

**Children's, Families and Young Persons Housing Strategy Sub Group Meeting**

**7 June 2010 – Torbay Foyer**

**Minutes**

**Present:** SB- Supporting People Service Development Officer, JS- Communities- Torbay Council, DK- Care to Community, DP, RH- Youth Offending Team, SC- Housing Needs, Torbay Council, KW- Checkpoint, CB, JW- Connexions

**Apologies:** AL, ND, JD- Housing Link Co-ordinator, NA- Checkpoint, ST- Safer Communities

<b>No.</b>	<b>Action</b>	<b>Who</b>
1	Formal approach to Nightstop on intentions of working in Torbay, costs	JS
2	Invite HD to join strategy group	SB
3	Monitor and feedback spend of prevention fund money for 16/17 year olds	SC
4	Arrangement of meeting for key partners to agree communication in respect of 16/17 year olds in line with protocol	SC
5	Contact drug and alcohol team to find out how they collect data in a multi agency context	KW & RH
6	Arrangement of meeting to develop outcomes / protocol monitoring spreadsheet / tool for multi agency function	SC
7	Arrange new Social Worker to attend Shelter training	DK
8	Contact Children's Society, Torbay Voice, Providers about involvement of young people and families in strategy group	SB
9	Drill down monitoring data on planned move and provide exception data where planned move on made difficult / not possible	RH
10	Develop a proposal on data collection to inform strategic planning for families	SB/JS

<b>No.</b>	<b>Item</b>	<b>Action</b>
1.	<b>Welcome and Introductions</b>  JS welcomed everyone to the meeting and thanked people for their commitment to the group.	
2.	<b>Matters Arising</b>  1.2.3. Taken forward to agenda 4. JS updated that currently there are no Nightstop host families in Torbay. It is still not clear if they intend to deliver in Torbay. SC updated that a newspaper reported that	

	<p>Nightstop was at the semi final stage of a Big Lottery bid. SC suggested we seek more information on costs so we can determine value for money.</p> <p>KW suggested that potential new foster families may wish to try being a Nightstop provider to learn and gain experience. CB asked if this was being considered as an out of hours service. Concerns were raised about vulnerability / needs of young people and suitability of placing these young people with a family. JS acknowledged concerns and highlighted that it would provide another option for Torbay so required further consideration.</p> <p>Agreed JS should make a formal approach to Nightstop.</p> <p>5. SB updated that the Parenting Strategy is now being updated and that she had met with HD who agreed the strategy group should be involved in re-drafting and development. HD to be invited to join strategy group.</p> <p>6. SC will develop process for monitoring spend and feedback figures to group at next meeting and on an agreed timescale.</p> <p>7. SB updated in NA absence that cost budgeted is £6 per 3 day food parcel estimated on 50 young people annually.</p> <p>8. SB awaiting response</p> <p>9. Taken forward to agenda</p> <p>10. Protocol distributed with agenda. Taken forward to agenda.</p>	<p>JS (1)</p> <p>SB (2)</p> <p>SC (3)</p>
<p>3.</p>	<p><b>16/17 year olds housing protocol</b></p> <p>JS confirmed the protocol has been signed.</p> <p>JS updated that at the meeting with RW and KT from Childrens Services and SS from Torbay Council a process for cascading communication within Children’s Services around new protocol was happening.</p> <p>JS asked for feedback on implementation and recognised that there could be lack of staff capacity to implement new ways of working.</p> <p>SC updated that there continued to be communication difficulties and lack of clarity on roles. DK confirmed his understanding of the Care To Community (CTC) rep at the panel meeting was to allocate referrals to the Children in Need team, not just confirm that a referral should be sent.</p> <p>DK updated that the additional Social Work post has now been advertised and interviews will take place on 23<sup>rd</sup> June. DK updated that as part of interim working within Child in Need team, he had proposed the new social work post temporarily do the assessments of 16/17 year olds. To enable smooth working, the CTC panel rep can allocate directly to this Social Worker.</p>	<p>SC (4)</p>

	<p>Agreed SC should organise meeting with staff to agree roles and communication methods to ensure the protocol is effective at an operational level.</p> <p><u>Feedback on protocol</u>  KW shared a spreadsheet she has developed to monitor outcomes of each young person she works with, this also shows timescales. This could be used to monitor effectiveness of protocol and outcomes and reported back to strategy group. Discussion about how multi-agency working is monitored when separate computer systems are used. KW &amp; RH to contact drug and alcohol team to identify how they collect data. KW asked if a database could be developed to monitor work with young people through the panel. Agreed that for interim, a meeting should be organised to look at the spreadsheet and developing this to be useful for all partner agencies. Agreed that the spreadsheet should be completed in the panel meetings (weekly).</p> <p><u>Emergency Temporary accommodation referral form</u>  CB asked to be involved in operational discussions and updated that approximately one 16/17 year old is placed per month out of hours in temporary accommodation. SC confirmed process for out of hour's works well currently and that this should continue with the new referral form being completed retrospectively by Housing within office hours. DP raised concern that the new service at the Foyer would require referral and risk assessment completion before a move-in so this would not be possible. Group had discussion on filling voids in the service, and SB felt that if the new service is filled first there should be limited voids to be filled out of hours. JS informed the meeting that currently the Dalmeny temporary accommodation service is being utilised by 16/17 year olds, but in the future they would be placed in the new service, leaving voids for out of hours.</p>	<p>KW &amp;  RH (5)</p> <p>SC (6)</p>
4	<p><b>Post Southwark Conference</b></p> <p>DK fed back that Torbay appeared to be ahead of other South West authorities and DP felt that this was the case for strategic direction and thinking. Her experience of working operationally in other areas showed that other authorities were taking the actions required but were behind with writing the policy / protocol. KW informed the group that the conference included some excellent drama.</p> <p>DK raised concern that no housing services representative attended and JS confirmed she was unaware no-one was able to go, but that it was beneficial to have feedback to the strategy group to keep everyone informed.</p>	

	<p>DK updated that Plymouth were developing a survey to analyse data following the judgement. KW asked if Shelter could be commissioned to deliver training to operational staff so that understanding was clear across all agencies. Agreed that the new Social Worker should undertake this training as soon as possible.</p> <p>JS raised concern that there was still no representative or engagement of young people and families in the strategy group. Agreed SB would take this forward and contact BR from the Children's Society, Torbay Voice, and service providers.</p>	<p>DK (7)</p> <p>SB (8)</p>
5	<p><b>Performance Monitoring</b></p> <p>KW updated that there were 23 new contacts made in May and that 15 cases were carried forward. This showed an increase in the trend. RH data (attached) highlighted that many families are waiting for an exchange because they recognise their current accommodation is detrimental to their families' well being. JS updated on the Neighbourhood Pathway Project happening in Hele and suggested the group are updated on this. JS requested that information on reasons for families wishing to exchange is shared with neighbourhood management so that solutions can be put in place. The group recognised the importance of families having support to maintain accommodation and family well being to improve current situation. Agreed RH should 'drill-down' planned move on to show where people went and should monitor exceptions that prohibited move on, such as no deposits / references.</p> <p>DK updated that 33% of care leavers chose to leave Torbay, stating a move to University and then settling in that area, as well as re-connecting with grandparents as reasons for this.</p> <p>KW suggested a paper based front sheet be used for all cases seen at panel to capture personal data such as age, ethnicity. Agreed that the panel should draft a proposal for the strategy group outlining how and what data is monitored. This should happen as much as possible in a joined up way to avoid duplication of work and data. For young people not going through the panel process but still receiving services, a data collection process is required (i.e. people who receive mediation and return home without accessing emergency accommodation / people who receive intervention support from RH and don't access emergency accommodation).</p> <p>SB updated that currently RH is collecting Supporting</p>	<p>RH (9)</p> <p>Panel (10)</p>

	<p>People data but that this was not appropriate. The new monitoring processes should provide the strategy group with information to manage performance of the post and strategic relevance.</p> <p>Agreed SB and JS should develop a proposal on data collection to inform strategic planning for families.</p>	<p>SB/JS (11)</p>
<p>6</p>	<p><b>Devon Home Choice</b></p> <p>JS updated that the re-registration process had identified 2482 households are now registered for Torbay. This could be broken down further by bed need:  1 bed need = 1145 people  2 bed need = 727 households  3 bed need = 373 households  4 or more bed need = 122 households  (115 remaining need to be verified)  Approx 100 Homeless Households currently on the register.  Re-lets for 3 bed+ for 2009/10 were 70, therefore data is showing that there is a still a 3-4 year wait for accommodation.  The Devon website is proving popular, with an average of 41,000 hits per day on the internet.  The next phase is for private landlords to advertise through the same system.  JS informed the meeting that the Housing Options service had been reviewed and a new service specification proposal is for the Council to deliver in house the management of the housing register. This is to ensure improved access and assessment as part of the enhanced housing options approach.</p> <p>RH has identified through his work that families are coming back through the housing system and this highlighted need for tenancy sustainment work through a floating support model. Agreement that all staff working with families need to be up-skilled in housing knowledge. SB and HD have discussed need to work together in future commissioning and operational delivery to avoid duplication and best use of resources.</p>	
<p>7</p>	<p><b>Young Parents</b></p> <p>SB has met with the Young Parents project and some operational issues around utilisation have been identified. These include; less referrals being made, referrals being for clients with higher support needs than historically, higher proportion of turn-down of service from clients, increased number of child protection cases. Agreed that further data</p>	

	<p>was needed to identify where young parents are accessing services and what housing and support they want. Agreed that this should be flagged to the Children's Trust Delivery Board.</p>	
8	<p><b>Any Other Business</b></p> <p>SB updated that she is attending the Children of Offenders steering group as it has been identified that achievement of outcomes for these children are lower than for others, including those of children looked after.</p>	
9	<p><b>Date of Next Meeting</b></p> <p>Agreed meetings should be 6 weekly in preparation for development of commissioning strategy and procurement.  Next meeting:  22 July 1pm – 3pm  2 September 1pm – 3pm  Please note that Part B meetings will become an addition to the strategy group and will require an additional hours time commitment. Membership for part B meetings will be discussed as an agenda item on the 22 July.</p>	