

Supported Accommodation Provider Forum

16th February 2018

Peterborough Town Hall

11.00am – 1pm



Welcome

- **Introductions**
- **Housekeeping**
- **Media College students**
- **Purpose of today**
- **Agenda**



Agenda

Topic/ Discussion	Responsible Officer	
Welcome		10.45 – 11.00
Introduction	Helene Carr & Andy Pallas	11.00 – 11.10
Service Specification headlines	Faye Betts, Sam Nash & Andy Pallas	11.10 – 11.30
Tender timeline	Sarah Fuller	11.30 – 11.35
Current need & forecasting demand.	Andy Pallas, Sam Nash & Faye Betts	11.35 – 11.45
Trends across supported accommodation & UASC	TBC	11.45 – 12.05
Young people's presentation	Care Leavers Forum	12.05 – 12.25
Breakout sessions:		
- Pricing structures (breakdown of pricing across districts)	All	12.25 – 13.00
- What models of support work for your service model or for other schemes that they have worked with?		
Q&A	All	13.00 – 13.30
Closing remarks	Helene Carr	13.35 – 13.40
Networking opportunities	All	13.40 -

A nighttime photograph of a city street in Gloucester, England. The scene is illuminated by warm yellow streetlights and building lights. In the background, the Gloucester Cathedral is brightly lit. To the left, there are shops including 'Blacks' and 'Gloucester & Gloucester'. A Starbucks is visible in the middle ground. The foreground features several vertical purple light pillars that create a modern, artistic atmosphere. The street is wet, reflecting the lights.

Improving Permanency Outcomes through innovation

Andy Pallas – TACT/Peterborough

Background

- The Council has £20m to save over next few years – around 20% of the controllable budget;
- This is on top of year on year savings over last few years;
- Children's services largely protected to date but something has to give eventually;
- At the same time, PCC wanted to increase investment in support to children and young people in care and on the edge of care;
 - While protecting investment in prevention and early help services, and;
 - Ensuring that as many children and young people as possible benefit from secure and legally permanent homes;
- So PCC needed to identify an area where transformation would release funds for saving and investment . . .

A new approach to service commissioning

- Although legally this remains a commissioned service, we are seeking to enshrine the notion of partnership throughout; pAR
- Carers, staff and young people contributed to the service specification & were involved in the choice of provider
- The new service is governed by a joint governance board;
- Open book accounting is required and savings over and above those that the service is required to deliver are subject to a savings share:
 - 33% to the Council to fund further savings;
 - 33% to the Council to invest in prevention and early help;
 - 33% to the Provider to invest in new services.

TACT approach

- Children do not see legal orders;
- All placements require same kind of support;
- No more silos, generic family placement support teams;
- Joint training for foster carers, adopters and special guardians;
- Support for all is childhood long;
- TACT have the FGC service;
- TACT run the placement service ART.



Securing improved outcomes

- **This is about increasing the number of children benefiting from secure permanent care arrangements:**
 - Increasing number of in house carers.
 - Increasing use of Special Guardianship orders and adoptions.
 - Supporting children returning home to families (34% of exits, over 50% breakdown).
 - Better supporting all families.
 - Reduce the number of residential children's homes and Independent Fostering Agency placements.

Service Specification

**Supported Accommodation services for Looked After
Young People aged 16 – 18.**



Service Specification

- **Lot 1** – Supported accommodation for non-unaccompanied asylum seeking young people.
- **Lot 2** – Supported accommodation for unaccompanied asylum seeking young people.

Service Specification

Support (Lot 1 & 2)

- Health & Wellbeing Outcomes
- Education, Employment & Training
- Confidence & Self-esteem
- Independence Planning
- Co-production
- Support Plans

Service Specification

Support – (Lot 2 only)

- Solicitor appointments
- Initial health appointments
- Credit Union account
- Attend interviews
- Age assessments
- Welcome packs are accessible
- Prevent isolation & encourage integration

Service Specification

Accommodation Expectations

- Type of Accommodation
- What must be included in the accommodation?
- Maintenance of accommodation
- Location

Service Specification

Referral Process & Matching

- Referral Process
- Placement Matching
- Notice Periods & Placement Breakdown

Service Specification

Contract Management & Performance

- Annual Quality Assurance Visits
- Outcomes Expectations
- Outcomes Measurement
- Contract Management Meetings

Tender Timeline



DRAFT TENDER TIMELINE

Tender to go live	Mid April 2018
Tender Return	Late May
Notification of Tender outcome	August
Contract start date	1 st October 2018



Tender Timeline



- Online system that CCC uses for tendering
- Required by law
- Contains all current contract opportunities
- Contract Register link

Tender Timeline

www.lgssprocurementportal.co.uk

Navigation

- Home
- Supplier Registration**
- Current Opportunities
- Contract Register
- User Guides
- Login

Home

Welcome to the LGSS eSourcing Portal

Today, shared services in local government are a reality. LGSS is one of the largest public sector shared services ventures of its kind in the UK, wholly owned by Cambridgeshire County Council, Milton Keynes Council and Northamptonshire County Councils. These authorities collaborate to deliver a number of services, one of which is the procurement function.

LGSS prides itself on working to make procurement processes simpler and more accessible to suppliers. Using a joint eSourcing portal supports this notion and it also means that suppliers only need to register once to tender for contracts at LGSS authorities. Current authorities using this LGSS portal are:

- Cambridge City Council
- Cambridgeshire County Council
- Daventry District Council
- East Cambridgeshire District Council
- First for Wellbeing CIC Ltd
- Huntingdonshire District Council
- Milton Keynes Council
- Northampton Borough Council
- Northampton Partnership Homes
- Northamptonshire County Council
- Northamptonshire Healthcare Foundation Trust
- Olympus Care Services
- South Cambridgeshire District Council

Authorities

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Tender Timeline

SUPPLIERS REGISTRATION



Log In

User Name

Password

[Forgotten your username or password?](#)

Continue

Welcome to ProContract

Already registered?

Simply enter your chosen username and password and click 'Continue'

New to ProContract?

Suppliers - If you are not currently registered on the ProContract procurement portal, you can complete a simple registration process by clicking the following link - [Register free](#)

Migrated from ProContract Version 2?

If you are currently registered with a ProContract Version 2 procurement portal and the procurement portal has migrated to Version 3 your details have been automatically transferred, however for security and account validation you will be required to reset your password by following the instructions



Tender Timeline

HELP



- ProContract Helpdesk
- 0330 005 0352
- ProContractSuppliers@proactis.com
- 09:00 – 17:30 Mon – Fri
- The helpdesk are only to be contacted if you experience technical difficulties when using the website



Tender Timeline



Tender training workshops:

- Shire Hall, Cambridge – 13th April, 9.30am
- Peterborough Education Centre, Peterborough – 13th April, 1.30pm

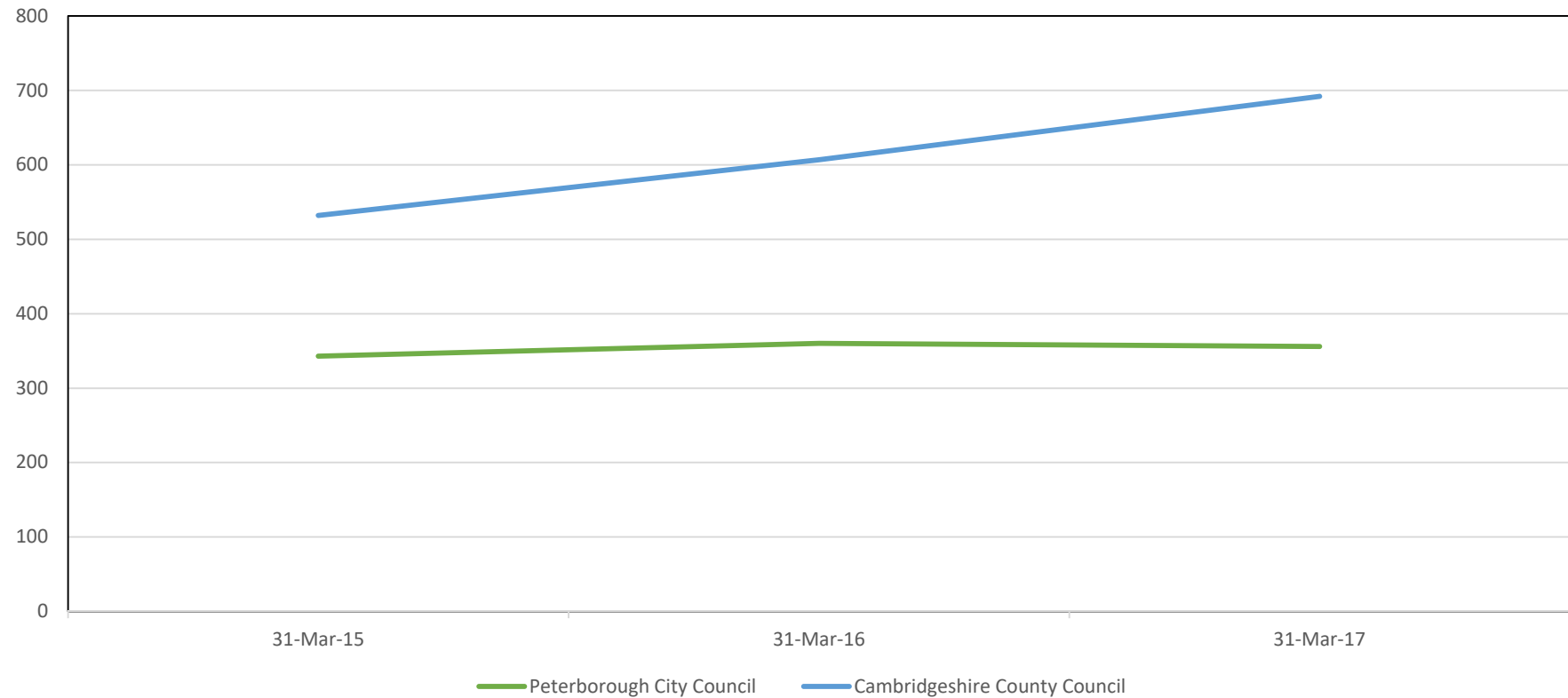
To book a place please complete the expression of interest form on your table, or email Samantha.Nash@Cambridgeshire.gov.uk

Please note – content for both workshops will be the same.

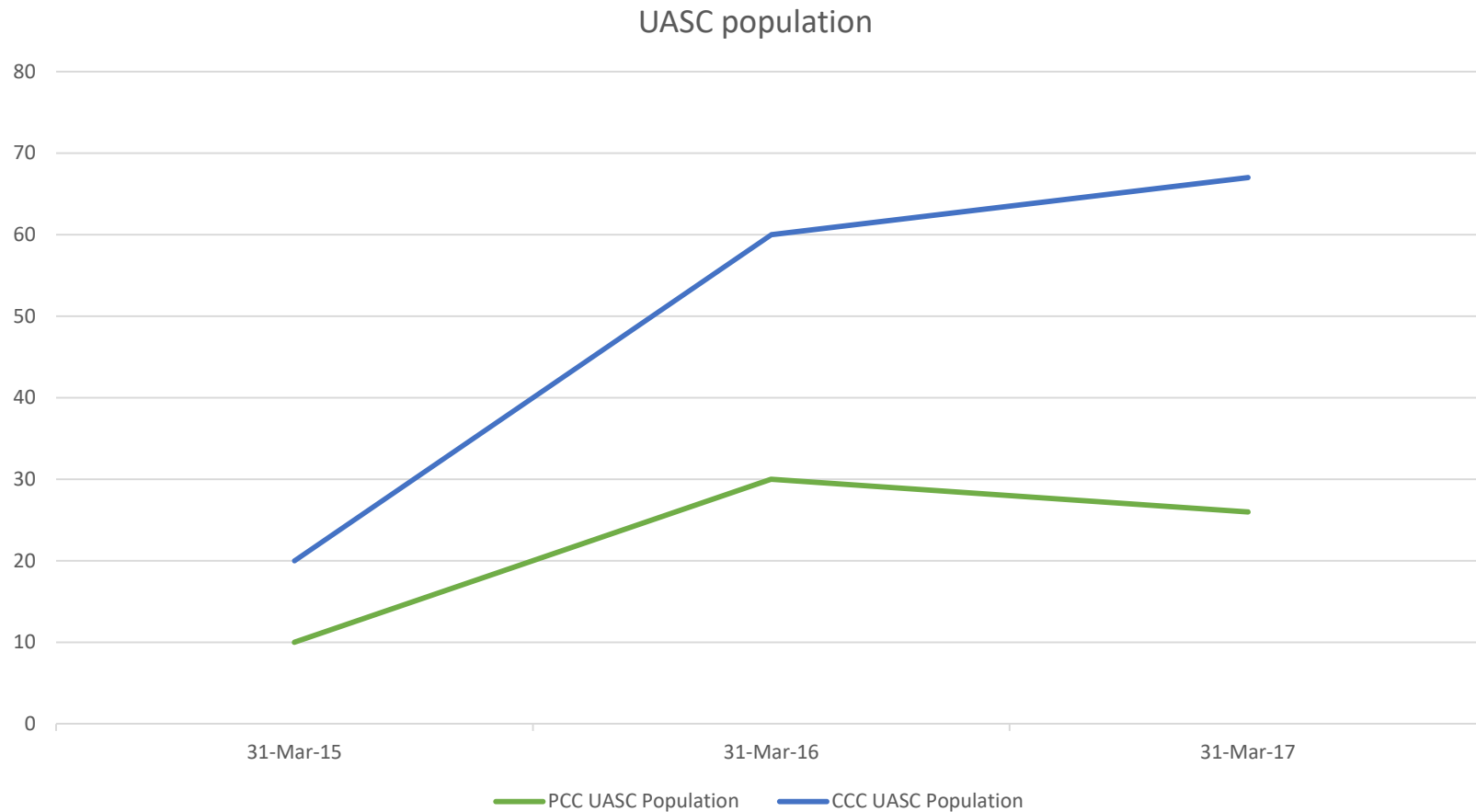


Current Need & Forecasting Demand

Looked After Population

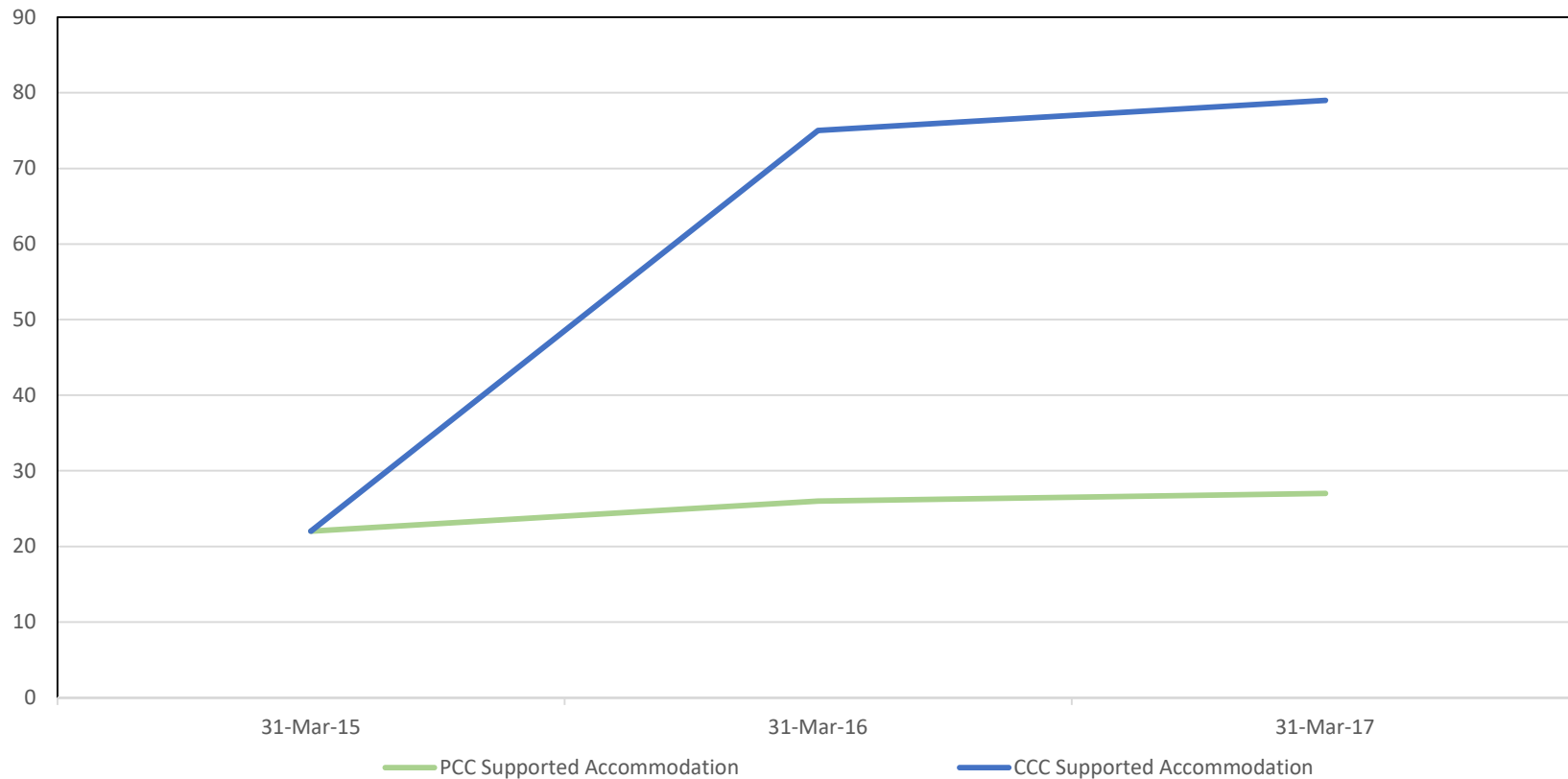


Current Need & Forecasting Demand



Current Need & Forecasting Demand

Supported Accommodation Population



Current Need & Forecasting Demand

Both Cambridgeshire & Peterborough have developed Sufficiency Statements in line with the statutory duty to ensure sufficient accommodation to meet the needs of our Looked After Children, Young People and Care leavers.

These documents are available here:

[Cambridgeshire](#)

Peterborough's is attached to the email with this presentation. Please email Samantha.Nash@Cambridgeshire.gov.uk for a copy also.



Themes and issues with the LAC population

What should placement providers be considering when housing young people?



Corporate Parenting

What does Corporate parenting mean?

- Everyone who works with Looked After young people and care leavers have the responsibility of a corporate parent. This can be a social worker, councillor and other professionals who work in health, housing and education.
- Everyone who is working with the young person, have to take responsibility for supporting and guiding young people to achieve good outcomes.
- Everyone takes responsibility for the tasks required to help a young person – doctors appointments, solicitor appointments, parents evenings.
- Everyone should have aspirations for young people. We should have believe all young people can achieve more than YOS involvement and claiming Job Seekers Allowance.
- Even when young people do not have aspirations for themselves, we have them for them!!

Profile of a young person

- John's family have been known to Social Care for the last ten years. John himself has been open to Social Care teams since he was 10 years old. He became a Looked After Child when he was 14 years old, and he struggled in foster care. John is now 16 years of age, and his foster carers can no longer look after him. John has been arrested recently for assault. At the point of arrest, he had both cannabis and cocaine in his bag. The police have charged him with GBH and possession with intent to supply. He is due in court in 2 months time, and has been told that he may go to custody. John now feels that he has nothing to lose, so has been reported missing every night for the last 3 weeks. He has unknown friends who are much older than him, John is refusing education and is becoming increasingly aggressive. He likes that people are frightened of him.

Exercise:

- What can your service do to support John
- What would key working hours focus on now?
- What is your step down plan?
- What additional services would you access for John in the community?

Child Sexual Exploitation

- Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Things to consider:

- What do your team know about CSE?
- What do you know about CSE in your community?
- What policies and procedures do your team have in reference to CSE?

County Lines & Gang Exploitation

A typical county lines scenario is defined by the following components:

- a) A group (not necessarily affiliated as a gang) establishes a network between an urban hub and county location, into which drugs (primarily heroin and crack cocaine) are supplied.
- b) A branded mobile phone line is established in the market, to which orders are placed by introduced customers. The line will commonly (but not exclusively) be controlled by a third party, remote from the market.
- c) The group exploits young or vulnerable persons, to achieve the storage and/or supply of drugs, movement of cash proceeds and to secure the use of dwellings (commonly referred to as cuckooing).
- d) The group or individuals exploited by them regularly travel between the urban hub and the county market, to replenish stock and deliver cash.
- e) The group is inclined to use intimidation, violence and weapons, including knives, corrosives and firearms.

Things to consider:

What is agencies understanding about county lines and gangs.

What training do your team need

What is going on in your local area

What are your safeguarding policies

Missing Events

- With CSE and county lines amongst other things, there are often missing events.
- The difficulty arises with the different definitions of missing between agencies – what does your agency define as missing?
- The police have an expectation that if an accommodation provider knows where a young person maybe, they check within reason. Unless this is completed, then they often will not class a young person as missing
- Cambridgeshire police have a policy of not recording a young person as absent but this is not the same for other forces.

Unaccompanied Asylum Seeking Young People

What does that mean? And how do these young people arrive?

- Definition – a young person who arrives in the UK, who is under 18 years of age whom has become separated/is without an adult who has parental responsibility.
- In Cambridgeshire, the two main routes in which we begin to work with UASC are
 - 1) Clandestine entry – often referred to as spontaneous arrivals. These are the young people who have disembarked from lorries and have been arrested by the police.
 - 2) Via the National Transfer scheme – these are young people who have arrived in another Local Authority and are then transferred to other Local Authorities.

What does it feel like to be a UASC?

This exercise originated from a lecture delivered by Dr. Laura Jobson, Clinical Psychologist at the University of East Anglia. It was adapted (with permission) by Sara Katsukunya.

Setting the scene: *Imagine that following months of increasing civil tension, one month ago a military coup took place in the UK. The government lost control following a 4 day battle in London. The fighting was fierce and many people were killed in the streets. Videos of the carnage are constantly streaming over the internet and television. Shops are being looted and people are not abiding by the rule of law. You have seen teenage girls being taken from their families and worry about their fate. Facebook is flooded with outrage and confusion and some of your more outspoken friends have suddenly disappeared. Rumours are circulating that they have been killed. Airports are shut and no aeroplanes are entering or leaving the UK. Hospitals are overrun.*

Two weeks ago you were told that a number of people were arrested by the new military rulers. Lots more people have gone missing, including religious leaders, politicians, journalists and political commentators. It is hard to know what is going on and the new rulers have taken over the media. People are being encouraged to report their friends who disagree with the new regime and these people are being arrested. Civil unrest is spreading around Europe.

One week ago, a news website published a long list of people in your town who are 'enemies of the state.' These people were rounded up and arrested. You hear rumours that they have been assassinated. Panic and fear predominate. Military patrol the streets. Banks are not letting people withdraw more than £50 a day from their accounts. Schools have shut down. Seeing buildings on fire is now commonplace. You are finding it increasingly hard to find food to feed your family.

Three days ago another list was published. This contained Doctors, teachers, activists, trade unionists and aid workers. Live internet streaming broadcast their fate. You watched as they were lined up in the main square, forced to kneel, and were assassinated on mass. You watched two of your friends die. The message from the leaders is that dissonance will not be tolerated. Illnesses are running rife, and the water supply is no longer safe. Medication is in very short supply. People are trying to flee. You watch live streaming of trains being searched and roadblocks stopping and searching cars.

*Today another list was published. **Your name is on the list.** You hear your street is being searched. You have 5 minutes to gather your things and go.*

What does it feel like to be a UASC

Who goes with you or do you go alone?	Write down 10 things to take with you	How will you travel?
<p>Do you take all the people on your list with you?</p> <p>Do you send some people to relatives?</p> <p>Does everyone on your list want to come?</p> <p>Is everyone in the house with you right now or do you need to collect them? Is this safe for you to do this?</p>	<p>Where are those items?</p> <p>Will they travel safely?</p> <p>Are they useful?</p> <p>Are they sentimental?</p> <p>What happens if you loose them?</p>	<p>By car? By foot? Is everyone fit and able?</p> <p>Do you have to leave anyone behind?</p> <p>What are you willing to do to get you / your family to safety?</p> <p>What will keep you alive on the long journey?</p> <p>What can be used when the cash runs out / cards don't work? Did you bring any gold or jewellery?</p>

Themes across this population

- High levels of trauma
- Additional health needs
- Limited English and education
- High levels of trafficking across the work
- High levels of sexual exploitation

What do these young people require?

- Intensive support to acclimatise and settle
- Support with medical appointments
- Education
- Activities – a timetable of events around them from the very beginning that is adjusted as education etc. is put in place
- To claim asylum
- Orientation within the culture of the UK.
- They need a different independence programme than other LAC children

What do our unaccompanied asylum seeking young people say about their accommodation?

- **We want to feel safe**
- **We like to see our key workers**
- **We need lots of support when we first arrive**
- **We like people that care about us**

What happens after you are Looked After

Unless your accommodation is Housing Benefit sustainable, young people need to leave on their 18th birthday.

Young people will now receive their funds from the Job Centre

Things to think about.

What do your agency do to ease this transition?

How can you be facilitating this move?

What accommodation options or links to accommodation options do you have for 18 year olds?

Things to think about...

- Do you know the area where your accommodation is?
- What are your internal policies – how do they keep young people safe?
- Can your levels of support be increased and decreased with the young person's needs?
- How can young people be sure of the expectations of them?
- Would you want to live in the area that your property is?
- Does your property feel like a home?

References & further reading

Child Sexual Exploitation

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/591903/CSE Guidance Core Document 13.02.2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/591903/CSE_Guidance_Core_Document_13.02.2017.pdf)

County lines

<http://www.nationalcrimeagency.gov.uk/publications/832-county-lines-violence-exploitation-and-drug-supply-2017/file>

Corporate Parenting

[https://democracy.cambridge.gov.uk/documents/s31325/ITEM%207%20Executive%20Summary%20Corporate parenting strategy looked after children.pdf](https://democracy.cambridge.gov.uk/documents/s31325/ITEM%207%20Executive%20Summary%20Corporate_parenting_strategy_looked_after_children.pdf)

Asylum process

Handout can be provided by Sarah Edwards – Sarah.Edwards@cambridgeshire.gov.uk

Resources

<https://www.youtube.com/watch?v=ArBjWe3IWs0>

<https://www.youtube.com/watch?v=fs-RVgsFfcA&feature=youtu.be>



Young People's Presentation

Care leavers forum

We are independent young adults who are looking to improve supported and accommodation for looked after children and care leavers

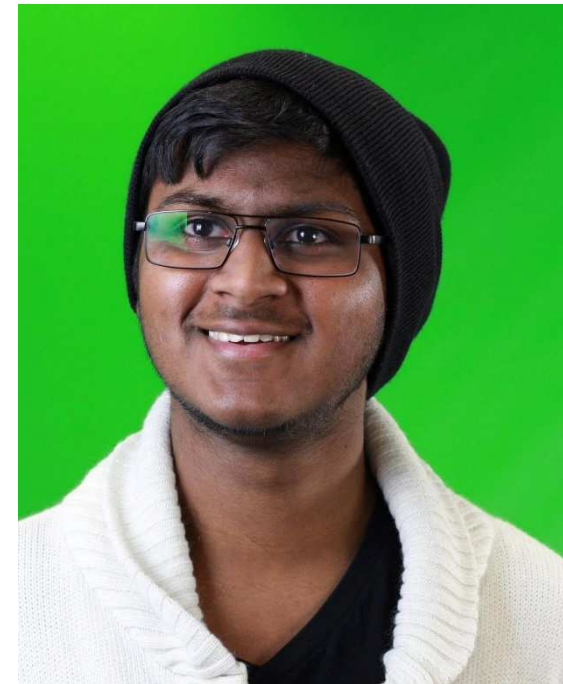
We are very passionate about making our voices heard we wish to share our experiences to make improvements

We support each other and can all relate emotionally to the things we have in common



Young People's Presentation

Care leavers forum



Young People's Presentation

- Carolina and I came into care when I was 17
- Hullal came into care when he was 11
- Katie she went into care when she was 14
- Georgie went into care when she was 13
- Charlie went into care when she was 17
- Brian went into care when he was 12

Young People's Presentation

Between us we have lived in a vast number of places...

We have all had some different and some similar experiences

Today we would like to share with you the good and the bad...



Young People's Presentation

On behalf of the Care Leavers here is the good...

- Some staff were really nice and supportive (Carolina)
- I lived with carers and had family holidays and Christmas and brothers and sisters (Katie)
- I Like having my own flat (Georgie)
- I was giving a lot more freedom and this made me less isolated (Nate)
- I got involved in volunteering and this helped me to find a passion I didn't know I had (Nate)

Young People's Presentation

And here is the bad...

- Relationships broke down as a result of how I felt about my accommodation (katie)
- I wasn't listened to by staff and there was no help available at the weekends. There was no one to talk or ask for help (Carolina)
- The standard of accommodation was poor, such as mouldy walls (Georgie)
- Some staff made me feel unsafe (Georgie)
- Lack of staff support/supervision (all)
- Noisy flatmates and parties at all hours (all)
- Not being informed properly the correct information and or the correct processes regarding housing money ect. (Hullal)
- Support was varied from place to place. There didn't seem to be a basic standard (All)
- Lack of Mental Health support (All)
- Kicked out because of my mental health (Carolina)

Young People's Presentation

Feelings...

- I felt socially isolated, like i was on my own and there was nothing i could do about it (ALL)
- I felt like no one loved me (katie)
- Made me feel shit and overwhelmed (carolina)
- I felt that if you did get a place there was eason for this, such as money (Katie)
- I felt like a zoo exhibit an staff were inappropriate (nate)
- I felt like i had no place in society (Carolina)
- I felt like it met the bare minimum (brian)

Young People's Presentation

Any questions ?

Feel free to ask us about our personal stories...



Young People's Presentation

Thank you for taking the time to listen to us :)



Young People's Presentation

LAC Participation 'Just Us' Group

Young people were asked to give feedback on their experiences in supported accommodation (and drawing on their experiences across all provisions where supported accommodation was not their experience), and to speak about the things that have worked well, and what has not worked so well, and what providers could do better:

- Providers need to give us consistent support workers.
- Treat us as individuals, not like we're all the same. Support should be personalised. It's really good when this does happen, and really frustrating when it doesn't.
- Independence without the right support is very difficult.
- Penalising young people who don't require certain types of support is not right. For example, some young people don't need support for education or employment (they've already got a job), but penalties for not meeting support worker are not fair.
- It can be really disruptive if someone else moves in and there's no matching done. You have to keep yourself to yourself to avoid hassle.
- Providers could give profiles for the homes. Like foster carer profiles. Something visual, there doesn't need to be much writing. It would be good to have some pictures of the house, and some information about the support worker (3 things about them, or the 3 things they would take on a desert island).
- The pledge should be included in the contract.

Young People's Presentation



Breakout Sessions

Pricing structures

We would like to get feedback from you about how to design our pricing structure.

We're aware of the difference in costs for sourcing accommodation across Cambridgeshire & Peterborough.

Would your delivery models benefit from breaking down pricing across Cambridgeshire & Peterborough? Breaking down across the Districts & Peterborough?

What other things do we need to have consideration to when developing the pricing structure?

Breakout Sessions

Models of Support

We want to ensure that the service model we commission is able to meet the needs of our Young People, and support them towards independence, whilst also ensuring a sustainable service model for you as a provider.

What models of support work for your service model or for other schemes that you have worked with and why? i.e. Floating support, staggered support hours (reducing as the young person settles in), concierge service, emergency on call support.

How do you assign key working hours, and what is the breakdown between face-to-face and 'admin' hours?

Q&A

Any questions?



Closing remarks

Thank you for joining us today.

Please complete your feedback form and hand to any of the PCC or CCC staff.

Don't forget to sign up to one of our Tendering Workshops.

We would like to welcome you to stay after for a coffee and the opportunity to network with colleagues across Local Authorities and Providers

