

Bristol City Council

**Young People's Housing &
Independence Pathway**

Engagement & Consultation Report

June 2023

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Section A - Introduction

The Young People's Housing & Independence Pathway recommissioning plan was developed through:

- Feedback via surveys from young people using the services
- Feedback forms from current providers & feedback meeting
- Feedback meetings with internal stakeholders
- A series of engagement workshops with young people to develop the plan
- Consultation survey about the draft plan
- Consultation events about the draft plan

Section B – Feedback

Feedback from young people

We began the needs analysis by seeking feedback about the Pathway and the services. We designed an online questionnaire and sent links for this out to providers to share with young people living in their services.

Resident questionnaire

We developed a short online questionnaire and sent the link to Pathway providers for them to share with residents and asked that they encourage them to complete it. We received 13 responses. These were from residents at The Foyer, St George's House, and low support services.

Q. I find living with peers helpful

Strongly agree	0
Agree	5
Neither agree nor disagree	2
Disagree	4
Strongly disagree	2



Q. I understand the housing options available to me.

Strongly agree	2
Agree	9
Neither agree nor disagree	0
Disagree	2
Strongly disagree	0



Q. I feel ready to move on and understand what to do next.

Strongly agree	7
Agree	4
Neither agree nor disagree	0
Disagree	1
Strongly disagree	1



Q. My accommodation is in a good location.

Strongly agree	3
Agree	6
Neither agree nor disagree	0
Disagree	1
Strongly disagree	3



Q. I receive clear explanations about living in the accommodation (such as service rules, tenancy agreements and rights).

● Strongly agree	5
● Agree	7
● Neither agree nor disagree	1
● Disagree	0
● Strongly disagree	0



Q. Overall there is enough support available for me.

● Strongly agree	5
● Agree	4
● Neither agree nor disagree	3
● Disagree	1
● Strongly disagree	0



Young people were able to give comments, and these are included here:

'Friendly staff with good advice'

'Support workers have too much to do and cannot dedicate quality time to everyone they support each week. They are restricted in how much they can help due to budgeting or decisions being made above them.'

'The staff workers are very clear and kind'

'I feel that the staff members at the foyer do their best to help you with any problem you have and try to come up with ways to get around them'

'The staff could have more time for the people living in these houses, more emotional support.'

'My room is not really good the carpet is dirty and smelly the carpet is moving not fixed'

'The wait times for repairs are long and living with other people can be massively triggering and leads to more arguing than ever needed.'

Other questionnaires

We developed a separate bespoke online questionnaire and asked providers to share this with residents of the three crash pads, which they did, but we received no responses.

We developed a separate bespoke online questionnaire for Care Leavers and asked the Through Care team to share this, but this was not followed through.

We asked providers their views on the services via a feedback form. The comments received are below:

- Some young people require a higher level of support than low support accommodation can offer (1 hour each per week) – Dispersed Housing, for example, reports more referrals where young people are functionally illiterate, have very low/no basic independent living skills, and need close support to attend any meeting, pay service charge, etc.
- Even in the higher support services, support needs, risks, challenges, are increasing, although the team notes that they do get positive outcomes, and young people move on successfully for the most part, while support needs met – housing need, improved management of health conditions, EET, practical life skills
- The SGH team experience is that a lot of referrals now are very complex/high support, and the young people are not always suitable for SGH but then where do they go?
- Children seeking asylum often have very complex needs & PTSD, and a chaotic hostel environment is just not conducive to that – they are vulnerable to other young people and have very specific needs in relation to important appointments etc that the providers are limited to support with. Translation and interpretation can also be a challenge as it can be very costly, and time intensive and often only provided over the phone rather than in person – plus the health, support, accommodation sectors all include a lot of sector-specific, technical language that doesn't always easily translate.
- Note that in all services, a priority is signposting young people to other services, internal and external, to also provide support around, for example, mental health, substance misuse, DVA, etc. but obviously this also takes time and resources and there can be significant waits to access some services
- It can then be difficult to move people on into alternative placements/ more suitable services if they require higher support
- The higher support needed by so many young people has an impact on the capacity of colleagues – what was a manageable caseload 2 -3 years ago, is increasingly becoming more challenging, especially as the H&S and housing management requirements also increase through changes in the law, expectations, HMO licensing, and more challenging young people in properties leading to more issues with ASB, neighbours, etc.
- We know that in Dispersed Housing just having someone on the end of the phone they can talk to discuss things that they are struggling with e.g., anxiety, challenging situations, financial worries make a massive difference for young people – DH run a duty system so even if the SHO for that property is not available, a trained SHO can talk with that young person
- PMOS is a good option and increases banding on home choice to help speed up move on and helps to encourage the young people to keep up with rent/service charge payments
- When the referral is appropriate to low support and the needs of a YP can be met it is then possible to achieve the outcome of a positive move on into independent living
- More staff/support, to alleviate the pressures from a high caseload and provide a higher quality of service. Increase funding or reduce KPI pressures in order to meet the higher needs of some YP's we are expected/pressured to take into the service.
- Ensure the level of support needs for incoming YP's can be met, by ensuring the fall into low support criteria, or increase the funding so that there can be increased staff, caseloads can decrease, and additional support can be provided each week.
- Some YP's have also been frustrated with the lack of 'Choice' within the pathway, the feeling of being offered somewhere to live but not having any alternatives or other choices, so not being able to refuse.

- YP's feeling like if declined there is no other option for them. This would be helped by a central guidance outlining what low, med and high support looks like
- Some young people we cannot lone work, so two colleagues are needed to go off site if accompanying for appointments etc, and with the increasing needs in the building, it is not always possible to leave just 2 colleagues on site in the day.

Feedback from internal stakeholders

A project group met in November to start the process and then every four weeks since January.

The group has included colleagues from across the range of services provided by Housing Options and from Children's Services, including representation from 16+ Commissioning, Through Care and the First Assessment Service, and from procurement.

These colleagues have provided feedback, comment, challenge, and structure firstly to the needs analysis and then to the development of the commissioning plan.

Section C – Engagement with young people

Engagement Workshops

Following the completion of the needs analysis we developed an ‘skeleton’ plan which outlined the key needs, gaps, and options.

We then set up a series of five afternoon and evening engagement workshops in April and May with young people. These were for young people who are Care Leavers (or about to leave Care) and young people who are living in pathway supported housing. Attendees included young people who are unaccompanied asylum seekers. The first session was via Teams. The remaining four sessions were face to face. Fourteen young people participated. A further workshop was cancelled due to illness but will be rescheduled. We thanked the young people for attending with £5 supermarket vouchers.

Following a brief initial introduction, prompts were used to start the conversation, usually asking the young people what they had valued or value about a particular aspect of the services they had received, followed by what they would like to see changed. This led to unstructured and informal conversations, which were then led by the young people themselves. The commissioning manager then asked further prompts of clarification questions.

Notes of the conversations were taken, and the comments made by the young people in the workshops have been grouped under headings below.

Notes from the engagement workshops – grouped by theme:

Living with other people

It can be hard to live in a place with lots of other people, especially if you have mental health needs or are at risk of bullying. Services could be more challenging about LGBT and mental health bullying.

The council should consider factors such as age, sexuality and mental health issues when placing young people. It would be better to consider how and where each young person would be best housed rather than nominating the next on the waiting list to the next vacancy.

Accommodation should be separated out, so we are not sharing with people with higher support needs.

People don't always shut the flat door and so we get visitors from other flats. You can't get away.

It was ok when I first moved here but now it feels claustrophobic – people, staff, arrears. I get away to other places (*gave example of unsafe space*) to get space.

People can get on top of each other.

As a quiet person in this place with so many people, it can feel quite isolating, but if I was on my own it might be more.

MAPS Youth Hub and Emergency accommodation

Emergency accommodation when you are 16 or 17 should not be with adults. At that age you are still developing and open to being misled.

Went through MAPS which was good but going through the Bristol Wing was unnerving. At just 18 with older people, lots of drug use, it was very frightening.

Emergency accommodation needs to be for young people, and it needs to be supported.

Crash pads are very strict. You have to stay in them all the time. Young people still need their parents – they need 1 or 2 nights each week to stay away.

MAPS was good but the council housing advisor said stuff that should not have been said. They upset me.

Care Leavers

It could be helpful for some care leavers to be housed together with other care leavers because they have some shared experiences and have PA's (personal advisors).

As care leavers we see our PAs once a month. So, what should the support levels be for the housing?

Need to be clearer about Care Leavers and who is a Care leaver and what they are entitled to.

Strength based peer support

We can support each other and help each other.

Could people with lower support needs for peer support? There could be a peer network of supporters.

A buddy system so young people could have a buddy over and above their PA and their support worker.

Young people can feel isolated and supported housing buddies could be helpful.

Support provision

Was unhappy to move there at first, but now, after a year and staff have really helped and responded. Would have scored it 3/10 a year ago but it went to 8/10 very quickly.

Really value one to one-to-one support. Being able to talk to a support worker when needed, like and value this, it helps a lot.

Support is practical and really good. Getting ID, bank account, citizenship, education sorted out.

It takes time to build trust with the key workers but it's important.

My support worker understands, they help with financial problems.

Consistency of support, knowing who people are, knowing who is going to be on duty is important.

It can be difficult to pin us down for key working, so sometimes we avoid our key worker, eg. Be busy or out with friends. Having arranged key worker sessions does not work for everyone.

It's good that you can be independent, it's up to you to engage and participate. The support needs to be responsive to what you need at the time.

Flexibility of support would be good, sometimes I do not want to have support or don't need support and it can feel a pressure to have to have it.

The amount of support you can expect should be in information sheets when you sign up. They should have information sheets about what to do next. Who to ask about stuff. Contacts etc.

X did not get information about the support; he did not know what he was supposed to get.

Could there be an app young people could use so the council can check the hours of support they are getting?

I don't think I feel like getting involved, but then I do, things like cooking, DJ workshops, things held here.

I've gained skills.

They give you things to take part in and suggest things to do, it helps to keep your mind off things.

It would be good for people to access courses on how to live independently and then be able to step down to lower support levels.

Transfer of support between services could be better. Need to make sure that handover or transfer of support and information about support can happen when someone moves on.

More floating support would be good. You get a bit of support when you move on. But need more.

Mental health & support

Could there be your own house or flat with 24 hour one to one support because of mental health and anxiety?

It's too many people living in one space for some young people, especially if you have mental health issues.

More mental health support is needed, didn't have the support I needed at the time. This has changed with new staff.

Maybe a 24/7 mental health first aider would be good.

(After discussion about a specialist mental health worker role) Mental health workers would need to understand the young person's point of view. Should not push people into speaking. Needs to take into consideration things like abusive relationships.

It takes time to build trust with support worker and long term this is who you want to see. Someone to work with them about your mental health issues would be good.

Night staff

It's mostly at night that agency staff are used. Sometimes they don't seem to know how things are run if you ask them a question.

Some young people are day people, and some are night people, awake at night, but not awake much in the day.

Night-time support is not needed so much. Need someone to ask questions to at the desk.

Would wait and go to key worker if I had any problems – I trust them. I don't know the night worker.

Security staff are on the desk at night, but we don't ask them anything.

Living in the (*self-contained*) flats we know who we would contact if we had a problem at night.

Accommodation provision

When rooms are relet, there should always be a welcome pack, bedding, crockery, cutlery, and that was there when I moved in, but the toilet was blocked.

Making a space your own can be hard. Single beds, small rooms.

It's homely, all my stuff is in there, everything has a place, 'I'm getting too relaxed to be honest'.

In self-contained flats, making the space feel like a home. The support worker got the sofa. Getting stuff and waiting for stuff to come was hard. It's feeling more like home now, but it's taken three months.

There should be a choice of smaller units.

Cluster flats could be more private if other people locked the front doors so that others couldn't just come in.

We should be able to have visitors here at least once a week who could come (*to the Foyer*) for a couple of hours.

Shared houses are ok but need to be ready to move there. Staffing and support are lower and shared housing can be a bit too free if you aren't ready.

There are lots of repair issues at the moment. The plumbing is backwards. Maintenance at SGH is not good and it's difficult to get stuff done. It's frustrating. It winds us up.

Living in low support flats, there are still issues because there are other tenants living around and they sometimes leave rubbish in the communal areas. They aren't other low support tenants, just neighbours.

Information

Need more about how the (*homelessness assessment and housing*) process works.

Need more information about how the HSR and HCB work, including when your account is suspended, why it happens and how to get it resolved.

Need to be sure what you want and understand what impact it will have if you choose private rented or council or housing association.

Would not go to the Council website because it's not helpful.

Don't just have information on the internet. Leaflets are still a good idea for information.

Short films would be good for more information and maybe a podcast.

Financial issues and work

Service charges are £16 per week and that was explained ok.

Benefit payments can impact badly on the payment of service charges. You get into arrears.

They increased the rent, and I don't think they told me until they had done it.

I would like to work but can't because of the rents.

I have a new job and will be working up to 16 hours a week.

I like the concept of work, but I can't afford it. The rents are high.

Moving on

I want to move out but feel like I keep getting knocked back by staff.

What are the other options really apart from applying for a council flat?

It would be good to have better information about the supported housing options. Could have more on the website to look stuff up ourselves.

Need more information about renting from private landlords.

A shared house with 2 to 3 people, private rented, would be a good idea. Could there be a forum for house sharing with other people? For young people to rent a house together?

Would want to live with other people I know. Some people do. Some don't.

Further Engagement

A group of young people who have experienced these things should meet up regularly, e.g. Every month or two. Could set up a podcast so young people can tune in whenever they

want and listen. It would store the discussion, tell facts. It would be the lived experience of young people.

Could young people be more involved?

(After explanation of tendering) Would be interested in evaluating bids.

Section D – Consultation

During and following the engagement sessions with young people we developed the draft commissioning plan.

We contacted the Council’s Consultation Team for advice about further consultation and set out for them the steps we had taken to date.

We identified stakeholders within the Council and from organisations locally who work with young people, or in homelessness, supported housing, and mental health. We invited them to book one of the consultation sessions and shared a link to an online questionnaire with them.

Questionnaire

We had six responses to questionnaire, and these are analysed below with the responses given in full.

1. We propose to re-commission a specialist multi-agency youth hub for young people aged 16-24 who are homeless or threatened with homelessness. This will offer information, advice, and support for young people, with a focus on preventing homelessness. The provider will offer case-work support with eligible young people to try to prevent them from becoming homeless. Council staff will be located at the hub and will offer advice and statutory assessments if homelessness cannot be prevented.

Do you agree with our proposal to re-commission a specialist Youth Hub?

Strongly Agree	5
Agree	0
Neither agree or disagree	0
Disagree	0
Strongly Disagree	1

2. **Please can you explain why you agree or disagree with this proposal.**

‘The hub, as a front door service, provides invaluable advice and guidance to young people from experienced and capable staff. The industry knowledge and signposting the staff can provide to young people in crisis is invaluable.’

‘Better housing that addresses the needs of this cohort is needed’

'It is essential to offer quality accommodation for our clients'

'The pandemic has had a significant impact on young people, especially their mental health and damaging coping mechanisms. More young people have witnessed domestic abuse as they were at home more which has also compounded young people's mental health and social factors that impact homelessness such as generational domestic abuse. This is Part 3 of the Positive Pathway government good practice as developed by St Basils. National government consultation on developing this pathway was carried out with all relevant Local Authority Departments in Bristol led by MHCLG and 1625IP / St Basils in 2020. All BCC departments and providers agreed that this was an essential part of the pathway.'

- Research shows that youth homelessness is very different from entrenched adult homelessness, and it is important to deliver bespoke, specialist services to young homeless people. The recommendation is for separate provision delivered by teams with specialist skills. As young women are disproportionately affected by male perpetrated sexual and domestic abuse, and young women mental health often requires a different understanding and approach, we would recommend partnership approaches to ensure that young people's diverse needs are met. Young people will trust different organisations depending on any barriers and previous experiences of prejudice they may have faced. This includes other protected characteristics and specialist provision. Not having different services for the one front door significantly increases the risks of CCE, violence and CSE and is likely to cause many young people to fear approaching services.

- It is especially important that the staff at this project are embedded in Children and Families meetings / training and especially are knowledgeable about Transitional and Contextual safeguarding'

3. What alternative provision would you suggest for young people aged 16-24 who are homeless or at risk of homelessness?

'Committed specialist workers at locality hubs e.g., police stations, community centres'

'YMCA Type accommodation with staff and support services'

'Earlier prevention would be great. Smaller units would be a better solution'

'Gender specific support from domestic and sexual abuse organisations, preventative healthy and unhealthy relationship support, access to low support, low-cost housing, including rent in advance and deposit bond for accessing the private renting, coaching, education, training and careers support, opportunities to take part in work'

'In addition to this type of service and contained within it there needs to be

- Access to low support, low-cost housing to avoid using supported housing routes, including rent in advance and deposit bond for accessing the PRS
 - EET support
 - Mental health support'
4. We are considering how best to purchase the support within the 200-250 units of supported housing in core accommodation (clustered together and with 24/7 staffing) and dispersed accommodation (shared houses and self-contained flats with visiting support).

Option A: We will not make any changes to the way we purchase the support and will continue to specify that core housing will offer high support (2 hours of support per person a week), dispersed housing with some day-time staff presence will offer medium support (1-1.5 hours per week) and all other dispersed housing will offer low visiting support (1 hour of support a week).

Option B: We will specify that young people accommodated in the pathway will receive between 1 hour support per month and 3 hours support per week depending on their support needs at that time.

Option A	2
Option B	4
No preference	0

5. Please explain your preference for A or B

'Enforced support time when the young person is managing well may mean that they disengage, and then struggle to come back to seek support when it is needed'

'The current offer is not suitable for young people'

'I feel it is important for young people to meet regularly to discuss their housing options'

'The first option is too vague.'

'Young people's support can fluctuate and there needs to be a flexible response. 3 hours may not be enough for some young people with multiple needs or when they first access' support.

'Support needs of young people can fluctuate over time and this system allows a more seamless service based on relationships to be delivered to young people and will provide better VFM.'

6. What alternative option can you suggest for providing support?

‘Additional drop ins for ad-hoc support’

‘People renting out rooms to young adults to help with life skills’

‘Mental, physical and sexual health support and healthy and unhealthy relationships support including DVA / SV support from an intersectional and gender approach, EET support, an understanding of PIE, VAWG and trauma informed support.’

‘Added to the proposed support there is a need for the following types of support:

- Mental health support
- Healthy relationships support including DVA / SV support
- EET support
- An understanding of PIE and trauma informed support’

7. We propose building in some specialist mental health support into the supported housing pathway for young people. This may be by commissioning a mental health specialist ‘navigator’ to offer short term support to young people and to build the skills of their support worker.

Do you agree with our proposal to commission a specialist mental health navigator?

Strongly Agree	5
Agree	1
Neither agree or disagree	0
Disagree	0
Strongly Disagree	0

8. **Please can you explain why you agree or disagree with this proposal.**

‘Almost all of the young people in these housing pathways will have some level of mental ill health and having an upskilled support worker or short-term intervention with a specialist worker could give skills to build resilience and coping strategies’.

‘Support on site with a familiar face breaks down barriers to access’

‘It is important to assess young people’s mental health issues as this could affect their tenancy’

‘It is essential, and we need more support rather than less.’

‘97% of young people living in homelessness services have experienced childhood trauma (ACEs) compared to 47% of the general population. (Llamau). Young women

and non-binary young people could need tailored specialist support due to their experiences.'

'Thresholds in statutory mental health services are too high often to allocate any support and the clinical model of delivery does not work for young homeless people.'

9. What alternative would you suggest for meeting the mental health support needs of young people in the supported housing pathway?

'Mental health crisis workers based in the housing hub who can signpost to services or provide support themselves'

'More support and not less. Smaller units rather than a large hostel which can feel very unsafe for our youth population.'

'Peer support - either one to one or group work. EET tailored to young people with mental health needs. YP mental health specific housing that is women or men only, with higher support.'

'16-25 based mental health support'

Consultation Sessions

We held two consultation sessions:

30th May 2023 – via Teams

5th June 2023 – at Wellspring Settlement, Barton Hill.

Nineteen people attended.

Comments made:

Night-time support

Need to look at and understand security versus support at night and see what the new Ofsted standards will require of providers for night-time cover.

Young people might not think they need or use support at night but often they do about managing relationships, mental health, emotional needs, anti-social behaviour.

Using security staff carries risks and dip in quality for young people.

Security staff can be forceful and punitive.

Using security staff means that things don't get dealt with at night but pass on to the day staff, risks unresolved issues and greater draw on daytime and on-call team.

Consider concierge service, not security. E.g., concierge plus 1 night support worker.

A psychologically informed environment would offer the right support for young people when they need it.

A back up call is not the same as face-to-face support.

Example given of a young person with suicidal ideation who spoke to night support staff who dealt with it.

Mental Health Navigator

This should be for 16-24-year-olds and not just for those aged 18+. It is that transition period that is difficult. The caseloads for Council P.A.'s have increased hugely so it would help them too, having additional mental health support for their young people.

The role is excellent. Could we seek funding from Children's Society or from statutory mental Health services?

Is one role enough? Would two not be better? At least two? Or 1.5?

Could have different genders too.

They can support staff around escalation and training. Upskill colleagues. Make contract funding stretch further.

Teenage Parents

Would this supported accommodation need to be registered with Ofsted? We need to research the numbers of young people aged 16-17 and who are in care (or care leavers) who are referred into this service currently.

Flexible support

The flex of support is good.

In favour of the flex of support – with tiered scaffolding approach.

Commissioning supported housing as a pathway

This would enable providers more control of their waiting lists and could move young people forwards or back in the pathway depending on their needs and this is good.

Should have an active waiting list for high support, just as low support, so that young people can come and see the accommodation, have a discussion and be clear about how to be ready for when nominated. This might result in fewer refusals.

KPIs

KPIs should be meaningful for young people and measure distance travelled.

Ask young people what KPIs they think should be in place.

Unaccompanied Children seeking Asylum

Organisations are already trying to recruit within communities for first language speakers.

It should be mix and match of interpreting budgets and diverse staff if they can recruit.

Speak to young people who have come through the services about what is valuable to them.

It could be peer to peer interpreting for some things.

For other things, for example tenancy issues, would have to be formal interpreters.

Cultural and trauma needs need to be considered and met.

Gaps in services

Need to be aware that the gaps are being plugged by other VCS services for affordable housing, DVA and sexual violence, floating support.

Move on

Young people in supported housing are at a disadvantage in accessing private rented sector because of work. High rents mean it's not affordable for young people to work.

Can there be more done about Employment Education & Training?

Young people's employment patterns tend to be changeable, varied, hours change.

1625ip have an EET worker but they aren't funded by BCC at all, so the services are insecure.

Young people need to be moving on into secure accommodation. Can affordable accommodation be commissioned? 1 bed flats? Can this be something BCC Housing Development team can look at?

Ofsted registration

Need to include the risks in the commissioning plan about Ofsted Registration. What happens if a provider loses their registration? What happens if Ofsted inspect and fail a service?

Providers will be and should be held to account, but gaps may exist between Housing Services and Children's Services and then this would impact on the providers, e.g., their case files and plans.

Providers will need a more closely aligned relationship with Children's services for their referrals of young people aged 16-17.

The HSR must have additional guidance for S.20 and Care Leavers aged 16-17.

Process

Need a timeline of what will be happening then, lay it out once it is clear and send it out.

Section E – What will change as a result

The impact of the engagement sessions

The issues raised and discussions held with young people in the engagement workshops have had a direct impact on the development of the strategy:

- The proposal for additional mental health support in the form of a ‘navigator’ role who would work with young people for a specified time and to work also with their key support worker to share knowledge and skills.
- The change in how we will commission support to enable providers to deliver it more flexibly
- The focus on improving our information about homelessness and housing options on our website and being more creative in using available media.
- The proposal for ongoing engagement with young people and to design the procurement process(es) so that young people can be involved.
- The proposal for supported immediate access and short-term temporary accommodation specifically for young people.
- The repurposing of some services to be for Care Leavers or young people in care only.

It will also have an impact on the development of the contract specifications for services, addressing issues like visitors, room readiness, and peer support.

Some issues need further exploration and policy review, such as allowing young people more than 1 night a week away from crash pads.

We were already aware of maintenance issues at St George’s house and had been working with the provider (1625 Independent People) to support their approaches to the landlord (Stonewater) for these to be resolved and there is now movement on this.

Both the survey and the engagement sessions highlighted that shared living arrangements can be difficult. However young people did also note that shared living can have positives. Shared housing is now a reality for most young people given the benefit structure and rent costs. The government’s benefit policy makes it clear that their expectation is that a room in a shared house is suitable for single people aged under 35. In supported housing young people benefit from the support offered around sharing accommodation and managing relationships.

What has changed because of consultation

Whilst there was support for the proposals expressed at the two consultation events, and general support expressed in the questionnaire responses, some concerns and issues were raised and we have made, or are making, changes as a result:

- The proposed Mental Health Navigator service will be for young people aged 16-24 and not for 18-24 as first proposed.
- KPI's will be developed with the specification, and we will see if we can involve young people in this process, to ensure that we set KPIs which are important to and for them.
- We will look at a range of inputs for young people who are unaccompanied asylum seekers, including seeking a contribution towards interpreting costs from Children's Services, ensuring that contract specifications include interpreting and translation requirements, looking at peer to peer language support.
- We will look into the new Ofsted Standards to understand how night-time cover can be provided and will do further work to understand the options for night-time cover, including support, concierge and security, and the funding options open to us.
- We have included meaningful occupation in the commissioning plan – this was not previously included.
- We understand that in our current mix and location of supported housing, some is not ideal, and we have heard this from the consultation responses – smaller units are needed. We are already preparing bids to the Single Homeless Accommodation Programme for smaller units outside the city centre. We have also gone out to the market with an Expression of Interest to find which Registered Providers (RPs), or support providers working with RP's, would be interested in this provision. We had four responses only and two of these were speculative, with no current provision in the city.