



# Lincolnshire Youth Housing Strategy 2013 – 2018

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# Foreword

Welcome to the Lincolnshire Youth Housing Strategy which seeks to outline how agencies will work together to create a co-ordinated approach to meeting the needs of young people who experience difficulties with housing. I take great pleasure in presenting this strategy as it provides an oversight of the housing issues facing young people today and a vision for tackling them. I would also like to take this opportunity to thank those who have contributed to its creation, especially the seven District Council Housing Authorities, representatives from Public Health and a number of other key stakeholders.

Young people represent the future of our society. If we fail to enable them, through the right advice and support, to make the transition to adulthood and independence, then we will be creating dysfunctional communities. Lincolnshire agencies who serve the young people of this County acknowledge the importance of early intervention to prevent youth homelessness, wherever possible, but also recognise that suitable accommodation, support and advice must be in place when homelessness cannot be avoided.

Young people are living in an unpredictable economic climate, both globally and nationally. If we fail our young people, then society will feel the impact. Most especially it will apply to those who are ill-equipped for independent living and lack the life skills to sustain a tenancy and support themselves financially and emotionally; they are the ones who are most likely to be adversely affected and thus reduce their chances of living a happy and fulfilled life.

Youth Homelessness and the use of temporary accommodation for young people is not just a "housing problem" – youth homelessness is the end product of other factors, situations and crises experienced by young people. Most young people who become homeless or at risk of homelessness have needs which could have been addressed before escalation.

We want to improve the current situation. This Strategy is provided as a framework for all relevant agencies & partners to develop services which focus on early intervention, prevention and assistance for young people to remain at home for as long as possible (where safe to do so). In circumstances where this is not possible, we need a list of support services to assist young people to gain the skills to enable them to be independent and to have the ability to maintain a tenancy independently.

Lincolnshire has a long history of good partnership working, which has never been more important than today. Through this strategy our aim is to ensure that the young people of Lincolnshire who find themselves homeless or threatened with homelessness are given the support and assistance for them to remain at home and the opportunity to develop self-worth, obtain or sustain employment, and grow safely towards emotional maturity.



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# I. Introduction

## I.1. Vision and Objectives

The Lincolnshire Youth Housing Strategy seeks to bring key partners and stakeholders together to create coordinated and joined up services for young people across Lincolnshire who experience difficulties with housing.

All Local Authority partners across Lincolnshire are committed to ensuring that all young people experiencing difficulties with housing receive the help and support that they need.

This Strategy considers the whole youth housing pathway and identifies opportunities for effective service delivery right from areas of early intervention and education through to independence and the support to succeed.

There have been many successes and examples of best practice across Lincolnshire. It is hoped that this Strategy will pull those together, incorporating both the experiences of young people and professionals, to provide consistent and outstanding services.

Our vision is to ensure that young people achieve their potential.

Our strategic objectives through this strategy are to:

- Ensure Youth Homelessness is addressed in a joined up and strategic way.
- Provide prevention and Early Intervention to educate young people on housing and homelessness
- Provide prevention at the Point of Crisis to ensure the maximum number of young people are assisted and supported to remain within family and kinship arrangements where it is safe and appropriate to do so.
- Ensure there is sufficient accommodation in place to meet the current level of demand reflecting individual young peoples needs.
- Ensure there is sufficient long term solutions for young people that have experienced homelessness and for Care Leavers to facilitate independence.

## I.2. Strategy Content

The Lincolnshire Youth Housing Strategy has been developed in partnership between Lincolnshire County Council's Children's Services Team, Lincolnshire's seven District Housing Authorities, Lincolnshire County Council's Public Health Directorate and a number of other key stakeholders.

The strategy has been informed by consultation and through a thorough review of youth housing and homelessness. This has given us a sound understanding of the issue to help us develop and target future service delivery.

Our findings have been developed into an Action Plan that follows four clear stages of a pathway a young person may take away from homelessness. This Action Plan and the partnership group that oversees its delivery will be the driving force behind developing services for young people experiencing housing difficulties.

- Aim to ensure that services are available and accessible to all.
- Will work to ensure that no group is disadvantaged in terms of access to services we are able to offer.

### I.3.2. Equalities Impact Assessment

An Impact Assessment has been carried out on the Youth Homelessness Strategy to ensure it meets the needs of diverse people in the community. The IA includes sections explaining how different kinds of issues affecting young people are being taken into account. These include:

- Young people who are lesbian, gay or bisexual.
- Young people who are transgender or transsexual.
- Young people from BME cultures including gypsies and travellers.
- Young people with disabilities and impairments, including mental health, learning/ behavioural/impairment, mobility, audio/ visual and limiting long term illnesses.
- Young people of different religions.
- Young people of different genders.
- Young people who are economically disadvantaged.

We have recognised the need to continually consult with young people and our partners, and to ask how our services impact on them, which will form part of this strategy. We also recognise that as the delivery of this strategy causes us to amend and adapt services and how we deliver them, that additional impact assessment may need to be taken.

## I.3. Equalities

### I.3.1. Recognising Equality and Diversity

The local authorities in Lincolnshire all have equal opportunities policies which contain the following key commitments. The local authorities:

- Actively seek to reflect the diversity of people in Lincolnshire and intend that service provision policy reflects the needs and priorities of an increasingly diverse population.
- Actively seek solutions that advance the capacity and resources of people discriminated against in society. No service user will be discriminated against, directly or indirectly, harassed or receive less favourable treatment on the grounds of gender, race, colour, ethnic or national origin, disability, marital status, family commitments, sexual orientation, age, HIV status, religious or political beliefs, social class, or irrelevant spent conviction.
- Are committed to the fostering of good community relations and will work through their own services and the partnerships they are involved in to promote equality of opportunity to all.



# 2. Background

This Strategy was preceded by the Lincolnshire Youth Housing Strategy 2005 – 2010. Upon completion that document was reviewed and its successes measured. Recommendations included the development of a new five year strategy.

In practice the Youth Housing Strategy operated as a sub-group of the Lincolnshire Homelessness Strategy Group, a group which meets monthly and has youth homelessness as a key strategic priority.

The Lincolnshire Homeless Strategy Group consists of representatives from across District Authorities, Lincolnshire County Council, Support Services, Accommodation Providers and other key agencies that have a role in preventing and addressing homelessness. This group has proved a positive forum for County Council and District Housing Authorities to meet and develop joint working.

Throughout the summer of 2011 the Local Authorities across Lincolnshire commissioned the delivery of training and workshops to all front line Housing Options Advisors and Social Workers on relevant pieces of legislation, case-law and current practice around youth homelessness. The final sessions were delivered to managers and also gave feedback on the previous sessions.

The feedback set these recommendations into a Youth Homelessness Pathway which covers four key stages at which we provide our services.

This feedback has been the starting point for developing an action plan for improving and delivering services to young people experiencing housing difficulties.



# 3. Policy Context

## 3.1 National Policy and Context

National policy on the specific area of youth homelessness was most recently set out in guidance jointly prepared by the Department for Communities and Local Government and the Department of Children, Schools and Families Provision of Accommodation for 16 and 17 year old young people who may be homeless and/or require accommodation (April 2010). Its purpose is to help the strategic managers of Children's Services and Housing Services, in both unitary and two-tier authorities, to plan and deliver change to achieve three things for young people and children living with their families:

- Prevent homelessness.
- Minimise the negative impact of homelessness on their lives and life chances.

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Make sure they receive the co-ordinated services and support they need to recover from the impact of homelessness and get their lives back on track, including maintaining or returning to - learning or work.

The challenge for Children's Services and Housing Services is to ensure that there are no gaps between services, and that young people get quick access to the services they need regardless of which service they approach first for help.

There are a number of factors affecting youth homelessness nationally. The current economic climate and youth unemployment are key factors causing tension and conflict within families and are limiting young people's ability to take their own steps into independence and adulthood.

There are likely to be impacts due to the welfare reform changes too. Specific reforms such as changes to Non-dependent Deductions and the ending of Education Maintenance Allowance are making it harder financially for families to continue to support young people within the family home.

Reductions in public spending have affected most areas of service delivery either directly or indirectly. Some services have been lost and others have been restructured and reduced.

## 3.2 Local Policy and Statutory Responsibilities

The needs of young people in relation to issues of housing and homelessness are currently being met by a number of partners across the County.

Although services are consistently delivered with high client focus, dedication and skill, historically we have lacked the necessary coordination and shared goals to make the best use of our collective resource and to ensure the needs of young people are being met.

Lincolnshire is a two tier Authority with services being delivered by both District Housing Authorities and by Lincolnshire County Council.

Young people can get help and advice with housing and homelessness issues from District Housing Authorities in line with their statutory responsibilities under the Housing Act 1996 Part VII. Local Authorities are very focussed on preventing homelessness and have a host of initiatives to achieve this including providing mediation, private rented sector access schemes and advice on housing rights, as well as providing advice on housing options.

For cases where homelessness cannot be prevented District Housing Authorities can consider other options such as providing emergency accommodation, supporting young people with accessing supported accommodation or permanent solutions such as social housing.

Young people can also get help and advice from Children's Services in line with their statutory responsibilities under The Children Act 1989. Children's Services also have a strong focus on providing help and support to young people and their families to prevent homelessness where possible and appropriate to do so.

The Children Act considers the wider needs of Children, not just their housing needs, ensuring young people are safe and well and are achieving developmental milestones across all areas of their lives. Where young people's homelessness cannot be prevented Children's Services can also consider other options including providing emergency accommodation and supporting young people in finding permanent solutions.

Lincolnshire County Council also provides help and support to young people through its Public Health Directorate. Public Health commission partners to provide Supported Accommodation to young people. There are a number of providers across Lincolnshire providing differing levels of support. Young people can approach supported accommodation providers directly and some providers will carry out prevention work with young people to help them remain with their families or will signpost them to other services that offer this kind of help.





## 3.3 Current Joint Working Arrangements

### 3.3.1 Protocol and Practice Guidance

The statutory responsibilities of Authorities across Lincolnshire overlap and it is important that our joint working protocols are robustly and consistently applied and that we ensure they are fit for purpose.

A protocol for homeless 16 & 17 year olds has been agreed between Lincolnshire Authorities and is currently in place. This protocol was developed following the G v. Southwark ruling in 2009 and used joint guidance developed by the Department for Communities and Local Government and the Department for Children, Schools and Families. Briefly stated, this protocol sets out the statutory responsibilities of different Local Authority departments, makes agreement on when and how young people can be referred between teams and establishes a requirement for joint housing assessments.

It became apparent that the protocol lacked the necessary support and clarity for teams to effectively deliver joint working. In June 2012 Lincolnshire Authorities implemented additional Practice Guidance to underpin the protocol.

The Practice Guidance gave front line Officers clarity on delivering joint housing assessments and the tools to effectively mediate with families to prevent homelessness, as well as information and resources to help young people and their families understand their housing options and the realities of homelessness.

### 3.3.2 Youth Homelessness Management Panels

Further to the completion of the practice guidance it was agreed that a Management Panel be developed in order to hold an on-going review of practice implementation, and act as a forum to respond to disputes or challenges arising from practice.

It was agreed that the Management Panel would consist of representatives from District Housing Authorities, the Family Assessment and Support Teams (FAST), Children's Services Targeted Teams and Public Health and that representation should be sought from both managers and front line Officers.

The functions of the Management Panel are to:

- Oversee the implementation of the Youth Homelessness Practice Guidance and Joint Protocol for Homeless 16 & 17 Year Olds.
- Receive cases where the workers have struggled to reach agreement on responsibility in relation to the provision of accommodation.
- Receive cases where an authority (Housing or Children's Services), wishes to challenge the decision of another authority.
- Ensure that resources are appropriately allocated across Housing Authorities and Children's Services, unlocking difficulties and meeting need.
- Provide quality assurance to case plans and ensure multi agency assessment and management of risk.

## 3.4 Strategic Links

Under the Children Act 2004, local authorities are required to have in place local cooperation arrangements which facilitate integrated working, planning and delivery, with a focus on improving outcomes. Local authorities may choose to call these arrangements a 'children's trust' or by another name, Lincolnshire has chosen to refer to this as 'Children's Trust Arrangements' (CTA). The CTA reflects an integrated and outcome focussed way of working.

Working through Lincolnshire's Children's Trust Arrangements, The Children & Young Peoples Strategic Partnership (CYPSP) are required to address the type and level of need and ensure appropriate action is included in the Children and Young Peoples Plan (CYP). For more information on the Children and Young Peoples Strategic Partnership or to read the Children and Young Peoples Plan please go to:

[microsites.lincolnshire.gov.uk/children/partners/cypsp/](http://microsites.lincolnshire.gov.uk/children/partners/cypsp/)

The Children and Young Peoples Strategic Partnership (CYPSP) are a statutory board with a responsibility for producing the Children and Young Peoples Plan (CYP) for Lincolnshire. The CYP is informed by stakeholder consultation including children, young people and their families and sets out how partners will work together to address the needs and interests of the local community.

Under the Homelessness Act 2002 Local Housing Authorities are required to have a Homelessness Strategy in place to review and strategically address homelessness in their area. The seven District Housing Authorities in Lincolnshire have worked together to develop The Lincolnshire Homeless Strategy 2012 – 2016. Youth Homelessness has been identified within this strategy as one of their five Key Themes. A copy of the Strategy can be found at:

[www.west-lindsey.gov.uk/residents/housing/housing-strategy/homelessness-strategies](http://www.west-lindsey.gov.uk/residents/housing/housing-strategy/homelessness-strategies)

Under the requirements of the Health and Social Care Act 2012, Lincolnshire County Council and NHS Lincolnshire have developed the Joint Health and Wellbeing Strategy for Lincolnshire 2013 – 2018. This Strategy aims to inform and influence decisions about health and social care services in Lincolnshire so that they are focused on the needs of the people who use them and tackle the factors that affect everyone's health and wellbeing

Much of the young people's supported accommodation and a number of other young people's support providers are funded through Lincolnshire's Public Health Directorate in accordance with the objectives of this strategy.

A copy of the Joint Health and Wellbeing Strategy can be found at:

[www.lincolnshire.gov.uk/residents/public-health/behind-the-scenes/health-and-wellbeing-board/115339.article](http://www.lincolnshire.gov.uk/residents/public-health/behind-the-scenes/health-and-wellbeing-board/115339.article)







# 4. Youth Housing and Homelessness In Lincolnshire

## 4.1. Good Practice

This strategy has sought to apply many of the principles set out in the Joint Guidance issued by Department for Communities and Local Government and the Department of Children, Schools and Families, joint working between Housing & Children's Services – Preventing homelessness and tackling its effects on children and young people'.

We have also sought to adopt examples of best practice from our colleagues around the country. We have worked closely with North Yorkshire County Council and have seen first hand the benefits of adopting a joined up working model. We have also taken examples from the strategies of colleagues nationally and their joint working arrangements.

## 4.2. The Youth Homelessness Review

To help us understand the scale and nature of youth housing and homelessness issues across Lincolnshire and to help develop an action plan to tackle these issues we have undertaken a review of youth homelessness across the County.

The review has involved the collection and interpretation of information and data from across a large number of partners across the county who are coming into contact with and providing services to young people that are homeless or experiencing housing difficulties.

The full review can be found at Appendix 1.

## 4.3. Summary and Conclusions

Much of the data collected provides a useful insight into youth homelessness in Lincolnshire and will provide a crucial starting point for us to monitor the impacts of any changes we introduce.

There is a lot of data here that is reassuring and that demonstrates the positive work that is being done by Local Authorities and their partners. This is particularly the case for repeat approaches. Although there is still room for improvement it demonstrates the effectiveness of current services that 82% of young people do not need to make multiple approaches to receive assistance.

The section on duplications shows a high number of young people approaching both Children's Services and District Housing Teams. In a positive sense this confirms high levels of joint working between teams. Where young people have approached District Housing Teams and did not then contact Children's Services, we could consider it likely that those young people only required brief, low level intervention and returned to their families.

We can also see here that considerable resource is used in providing advice and support more than once, possibly with two members of staff repeating the same information which further highlights the potential efficiencies for Local Authorities by forming a single gateway for advice and support.

Under the section on reasons for homelessness we can clearly see that the main cause of homelessness is as a result of parents no longer being willing or able to accommodate. This gives us clear evidence of the need to focus on providing effective mediation and support to help young people remain at home with their families where it is safe and appropriate to do so.

It is also important to remember that it will not always be safe and appropriate for young people to remain at home and that many young people will feel ready and determined to assert their independence. The fact that parents being no longer willing or able to accommodate is such an overwhelming cause of homelessness also tells us of the difficulties young people may be facing in being able to secure their own accommodation and that there is a role for Local Authorities to facilitate this process as best they can.

This section has also highlighted the need for standardised reporting methods. The data used here is very meaningful and

useful but certain aspects are not consistently applied. For example one Authority may record 'Debt' as the cause of homelessness but that alone cannot cause homelessness. It is likely to be rent arrears and the resulting loss of private rented accommodation that causes homelessness. Errors and anomalies like these have been summarised according to either the best fit or as 'other'.

It is reassuring to see low returns for loss of supported accommodation as a cause of homelessness. On the whole we can take heart that this reflects that effective joint working is preventing evictions but it is important that, as part of our ongoing development, we better capture the outcomes of young people leaving Supported Accommodation.

The numbers of young people experiencing homelessness that have also been identified as part of the Troubled Families Programme is startlingly low. This offers some evidential weight to dismiss the presumption that young people who experience homelessness are readily associated with worklessness and/or offending, and reminds us that homelessness can affect everyone. It is important to remember that the Troubled Families Programme is in its infancy and continued close working is essential to make the most of any opportunities for joint working.

The section on accommodation options for young people illustrates the lack of diversity we have in the accommodation we offer, particularly in regard to emergency options such as nightstop and crashpad, or family type settings such as supported lodgings. Examining provision and taking a strategic and informed approach to future service delivery needs to be a key action of this strategy.

The data on use of supported accommodation again offers an invaluable starting point for us to consider the impacts of any changes we introduce. There are a great number of positives highlighted in the outcomes our partners are achieving with young people.

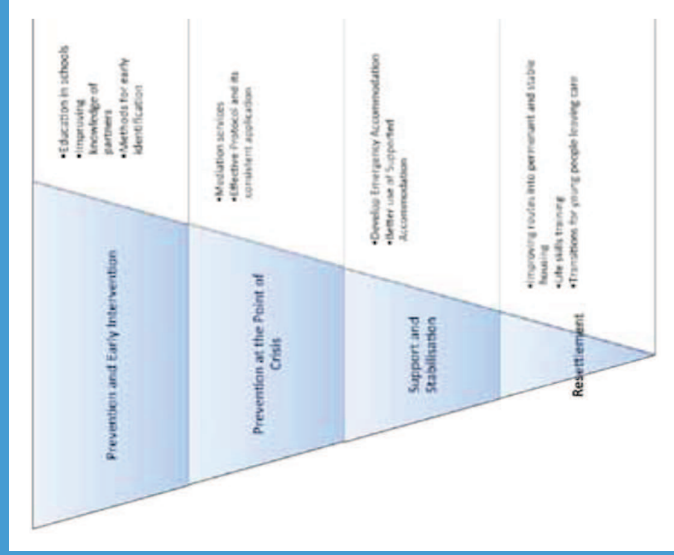




# 5. The Way Forward

## 5.1. Delivering Services along the Youth Housing Pathway

In addressing youth housing and homelessness issues we will set the issues that we have identified into an action plan which follows the headings of the Youth Housing Pathway. This diagram details the stages of the Pathway and some of the main actions we hope to achieve in each area.



## 5.2. Key Objectives

Our Key objectives follow the headings of the Youth Housing Pathway detailed above, with a preceding objective that aims to ensure youth homelessness is addressed by all partners in a joined up and strategic way.

The Actions under each objective incorporate the findings of the consultation, youth homelessness review and reflections on experiences and case studies.

### 5.2.1. Objective A: Underpinning Strategic Priorities

Ensure Youth Homelessness is addressed in a joined up and strategic way

- Explore options for the development of a Single Access Gateway for young people seeking to get help and support with housing and homelessness. This process will support additional actions of delivering effective mediation and prevention services and of ensuring best use of the accommodation that Local Authorities commission.
- Improve data collection and recording across all key partners to aid monitoring of improvements and further targeting of resources.
- Deliver training and workshops to our teams and key partners.
- Improve relationships in locality areas through local area managers meetings.

### 5.2.2. Objective B: Prevention and Early Intervention

Ensure early interventions are in place to educate young people on housing and homelessness and to highlight young people at risk of homelessness and ensure appropriate support can be given

- Support the continued delivery of education in schools through theatre and workshops.
- Develop systems for identifying young people who are at risk of becoming homeless in the future to help with targeting early intervention and prevention.
- Improve joint working with wider partners and stakeholders through providing clarity and consistency in our processes and by effective communication.

### 5.2.3. Objective C: Prevention at the Point of Crisis

Ensure consistent and effective prevention and mediation services are in place for young people at the point of crisis, to ensure the maximum number of young people are assisted and supported to remain within family and kinship arrangements where it is safe and appropriate for them to do so.

- Consider the options for the effective delivery of Mediation services.

- Ensure we have an effective Joint Working Protocol and Practice Guidance, that they are fit for purpose and that that they are consistently implemented across the County.

- Improve the resources and information available to young people.

### 5.2.4. Objective D: Support and Stabilisation

Ensure there is sufficient accommodation in place to meet the current level of demand from homeless young people and that there is sufficient diversity in accommodation to meet individual young peoples needs.

- Ensure there is sufficient emergency and direct access accommodation for young people where homelessness cannot be prevented.
- End the use of B&B.
- Ensure there is sufficient diversity of accommodation to meet young people's needs.

- Ensure the best use of the Supported Accommodation Local Authorities commission by: developing pre-emption protocols; monitoring any refusals; and developing a single access gateway into accommodation including better monitoring of who is accessing the accommodation, how long for and what their outcomes are.

### 5.2.5. Objective E: Resettlement

Ensure there is sufficient long term solutions for young people that have experienced homelessness and for Care Leavers and that sufficient support services are in place for young people to succeed.

- Have an effective protocol for supporting young people's transition from care.
- Ensure clear and effective routes into permanent accommodation.
- Ensure young people have the life skills to succeed into independence and to build confidence amongst accommodation providers.
- Ensure sufficient support services to help young people in independence.

## 5.3. Objectives in Practice – The Youth Housing Action Plan

In the pages which follow we have set out the actions we will achieve through the delivery of this strategy.

### Youth Housing Strategy 2013 – 2018 Action Plan for Achieving Our Objectives

#### Objective A - Underpinning Strategic Priorities

Action	Who	When	Milestone
<p>A1 – Establish a Youth Housing Strategic Delivery Board to monitor the implementation of the Strategy Action Plan.</p> <p>Provide regular progress reports to:</p> <ul style="list-style-type: none"> <li>• CYPSP</li> <li>• LHSG</li> <li>• Housing Network</li> </ul>	<p>Youth Housing Coordinator Children's Services Public Health Provider's Executive District Housing Representative Leaving Care Youth Offending</p>	<p>Delivery board to meet monthly and progress reports to be provided for each meeting of the CYPSP, LHSG and Housing Network.</p>	
<p>A2 – Hold Local Youth Homelessness Management Meetings to ensure effective communication and sharing of best practice.</p>	<p>District Housing Options Manager FAST Manager Targeted Team Manager</p>	<p>Monthly</p>	
<p>A3 – Develop improved and consistent methods for on-going data capture.</p>	<p>LCC Commissioning Officer Children's Services Information Team Youth Housing Coordinator District Housing Authorities</p>	<p>Reporting methods to be established by April 2014 and to be collected quarterly thereafter.</p>	<p>Reporting methods established by April 2014</p>
<p>A4 – Develop and deliver training to frontline staff on processes for delivery of advice, provision of accommodation and use of accommodation.</p>	<p>Youth Housing Coordinator Training Provider Local Authority Children's Services Housing Providers Housing Options Teams</p>	<p>Sessions to begin by April 2014 to be delivered throughout the life of the strategy.</p>	<p>Agree process for delivery of advice, provision of accommodation and use of accommodation then develop training including this and legislative framework.  Revise and launch protocol.</p>
<p>A5 – Carry out reviews of the housing pathway for specific vulnerable groups including:</p> <ul style="list-style-type: none"> <li>• Children with Disabilities</li> <li>• Teenage Pregnancy</li> <li>• Young Offenders</li> <li>• Young People with Drug and Alcohol Problems</li> <li>• Care Leavers</li> <li>• Young People with Mental Health Problems</li> <li>• Victims of Domestic Abuse</li> </ul>	<p>Youth Housing Coordinator Children with Disabilities Team Manager Teenage Pregnancy Team Manager Youth Offending Service Manager Leaving Care Service Manager CAMHS</p>	<p>September 2014</p>	
<p>A6 – On-going Consultation with Service Users on the Strategy and Action Plan.</p>	<p>Youth Housing Coordinator Public Health Accommodation Providers Leaving Care</p>	<p>First session to be held by April 2014 and 6 monthly thereafter.</p>	



## Objective B: Prevention and Early Intervention

Action	Who	When	Milestone
B1 – Support early education for young people through the provision of a Theatre Production in Schools. Consider methods for monitoring impacts and effectiveness. Linked action with Lincolnshire Homeless Strategy.	Children's Services District Housing Options Teams	Production to be delivered October - December 2013 and annually thereafter	Agreement to support and deliver from all partners.
B2 – Raise the skills and working relationship of frontline officers through a programme of training, networking and shadowing.	FAST Managers Targeted Managers Housing Options Team Managers	Ongoing with sessions delivered bi-monthly	Processes to be agreed and training to be developed.
B3 – Provide training for partner agencies on youth homelessness and Local Authority processes	Youth Housing Coordinator	September 2014	Establish clear processes for partners to be able to support young people identified as at risk.
B4 – Develop methods for early identification of young people at risk of homelessness	Youth Housing Coordinator Job Centre Schools Youth Offending Service Manager Targeted Team Manager – NEEET	September 2014	Partners to work together to develop processes for early identification. Partners to implement processes Explore best practice and discuss opportunities with partner agencies

## Objective C: Prevention at the Point of Crisis

Action	Who	When	Milestone
C1. Ensure the 16/17 Year Old Protocol and accompanying Practice Guidance are fully implemented and remain fit for purpose.	Youth Housing Coordinator Children's Services District Housing Options Teams Management Panel	Implementation reviewed monthly through the Youth Homelessness Management Panel Annual review to be carried out by the Delivery Board with the first review taking place by June 2014	Agreement to develop from key partners
C2. Explore options for development of a single point of access for young people who need advice, prevention and mediation services.	Children's Services District Housing Authorities Public Health Youth Housing Coordinator	August 2014	Agreement to develop from key partners
C3. Develop a mediation service and monitor its effectiveness.	Children's Services Commissioning Team Mediation Service	Ongoing	Review of current provision
C4. Improve information available to young people including leaflets and online media to help them make informed choices.	LCC Information Team District Housing Authorities	Current provision to be reviewed by April 2014 with timescales for development	Agree method for delivery through Delivery Board and Procurement Plan
C5. Ensure sufficient provision of emergency accommodation at a locality level.	Youth Housing Coordinator	Emergency placements to be available in all localities by October 2014	Agree method for delivery through Delivery Board and Procurement Plan
C6. All Young people who require emergency placement or accommodation support are to be allocated a key worker through families working together.	Families Working Together Youth Housing Coordinator	Ongoing	

## Objective D: Support and Stabilisation

Action	Who	When	Milestone
D1. Provision of Accommodation. Ensure young people's accommodation needs are being met with particular regard to capacity, variety and meeting varying support needs. Develop Accommodation Options where appropriate following the Youth Accommodation Review.	Children's Services District Housing Authorities Public Health Youth Housing Coordinator	Procurement Plan to be developed by April 2014 and delivered throughout the life of the strategy	Identify gaps and develop a Procurement Plan that ensures accommodation options for young people are commissioned in a coordinated and strategic way by Local Authority partners.
D2. Use of Accommodation. Ensure Local Authorities and providers are making best use of accommodation provided for young people. Develop systems for jointly managing the supported accommodation ensuring it meets the needs of young people, is meeting the requirements of statutory partners and that accommodation providers are supported in delivering their services.	Children's Services District Housing Authorities Public Health Youth Housing Coordinator Accommodation Providers	Systems for the monitoring and management of supported accommodation to be developed by April 2014. Quarterly updates to be provided to the Delivery Board.	Meet with providers and Authorities and development of future monitoring.
D3. Develop a single point of access for young people accessing accommodation so placement change is effectively managed.	Children's Services District Housing Authorities Public Health Youth Housing Coordinator	August 2014	Agreement to develop from key partners and method of delivery
D4. Ensure funding mechanisms and monitoring of commissioned supported accommodation incentivises independence and move-on of young people	Children's Services District Housing Authorities Public Health Youth Housing Coordinator	April 2014 and on-going throughout the life of the strategy.	

## Objective E: Resettlement

Action	Who	When	Milestone
E1 – Support the availability of move-on accommodation and permanent settled housing options for young people no longer requiring of support, to increase availability of Supported/Emergency Accommodation.	Accommodation providers District Housing Authorities	Review outcomes of young people leaving supported accommodation by October 2014. Identify issues around move-on and agree an action plan to be delivered from April 2015 and throughout the life of the strategy.	Review of outcomes
E2 – Develop life skills training to increase young people's move-on options and to improve their chances of successfully maintaining a tenancy.	Youth Housing Coordinator	Training to be developed from April 2015	Delivery Board to agree how training will be delivered. Training program to be developed with partners.
E3 – Ensure Young People Leaving Care who are moving into independence are able to do so in a positive and coordinated way.	Youth Housing Coordinator Leaving Care Team District Housing Authorities Accommodation Providers	Protocol to be implemented by April 2014 and implementation reviewed bi-annually through Delivery Board.	Implementation of Housing Protocol from FAST to LAC. Implementation of Joint Housing Protocol for Care Leavers.
E4 – Ensure sufficient and appropriate support services for young people living independently.	Public Health	August 2014	Review young people's access to support in independent living.

## 5.4 Procurement Plan

Many aspects of the delivery of this Strategy and Action Plan involve looking at the services we currently commission as Local Authorities. We will consider commissioning new services to meet any gaps in provision that we identify, and review the services that we already commission to ensure we better meet the needs of young people.

The delivery of this strategy will be met in part through the development of a Procurement Plan that will seek to take a strategic overview of the needs of young people and the services we commission. The youth homelessness review contained in this Strategy will be a key part of informing that plan.

The Procurement Plan will seek wherever possible to pull together different funding streams and services into a unified and coordinated pathway of youth housing services.



# 6. Appendix 1: Review of Youth Homelessness in Lincolnshire

## 6.1 The Scale and Nature of Youth Homelessness

Unless otherwise stated the data below relates to the period 1st April 2011 – 31st March 2012.

The data below has been collected from a number of different organisations and databases, many of which were not intended for this type of data extraction so datasets may not be comparable. The information here is intended only as a useful guide to inform our future direction and to help us in targeting services. Developing robust and consistent forms of data collection remains a key action for Lincolnshire to move forward.

### 6.1.1 Approaches

This table demonstrates all of the approaches made by young people to District Housing Authorities or Children's Services stating that they are homeless or at risk of homelessness. It should be noted that this table counts approaches and not people, therefore somebody who has had multiple contacts with services will be counted multiple times. This therefore demonstrates more accurately the levels of demand being placed on services.

District	16 – 17	18 – 25	Total
Boston	11	24	35
East Lindsey	30	255	285
Lincoln	14	60	74
North Kesteven	34	127	161
South Holland	36	444	480
South Kesteven	62	510	572
West Lindsey	11	95	106
Children's Services	412	1	413
Public Health Supported Services	81	192	273
<b>Total</b>	<b>691</b>	<b>1708</b>	<b>2399</b>

### 6.1.2 Total Number of Young People

After removing duplications we have identified a total of 2131 young people aged 16 - 25 who have had difficulties with homelessness or of being at risk of homelessness and have approached statutory services for assistance.

### 6.1.3 Repeat Approaches

The table below shows for each district and agency the number of young people and the number of approaches they have made to services. To clarify the information shown below: in East Lindsey 11 young people made two approaches to services, from a system demand perspective this would have equated to 22 approaches. The final row of the table breaks down the number of approaches to a percentage of all approaches.

Based on the data supplied Boston, Lincoln and North Kesteven do not appear to have any young people who have approached their services more than once.

District/ Approaches	1	2	3	4	Total Approaches made
Boston	35	0	0	0	35
East Lindsey	260	11	1	0	285
Lincoln	74	0	0	0	74
North Kesteven	161	0	0	0	161
South Holland	374	25	3	2	441
South Kesteven	428	57	10	0	572
West Lindsey	96	5	0	0	106
Children's Services	270	48	13	2	413
Public Health Supported Services	239	17	0	0	273
<b>Total approaches as % of whole</b>	<b>82%</b>	<b>14%</b>	<b>3%</b>	<b>1%</b>	<b>2399</b>

### 6.1.4 Duplications

This table shows what number and percentage of the young people aged 16 & 17 who approached District Housing Authorities as homeless or at risk of homelessness also sought assistance from Children's Services.

Due to different recording methods across the County some of the data included here only included initials rather than full names which may affect the reliability of some data matches; however, this was only in a relatively small number of cases. Dates of birth and postcodes were also used to increase our confidence in the matches detailed below.

The second column details the total number of approaches from 16 & 17 year olds to each District Housing Authority. The third column represents how many of those individuals also approached Children's Services. The fourth column represents this as a percentage.

District Housing Authority	Total Individuals	Approached Children's Services also
BBC	11	7 64%
ELDC	30	29 97%
Lincoln	14	10 71%
NKDC	34	8 24%
SHDC	36	25 69%
SKDC	62	50 81%
WLDC	11	10 91%
<b>All Districts</b>	<b>198</b>	<b>139</b> <b>70%</b>

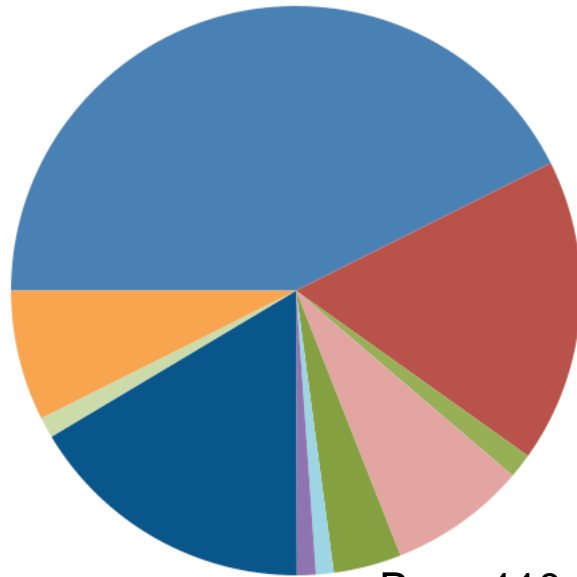
### 6.1.5 Reasons for Homelessness

Data on the reasons young people have become homeless has been taken from across LCC and the District Housing Authorities and categorised. The categories used here are taken from the PIE National Homelessness Statistical Returns which all Local Housing Authorities make to Government.

The table below shows the raw data of the reasons for homelessness for all young people aged 16-25. On the page overleaf we have represented this data in pie charts. We have represented this information in different ways to try and illustrate the differences in approaches between organisations. Some of the data has been summarised to make it clearer by collecting the least occurring reasons together under 'other' but the full breakdown can still be seen in the table below. Also reasons given as 'unknown' have been removed for the purpose of these illustrations.

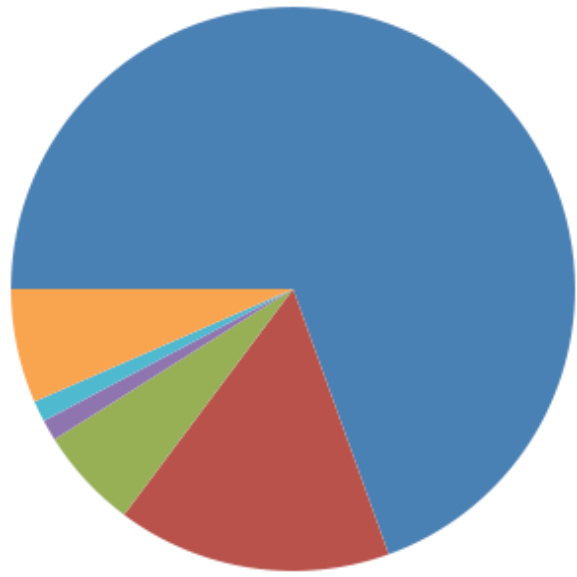
	LCC	BBC	ELDC	Lincoln	NKDC	SHDC	SKDC	WLDC	Housing Total	Total
Parental Eviction	287	12	81	28	55	97	144	58	475	762
Friends/Other Family Eviction	65	10	40	2	5	30	141	15	243	308
Loss of Supported Accommodation	24	1	-	-	-	-	-	-	-	25
Relationship Breakdown	-	2	15	5	15	55	42	5	139	139
Domestic Violence	-	4	15	9	10	13	15	3	69	69
Racial Violence	-	-	-	1	-	-	-	-	1	1
Other Violence	-	-	-	2	-	6	6	4	18	18
Leaving Institution/YOI	5	-	-	1	1	5	5	2	14	19
Leaving Care	5	-	-	-	-	-	-	-	-	5
Loss of Private Rented Accom.	-	7	67	23	14	54	114	16	295	295
Emergency flood/fire	-	-	-	1	-	1	-	-	2	2
Mortgage Arrears	-	-	2	1	-	1	-	-	6	6
Eviction Social Housing	-	-	2	1	-	9	9	-	21	21
Other	27	-	28	-	21	30	10	2	91	118
Unknown	-	-	35	-	42	182	9	-	268	268
<b>Total</b>	<b>413</b>	<b>36</b>	<b>285</b>	<b>74</b>	<b>163</b>	<b>483</b>	<b>496</b>	<b>106</b>	<b>1643</b>	<b>2056</b>

Reasons for Homelessness - All Young People



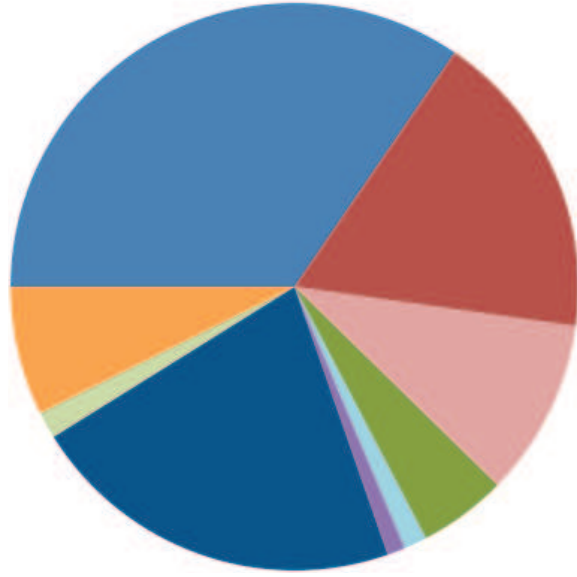
- Parental Eviction
- Friends / Other Family Eviction
- Loss of Supported Accommodation
- Relationship Breakdown
- Domestic Violence
- Other Violence
- Leaving Institution / YOI
- Loss of Private Rented Accommodation
- Eviction Social Housing
- Other

Reasons for Homelessness - Children's Services



- Parental Eviction
- Friends / Other Family Eviction
- Loss of Supported Accommodation
- Leaving Institution / YOI
- Leaving Care
- Other

Reasons for Homelessness - District Housing Authorities



- Parental Eviction
- Friends / Other Family Eviction
- Relationship Breakdown
- Domestic Violence
- Other Violence
- Leaving Institution / YOI
- Loss of Private Rented Accommodation
- Eviction Social Housing
- Other

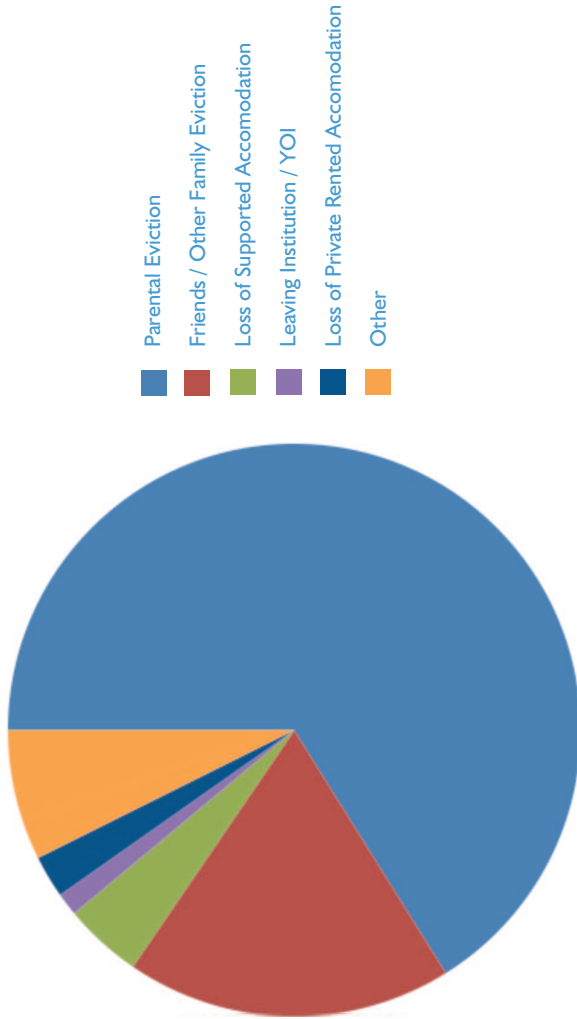


The needs of young people vary greatly. This is particularly noticeable across the age range where young people aged 16 or 17 are more likely to be homeless as a result of family breakdown and those aged 18 to 25, who are more likely to have secured their own accommodation and could be expected to approach with a wider range of reasons for becoming homeless.

To consider this we have also demonstrated below the causes of homelessness for just 16 & 17 year olds. This will better help us to ensure we target services to meet the needs of all young people.

In the pie chart we have collected together the least occurring reasons into 'other' to make it clearer and also disregarded reasons given as 'unknown'. The full breakdown can still be seen in the table.

Reasons for Homelessness - 16 & 17 Year Olds Only



	LCC	BBC	ELDC	Lincoln	NKDC	SHDC	SKDC	WLDC	Total
Parental Eviction	287	7	9	7	2	15	29	3	359
Friends/Other Family Eviction	65	3	4	-	1	4	16	7	100
Loss of Supported Accommodation	24	-	-	-	-	-	-	-	24
Relationship Breakdown	-	-	-	1	-	-	1	-	2
Domestic Violence	-	-	-	-	-	1	-	-	1
Racial Violence	-	-	-	-	-	-	-	-	-
Other Violence	-	-	-	1	-	-	-	-	2
Leaving Institution/YOI	5	-	-	-	-	-	1	1	7
Leaving Care	5	-	-	-	-	-	-	-	5
Loss of Private Rented Accom.	-	-	3	4	-	2	4	-	13
Emergency flood/fire	-	-	-	-	-	-	-	-	-
Mortgage Arrears	-	-	-	-	-	-	-	-	-
Eviction Social Housing	27	-	-	1	-	1	-	-	28
Other	-	-	-	-	-	9	1	-	10
Unknown	-	-	-	-	-	-	-	-	-
Total	413	10	16	14	3	33	53	11	553

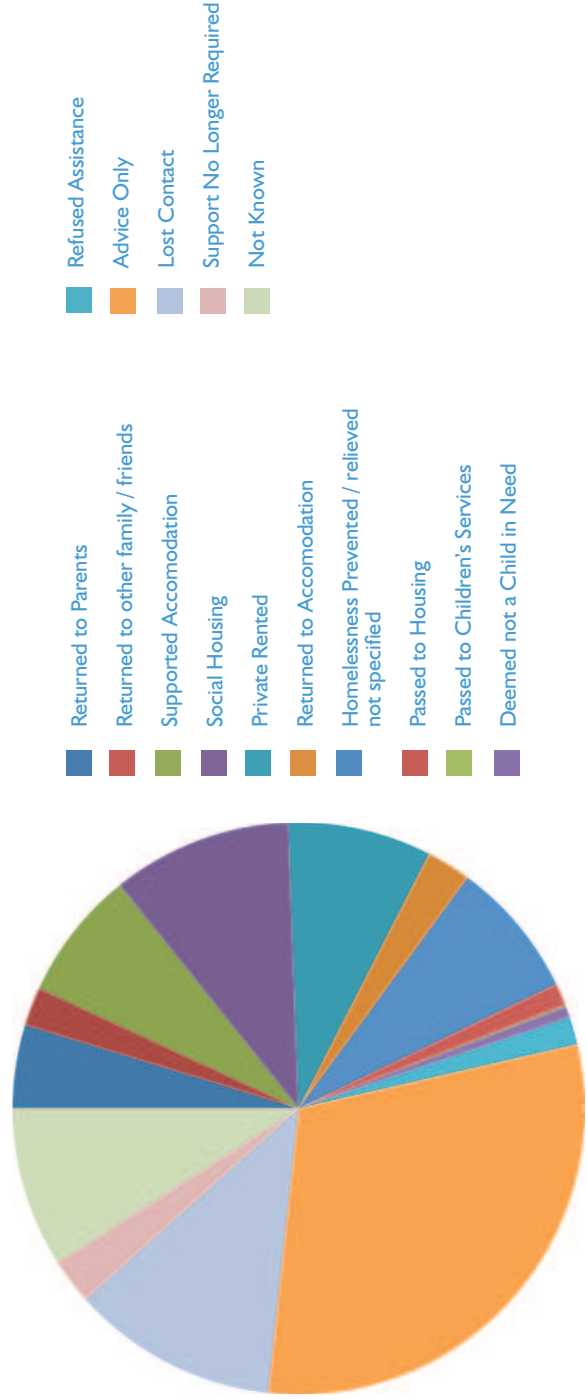


### 6.1.6 Outcomes

The following pie chart demonstrates the recorded outcomes for all young people approaching services aged 16 to 25.

	LCC	BBC	ELDC	Lincoln	NKDC	SHDC	SKDC	WLDC	Total
Returned to Parents	56	2	1	-	25	-	7	6	97
Returned to other family/friends	26	10	-	-	7	-	1	1	45
Supported Accommodation	107	7	7	2	13	-	8	7	151
Social Housing	-	7	9	62	14	14	62	41	209
Private Rented	12	4	99	2	16	-	31	3	167
Returned to Accommodation	-	1	13	1	14	-	18	5	52
Homelessness Prevented/relieved not specified	-	-	13	-	-	134	10	3	160
Passed to Housing	26	-	-	-	-	-	-	-	26
Passed to Children's Services	13	2	-	-	-	-	-	-	15
Deemed Not A Child in Need	27	3	-	2	-	-	-	-	32
Refused Assistance	-	-	30	1	-	-	352	28	623
Advice Only	44	-	64	4	22	212	-	11	240
Lost Contact	52	-	-	-	-	95	-	-	147
Support No Longer Required	50	-	49	-	52	28	7	-	186
Not Known	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>413</b>	<b>36</b>	<b>285</b>	<b>74</b>	<b>163</b>	<b>483</b>	<b>496</b>	<b>106</b>	<b>2056</b>

Outcomes – All Young People 16 - 25



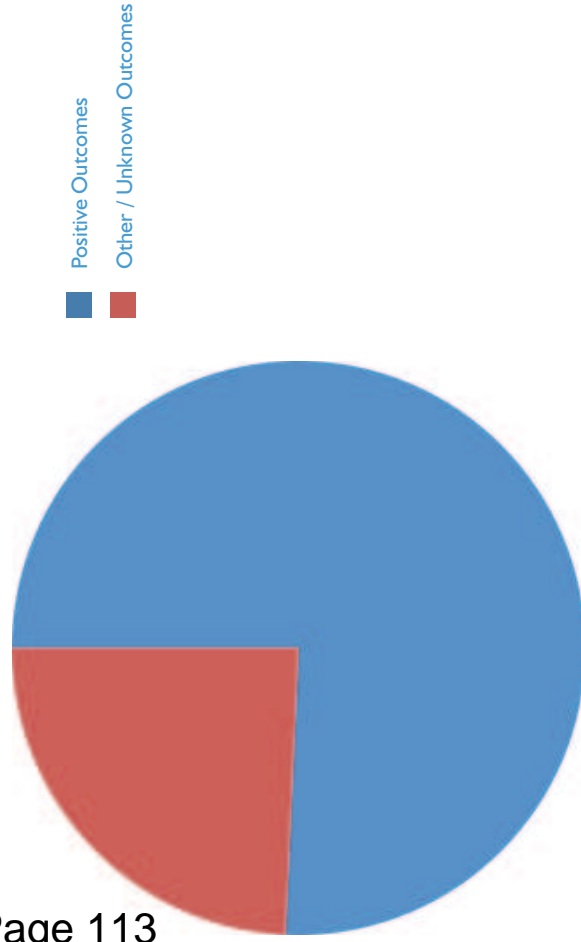
Due to the wide variety of recorded outcomes, which is the result of teams having their own methodology, it is difficult to interpret the above pie chart simply.

To better represent these outcomes we have considered two broader outcomes:

**Positive Outcomes** including returned to parents, returned to other family/friends, supported accommodation, social housing, private rented, returned to accommodation, homelessness prevented/relieved (but not specified), advice only and support no longer required. This amounts to 1557 cases.

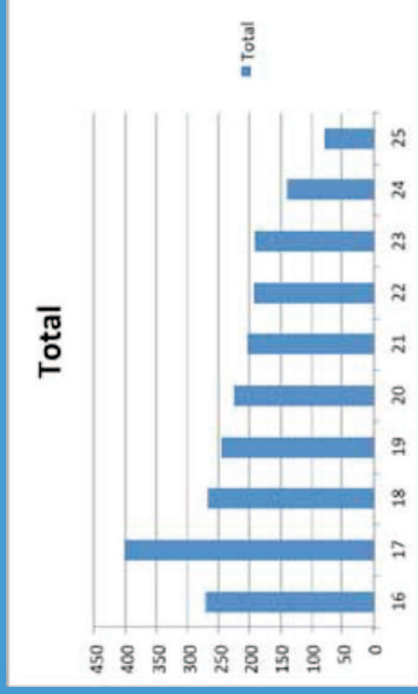
**Other/Unknown Outcomes** including passed to Housing, passed to Children's Services, deemed not a child in need, refused assistance, lost contact and not known. This amounts to 499 cases.

Outcomes Simplified



### 6.1.7 Age Distribution of Housing Data

This bar chart shows the age distribution for all approaches made to all districts and agencies during 2011/12. This data looks at the age at the beginning of contact with services and again takes into account all approaches, therefore the same people may be included more than once if they have had multiple contacts with services.



### 6.1.8 Geographical Distribution of Approaches

The following table shows the areas where young people approached from. The data is based on postcodes which young people gave as their last settled address when approaching teams.

Reliable postcode data for this purpose was collected from 1917 of the young people included in this review.

The vertical columns represent which Authority the young person approached and the horizontal rows show where those young people had become homeless or at risk of homelessness from.



District	Children's Services	Boston	East Lindsey	Lincoln	North Kesteven	South Holland	South Kesteven	West Lindsey	Grand Total	District %
Boston	50	30	2	-	-	9	-	-	91	4.75%
East Lindsey	65	2	278	-	-	1	-	-	346	18.05%
Lincoln	84	-	-	45	-	3	-	4	136	7.09%
North Kesteven	38	1	1	3	163	2	5	2	215	11.22%
South Holland	48	-	-	-	-	438	1	-	487	25.49%
South Kesteven	76	-	-	-	-	3	377	-	456	23.79%
West Lindsey	39	1	-	3	-	-	1	64	108	5.63%
Out of county	28	1	3	1	-	21	21	3	78	4.07%
<b>Grand Total</b>	<b>428</b>	<b>35</b>	<b>284</b>	<b>52</b>	<b>163</b>	<b>477</b>	<b>405</b>	<b>73</b>	<b>1754</b>	

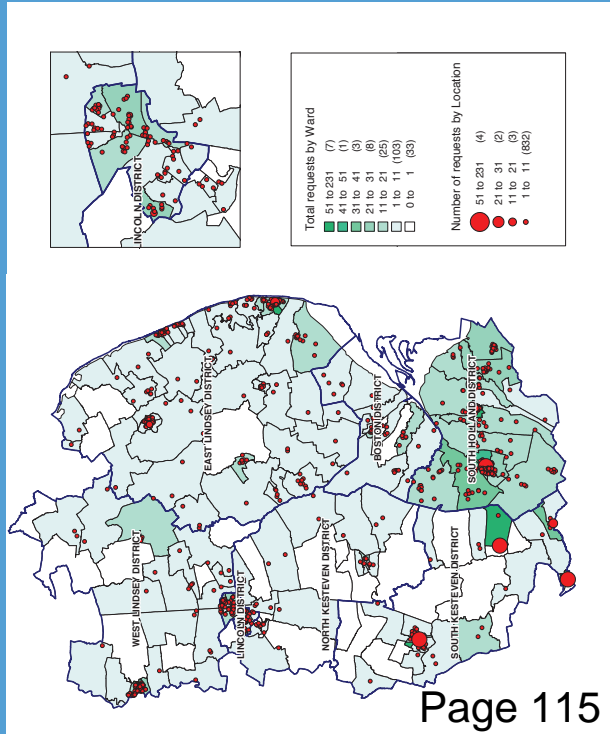
The number of approaches across the returns received from District Authorities differs in some areas from what might be expected and potentially presents a misleading picture of the levels of demand. City of Lincoln and their Supported Accommodation providers in the District consistently report that many young people approach providers directly without making contact with statutory agencies. This is also a possible explanation for the disparity in Boston.

In some cases Districts did not have complete postcode data for all young people. Although this was a minority of cases, generally speaking the data is precise; however, in such cases the main town within that District has been used.

Indeed, North Kesteven did not have postcode data for this group readily available. Following discussions with the North Kesteven Housing Options Team we have represented their approaches as being in the Sleaford area. Some of these young people may live in the outlying villages and migrate towards Sleaford. A significant proportion of North Kesteven residents live in the North Hykeham area but it is believed that these young people would tend to migrate towards Lincoln, either approaching LCC's FAST, City of Lincoln's Homeless Team or, as stated previously, approaching accommodation providers directly.



The following map illustrates where young people are approaching from.



### 6.1.9 Links with Troubled Families

Lincolnshire County Council has recently undertaken some extensive research as part of the Governments Troubled Families Programme.

#### What is the Programme About?

The Prime Minister has confirmed his intention to ensure that 120,000 troubled families are 'turned around' by the end of this Parliament. These families are characterised by there being no adult in the family working, children not being in school and family members being involved in crime and anti-social behaviour.

These families almost always have other often long-standing problems which can lead to their children repeating the cycle of disadvantage. One estimate shows that in over a third of troubled families, there are child protection problems. Another estimate suggests that over half of all children who are permanently excluded from school in England come from these families, as do one-in-five young offenders.

Other problems such as domestic violence, relationship breakdown, mental and physical health problems and isolation make it incredibly hard for families to start unravelling their problems.

#### The Troubled Families Programme (CLG, 2012)

This table shows what percentage of young people that have approached each of Lincolnshire's District Housing Authorities, Lincolnshire County Council Children's Services (excluding education) and Public Health Supported Services during the period 1 April 2011 to 31 March 2012, where homelessness or at risk of homelessness was recorded as a factor of the approach, and whose families were also identified by the Troubled Families Project – Families Working Together.

Organisation	Aged 16 – 17	Aged 18 – 25
Boston District Housing Authority	9.1%	4.0%
East Lindsey District Housing Authority	0.0%	0.0%
Lincoln District Housing Authority	0.0%	0.0%
North Kesteven District Housing Authority	0.0%	0.0%
South Holland District Housing Authority	3.1%	0.0%
South Kesteven District Housing Authority	2.1%	0.0%
West Lindsey District Housing Authority	0.0%	0.0%
Lincolnshire CC's Children's Services (excluding education)	7.2%	0.0%
Public Health Supported Services	2.6%	0.0%







## 6.2 Accommodation Options for Young People

### 6.2.1. Types of Accommodation for Young People

This is not intended to be an exhaustive list but does cover the main types of accommodation young people are likely to be able to access.

**Supported Accommodation** – This is independent accommodation for young people with professional support also provided. Supported Accommodation is usually in a hostel setting with a number of young people living together and sharing facilities such as their kitchen and lounge. Some Supported Accommodation is dispersed in the community and offers young people greater independence. In Lincolnshire Supported Accommodation is typically funded by the Public Health Directorate but there are other providers as well.

In Lincolnshire Supported Accommodation providers manage their own waiting lists and application processes, and work closely with their partners in District Housing Authorities and Children's Services.

**Supported Lodgings** – Providers rent rooms in their own homes to young people and give them the support, encouragement and guidance they need to develop the skills and confidence to live independently. The young person renting the room becomes part of the household and shares the facilities.

Supported lodgings providers often work in partnership with the young person, a social worker, the Leaving Care Team or a Housing Support Worker to provide a programme of support that meets the young person's individual needs. Some will need help with practical tasks such as cooking, budgeting or shopping economically, while others will need more emotional support. Many will need both. The idea is that young people gradually take on more responsibility for looking after themselves until they reach the point where they feel confident enough to cope on their own.

**Nightstop** – Nightstop and similar emergency housing schemes for homeless young people aged 16 to 25 can provide a safe, supportive and welcoming environment in the home of a volunteer. Stays can be anything from just one night to a few weeks.

A stay in one of these schemes can help with sudden homelessness. Many young people using the schemes have been asked to leave their family home, or have left home suddenly when they have fallen out with a family member, or have left a hostel, and would otherwise risk sleeping rough or sofa-surfing.

Nightstop schemes are typically run by charities and coordinated by the national charity Depaul UK, which sets standards for the schemes. Although similar to Supported Lodgings, Nightstop is typically designed as short-term, direct access accommodation.

**Crash Pad** – This is accommodation designed to be available in an emergency and only for a short period to resolve an immediate crisis or until more appropriate long term accommodation can be found. It is typically independent accommodation with some support and usually provided within an existing Supported Accommodation provision.

**Social Housing** – This is accommodation let from a Local Authority or Registered Social Landlord. The accommodation is independent and young people will be responsible for ensuring they manage their tenancy. There are a number of Housing Support Providers that are available across Lincolnshire to help people maintain their tenancies if they are having difficulties. Social Housing offers long term settled and secure accommodation but is typically in high demand and not readily available.

**Private Rented Accommodation** – This is independent accommodation rented from a private landlord. As with social housing young people will be expected to manage the tenancy themselves but Housing Support can be provided also.

### 6.2.2. Current Accommodation Provision in Lincolnshire

Supported Accommodation – This is the accommodation which is Public Health Funded Young Persons Accommodation (16-25):

District	Name	Units	Support Hours per client (avg.)	24hr Support?
BBC	Framework Boston	18	8	-
ELDC	Young Person's Accommodation Cedars	4	9.25	Y
Lincoln	LEAP Dispersed	24	16.6	-
Lincoln	Framework Lincoln	60	4.6	-
Lincoln	Becam House	4	8	-
NKDC	Sleaford Foyer	14	11	Y
SHDC	Lighthouse	8	14.12	-
SHDC	Lighthouse (Teenage Parents)	4	9.4	-
SKDC	Grantham Foyer	11	9.25	-
SKDC	Stamford Housing Project	8	18.1	-
WLDC	Market Rasen Foyer	20	7	-
			9	-

**Nightstop** – East Lindsey have a scheme but have only been able to recruit 2 families. The scheme is rarely used due to isolation of one of the families and the second, based in Louth, is only used a few times a year. There are also difficulties in making the scheme accessible in an emergency.

South Holland also have a scheme where young people are accommodated with families for approximately 4 nights. The scheme operates independently of the Authority and they currently have 3-4 host families. They don't take young people with offending histories and have only used the scheme once in the last 6 months.

**Homer House** – This is Supported Accommodation which is not funded by Public Health. It comprises 18 units with support provided by Leap, a national charity specialising in housing and support for young people.

**Crash Pad** – West Lindsey offer a Crash Pad in partnership with Market Rasen Foyer. The room is booked on a night by night basis and young people are generally moved into the main hostel when a vacancy becomes available.

**Remand Accommodation** – The Youth Offending Service currently fund a room at Sleaford Foyer for young people they are supporting.

**Supported Lodgings** – Banardos Leaving Care Service are currently commissioned to provide a Countywide Supported Lodgings scheme for Care Leavers. There are currently 18 host families.



## 6.3. Use of Accommodation Currently Commissioned by Local Authorities

This section refers to the Supported Accommodation commissioned by Lincolnshire County Council's Public Health Directorate.

### 6.3.1. Methodology

Information relating to housing related support services commissioned by Public Health is captured in two ways:

1. Client record forms (CRF) data which shows the entrants into services over a given time frame, along with basic demographic information
2. Outcomes data which at the point of exit for individuals shows the client's length of stay in services as well as the needs they highlighted and how they've been met at the end of their intervention with services

For the purposes of this report CRF data was extracted from the Centre for Housing Research web-site pertaining to 2010/11 and 2011/12. This data was edited to show only the accommodation related services provided by the providers listed below:

- Advance
- Axiom
- Boston Mayflower Framework
- East Lindsey District Council
- Salvation Army
- Leicester Housing Association (Sleaford Foyer)
- Lincolnshire YMCA
- Making Space
- NACRO
- Nottingham Community Housing Association
- Prime Life

This data was edited further to show only those clients aged 25 years and under at the point of data submission.

These data sets were then used to extract the following information.

### 6.3.2. Overall Numbers

Client numbers involved in Young Person Housing Related Support Services increased by 7% from 2010/11 to 2011/12. In real terms this means that client numbers have grown from 334 to 357. Table 1 in the following section shows the year on year trends per age group along with what proportion of the whole this makes up and the percentage change year on year.

### 6.3.3. Age Range

Age Group	2010/11 (n)	2010/11 (%)	2011/12 (n)	2011/12 (%)	Year on Year Difference
16	41	12%	41	11%	0%
17	55	16%	46	13%	-20%
18	47	14%	50	14%	6%
19	45	13%	56	16%	20%
20	37	11%	51	14%	27%
21	27	8%	27	8%	0%
22	25	7%	26	7%	4%
23	23	7%	15	4%	-53%
24	22	7%	23	6%	4%
25	12	4%	20	6%	40%
<b>TOTAL</b>	<b>334</b>		<b>357</b>		

Table 1

Age ranges have broadly remained the same year on year with just over 50% of people accessing services aged 19 and under.

### 6.3.4. Length of Stay

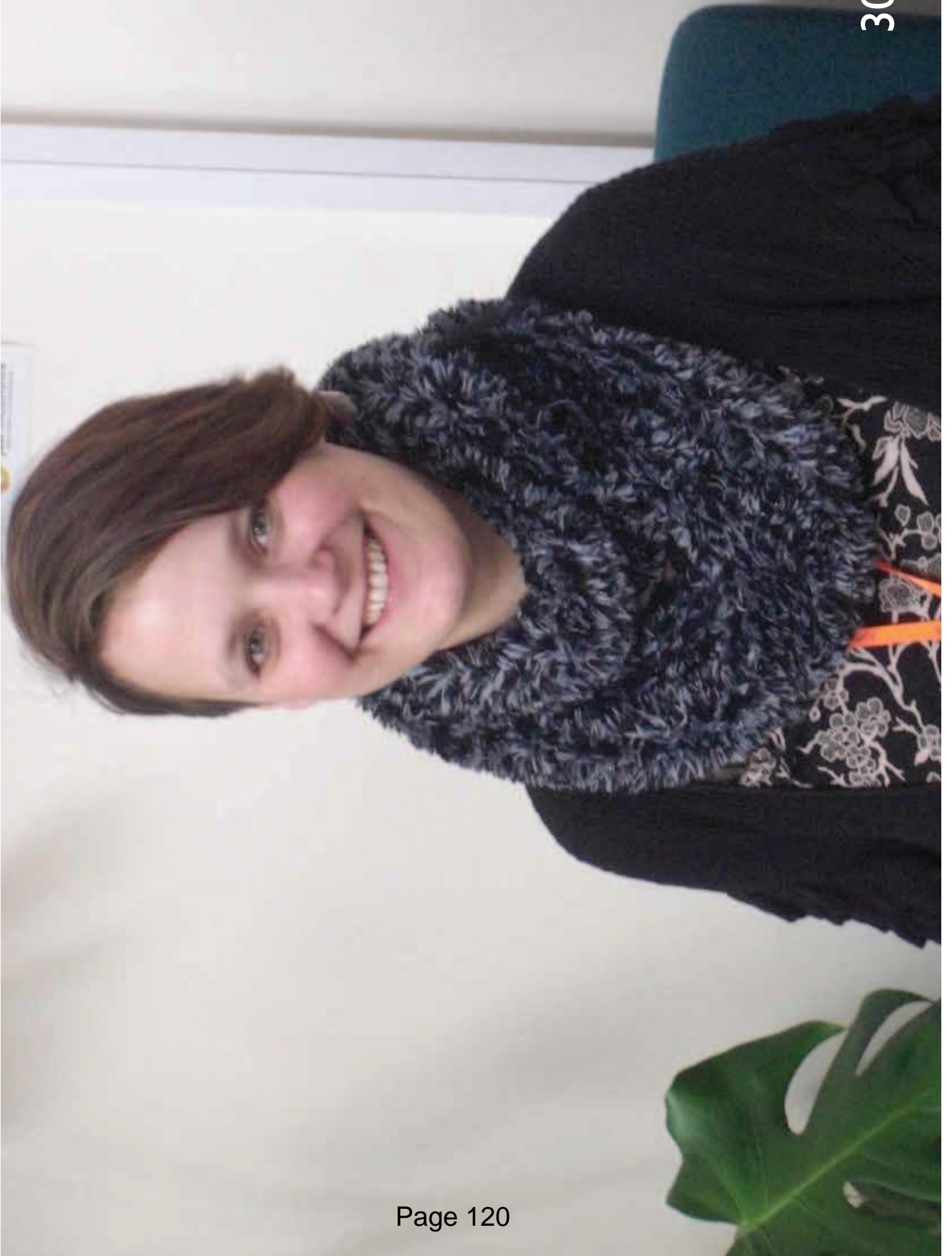
In order to extract information linked to the length of stay for the client group Outcomes data from the Centre for Housing Research web-site hosted by St Andrew's University has been used. Whilst this provides us with a very useful data source it does not show any duplication of individuals within the system. Also, given that these forms are submitted as clients leave services, the overall submissions rates are higher than for the Client Record Form data mentioned in the rest of this document.

The general trends in terms of length of stay between 2010/11 and 2011/12 have remained fairly stable. With 44% of the client group leaving services within 3 months or less and 56% staying in for over 3 months as table 2 shows:

Row Labels	Outcome forms submitted (n)	Outcome forms submitted (%)
3 months or less	344	44%
3-6 months	226	29%
6-12 months	134	17%
12-24 months	70	9%
2 years +	6	1%
<b>Grand Total</b>	<b>780</b>	

Table 2





### 6.3.5. Referral Routes

Table 3 shows the year on year referral routes into services for all clients:

Table 3

Referral Source	2010/11 (n)	2010/11 (%)	2011/12 (n)	2011/12 (%)
Community Mental Health Team	20	6%	23	6%
Health service/GP	3	1%	3	1%
Internal transfer	0	0%	8	2%
LA housing department (referral)	11	3%	59	17%
Moving from another RSL	5	1%	4	1%
Nominated by local housing auth	18	5%	33	9%
Other	60	18%	24	7%
Probation service/prison	11	3%	7	2%
Relocated through a recognised National, Regional or Sub-Regional Housing Mobility Scheme	1	0%	9	3%
Self referral/Direct application	169	51%	155	43%
Social Services	28	8%	23	6%
Voluntary Agency	5	1%	8	2%
Youth Offending Team	3	1%	1	0%
<b>TOTAL</b>	<b>334</b>		<b>357</b>	

There has been a significant increase in LA Housing department referrals; otherwise, year on year referral trends seem to be remaining fairly stable. The two main referral routes are 'self-referral/direct application' and 'LA Housing department referrals'. In 2011/12 80% of referrals from social services were for 16-17 year olds, meaning that for these clients specifically the two main referrers were 'self-referrals' (31%) and 'social services' (22%).

### 6.3.6. Local Authority

There were three Local Authority Districts (LADs) listed as the previous place of residence for 75% of the 2011/12 client group (roughly 25% each). They are:

- Lincoln
- East Lindsey
- South Kesteven

When 16 and 17 year olds are looked at specifically the proportion approaching from East Lindsey and Lincoln reduces slightly and the proportion from South Kesteven rises to almost a third. This trend was also found to be present in 2010/11 data.

### 6.3.7. Needs Highlighted

When young people take up services provided through Public Health their needs are assessed to identify what support they require. This information is used to demonstrate the positive impact services can have on young people's lives.

Out of the 14 possible needs that can be highlighted by clients entering services the main requirements for young people leaving care, young people at risk and teenage parents are:

- Maximising income
- Entering paid work
- Starting training and education
- External contacts (groups)
- Maintaining accommodation
- Accessing settled accommodation
- Choice & control / involvement

These needs were all highlighted by over 50% of clients (for whom data was submitted - a total of 178 people during 2011/12 - therefore only a quarter of the clients recorded via CRF).

The most 'successfully' met (90% or more of those highlighting these needs having them met by the end of their time in services) outcomes for this group during 2011/12 were:

- Maximising income
- External contacts (groups)
- Choice & control / involvement

The next group of most successfully met outcomes (50% or more of those highlighting these needs having them met by the end of their time in services) were:

- Training and education
- Maintaining accommodation
- Settled accommodation

Finally the least successfully met outcome was 'Paid Work' with fewer than 50% of those highlighting this need having it met by the end of their contact with services.



