**SUPPORTED ACCOMMODATION FOR YOUNG PEOPLE**

**Consultation**

**Summary of Provider Responses**

**Who Responded?**

* A total of 7 responses received from block contracted services including 1 collective response from 5 providers
* A total of 4 responses received from providers on the North West Care Leaver and Young Homeless Supported Accommodation Dynamic Purchasing System (North West DPS)

**What is Working Well?  
Providers of Block Contracted Services**

**Collective/multiple response**

* Providers have responded flexibly to changes in contracts(increased number of 16 and 17 year olds)
* Diverse portfolio of provision
* High quality accommodation
* Experience and tenacity of existing services – focus on young people
* Added value delivered by services to promote positive outcomes
* Current services are well utilised
* Providers work well together to ensure young people’s needs are met and voices heard, and there is good transition between services

**Responses Mentioned Once**

* ART as a single point of referral
* Referral pathways for care leaver/those involved with social care are becoming more robust, embedded and utilised
* 24 hour services
* Clarity regarding local services
* Positive relationship at managerial level between housing, CSC and providers
* More targeted younger age range is maximising opportunity for early intervention
* Increased knowledge of the significant role supported accommodation can play in care leaver transition
* Benefits in provider delivering early intervention and supported accommodation services
* CSC responsive to concerns about suitability of placement and have provided additional support whilst finding alternative placement

**Responses from Providers on North West DPS**

**Responses Mentioned Once**

* Effective, efficient and consistent co-ordination by ART
* Timescales for planning have improved
* LCC secure web mail system
* Could add type of placement at the beginning of the referral
* Focus on outcomes
* Support from SW and PA is consistent
* Comprehensive referral form, but more information required

**What Needs Improving?   
Responses from Providers of Block Contracted Services**

**Collective/Multiple Response**

* Increase in voids leading to financial impact on provider
* Change in demand patterns which don’t reflect true position due to inconsistent knowledge of SW
* Mismatch with other strategies e.g. move on accommodation, discretionary housing payments etc.
* Level of additional support by CSC to prevent young person being asked to leave supported accommodation is inconsistent
* Range of provision is not equitable across Lancashire
* No response when trying to contact SW leading to voids
* Still getting request to directly place by SW which can result in young people not being placed/difficulties in relationship between providers and social care - ART role needs to be more embedded.

**Responses Mentioned Once**

* Transparency over demand/sharing of performance stats
* CHARMS not yet established
* Level of detail on ART form is brief
* SW under the impression that providers are required to accept referrals, whilst final decision with providers owing to duty of care
* Commission outcomes not hours/length of contract can impact on delivery of outcomes

**Responses from Providers on North West DPS**

**Responses Mentioned Once**

* Unable to get hold of social workers/no social work visits/no case work in social worker’s absence/EDT have no understanding of young people in EDT’s absence
* Issue placement spend profile for each placement
* Extend timescale for responding to referral to give organisations time to be considered and young people to have more choice
* More information in relation to risk on referral form
* Provider want to be able to explain service to social worker directly
* Person items not collected for long period after young person moves out

**Service Design/Tender Process and Issues**

**Responses from Providers of Block Contracted Services**

* Need consistency across Lancashire in relation to types of provision
* Dispersed accommodation as positive primary move on
* Importance of move on – current inconsistencies across Lancashire
* More 16/17 year olds – greater front line support and management support needed
* Importance of strategic links and commitment: from housing regarding move on and DWP regarding benefits
* Funding of short term interventions/top up facility
* More flexibility than service duration of 2 years
* Supported lodgings – impact of proposals in relation to exempt accommodation
* Consider low priority groups if proven prevention link
* Increased provision of advocacy

*Tender Process/Issues*

* Evaluation focussed on quality – savings will be made via appropriate use of SA
* Longer contracts
* Outcome focussed (not hours)
* Importance of local expertise – impact on young person
* Young people’s views on positive outcome for them/general input into design
* Total contract sum should be enough to support people with high needs flexibly
* Collate stats to enable better planning and include information on historic demand and successful placements as part of tender
* Joint design meeting with organisations

**Service Design  
Responses from Providers on North West DPS**

**Responses Mentioned Once**

* Follow up information that young person has been placed
* Better standard of accommodation in area suitable for young people
* Review of pathway plan
* PEP review when young people in college
* Improved communication
* Visits by SW within allocated timescales
* More consideration about location of placement
* More holistic referral application – input of CAMHS etc.
* Working better together and sharing information to benefit young person