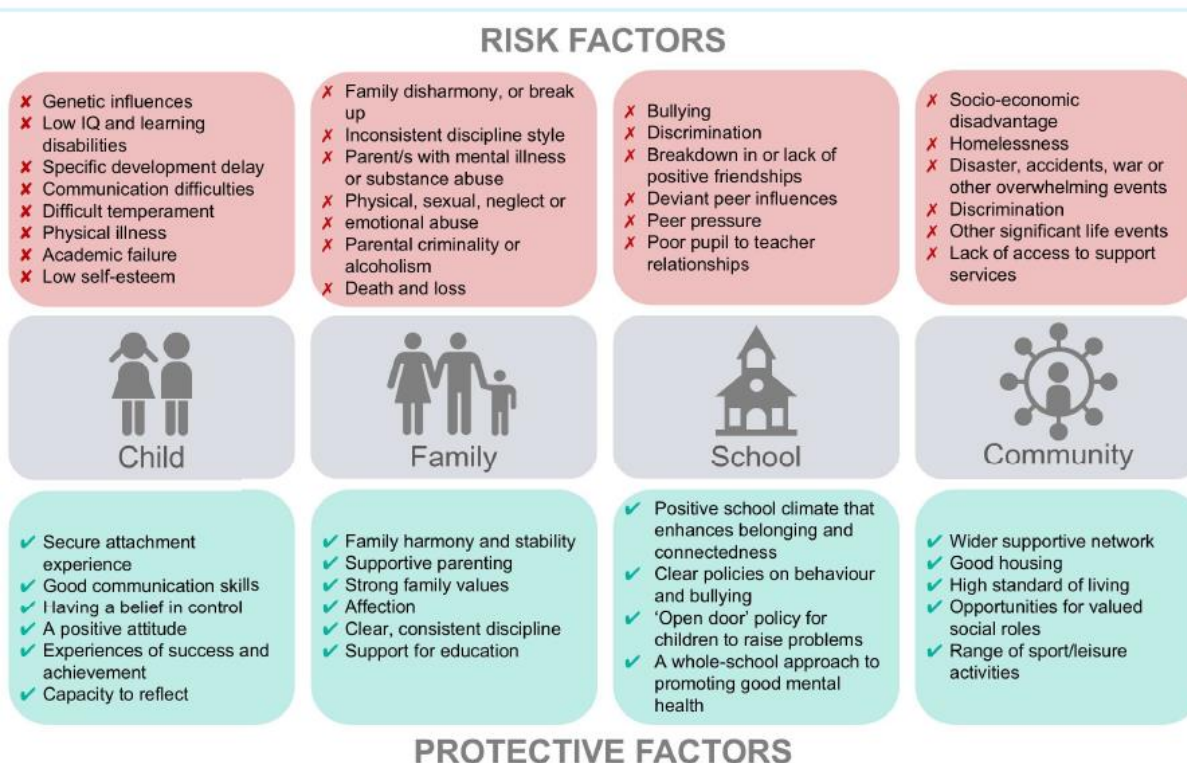
### *Emotional wellbeing & mental health*

Similarly, emotional wellbeing and mental health have been identified as a key area of need for young people across all of the priority groups. Young people who require supported accommodation are likely have experienced domestic abuse, trauma, loss, attachment difficulties and/ or conflict and, as a result, may have developed a range of behaviours and coping strategies including self-harm, risk taking and substance use. Providers have said that they have experienced barriers when trying to support young people to access mental health services, specifically in terms of responsiveness of, and the ability to work in partnership with, CAMHS.



Public Health England (2016:5) have identified the risk and protective factors for young people's mental health:

## Risk and protective factors for CYP's mental health



Self-esteem, confidence, security, social networks, leisure activities and good housing are listed as important for improving young people's emotional wellbeing, resilience and ability to achieve positive outcomes.

### *Special educational needs and disabilities*

It is evident that a significant proportion of the cohort are likely to have a range of special educational needs. In order to meet the needs of young people appropriately and reduce the number of evictions, it will be necessary to ensure a range of approaches to be available when designing and offering support packages and that providers are mindful of the ability of young people to comply with rules (for example, organising their time and adhering to curfews); to recognise, manage and articulate their feelings and experiences; and to maintain relationships with others. It may be necessary to use individualised and differentiated materials and to enable young

people to develop confidence and a range of skills and strategies that enable them to engage in the support on offer.

### *Move on:*

Colleagues have identified that securing move-on accommodation is challenging. It is acknowledged that planning move-on should begin at move-in, but colleagues have suggested that there are limited options available. There is an area for development here in order to ensure that there is move-on accommodation available in the locations needed (e.g. near to college provision), that young people are able to return to their original area if they were moved out of area into supported accommodation, and that young people have realistic expectations about what is available (that, for example, they may have to live in shared houses, rather than their own flat). Further to this, colleagues have suggested that communication with others needs to improve to enable a smooth move-on and that it would be beneficial for a package of support to be offered to the young person, possibly by their current provider with whom they have a relationship, in order for the move to greater independence to be successful.

Feedback from providers has helped to inform the following recommendations:

- Development opportunities for staff: Develop a training offer for staff that enables them to develop skills and confidence with regards to supporting engagement, motivation and behavioural change as well as issue based knowledge e.g. mental health, substance use, CSE
- Develop alternative programmes and approaches to support that build upon the interests and motivators of young people
- Consider ways of creating opportunities for young people to participate in education, employment or voluntary work, in order to develop independent living skills, self-confidence, social networks and an ability to reflect on, and learn from, experience.
- Ensure there is a range of provision available which can cater for young people with a range of needs.

- Ensure that there is a robust approach to partnership working with young people, parents and other organisations to ensure that providers are not left to support young people in isolation.
- Ensure there is a consistent approach to identifying the level of support needed identified so that there is clarity for providers.

## 6. Areas for development and recommendations for commissioning

*Sufficient, appropriate, high quality placements and engaging and accessible support which enables young people to achieve positive outcomes:*

- Ensure there is, where possible, a **planned approach** to securing the **right placements at the right time** and in the **right place** so that young people are included in decision making, their needs are met and they are able to flourish. Increase provision **closer to home** and reduce the number of out of county placements
- **Improve access for the county's priority client groups:** Children in need aged 16 & 17; looked after children and care leavers; young parents and their children. In particular ensuring that there are appropriate placements for young people who have complex needs including fire setting (arson), sexualised behaviour (including offending behaviour), substance use and mental health issues.
- **Improve the geographical spread** of models of accommodation: **reduce** the number of **empty beds**
- **Increase options for young parents** which enable both parents to live with, and be actively involved with the child, where appropriate
- **Consider the needs** of young people who have limited engagement with PAs.
- Understand barriers and develop strategies to **motivate young people to engage with key workers** and explore ways of overcoming issues related to rent increases once a young person becomes employed
- Develop a **tailored package of support** to help care leavers with their accommodation options, budgeting, education, training and employment (Care Leavers' Needs Assessment)
- Increase the availability of **supported lodgings** for young people who are 18+ to support a smooth transition to independence
- **Reduce** the number of **refusals** by young people
- Work with young people with regards to their **expectations** of the accommodation options available to them (single and shared accommodation)
- Develop a range of options that enable young people to live with their **pets and partners**, where appropriate

- Develop a robust programme of support through key working and other approaches which enable young people to develop **self-esteem, resilience, aspirations, to develop social networks** in order to reduce isolation and vulnerability and increase protective factors and to work towards **independence**
- **Reduce the numbers** of young people under the age of 18 who are **placed in hostels / Foyer provision** to ensure they are safeguarded
- **Reduce the number of evictions** through the use of restorative approaches, ensuring placements meet the needs of young people and supporting them to manage their behaviour
- Explore opportunities for **support packages** as part of the **move on** process e.g. is there a role for their current provider to continue support or for volunteers to provide mentoring?

### *Working together*

- Continue to develop **close partnership working**, especially when assessing and working with challenging behaviour and risk e.g. young people not willing to engage, domestic abuse, child sexual exploitation, problematic substance use, sexualised behaviour, those who go missing and aggression
- Ensure there is **support** for those looked after children and care leavers (incl. UASC) placed **out-of-county** (accommodation; support services; access to Surrey support)
- **Support to access substance misuse services** which meet the needs of young people who are struggling with problematic substance use
- Ensure that young people are actively encouraged to participate in **education, employment and/ or training**.
- Investigate ways to **reduce entry into the criminal justice system** by Surrey looked after children who are placed **out-of-county**.
- **Develop a holistic and joined up approach** to supporting individual young people, especially those who have **complex needs**, to ensure that they are able to access other services to promote their health and physical and emotional wellbeing e.g. CAMHS/ CMHRS, Catch 22. Develop **partnerships**

with **key health stakeholders** to develop health services that are responsive to need.

- Increase professional awareness of **referral routes** to the most effective support services including stop smoking services, healthy eating or where local physical activity schemes are located.
- Where appropriate, increase the numbers of **young people returning home**
- Work with housing departments and colleagues from Adult Social Care to ensure **appropriate, and affordable, move on options**.

#### *Policies and procedures*

- Ensure that young people are **safeguarded** and that appropriate protocols are implemented, including those relating to **CSE** and the **Surrey Missing Procedures**
- Consider ways of supporting young people with **transport and food costs** more efficiently
- Develop a robust approach to **performance** and **contract management** and **quality assurance** across provision purchased through both block and spot purchasing and ensure that data collected meets the needs of the commissioners (Children's Services and Family Services) and informs service improvement.

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- SCC (2017b) *Unaccompanied asylum seeking children. Welcome Centre pilot project Review*

SCC (2017c) *A framework for supporting Surrey's Young Parents* (Draft v0.4)

The Children's Society (2015), *A Briefing for Parliamentarians*, Available Online  
<https://www.childrenssociety.org.uk/sites/default/files/Launch%20Briefing%20-%20Parl.pdf>



Policy and strategy	Legal Framework
<ul style="list-style-type: none"> <li>• District and Borough Housing Strategies</li> <li>• District and Borough Community Safety Strategies</li> <li>• Other related strategies including Teenage Pregnancy Strategy, Emotional Health and Wellbeing Strategy, Placement Sufficiency Strategy.</li> <li>• Staying Put (2013)</li> <li>• Care Leaver Strategy (2013)</li> </ul>	<ul style="list-style-type: none"> <li>• Statutory Guidance on securing sufficient accommodation for looked after children</li> <li>• Children (Leaving Care) Act 2000</li> <li>• Homelessness Act 2002</li> <li>• The Homelessness (Priority Need for Accommodation) (England) Order 2002</li> <li>• Anti-Social Behaviour Act 2003</li> <li>• Children Act 1989</li> <li>• Children Act 2004</li> <li>• Children Act 2010</li> <li>• Children, Schools and Families Act 2010</li> <li>• Children and Families Act 2014</li> <li>• Housing Act 1996</li> <li>• Housing Act 2004</li> <li>• Southwark Judgement- Law Lords 2009</li> <li>• Statutory Guidance for Local Housing Authorities and Children's Services Authorities issued by Department for Communities and Local Government and Department for Education April 2010</li> <li>• Sentencing and Punishment of Offenders Act 2012</li> </ul>

## Appendix 2: Number of referrals to Supported Accommodation by Source

Source of Referral	2014 - 2015	2015 - 2016	2016- 2017*
Care Leaving Placement Team	249	225	102
Children's Services Looked After Children Placement Team	57	117	95
College	3	0	-
District/ Borough Housing Departments	133	139	223
Emergency Duty Team	13	24	37
Family	2	0	-
Friend	2	0	-
Health	17	6	-
Homelessness Prevention Service	104	101	178
Internal transfer	9	12	-
Other Agency (not stated above)	22	32	-
Other Supported housing Supported Accommodation Provider	27	39	71
Police	0	0	-
Probation	5	5	-
Self- Referral	61	36	-
Youth Support Service	380	273	205
Total	1084	1009	911

\* The number of referral routes into provision was consolidated during 2016-17.

<p><b>Do you feel safe in your current accommodation?</b></p> <ul style="list-style-type: none"> <li>• <i>Not always as some of the people that live here are very intimidating and it's an environment where people think they can be the boss of everyone and that's not how real life works. It's like a school environment. People are too nosey.</i></li> <li>• <i>Yes- CCTV</i></li> <li>• <i>Yes I do. There's CCTV to make sure people who are banned, to keep us safe. Having weekly meetings with support workers who make sure we are happy.</i></li> <li>• <i>Not all the time. Some of the other tenants can be intimidating and there is always some sort of drama. Everyone is in each other's business and people are nosey.</i></li> <li>• <i>Yes I do feel safe</i></li> <li>• <i>Yes. Knowing people can't get in with residents letting them in and not too much anti-social behaviour.</i></li> <li>• <i>Yes, CCTV, secure building</i></li> <li>• <i>Yes because it's my home</i></li> <li>• <i>Yes, with the CCTV on 24/7 you know if someone comes and does something it's on camera</i></li> <li>• <i>Yes and no. Yes, the staff provide group support with everything but I don't feel as safe as I have on going issues with my neighbours that are very difficult to resolve, however there are steps being put in place for it.</i></li> <li>• <i>Yes because of CCTV and the ban list</i></li> </ul>	<p><b>What do you like or think is good about the accommodation and support that you receive where you live?</b></p> <ul style="list-style-type: none"> <li>• <i>To be honest the support isn't brilliant unless you nag. I've only had one support worker that has actually helped me.</i></li> <li>• <i>I believe giving young people a chance to be independent is a brilliant idea. Learning how to be an adult in the big world yet can have support when needed.</i></li> <li>• <i>Happy with support I receive. Happy with the rules.</i></li> <li>• <i>Yeah, I'm happy</i></li> <li>• <i>The support I have had is good, there is usually someone there if needed.</i></li> <li>• <i>I am happy with the support and accommodation. We have spoke about education in the future.</i></li> <li>• <i>Great support when I need it. It's good that I only have to share washers and have my own space.</i></li> <li>• <i>Very supportive staff, good accommodation.</i></li> <li>• <i>You get good advice from support workers.</i></li> <li>• <i>The accommodation as really been improved but it could do with a little more as there has been some issues with mould. The staff are great and cannot fault them</i></li> <li>• <i>I am liking the accommodation and support</i></li> </ul>
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<p>What don't you like about the accommodation and support that you receive where you live?</p> <ul style="list-style-type: none"> <li>• <i>Mixture of tenants</i></li> <li>• <i>The standard of flats are awful, there is no storage space. The warning system is stupid you get warnings for petty things yet people who do things that upset others get nothing. And the cleaners are crap.</i></li> <li>• <i>Some people struggle with tasks, some in paying bills/ others is being organised. You cannot push someone to be perfect so I think recognising someone's faults and not letting that stop them from moving on would be nice.</i></li> <li>• <i>Not always someone here to talk to if needing support. Also out of hours (on call) you can't always get hold of them.</i></li> <li>• <i>Not being able to decorate even if it was light colours that can be painted over. The light in the kitchen is hard to change unless you ring repairs (even though) you can get them bulbs in your local shop</i></li> <li>• <i>We have needed many repairs in the flat, some of which still have not been sorted out or have taken a long time to be fixed</i></li> <li>• <i>The warning system doesn't seem to work as not all tenants care about getting warnings for things.</i></li> <li>• <i>Girls swearing and some smoking cannabis in the house</i></li> <li>• <i>I don't like the shared washing room as people always leave washing in machines and one machine doesn't drain properly.</i></li> <li>• <i>I think that they house rules need to be more clear, especially consequences. I also do not like the way that the 'ban' list of people is currently set out (the 'ban' list is a list of people that are no longer allowed at the residence)</i></li> </ul>	<p>What do you think needs to be changed in the future to improve your experience with supported accommodation?</p> <ul style="list-style-type: none"> <li>• <i>Garden facilities for the kids and residents</i></li> <li>• <i>New washing machines</i></li> <li>• <i>There should be no 1 bedroom places. Parents with children should not be thrown into 1 bed places. It's cramped, depressing and lack of sleep makes it worse.</i></li> <li>• <i>Special treatment! When you get told someone can stay 2-3 times a week does not mean another person can have someone live there for a month.</i></li> <li>• <i>Staff to build better relationships with tenants. To remember tenants are vulnerable.</i></li> <li>• <i>Have someone here every day even if for an hour as a lot can change in 1 or 2 days.</i></li> <li>• <i>Regular work meetings.</i></li> <li>• <i>Better discipline for tenants doing things that are against the rules/ illegal.</i></li> <li>• <i>Washing machines.</i></li> <li>• <i>Rubbish left in hallways</i></li> <li>• <i>Anti-social behaviour</i></li> <li>• <i>More intervention when things go wrong with neighbours instead of the situation getting worse. This could be done with the house rules and the consequences of it being clear.</i></li> <li>• <i>Every person has different difficulties and the support workers need to actually understand this. Some times of the year are more difficult than others.</i></li> </ul>
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- *When the support worker says that they will put you through to move, they (should) actually start arranging it*

<p>How do staff help you to improve your independent living skills?</p> <ul style="list-style-type: none"> <li>• <i>Certain members would help if I needed it.</i></li> <li>• <i>I've always been good with money but getting advice on organisation skills is fantastic.</i></li> <li>• <i>They support me with getting out and meeting new people.</i></li> <li>• <i>They also have helped me with budgeting.</i></li> <li>• <i>Living independently is not something I need support with</i></li> <li>• <i>They helped a lot with my depression. Helped how to do things with your child.</i></li> <li>• <i>We do individual living plans, weekly and a chart like system to see where we are improving. We discuss most aspects of our lives and staff are good at providing support and advice.</i></li> <li>• <i>Just advice given when needed</i></li> </ul>	<p>What do you like and dislike about your weekly sessions with your key worker? <i>They're personal and helpful and make you feel like staff do care.</i></p> <ul style="list-style-type: none"> <li>• <i>Being told to tidy every time. I do my best and it's never good enough. It's the most simple task and makes me feel awful. So instead of telling us to clean, tell us how we can be organised. Give us ideas.</i></li> <li>• <i>I don't have weekly sessions.</i></li> <li>• <i>I like you have targets as give you something to aim for which when done lifts your mood.</i></li> <li>• <i>Staff would be there if I needed help with independent living skills</i></li> <li>• <i>I can live independently but I know they're about if needed.</i></li> <li>• <i>I'm quite independent myself. Don't really need it but they're good for those who do.</i></li> <li>• <i>Christmas activities and Easter activities for the kids were enjoyable</i></li> <li>• <i>I like that things are discussed openly and advice is given</i></li> <li>• <i>I haven't had regular sessions, but the ones I have had have been helpful and supportive.</i></li> <li>• <i>I like they come to check everything's ok</i></li> <li>• <i>I don't mind them at all</i></li> <li>• <i>Nothing to improve. Always a positive key work</i></li> <li>• <i>Very supportive staff, 5* key worker</i></li> </ul>
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## Appendix 4: The views of young people (not young parents)

Responses received:

1. YMCA Hillbrook House x1
2. Moving On Guildford x1
3. Keychange, Wayside x2
4. Morgan Brown x2
5. Weyforward, Stonham Homegroup x3

Strengths	Concerns, areas for improvement and suggestions
<ul style="list-style-type: none"> <li>Supported accommodation described as secure provided by regular checks, CCTV and secure building.</li> <li>Good support around relationships with family and friends, paying bills, housing resister and benefits claims, education and employment.</li> <li>Honest and open approach of key work sessions</li> <li>Young People trust support workers and feel they are friendly towards them.</li> <li>Good support network.</li> <li>Improvement plans are helpful.</li> <li>Strong relationship with keyworker, caring environment, continuous support.</li> </ul>	<ul style="list-style-type: none"> <li>Respondents from various providers have mentioned they wish less strict rules, and ease in curfew times. Other resident is also upset she cannot invite friends in her room.</li> <li>Young People wish to talk more on general subjects during key sessions, rather than to follow the support plan every time.</li> <li>Young people wish to have unlimited access to WIFI (not only at certain times of the day) as current restriction limits them from contacting family and friends, which works as supportive network for them.</li> <li>Young people would like air conditioning to be installed in the building.</li> <li>Young people would prefer email rather than paper mail for all communication purposes.</li> </ul>

## Appendix 5:



Joint Surrey  
Provision of LA Acco