

CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE



Report subject	Report for Children's Overview and Scrutiny Care Experienced Young People Themed Service Update
Meeting date	20 th September 2022
Status	Public Report
Executive summary	The Care Experienced themed report presents an update on the progress of improvement work within the Care Experienced Young People's Service in Children's Social Care. It highlights activity undertaken within a recent themed 'practice week', including a summary presentation within Appendix 1. In addition, it details updates on progress on the provision of health passports, housing options and the recent opening of the BCP Care Leaver Hub '333'. Appendix 2 highlights the voice of the young people involved in the design and development of the Hub, with their views on the outcome. There are a number of actions identified for the next quarter to continue the service's improvement journey.
Recommendations	It is RECOMMENDED that Committee: Note progress and areas for further action
Reason for recommendations	Overview and Scrutiny Oversight on the improvement journey.

Portfolio Holder(s):	Councillor Mike White, Portfolio Holder for Council Priorities and Delivery
Corporate Director	Cathi Hadley, Corporate Director of Children's Services
Report Authors	Jane White, Director of Corporate Parenting & Permanence Ben Tomlin, Head of Housing Options & Partnerships
Wards	All
Classification	For Information

Areas of progress

1. Management and Staffing

The service management structure includes one service manager and three team managers overseeing the teams. The service has now successfully appointed a service manager who joined the team in June.

In addition, one permanent team manager is in place, one has been appointed, starting in October and there is further recruitment activity for one other team manager vacancy. It is anticipated that the management structure will very soon be all permanent.

The introduction of the new hub requires flexible working to meet the needs of young people. An additional 4 extra Personal Advisors (PAs) have been agreed for the teams and recruitment is underway.

2. Practice Week

In July 2022 the Care Experienced Young People's Service was the focus of a dedicated 'Practice Week' – with key lines of inquiry as follows:

- Young person's voice in pathway plans
- Quality of and access to accommodation
- Frequency, purpose and quality of visits
- Frequency and quality of supervision
- A critical friend on the service journey from Ofsted visit in December 2021

Activity included: observations of practice, practice learning reviews, daily lunchtime learning sessions, feedback from young people and a visit to the Care Leavers Hub.

3. Appendix 1

The Practice Week PowerPoint presentation highlights detailed feedback with a wealth of rich information and learning to draw from and further develop the service action planning.

The activities identified some real areas of strength in PA relationships with young people, however, there is still work to be done with timely recording, management supervision and oversight, inconsistency in practice and the consistency and quality of housing provision.

4. Voice of the Child

Practice Week highlighted good evidence of the voice of the child in some young people's plans, however this is not yet consistent and requires further focus. Managers will be actively looking for and recording this in supervision and when quality assuring and signing off plans.

5. Health Passports

Young people are provided with a Health Passport following their last CIC Health review. Health colleagues have visited CIC and CEYP teams to raise awareness and have been talking to young people about their preferred options in relation to how these are delivered and presented. The service is working with Health colleagues to ensure young people are clear about their right to their health history and how to obtain it.

6. The Care Leaver's Hub '333'

Appendix 2 - The hub opened to young people on 4 August. Young people have told the service they feel listened to, and they have enjoyed taking part in the steering group and being involved in the planning, development, and design. They have worked alongside developers and practically been part of the work on the building. Hub activities will include group work, one to one sessions and will offer a range of advice, support, and guidance to young people from the team and wider agencies. Our next challenge will be ensuring the hub, and the level of support it can offer can be accessed by all, with a virtual link to benefit those who are unable to attend in person.

7. The Care Leavers Offer

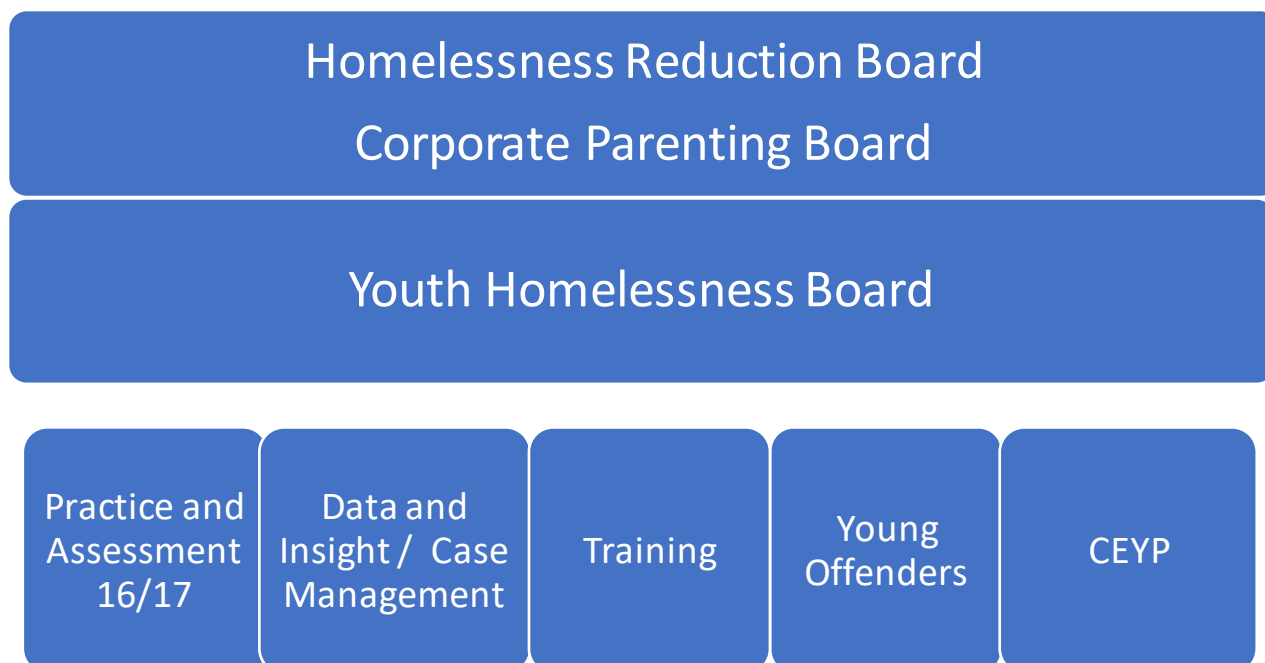
The Offer has now been approved at the Corporate Parenting Committee. Young people felt it was positive; and had been developed through a collaborative co-produced approach enabling them to influence the final version. The comms team are currently finalising the design to enable a full launch, dissemination and awareness raising.

8. Housing - Youth Homelessness Board

The inaugural meeting of the BCP Council Youth Homelessness Board took place in July bringing together senior leaders in Housing & Children's services. The board will help inform strategic development of services for Care Experienced Young People (CEYP) and those offered accommodation under Southwark to meet accommodation needs and achieve long term housing outcomes for all.

The ambition would be to broaden representation on the Board at a later point to include external stakeholders and young people with lived experience.

A number of workstreams (detailed below) have been agreed across the broader Youth Homelessness agenda.



The CEYP workstream will focus on reviewing activity specifically on the following activities.

- Developing a Housing Operational Group TOR
- Delivering 20 new homes for CEYP
- Finalising updates to the CEYP Housing Protocol
- Review the supported housing provision for CEYP required in a crisis and through planned move-on
- Agreeing performance and monitoring indicators to review progress
- Determining floating support needs for CEYP moving to independence.

Since April 2022, a further 15 young people have moved into permanent settled accommodation in the private and / or social sector and supported housing.

9. Dept for Education Homelessness Prevention Funding

The Council has recently received confirmation of additional grant funding to recruit to 2 specialist posts focused upon preventing homelessness and rough sleeping for care experienced young people. The 2 posts are a Senior Housing Practitioner and a Homelessness prevention worker.

The Senior practitioner will oversee development/ strengthening of joint working arrangements with Housing & Childrens services and internal systems that will help identify risk of homelessness earlier but also strengthen our approach within children's services to preventing homelessness for care leavers. The Homelessness Prevention worker will work with PAs and other practitioners and to provide additional intensive support for those care leavers that are at risk of becoming homeless including those young people living in other LA areas. Recruitment to both roles will take place over the coming weeks and help provide a significant focus across this agenda.

10. Houses in Multiple Occupancy (HMOs) & Temporary Accommodation

All young people who were temporarily placed in BCP HMO at the point of Ofsted's inspection in December 2021 have moved on.

One young person has been temporarily accommodated in shared living recently, however this was managed very appropriately. The accommodation was viewed and the service directors from both CSC and Housing maintained oversight. He was offered immediate wrap around support and reported to be pleased with where he was staying. He was quickly moved on in a few days.

11. Housing Delivery

The Housing Authority has responsibility to support permanent housing for any care leaver who has been living in an area as part of their care placement for 2 years or more, irrespective of the LA responsible for the young person's care & support.

The first new acquisitions for CEYP are now tenanted with a pipeline of additional homes scheduled to be ready for occupation over the coming months. Ongoing activity to agree the profile and size of shared, independent accommodation, with agreed housing standards, will be delivered within the CEYP workstream group of the board.

12. Housing Options Summary

The range of settled accommodation options below is being delivered by several housing delivery partners, with increases in provision more recently through the Council Newbuild Housing & Acquisition Strategy (CNHAS) and managed by Seascope Homes & Property.

- Social Housing allocation via Gold Band Priority & Choice Based Lettings – BCP Homes & Housing Associations
- Permanent Housing Allocation – Shared & self-contained – Seascope Homes and Property
- Supported Housing Accommodation – Tailored housing related support specifically for Young People – Bournemouth Churches Housing Association, Other supported providers delivering include YMCA, St Mungo's, Pivotal Homes
- Private Rented Accommodation – Delivered through a range of partner private landlords and agents, through landlord incentive programme.

Areas of concern

13. Housing Demand

There are 57 young people who will turn 18 between now and the end of this year and this is an area of focus for both CSC and Housing. Joint housing pathway planning assessments are being undertaken. Bespoke training, guidance and procedures have been developed and delivered to the teams to support progress. This is an area of dedicated focus with additional weekly meetings outside of housing panel to ensure actions are being agreed to address any drift.

At the beginning of August, 18 young people who have received joint assessments are currently registered for Gold Priority banding on the Council Housing Register. This group can choose to 'bid' for available social rented properties advertised. Bidding activity is very low and consequently young people are not moving to settled accommodation as quickly as they could. Personal Advisers are working with young people to address this.

The CEYP Housing Panel continues to meet on a weekly basis. A review of the panel's purpose is underway in order to ensure it is operating with efficiency and is effective to those attending. A task & finish exercise is in progress in order to complete this work.

It is anticipated a clearer understanding of the criteria for different housing options will enable a more seamless planning approach that takes into account waiting times, contingencies and housing supply.

14. Quality of Housing Provision

17–18-year-old care leavers in suitable accommodation fell in June to 89% to just below the 91% target. This need to be closely monitored. The service is working with Housing colleagues to ensure an agreed set of accommodation standards are in place for young people leaving care. The housing stock can be variable in its quality and whilst there are young people very happy with their allocation there have also been examples where further work has been required to improve the standard of properties allocated to young people. Joint visits have taken place to assess quality and further work is underway to agree what good looks like for care leavers specifically.

In addition, the support and preparation offered from the PA at the point of moving into accommodation has been variable. A clear set of good practice standards will be co-produced with young people in August and September. A joint exercise between participation, young people and PAs is planned to produce guidance for young people on 'What to expect from your PA'.

15. In Touch

There have been concerns relating to the data for the young people aged 17/18 in touch with the LA. Investigation has resulted in a number of findings and an exception report has been provided to outline the issues.

The young people showing as not in touch are 18 years of age. A workflow recording issue has been identified from the transfer process from CIC to CEYP teams in the cases highlighted. Visits have been recorded; however, the information is within a case note rather than a care leaver contact. The service has also identified a training need within the frontline teams in relation to S20 young people who become 18 and their right to Care Leaving support. Action is being taken to rectify the issues.

Managers have followed up on all the young people and all but one is in touch, but timeliness was an issue for some. The one young person not currently in touch has requested no visits at present. The service manager has introduced a mandatory visit to young people within 5 days of their 18th birthday.

16. EET

June data has highlighted a drop in the number of 17/18 year old young people who are in education training and employment at 44% which is of concern.

19–21-year-old care leavers in education, employment or training has dropped to 50% in June and is now below the target of 52% for the first time since June last year.

The Service Manager has arranged focused panels throughout August to consider all young people NEET and their direction of travel / plans to support.

17. Actions for next period

- Embedding learning from Practice Week
- Ensure solutions identified to rectify issues raised are followed up in a timely way.
- Close monitoring of performance regarding in touch, employment education and training and suitable accommodation.
- Joint work with housing to implement CEYP workstream actions and complete review of Housing Panel Terms of Reference
- Weekly targeted rising 18 housing need meetings
- Recruitment of additional housing workers
- Focused NEET (Not in Education Employment or Training) Panels
- Monitoring of Hub activity and expanding the reach
- Dissemination of the Care Leaver Offer

CARE EXPERIENCED YOUNG PEOPLE

Practice Week

Feedback 15 July 2022



Practice Week Team

Host Service Representatives

Service Director – Jane White

Service Manager – Mohamed Kamara

Team Manager/s – Debbie Young & Peter Chitiyo

Personal Adviser – Talene Radjabi-Pittwood

Other members of Task & Finish Group

Participation Manager – Jo Fry

WFD Manager – Lou Bartlett

QA Business Support PA – Josie Jones

Practice Review Team

Service Director – Rachel Gravett

Service Manager – Rubina Payne

Team Manager – Mellissa Morland

IRO Rep – Nicky Campbell

Practitioner – Sean Glass

QA Practice Reviewers – Chris Jennion

QA Managers – Liz Brierley & Tammy Lawrence

Objectives of the Practice Review

- Help staff in rehearsing how they articulate their work and provide further opportunities for case reflection.
- Help to reinforce senior management grip and oversight of case-work activity.
- Give detailed feedback to practitioners, identify areas for improvement and affect swift and positive change.
- Give the practice review team as well as the wider senior leadership team, a good understanding of the strengths and capabilities of the organisation to inform the self-evaluation and quality assurance processes.
- Help practitioners to stay up to date with changes and developments, new thinking, and legislative changes, supporting their progress in maintaining their Continuing Professional Development (CPD).
- Give young people and families an opportunity to feedback their views to the practice review team on their experiences of working with us.
- Provide developmental opportunities to the members of the practice review team in undertaking reviews of practice.



RG

Methodology



Observations – 12/23



Practice Learning Reviews – 21



Feedback from Young people - 9



Lunch and Learn Sessions 5
sessions /270 attendees



Daily Keeping In Touch Meeting –
Host and Review meetings



RG

Key lines of enquiry

- Young person's voice in pathway plans
- Quality of and access to accommodation
- Frequency, purpose and quality of visits
- Frequency and quality of supervision
- Be a critical friend on the service journey from Ofsted visit in December 2021 to date - highlight areas of strengths and where we needed to do more



RG

Young person's voice in pathway plans

Key strengths

- Good evidence of the child's voice in the pathway plan, UASC (575081)
- Evidence of involvement of young people being involved in writing their pathway plan.
- Example – Manager writing to the young person to say how proud the manager is of a young person.
- Template on Mosaic invites the voice of the child (Care Director less so).
- Inclusion of photos of young person and activities.

Areas for further development

- Not all Pathway plans included the child's voice or were written in the first person - More consistency in the quality of voice of young person in pathway plans is required.
- Evidence of Managers 'ticking' sign off and less obvious if pathway plans were read and quality assured.
- One example where the young person is referred to in the gender that they did not identify with – more care needed when reading and commenting on pathway plans.
- Unified version of pathway plans needed across both case management systems.
- Pathway plans to be reviewed at significant change.
- Increase multi-agency input into Pathway plan. E.g. Health visitor (575081)
- Clear where signposting/linked in to other services.

Impact

Outcomes

Accountability

SG

Quality of and access to accommodation

Key strengths

- Some evidence of good quality housing in nice locations and young people taking pride and care of their accommodation.
- Successful DfE bid for 2 new Housing Officers.
- Setting up home grant.



Areas for further development

- More 'joining up' of the strategic response and the current operational response to housing resource.
- Greater collaboration with housing recognising the corporate parenting responsibility.
- Some of the housing offered is not fit for purpose for our young people.
- Not always clear how significant decisions are made that impact YP – improved evidence of defensible decision making from managers.
- Pathway plans not always been followed and not clear how decisions are changed. Pathway plans/all assessments to be considered and clear thread of decision making.
- Promotion of Staying Put.

Impact

Outcomes

Accountability

CJ

Frequency, purpose and quality of visits

Key strengths

- Evidence of young people being seen frequently, within timescales and over and above in some cases (20526340, 32749411, 32649088).
- Evidence of support increased to meet the young persons needs and being YP led (21005069).
- Focus on practical upskilling for young people.



Areas for further development

- Over emphasis on young people being resilient as they appear to be coping - Greater focus on emotional needs of young people and a trauma-informed approach to practice.
- Greater professional curiosity and exploration into the impact of the experiences of young people, especially around emotional well-being.
- More consistency of case records of visits and records of contacts/calls with YP.

Impact

Outcomes

Accountability

NC

Feedback from young people

Key strengths

- Coproduction in developing the Care Leavers Hub.
- YP felt supported when they requested help.
- Access to participation workers, steering groups - Insight and Unite 'Aspire to be like Lauren'.
- Scored 8/10 for the Care Leavers Hub – 333 (2 because they cant have everything they want)
- Positive feedback about current PA (21002728, 575081)
- 'PA is amazing and has been a good support to me. She has been amazing since day 1' (21005069)

Areas for further development

- Greater consistency of practice from PAs.
- YP informed about change of workers and handovers to be undertaken with the new worker.
- Reactive approach observed – PAs to be more pro-active to support YP
- CEYP teams to take a responsibility for participation of young people and pro-actively work with the participation team and take a lead on the YP steering groups.
- More clarity and planning was needed around the logistics and practicalities of 333, e.g. opening times, staffing etc.

Impact

Outcomes

Accountability

MM

Practice Team Summary

Key strengths

- Evidence of chronologies starting by CEYP teams
- Energy, commitment and passion of PAs.
- PAs know their young people well.
- Some sensitive and trauma-informed practice seen.
- New permanent team structure.
- Permanent and committed staff.



Areas for further development

- One Case Management System
- Case summaries to be completed for all young people
- Staff expressed that having UASC experts/specialists strengthens the practice...
- Gaps in supervision and working outside of the policy.
- Management oversight and supervision needs to be more robust on cases.
- Personal supervision to explore the complex work with young people who have experienced trauma, (CIC and UASC)
- Recording - Ensure data security to protect young people.
- Creche for children of care leavers.
- Preparation, planning and delivery of presentations.
- Support housing to be corporate parent and person centred – focus on process.

Impact

Outcomes

Accountability

LB

Journey since Ofsted



Key strengths

- Quality of some pathway plans has improved.
- Development of Care Leavers HUB – 333.
- Child Impact Chronologies have commenced in CEYP.
- Good relationships with PAs and evidence of trust, empathy and sensitive practice (32649088, 564009).
- PAs and YP are making some good decisions together.
- Local Offer co-produced with YP and received well by YP.

Areas for further development

- Consistency of pathway plans sharing with young people and rationale where YP does not want it.
- Staff concerned that they are not experienced to support complex trauma of UASC – training need.
- Significant delays with Home Office applications for UASC.
- Learning from Local Learning Review that Age assessments must be timely.
- Bridging strategic and operational response.
- Housing sufficiency for complex children.
- Review of case load expectations/weighting/resourcing for CEYP.
- Care Offer communication strategy required.

Impact

Outcomes

Accountability

RG

Appendix 2 – Care Leavers Hub ‘333’

Firstly, we found a space in Post Office Rd, Bournemouth ...
with a lot of help from BCP colleagues



We got to work and practised our DIY skills

We then went shopping to IKEA

And here are the results Welcome to 333







“We couldn't of done this work without

- Our Chief Exec and Senior Leaders having a vision about a high street presence for young people – thank you so much.
- The amazing Seascape team, who showed us the ropes, helped us put up plaster board and lay floors. You are all brilliant, thank you.
- All the staff in Children's Services who worked with us and have made our vision a reality.”

So what do our YP think of 333?

- “
- I am sure this is the best care leavers hub in the World
 - It is great to see all our design become a reality
 - I am going to be here every day
 - I am moving in, I love it
 - We are so proud of this space, it is somewhere that we want to go
 - It is amazing how everyone has contributed, and also stepped out of their comfort zones to learn new skills and work as a team
 - I am so proud of this space! I love it!
- ”

... and we also managed a bit of upcycling ...

- The lights came from the BCP Civic café
- The café seating came from the former BLC
- The tables in the two meeting spaces came from the accommodation restructure Phase 1
- The cappuccino machine came from the former BLC
- All crockery/china/glassware came from the former BLC
- The dishwasher came from the former BLC
- The microwave came from the Poole Civic Centre
- The snooker table was donated by staff who purchased it from eBay (second hand). The snooker light was a present from staff too!
- Seascape helped us source some cabinets (from their yard)!