No Wrong Door™ Model

SURREY
COUNTY COUNCIL
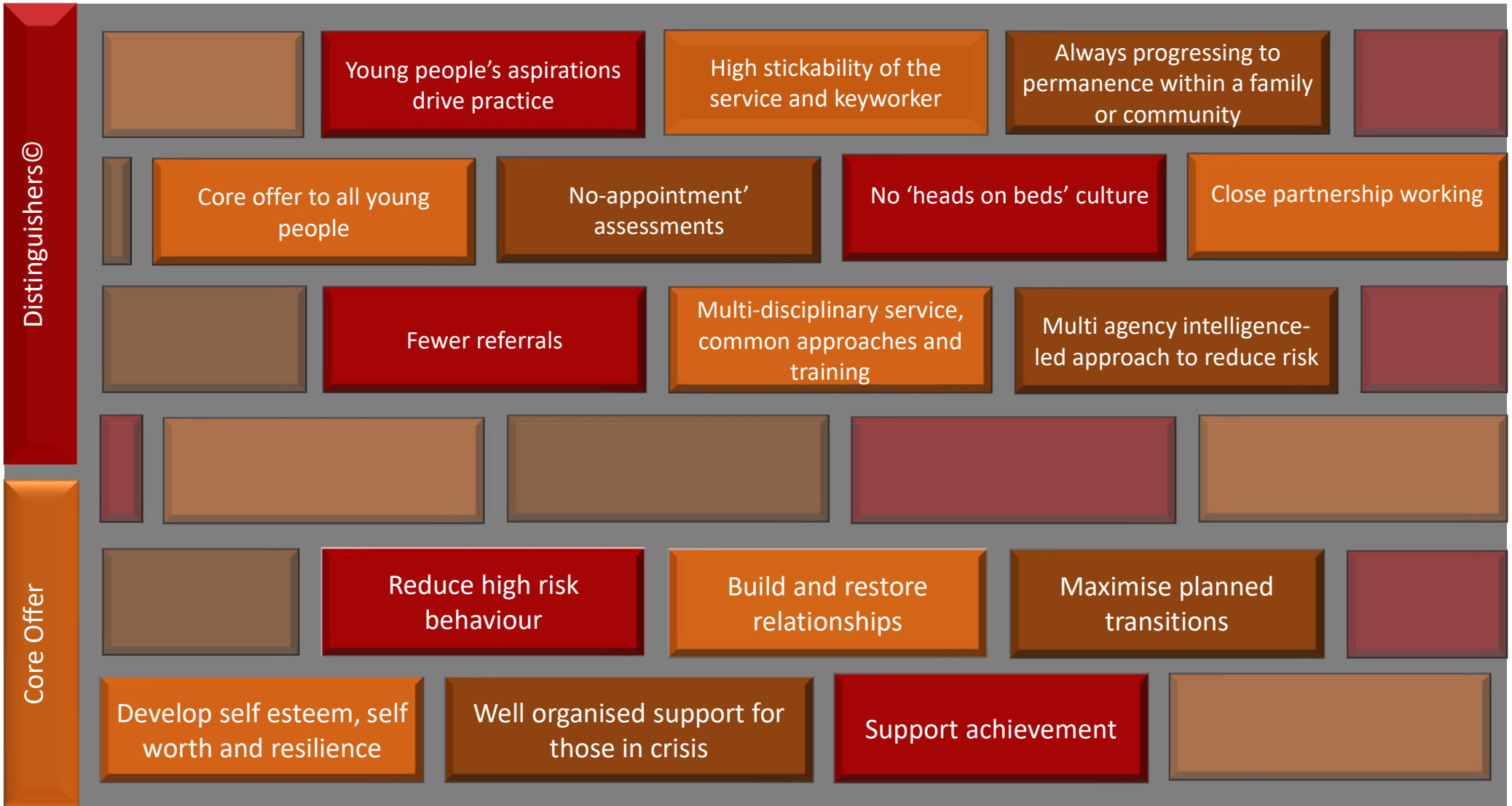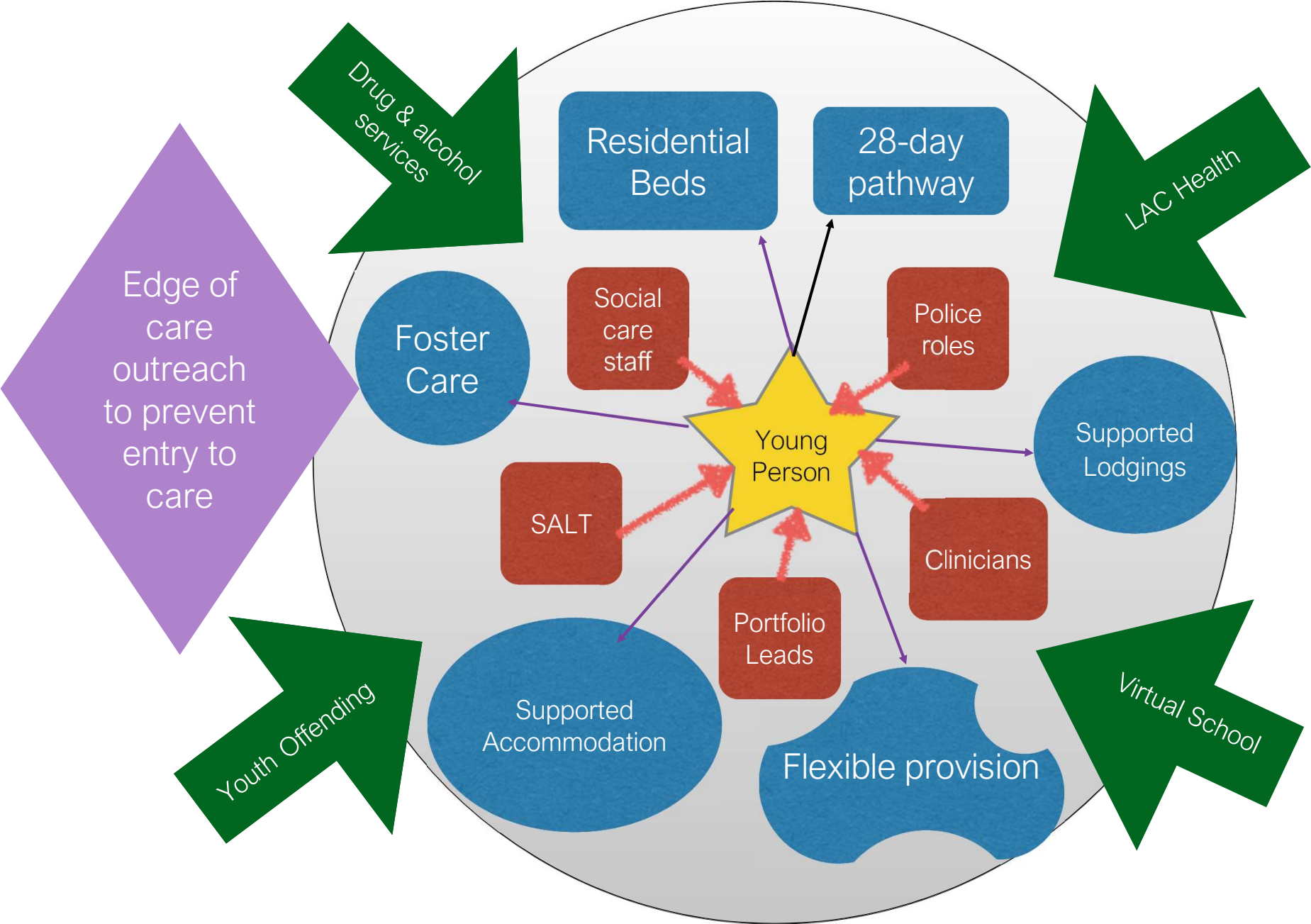
The Model

- A Trademarked model developed by North Yorkshire County Council in 2015
- For young people who are experiencing family pressures and on edge of becoming looked after, those looked after, and those leaving care
- Provides support and, if necessary, flexible accommodation from a <u>single multi-agency, multi-disciplinary team.</u>
- The key driver is improving outcomes for young people
- A <u>whole system approach </u>which has ten Distinguishers ©North Yorkshire County Council 2016
- Looks to the long term, not just the short term

Distinguishers©

Young people's aspirations drive practice

High stickability of the service and keyworker

Always progressing to permanence within a family or community

Core offer to all young people

No-appointment' assessments

No 'heads on beds' culture

Close partnership working

Fewer referrals

Multi-disciplinary service, common approaches and training

Multi agency intelligence-led approach to reduce risk

Core Offer

Reduce high risk behaviour

Build and restore relationships

Maximise planned transitions

Develop self esteem, self worth and resilience

Well organised support for those in crisis

Support achievement

Ten Distinguishers©

- Always progressing to permanence with a family or to community independence
- High stickability of the keyworker
- Fewer referrals to other services
- The workforce training offer, with strong roots in restorative approaches
- No 'heads on beds' – success is an empty children's home
- No assessment appointments
- A core offer to all young people
- Multi agency intelligence-based approach to risk
- Effective governance and close partnership
- Young people's aspirations drive practice

No Wrong Door Hub

Edge of care outreach to prevent entry to care

Drug & alcohol services

LAC Health

Youth Offending

Virtual School

Residential Beds

28-day pathway

Social care staff

Police roles

Foster Care

Young Person

Supported Lodgings

SALT

Clinicians

Supported Accommodation

Portfolio Leads

Flexible provision

The Core Offer

- Reducing high risk behaviour
- Empowering young people to build and restore relationships
- Maximising opportunities for planned transitions
- Supporting achievement
- Developing self-esteem, self-worth and resilience
- Ensure organised and appropriate support in times of crisis

Partnership Roles

Assessment and support from within the Hub

- Life Coach
- Communication Support Worker
- Data Analyst
- Police Case Workers
- Liaison with allocated social worker

Core educational offer (Maths & English)

- Flexible teaching commissioned to deliver where and when necessary

Shared training and support

- Restorative Practice
- Motivational Interviewing
- Collaborative work with social workers and leaving care services

Impact for young people

- No matter how diverse or complex, young people's needs are met within one team of skilled and trusted workers
- Trusted relationships and stickability are the foundations of building resilience and self-worth,
- Strengths-based and positive risk management improve safety and stability
- Reduce vulnerabilities
- Increase engagement in education, training and work readiness
- Improve physical and emotional well-being
- Reduce criminal activity and involvement with the police, e.g periods of being missing
- Reduce costs to the council, police, NHS