



**OXFORDSHIRE  
COUNTY COUNCIL**

**Engagement Report:** Review of Young People's Supported Housing Services:  
Questionnaire for Professionals  
16 October - 14 November 2018

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## Introduction

Oxfordshire County Council has contracts with providers to deliver Supported Housing services for homeless young people, aged 16 to 24 years of age. There are currently 229 units of accommodation.<sup>1</sup> Young people are provided with a place to live and guidance from professionals around housing related matters, which aims to help them to reach independence. Other support needs are met by professionals working in other services.

We launched a project to look at how we can strengthen our housing and support services for these young people, as the contracts within the existing supported housing pathway come to an end in March 2020 and there is no option to offer any further extension to the existing contracts. Therefore, the services within the young people's supported housing pathway will need recommissioning with new contracts starting from 1 April 2020.

It was vital that stakeholders were involved in the review of the existing supported housing pathway, including the District Councils, existing Housing Providers, Social Care, Residential and Edge of Care (REoC), Family Solutions Service (FSS), Locality and Community Support Services (LCSS), Health, Police, Youth Justice Service and children and young people who are service users (or have been service users in the recent past). In addition to the survey there have been workshops, focus groups and telephone interviews to provide additional opportunities for professionals and current and past users of services, to share views about the existing pathway in terms of strengths, challenges and opportunities to shape the future pathway when services are recommissioned.

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<sup>1</sup>In 2017/18 there were 251 people referred to the scheme of whom 160 were admitted.

## Methodology

The questionnaire for professionals was split into 4 parts with questions about;

- Preventing young people from entering the pathway
- Supporting young people within supported housing services
- Support for young people to access employment, education and training
- Supporting young people to move out of the pathway.

In October 2018, an email was sent out by the Deputy Director of Safeguarding to managers within the Children Education and Families directorate, instructing them to encourage their service/team members and partners within their networks to complete the questionnaire. There were further emails to managers within partner agencies, requesting them to cascade and encourage staff within their services and other relevant services to complete the questionnaire. The questionnaire was open for four weeks between 16 October - 14 November 2018. Staff received various reminders to respond to the questionnaire via email, Yammer and the CEF newsletter, to ensure that we captured wide ranging feedback from across teams/services and our partner agencies, as well as across operational, management and strategic roles within teams.

The questionnaire contained 15 questions and there was a total of 63 surveys received. The responses were from a wide range of teams/services including: Family Solutions Service, CAMHS, Youth Justice Service, Probation, Social Care, Police, Housing providers, Client Services, District Councils, Housing Needs, REoC, Virtual School, EET service and LCSS. Respondents were from wide ranging roles within the teams which included; Support Workers, Independent Reviewing Officers, Social Workers, Senior Practitioners, Managers, Team Leaders, Locality Support Officers, EET workers, Early Help Practitioners, Police Officers, Personal Advisors, Clinical Psychologist, Lead Practitioners, Probation Officers, Business Administrators, Support Co-Ordinator's, Housing Needs Officers and Project Managers.

This report covers a summary of the findings of the questionnaire and full findings, including detailed qualitative responses are included within the appendix of the report.

## Summary of Findings from Survey for Professionals

Each question posed a statement that responders could show their agreement or disagreement on a 5 point scale. Throughout the questions, a range of responses were given and there was rarely an overwhelming single response. A high number of respondents reported feeling neutral to all questions. Q3 and Q11 are the most positive agreed questions and Q1 is the least positively answered questions. All the questions allowed respondents to add any additional comments (see appendix).

Many respondents:

- 1) **Disagreed that services are working well** to prevent young people from becoming homeless<sup>2</sup>
- 2) **Agreed that joint working across agencies effectively prevents** young people from becoming homeless and entering the pathway
- 3) **Agreed that there are opportunities to work differently** to help prevent young people from becoming homeless and entering the pathway<sup>3</sup>
- 4) **Agreed that the right young people are being supported**
- 5) **Agreed that housing services are helping young people** in their care to become more independent
- 6) **Agreed or felt neutral about whether services helped young people to move on** from needing supported housing
- 7) **Agreed that joint working across agencies effectively supports young people** in supported housing to become more independent
- 8) **Agreed there are opportunities for all staff to work differently** with each other to better support young people within the supported housing pathway to become more independent
- 9) **Agreed that housing providers effectively support plans** to engage young people into accessing positive and sustainable **education, employment and training opportunities.**

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<sup>2</sup> This question had the highest number of respondents who answered 'disagreed' to this statement out of all the survey questions.

<sup>3</sup> This question had the second highest number of respondents who answered 'agreed' to this statement out of all the survey questions.

- 10) **Were neutral as to whether joint working between agencies effectively engages young** people into education, employment and training
- 11) **Agreed there were opportunities to work differently** with each other to support young people in supported housing to engage with **positive and sustainable education, employment and training**<sup>4</sup>
- 12) **Were neutral as to whether supported housing services help young people to move on** to positive and sustainable destinations as they leave the pathway
- 13) **Were neutral as to whether joint working across agencies effectively supports plans to move young people on** to positive and sustainable destinations as they leave the pathway
- 14) **Agreed or felt neutral as to whether there were opportunities for all staff to work differently** with each other to help and support young people in supported housing **to move on** to positive and sustainable destinations

## **Recurrent themes**

### More Prevention Work Needed

Many respondents felt that more work was needed to keep young people at home rather than referring them to the pathway. This was felt particularly regarding 16-year olds, most of whom were thought too young to manage well in the pathway.

Respondents also felt that more work with families was needed to prevent crisis situations at home. Currently, it was felt, that by the time a young person enters the pathway they are traumatised and family relationships have become irrevocably broken.

It was stated that more help was needed to prevent drug dealing and addiction within the pathway.

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<sup>4</sup> This question had the second highest number of respondents who answered 'agreed' to this statement out of all the survey questions.

### Capacity Issues

Many respondents felt that more capacity is needed in the pathway and cited the difficulty of placing unaccompanied asylum-seeking children, with some being placed out of county due to lack of capacity in the pathway. Some felt that we should focus exclusively in the pathway on the young people to whom we have a statutory duty. However, it was also felt that a non-statutory young person over 18 was unlikely to be accepted into the pathway.

### More Move on Options Needed

Whilst the move on homes help some people, many respondents felt that the lack of affordable move on options from the pathway greatly hampered young people's ability to live independently. It was felt by several respondents that work should be done to allow young people to move back home after a time in the pathway. Supported lodgings were felt to work well in helping young people into independence. A floating support service was suggested to assist young people once they have moved on. The benefit system was cited by several respondents as a disincentive to moving on.

### Staff Turnover within Pathway Providers

Many respondents felt the high staff turnover impacted upon the service delivered by pathway providers. Staff shortages meant that resources were used on 'firefighting' rather than encouraging young people into education or employment. It was also felt that the level of service given by providers was inconsistent and dependent on individuals within a service.

### Complex Needs of Young People

There was a feeling that the needs of many of the young people in the pathway were too complex for them to cope well in that environment. Some posed a high risk to others. The complexity of need was also a barrier to the young people gaining independent living skills and being able to move on.

## Young People with ADHD, Mild Autism and Mild Learning Disability

There was concern that the needs of many of young people with low level support needs were not being met. If they enter the pathway there is not adequate support for them, but living at home can cause difficulties to the point of threatening a family's tenancy.

In addition to these recurrent themes, specific questions elicited these broad responses:

### Joint Working

It was felt there were some good examples of joint working in place with some providers and services singled out. However, it was felt that more co-ordination, communication and information sharing was needed between providers and services. It was felt that different projects have different expectations and that consistent messages need to be given by all services. Pressure on resources was cited as a reason for fragmentation and the absence of joint working. Several people commented that there needs to be more joint work with Housing. It was felt that more work was needed to prevent the build-up of rent arrears in the pathway which hindered a young person finding independent accommodation.

### Support in Engaging with Education, Employment or Training (EET)

Many respondents felt that the service was inconsistent across providers in this respect but there were some providers singled out where support offered around EET is working well. It was felt that some providers did not make use of the specialist education and training providers available to them. The difficulty in engaging young people in activities which will help them move on was cited several times. This was attributed either due to their complex needs or their young age.

## **Preparing young people for independence and moving on from the pathway**

It was felt that more could be done including more step-down provision and more joint work with social housing providers over move on options from the pathway. As well as the lack of suitable move on provisions, a high incidence of post pathway evictions and rent arrears was reported resulting in young people returning to the pathway. Some respondents felt that quiet young people were not encouraged to move on and others felt that some providers were too quick to evict young people. It was also felt that some young people can stay too long in the pathway and that this hampered their gaining of independent living skills. It was felt that more input from other services such as the Youth Offending Service, drugs and alcohol services, and mental health services was required.

### **What Happens Next?**

This report will be available upon request; appropriate staff will be sent the report so that they can access it and cascade it as appropriate.

The findings from this questionnaire will be used as evidence to support the review underway to identify where we can improve the young people's supported housing pathway to better prevent young people from entering the pathway, reaching independence through the pathways intervention, or being reunited with family where it is safe to do so.

A recommendations report will be developed based upon the data gathered as part of this review and will be taken to the directorate leadership team for consideration in Spring 2019.

**Thank you** to all who took part in the questionnaire.

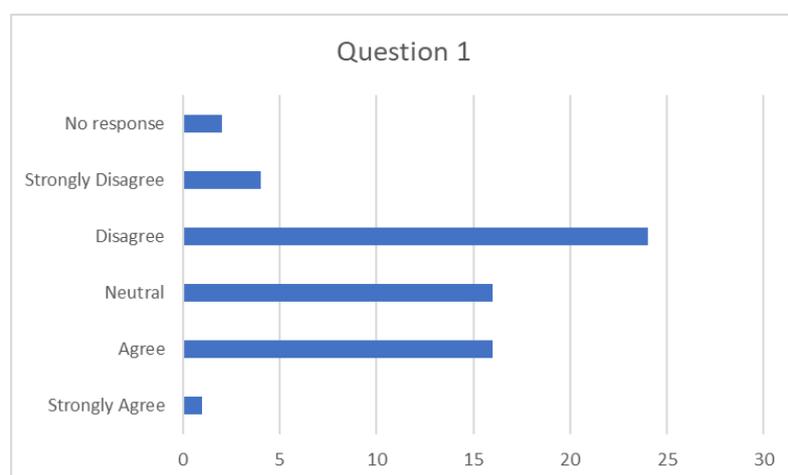
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## Appendix: Full Findings

The tables below show the actual number of people and the response they selected for each question. Each question also allowed the respondent to include any additional comments as free text.

### Question 1: Services are working effectively to prevent young people becoming homeless and entering the supported housing pathway.



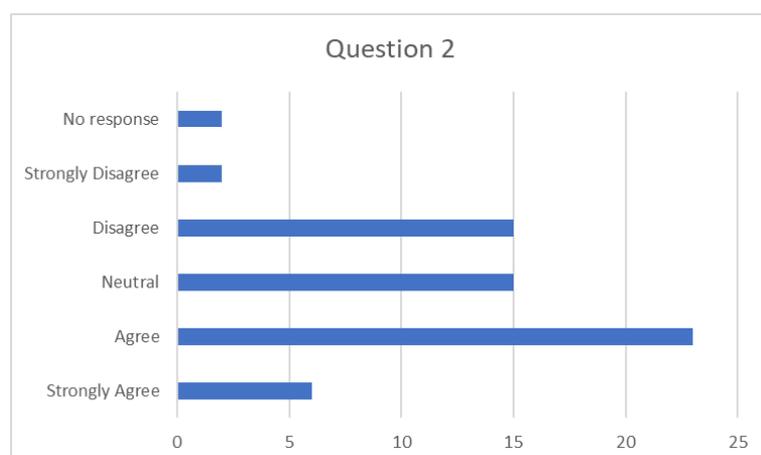
#### Additional comments on Question 1 included:

- Housing jigsaw is a good support
- I feel there is still a lack of inter-agency working/communication between agencies which can have an impact to the young person.
- Not enough preventative work and restorative work is happening
- Variable
- There are services that support young people throughout Oxfordshire, however the services are stretched and young people are moving around services a lot. Due to the leaving care process young people are moving through housing pathways which destabilises them further. Often these services are short term goals.
- There is a lack of supervision and support within a number of the homes resulting in young people losing their accommodation
- Different services give unrealistic messages about whether there is likely to be housing available and the realities of living in the housing pathway.
- In my experience, young people leaving residential care are not adequately prepared for independence and are unable to maintain tenancies
- I think the MASH and the assessment team North (That's my area) is making sure all avenues have been explored before a y/p being referred into the housing pathway
- I do not believe current services respond effectively to prevent YP becoming homeless from families known to social care, once they are of age they can access the YP Pathway.
- There is still a pattern in my view of older children at 16 being pushed out of home and into the pathway there is very little preventative work being done and if there is, I have not been a part of it.
- There is additional pressure added to all parties involved when housing YP within the pathway, which makes risk management less possible. However, whilst YP are housed initially, housing situations for the YP soon after becomes unstable and the YP becomes homeless shortly after due to the lack of suitable placements available for higher risk YP.
- I am unsure of the prevention work that is being done.
- We receive an inconsistent amount of referrals suggesting that young people who would benefit from a service like this aren't being picked up. In addition, when the young person outgrows the service, there is little in place to support them thereafter.

- More effective referrals needed. I also feel more needs to be done for clients who are heading for 25 (move out age) and are in arrears.
- On the whole yes, we do have some issues with poorly filled out referral forms and supported housing being used as holding positions in which a clear exit from the pathway is not defined.
- Housing is a big issue for the YP with whom I work.
- Increasing referrals of 16 -17 year olds through the FSS route.
- My experiences are based on my efforts to get housing for one young person with complicated needs. It was decided that the housing pathway cannot meet his needs. He has been directed to support through Adult Social Services who have also not been able to meet his needs and he now lives in an overcrowded one bedroom flat with his mother and older brother. He is not engaging with any support services beyond myself and is struggling.
- I don't think it's working for young people with mild learning disabilities/chaotic lifestyles/LAC.
- Not sure about the interface between REoC and other services in terms of keeping them in the loop. Other services having increasing demand on their services are not able to undertake preventative work but just deal with immediate crisis work
- I understand resources are very limited, so there aren't enough options for young people who are becoming homeless.
- Services are working hard but are not working effectively to prevent young people becoming homeless. No roll out of the FGC service as part of a robust front door, the diluting of the JHT social workers roles etc. plus the general erosion of preventative services over the last few years.
- There is a lack of preventative work to prevent yp from accessing the housing pathway. I am in the Family Solutions Service, and feel unsupported when it is clear that children are likely to become homeless. There is a resistance to children entering the pathway, even when I am explaining that all other options have been exhausted. The supported housing pathway only seems interested in becoming involved when yp are at crisis point - at which point family relationships are likely to have broken down irrevocably and there are likely to be a lack of local beds.
- Young people continue to enter the pathway as they continue to be picked up too late to work with. By the time the assessment team picks up the case the problem has become too entrenched to resolve.
- there is not enough capacity
- Services do work with families to prevent homelessness and to divert away from the supported housing pathway. This is an area where more investment in mediation would support statutory services.
- Difficult to access appropriate support and often there is no availability in the pathway or for e-beds.
- Unfortunately, there are too many young people at risk of homelessness or indeed already homeless.
- There is a reliance that the homeless pathway will resolve the situation but it does not address the situation or prevent homelessness
- The service works well for young people who are adaptable and can cope with a move to a different area, if not then it is slow and can increase their vulnerability whilst they wait
- My thoughts are that with fewer resources services are becoming more insular and unable to assist colleagues.
- I agree that the service is working but how effective it is, it is in need of a review to ensure that the pathway meets the needs of the most vulnerable
- I would like to see greater focus on mediation. Too many young people become homeless at 16/17 as a result of family breakdown - especially during challenging teenage years. What else could be done to bring about family resolution?
- There are not enough services that work with post 16's with diagnosis of ADHD, ASD and other behavioural issues. Some parents struggle to manage the behaviours and some ask their children to leave due to not knowing what else to do. Support pre-16 is limited enough and parents do not develop the skills needed to manage some of the challenges that they face.
- All the young people I work with are UASCs so have to enter the Pathway, so I cannot comment on this personally.
- Anecdotally, I know other colleagues feel some young people, especially complex young people, are being excluded from the Pathway and left in precarious or inappropriate accommodation that cannot count as preventing homelessness."



## Question 2: Joint working across agencies effectively prevents young people from becoming homeless and entering the supported housing pathway.

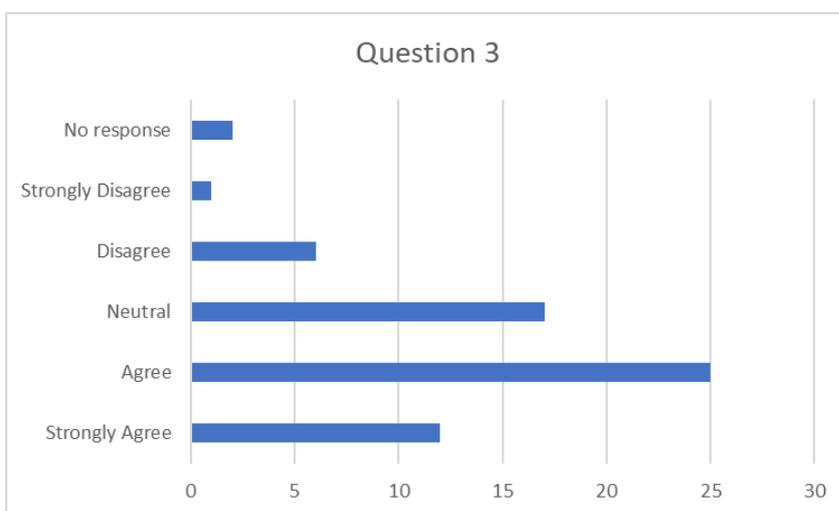


### Additional comments on Question 2 included:

- However, there is still room for improvement!
- With limited resources much better coordination is needed e.g. team around a young person arranging/sharing contact and visits each week to make sure there is regular and consistent engagement and contact for vulnerable young people.
- Very variable.
- Services do communicate and work together however many projects have different expectations which causes confusion.
- There have been some really good examples of this work being completed effectively.
- Joint working and consistent messages are key to working to support young people and their families - we all try hard but sometimes vested interests can work against this
- There is not enough alternative accommodation for young people when agencies do work well together.
- It would be more effective if services communicated more and all agencies were aware of what services can be accessed
- Communication between other agencies needs improvement but is not ineffective at present.
- We meet people at the point that they are already verified as homeless. However, I think more could be done at the prevention stage particularly in terms of rent arrears. The methods of Housing Benefit reclaiming arrears can be unyielding and put tenants back at risk of homelessness once re-housed with us or elsewhere.
- In addition, the confusion when transitioning between supported living and a council property in terms of Universal credit has also meant that young mothers in our service often have a bad start to their new tenancy and one recent case came about from an error on Universal Credit's part but the client is being held responsible for the debt.
- There is a disconnect between teams especially in regard to using REoC and FGC's to try and resolve difficulties in the home.
- Rising numbers and decreasing resources have seen an increasingly fragmented approach as services become increasingly stretched.
- Intervention from REoC and BHYP works well.
- Workers keep changing whilst in principle I would totally agree in practice that doesn't happen.
- There is some evidence of good practice in some areas but this is not consistent across the County.
- lack of appropriate accommodation that meets young people's needs and this makes them very vulnerable.
- Not every professional knows the pathway and over 16-year olds are often missed as they don't always co-operate. Over 18-year olds are often seen as 'not eligible' as they are meant to be an adult and cope with housing issues. Unfortunately, a lot of them don't know what to do...

- I do not agree with this. Joint working is being done but ultimately it ends up in social care and the processes are limited meaning is out of the hands of other services.
- Joint working is fairly good but blocks can come around availability
- Yes, joint working across agencies would prevent a young person becoming homeless however with the lack of resources and staffing I feel that joint working is not happening effectively.
- I agree but better working arrangements needs to be reviewed by having named partners who understand the needs of the homeless.
- This has improved over the years but we still have not developed a robust partnership across agencies.
- There seems to still often be arguing between areas as to who has a responsibility for a young person. For example, I know of a young person living in Banbury who is having to bid for permanent accommodation in Oxford.”

**Question 3: There are opportunities for us to work differently with each other to help prevent young people from becoming homeless and enter the supported housing pathway.**

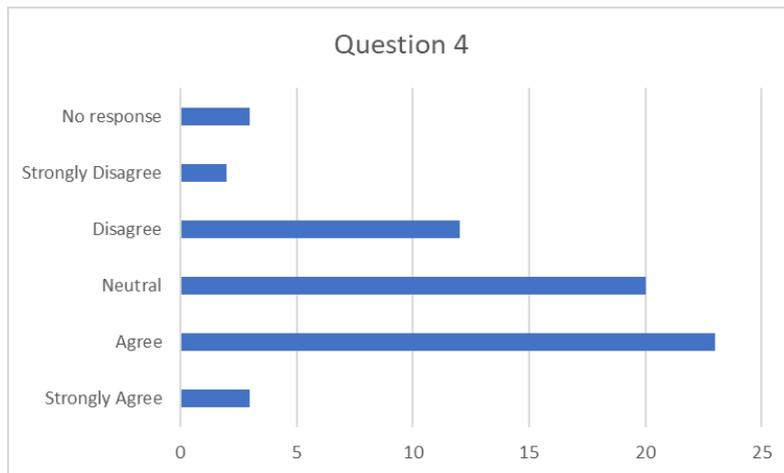


**Additional comments on Question 3 included:**

- I feel that some professionals still refuse to work well with other professionals and agencies internally - external agencies are still extremely cut off and refuse to work with other external agencies (e.g. sometimes we are not even aware of the young people that could require support from our service, because the agency has withheld data, which means that the young person may not gain specialist support that they could be entitled to).
- Some professionals are able to do this at times.
- Could be improved.
- More help needed for young adults at risk of becoming drug dealers and addicted to drugs.
- Partner agencies need a realistic idea of what provision is like, and how likely young people are to obtain the same outcomes as they would if they worked with us to remain at home in order not to give families an unrealistic idea of how this will be.
- The introduction of move on homes does present an opportunity for a few young people to develop the skills needed to maintain a tenancy
- It should be fundamental that entering the pathway is as much of an issue as children being taken into care and viewed in the same way.
- Concerns with residential home's expectations and transition.
- We are not usually involved in these situations and are included when we are housing YP in the pathway, so perhaps there are alternative ways we should be working. However, in line with our contract our role should be focused on housing people in the Pathway so there may be restrictions on how involved in these opportunities some organisations can get.
- I am not aware that this is the case.

- These could be improved
- The young man has a mild learning difficult and ASD. He has related difficulties in managing his emotions and is easily influenced by others. He can become destructive when "stressed" and has been led by other young people to be physically abusive - he does not behave like this normally. He has previously had good relationships with staff in his residential placement and craves to mix with other young people but cannot now without support. Adult services do not have accommodation for young people of his age and needs so he has been found a place with much older adults with more significant learning disabilities. He did not fit in there and quickly left. If his mother hadn't taken him in he would be on the street.
- There are other pressures impacting such as financial hardship in families and lack of funding for services such as CAMHS to enable them to have time to work in partnership rather than just fulfilling their own narrow remit which can lead to breakdown in communications and services not being called in early enough
- While agreeing that opportunities exist for us to work differently, in order for this to happen we need to stand back, accept that we cannot just keep firefighting and create a sustainable realistic service that focuses on a core offer to those for whom we have a statutory duty
- Social workers in the Family Solutions Service need support from other agencies to work with yp at risk of becoming homeless/ entering the pathway. We are not housing specialists. Joint working would be beneficial.
- There are always opportunities, however, this is an area for development across agencies and services.
- No, I have one young person who the council have refused to house as they deem the risk too high and no availability in the pathways either leaving the yp vulnerable and drifting to unsuitable people who are placing at her risk of harm.
- Working together to keep children at home by family and financial support. Picking up clues much earlier and preventing potential housing issues.
- Again, I don't want to say there is not opportunity to work differently but the process is one sided and one route in. How can it be different?
- Getting information and being able to speak about situations is sometimes difficult, this is partly knowing how to contact, a clear pathway with names of who to contact on intranet may help.
- I feel that sometimes CSC are notified too late in the process so a more robust 'early warning/intervention' process
- I feel that there needs to be emergency carer's or a provision that can offer immediate assistance whilst longer term plans are made.
- I agree we have opportunities to work differently but we do not do it enough
- Perhaps mediation and family resolution could also involve and engage District partners?
- All agencies within Oxfordshire should be invited to join the accommodation panel, although this meeting does not work effectively to prevent homelessness or get children/yp back home.
- A new partnership meeting needs to be set up to ensure all options are explored and options and strategies discussed. Some children/yp could return home but chose not to- if parents will accept them home then they should not remain in the pathway. Joined approaches could prevent the need for children/yp to remain in the pathway.
- I have not had any experience of this."

**Question 4: The right groups of young people are being supported by our supported housing services.**

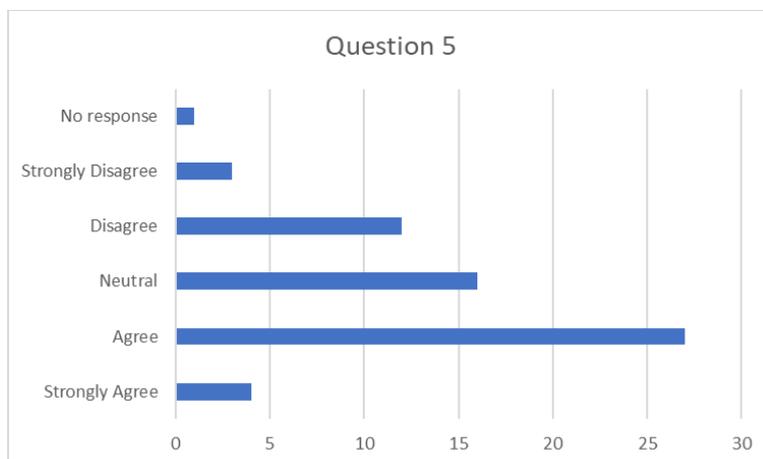


Additional comments in answer to Question 4 included:

- Homelessness Legislation around priority need has not changed to reflect the ongoing care status for those care leavers over 21 years of age. District authority housing services are not accepting a homeless duty as a result.
- Adult children who are living at home under difficult circumstances
- Mostly.
- Although there is often a lack of appropriate placements in the right location there are a few providers who do not fully support the young people with them - high turnover of staff in some of the providers' housing services
- Some work could be had around celebrating the YP that have the potential to get to university by stabilising their home life and ensuring they have somewhere to live after university.
- However, the type of accommodation available is often not always suitable given the complex needs of some of the y/p
- The young people currently entering the pathway are too young for the current provision. Under 18's need a different more individual housing option. The current pathway should be for 18 + only with a need for ongoing support
- There still is not enough accommodation in the Housing Pathway
- Although our services are low to medium risk services we often work with a number of high risk YP who are referred back through the Pathway despite risks not becoming any lower.
- the right group is those in need
- Often, we are asked to house young people who are soon to become too old for the service. Agreements are made with local authority to house the young person once they have reached that age but then the agreements are not kept to. In addition, benefits such as Housing Benefit which are supposed to enable young people and their housing often create more problems especially now with the introduction of Universal Credit which is often making people worse off.
- On occasion supported housing has been used as a holding position for rent arrears.
- I'm not sure that I understand the question. I have YP whom are deemed too risky for the housing pathway and find themselves accommodated in B&B. I do not think this is appropriate.
- For the most part though I am concerned about 16-year olds being in the pathway as well as some very complex young people. I am also concerned about the pathway accommodating those with enduring mental health issues, due both to the risks posed and lack of move on options for them.
- LAC UASCS S17s have priority. Non- statutory 18-24s do not have a good chance of being housed in the pathway.
- He is one of the most vulnerable of our young people with the strongest likelihood of homelessness, severe mental health difficulties and lowest potential for integration in to the community without support. His current situation is risking the tenancy of his mother and raising the chances of him getting a criminal record.

- I think mixing the young people with mild LD and who are vulnerable with other young people without additional needs has sometime meant they have been exploited and the staff don't have the skills to manage the issue.
- The criteria for placement in REoC homes seems opaque and other housing projects are increasingly only taking those whose needs are too great for the projects to support adequately.
- I think young people who have experienced neglect growing up can struggle in knowing how to respond to support, not having previously experienced it. One of the young people I worked with described it as 'doing my head in'. Having someone care for her was too much for her to cope with. This could be something explored more on how to work around this barrier.
- Given shrinking resources and an expanding LAC population I believe we need to redefine our key objectives and focus on our LAC in terms of a housing offer and work far more robustly at strengthening our front door using REoC, FGC, FSS etc.
- Agree - but I think that the yp using the pathway are more vulnerable than necessary given the lack of support in preventing them from reaching crisis point. It could be avoidable for yp to enter the pathway without family support, and the lack of EI in relation to the pathway makes yp more vulnerable.
- Concerns regarding young people entering accommodation that can at times feel unsafe due to the level of drugs and conflict within the premises. Premises are uncared for and the level of decoration and upkeep is poor. One young person described a service as being a '\*\*\*\*\*' when his own home was not exactly desirable. I could not have challenged this opinion. It was embarrassing taking him to accommodation of poor quality.
- The most vulnerable young people are regularly supported by the pathway.
- The most difficult to engage young people are often left in unsuitable accommodation and therefore lack access to getting hot food and laundry done.
- Putting a lot of vulnerable young people together in one housing project e.g. one building, is not always conducive to rehabilitation and often causes problems.
- Any young person homeless is within the right group but a high number of young people with high risk indicators can become unmanageable
- Some of the most difficult and vulnerable young people need something more robust.
- I do not agree that the right people are being supported we have a number of groups that need the pathway and how we identify them needs to be worked on
- Perhaps a higher level of emergency accommodation could be available with support to enable mediation. This way, young people and their families could receive intervention to rebuild family relationships with a view to returning home.
- To an extent I agree. What doesn't happen is follow up conversations with parents/carers once a child enters the pathway. This is what was supposed to happen but in reality, it doesn't.
- The Pathway is often full so young people are ending up in out of county placements instead. This makes it particularly hard to support new UASC arrivals when this happens.”

**Question 5: Supported housing services are helping young people in their care to become more independent.**



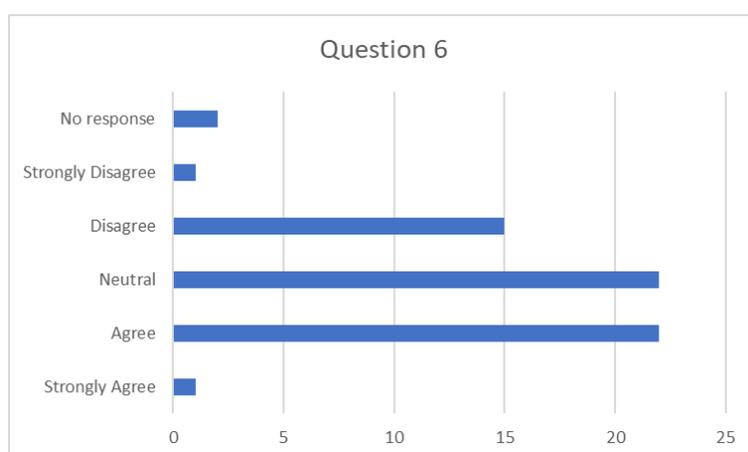
### Additional comments in answer to question 5 included:

- Not sure how much they do in this respect?
- I have worked with agencies that have a great approach and support young people in this area, however on the flip-side there are a number of agencies that seem to offer very little support for future independence.
- I agree but so much more is needed - i.e. adequate outcomes are not being achieved
- Some services are excellent, others not so.
- This is the biggest area for development - there sometimes seems very little supervision, support or key action planning to help young people become more independent
- In my brief time working for REoC we have always asked our young people to help plan meals for the days they are in and to help prepare those meals. Most the time our young people will help cook with us.
- Having worked in the sector, I am very well aware of the efforts made by supported housing staff, but I am equally aware many care leavers have such a lack of basic skills and that the remit of housing associations prevents the staff from being able to support these young people.
- Typically, a care leaver will spend their money without thought of budgeting for rent, transport or indeed food and do not understand that SUPPORTED HOUSING providers do not have the funding for such essentials.
- Supported housing is not a care provision, it is support for tenancy management
- I think the housing projects could be doing more - Key working sessions can be few and far between - I always encourage joint meeting between myself, yp and housing workers but communication can be poor. Joint meetings are essential but more so because I think sometimes the housing projects need set goals to be agreed and actioned on.
- Y/P are not clear as to the process of move and what they have to achieve
- There are inconsistencies about how the housing projects approach the process.
- A barrier can be debt the y/p get in due to the heavy service charges the projects demand which for y/p on benefits only are too high
- I think they really try - but the complex needs of those placed and being far too young hampers, these messages getting through to clients
- This has been true but lately there is not enough support staff in the supportive accommodation.
- if the staff are consistent and meet regularly for key work sessions etc.
- We see some fantastic stories where supported housing services have helped YP on the path to college, cooking for themselves, budgeting well and paying rent on time as well as reducing arrears. More complex YP take longer to work with and sometimes are not ready for this change. This in turn effects the amount housing services can do if the YP is reluctant to engage. Therefore, perhaps more resources can be structured around working with those who are not ready and are reluctant to engage.
- Some are helping some appear to not be helping
- The support and HAPS provided are helping residents become more independent and ready to move on. Clients would benefit from having support reduced in their last few months and more awareness that in their move on property the landlord will not be on their doorstep.
- At times but sometimes YP need more support.
- In general, this is true although there are some worrying examples of young people being in the pathway for far too long with no exit strategy.
- I haven't seen evidence of this. Either the young person is left to their own devices or staff threaten that they will break their tenancy without offering support.
- Not sure how much time workers have to help with independent living skills etc as they are constantly firefighting on things such as safeguarding concerns. Also, staff turnover prevents outside agencies forming helpful relationships and new staff lack experience to deal with higher risk young people
- I've seen some great work from accommodation providers in this area.
- The current provision of 220+ beds and current staff / support arrangements within the Pathway effectively create a warehouse style of provision, we are not equipping young people to face the realities of independence
- Once in the housing pathway, supported housing services work hard to support yp
- Sometimes there is too much of a delay. Young people could be in the accommodation for quiet some period before contact is made. When they first arrive, this is when they are the most

vulnerable and most willing to engage. This question depends on which element of independent you are focussing on.

- independent skills are not something some projects can demonstrate so how do you know they are happening?
- The support is available to help young people. However due to their circumstances they are not always in the right place to make best use of this. Each child has different needs and some young people will need 'supporting' over and over again.
- It is the young people who are not ready for independence that do not do so well.
- it depends on which service you are accessing. I think x work hard at trying to support yp becoming independent, others seem to be left to fend for themselves.
- Some work better than others. In theory they are great, but they are not always delivering and setting some young people up to fail.
- They are at times far too young, far too immature and far too complex to take on independence. The reliance of services all around them is needed.
- This works well when they have a proactive key worker.
- I do not agree that we are helping all young people we are making some more dependent and other need more support to become independent
- This is difficult. In part, the needs of young people are becoming increasingly complex, with issues of substances misuse, gang related issues, domestic violence, MH needs etc. As such, there is a need for a higher level of support to enable independence. There are also issues for YP moving on from the SH pathway to their own accommodation - affordability is a massive barrier.
- Not all providers do what they signed up for. The leaving care life skills work book was an amazing tool, I have not seen this be used for some years. This was used to evidence that a yp had the skills required to live independently.
- I think there is some good work going on, but not enough. Plans and reviews carried out by supported housing services are often not robust and do not create clear action plans that are then carried out.
- Repeatedly and frustratingly, practical support such as regular cooking sessions, budgeting sessions, how to pay bills sessions, are simply not happening to the level they need to.
- The condition of most of the shared houses I see demonstrates very clearly that the young people are not managing them well, and not receiving the support they need to change this.
- The needs of many young people are so complex that supporting them to become independent is extremely challenging, and needs a lot of resourcing. Plus, simply having a group of teenagers in shared houses is a huge challenge to manage effectively."

### Question 6: Services help young people to move on from needing supported housing.



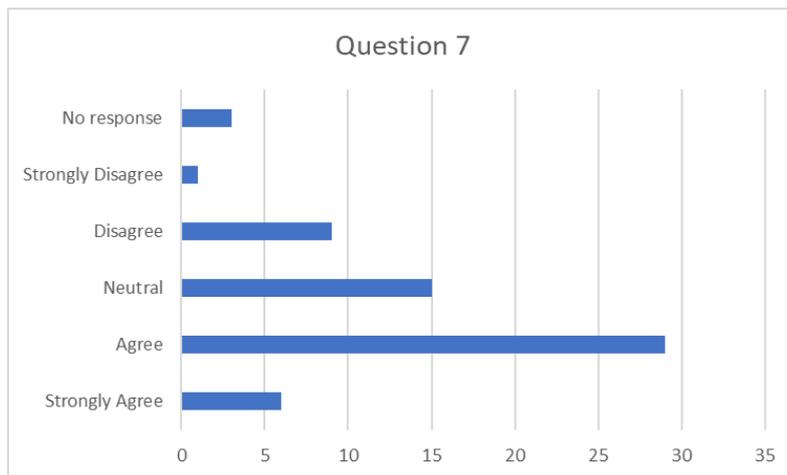
#### Additional comments in answer to question 6 included:

- I agree but so much more is needed - i.e. adequate outcomes are not being achieved

- This needs working on often there is no or little support especially once the yp has moved: 'out of sight, out of mind'. There are exceptions (had experience of great work from Moorlands in Witney).
- Some young people are not ready or struggle with independent living. substance misuse.
- I think the supported lodging scheme is an initiative that works really well but the majority of LAC young people don't use this
- Is there still an outreach service? I am 25 and live away from home but call my parents about tax, bills, how to clean an oven and what various beeps mean! If a YP hasn't got a parent, surely they need someone they can call on for help to avoid unnecessary stress.
- I feel with some of the situations in our young peoples' home lives they may need support for longer periods of time and should be judged on a case by case bases, but to have support to continue if it is required for an individual to live a happy and independent life.
- Y/p are sometimes kept in accommodation which isn't suitable for their needs which can hinder them moving on. The Housing projects don't I think contact family to see if the y/p can return home at any point as far as I know, but I might be wrong
- I think they really try - but the complex needs of those placed and being far too young, hampers these messages getting through to clients
- This has been true but lately there is not enough support staff in the supportive accommodation.
- when it works well.
- This is dependent on the YP and what resilience levels they have. There are some fantastic outcomes but also some less good outcomes. If floating support is available this would be a better transition for YP when they move on, also it could allow us to monitor figures and factors around when things fail more closely.... unless this is already taking place?
- some do
- Expensive rents and reduced benefits and a shortage of social housing makes it very difficult to move out of supported housing
- The work done with clients often improves the areas where we note they are struggling at move in point.
- On the whole, however housing benefit & Universal credit issues can be detrimental to a young person's progress.
- This is an area for development. There are lots of barriers to moving on. There is confusion over savings.... how can anyone save on £57.90 per week???
- Needing to be Breech free for 6 months before move on is considered is very punitive. Cases should be considered on a case by case basis.
- There is almost a complete lack of work done with parents to rehabilitate young people within the family network once a young person is in the pathway.
- Once in the pathway providers regularly meet with City/District councils to look at move on options. Private rented accommodation is extremely difficult to come by at this time."
- I haven't observed this and Adult Social Care have been left with people who have not been skilled up and need supported housing
- I've not had experience of this so far, but that's to do with length of time the young people have been in their placements, so they haven't got to that stage yet.
- As above and all my earlier comments
- YP with adult needs are less likely to have this achieved in a timely manner because of housing options.
- Once in the housing pathway, supported housing services work hard to support yp
- some do
- The pathway is potentially organic and can take a child on a journey into independence.
- The service needs to be front loaded with capacity and a range of resources for young people who have to live independently. This is never a good start. A lot of young people use the pathway effectively (although they may need to repeat a few times).
- I think there is a push to get people into independent accommodation too quickly and they are not emotionally ready for this level of responsibility.
- For some the outcome is great and the move-on is very positive. For too many, the outcome is that the become 'intentionally homeless'...
- I struggle to think of young people in the past 10 years who have moved on independently with the support of housing
- I haven't seen this happen yet

- I do not agree we have too many barriers to moving young people on
- More could be achieved with more support and a greater commitment to multi-agency working.
- Not enough is done to ensure yp move to adequate housing or return home. Oxfordshire is unaffordable for adults, private renting is not really an option.
- See comment above - this means young people are often not gaining the skills they need for managing without support and to move on from the Pathway.”

**Question 7: Joint working across agencies effectively supports young people in supported housing to become more independent.**

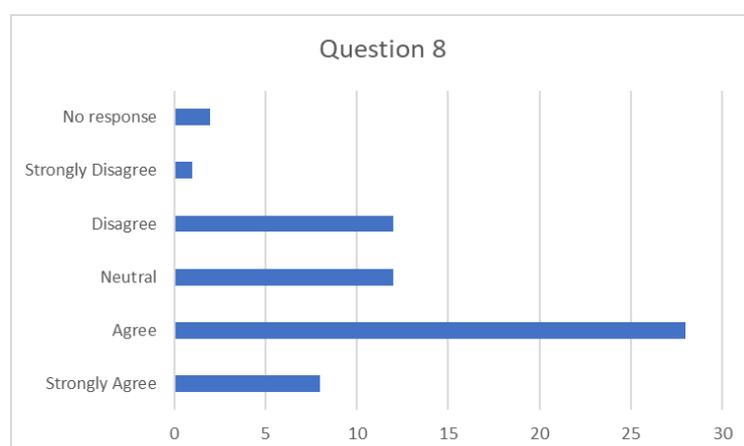


### Additional comments made in answer to question 7 included:

- In some cases, yes, however I have also experienced the opposite especially when there are too many different agencies involved that fail to communicate effectively with each other - the young person is aware of this and then can more easily manipulate professionals leading to repetition of work undertaken, avoidance and reluctance. Some agencies allow this to happen much more easily than others as they seem to be hesitant about using more specialised workers for support in areas opting to keep all support services inhouse which in my experience can have more a detrimental effect on the young person as they receive incorrect advice/support to move on successfully.
- So much more is needed - i.e. adequate outcomes are not being achieved
- Often external agencies see the yp as 'social services problem'. Again, there are exceptions. Often agencies don't turn up or send reports for LAC reviews for example.
- Could be improved
- I cannot comment as I do not current experience. My historical experience was that there was very little joint working
- This could be improved - communication is not consistent between Social Care and the Projects - there needs to be clear guidance as to the importance of joint meetings with the y/p
- The accommodation panels are effective in some areas of Oxfordshire i.e. with Cherwell District Council, but not all. West Oxon use to be very good but I'm not sure if those meeting happen anymore? I'm not sure about the South and City
- This has been true but lately there is not enough support staff in the supportive accommodation.
- but only if the provider does their bit in regard to key work sessions and supporting the YP in appointments and this does not always happen consistently. x is the most proactive provider however.
- There are some good agencies available but they would benefit from an increase in knowledge about what is available to young people. Also, the closing of young people's services is detrimental to their independence and social inclusion
- Many agencies work with the young people to support them, more effective communication would make this process more effective and smooth.
- We have had some issues recently where Social services have not seemed to realise the remit of supported housing and expected staff in our service to complete tasks on their behalf that were not acceptable.
- There is a big variation between providers.
- We need to acknowledge that S17 young people, once they are 18, do not have any support other than the supported housing provider. Effective closure meetings for these young people at 18 is inadequate at best and non-existent at worst. These are designed to bring services on board for S17 young people but this rarely happens.
- It should do
- Joint work with good communication between professionals can really help.
- there are isolated examples of good practice, this however is down to a fortunate alignment of particularly committed staff rather than effective or efficient partnership arrangements
- in principle yes
- Always room for improvement and not consistent across the County.
- I don't feel we have the capacity to support the yp properly and that it is left to the housing providers.
- Joint working, realistic goals, more accountability and SUITABLE placements for vulnerable young people.
- In an ideal world that should work but what services are you pointing towards - there are none
- joint working is very important.
- I agree but again more could be done with providers and partners of housing
- For some yes, but more engagement from agencies is necessary to bring about greater independence.
- This doesn't happen. Reviews are often carried out, actions not complete and the yp does not develop the skills within a timely fashion.
- I do not see much joint working going on - in my experience, one agency, the project where the young person is housed such as x or x, tends to provide the support, and not engage any other agencies.



**Question 8: There are opportunities for all staff to work differently with each other to better support young people within the supported housing pathway to become more independent.**

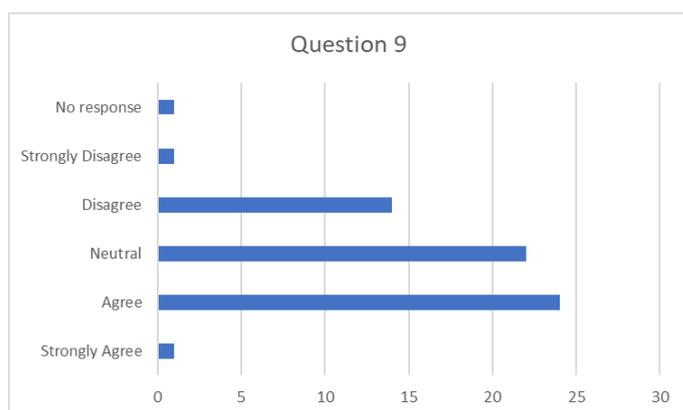


**Additional comments made in answer to question 8 included:**

- My service, a lot of the time, quite reliant on staff within residential homes to ensure actions are taking place and appointments followed
- It is my opinion that more work should be undertaken with young people before they move towards any level of independent living
- See above - most of the housing project workers are dedicated people and genuinely care for the y/p but again communication is not consistent.
- Social care could be invited to some appropriate Key working sessions when the focus is on move on and the some of the booklets that some projects use for the purposes of move on are shared
- Housing project workers could chase the District Councils more for updates on the progress of y/p on the Housing register.
- Housing workers should attend the Pathway/ Care Plans
- I very rarely get any positive feedback from y/p as to how they are being supported to become more independent.
- Key working sessions between the y/p and housing provider staff seems a bit hit and miss - It would be good for the Key workers to send Social Care the notes of each key working session"
- More specialist support is needed given the complex needs of clients
- There is not enough communication with supportive staff to enable this to happen. Support in supporting young care leave have little idea of what a care leaver are and what they are entitle to.
- it does not feel this way, there appears to be a lack of direction and leadership in many of the housing provisions. although x are more able and willing to work in a more creative way.
- This is an area we could improve on as I have not seen these opportunities.
- these opportunities are not evident
- I am encouraged as a worker to manage my own workload and approach to supporting my clients and working with professionals
- Staff are encouraged to work with each other and each client to tailor to that client's specific needs.
- Yes, but this is not always the case, this is very dependent on staff enthusiasm and creativity along with communication skills to help engage the service user.
- Again, lack of staffing and staff turnover within housing projects has a bad effect on the effectiveness of this
- The 'case formulation' that can be accessed through CAMHS and the young people housing pathway could be a good way to do this- bringing the professionals together to discuss how best to work with the young person.

- Due to low staff/resident ratios it is extremely challenging for staff to support each other and develop innovative practice
- Project workers are usually agency so stick to a certain job description, they are clueless if you want something different
- This would benefit from facilitation and guidance to inspire workers to make use of their own and their service area resources.
- If we know it's not working, we must look at the set up and make changes. I wonder whether there is a conflict of interest between the 'landlords', professionals and the young people. They don't all have the same agenda...
- There is a difference between Statutory and voluntary engagement and yes, they can work well but the end goal is decided by statutory which excludes different styles of working
- good communication will help this
- I do not agree I think that those who work in housing have a view and other partners think it's the housing responsibility
- Joint working doesn't happen, providers all work differently to each other.
- I do not see much creative support in place, most support is trying to meet the basics such as basic hygiene and management of guests in houses and sadly does not go further than this. I think this is partly due to resourcing, and the complex nature of a group of young people with complex needs living in shared houses.

**Question 9: Housing providers effectively support plans to engage young people into accessing positive and sustainable education, employment and training opportunities.**

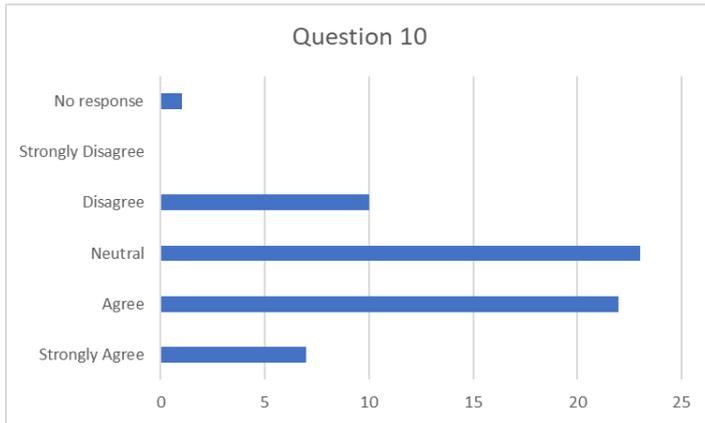


**Additional comments in answer to question 9 included:**

- Standard of work from providers is not equal. Some providers appear to be struggling to recruit appropriate levels of staffing. Meaning EET work is often pushed back as a priority.
- In my experience some of the housing providers have no specialist internal access to support so try and struggle through themselves; they seem opposed to contacting specialist EET support whereby the young person fails to gain the support that they would benefit from had they been referred or our service be made aware of them at the point of entry to the pathway - sometimes we are only considered as a last resort option.
- A more proactive and convincing level of support is needed to motivate and help young people into and to sustain EET
- Not sure how supportive agencies are. Some providers are very active, others seem to be unaware. Some agencies seem not to have a good understanding of the barriers and can pathologies (well, I made an appointment but he didn't go').
- I oversee the EET team - there are a few providers that work with us to ensure support is in place but that's not enough. All providers should be putting effective EET support plans in place; working alongside our service

- I'm not sure - Some are good at engaging with the EET service others are not - I'm not sure exactly what the housing projects actually do - one provider is not allowed to transport y/p in their own cars which can hinder some support needs.
- I think results within the current pathway are not as positive as they should be due to the high level of support needed by those placed and lack of motivation of under 18s to change.
- Only that the rent charge because a difficult when young people start working.
- The support is not consistent across the providers.
- I work with young families, where I believe more could be done to encourage young mothers into education
- Clients are encouraged to seek out employment or education that is self-fulfilling. They are advised on appropriate child care by social services and support workers. If they do not feel they can do this or have mental health that at present hinders them from doing this they are encouraged to complete HAPS which are level 1 awards.
- Again, dependent on different providers & staff.
- More incentives are needed for young people in this area. Rents can be prohibitive if a young person is working.
- Engage young people into...???
- This has become a lower priority due to residents' high support needs and staff turnover and low staffing ratios having a negative impact
- I've experienced good liaison with housing providers and education providers, helping support the young person to attend assessments/ interviews and encouraging them to attend.
- As per earlier comments ref ""warehousing""
- The focus tends to be on housing management tasks
- If they can leave the project yes, but advising from an office and giving the young person advice doesn't actively help. If they are NEET it's because they need more hand holding support not more advice.
- EET is an important part of any young person's plan and the focus of direct work. That does not mean we can't progress and work out how to better meet need. This is an important area and one I would like to see expanded across agencies.
- I do think that support staff try and work creatively with yp to do this,
- Does this really happen? In my experience, unfortunately not.
- I have seen good examples but then I have seen awful examples. it would all depend on the different working styles of those who work in the housing support. If you pay peanuts you don't get passion and energy. In a lot of cases housing support is too caught up in crowd control
- no experience of this.
- I feel that sometimes the key working of these young people is not robust enough
- I do not hear or see how EET is flagged in way that encourages young people to stay in education some of the most vulnerable need to be handheld to take housing means to have EET and they go hand in hand
- Some try and others not so much. Agencies are not always aware of what services are out there to support with this issue, more awareness is needed.
- I think this is an area of greater strength, housing providers do help young people get onto education courses.

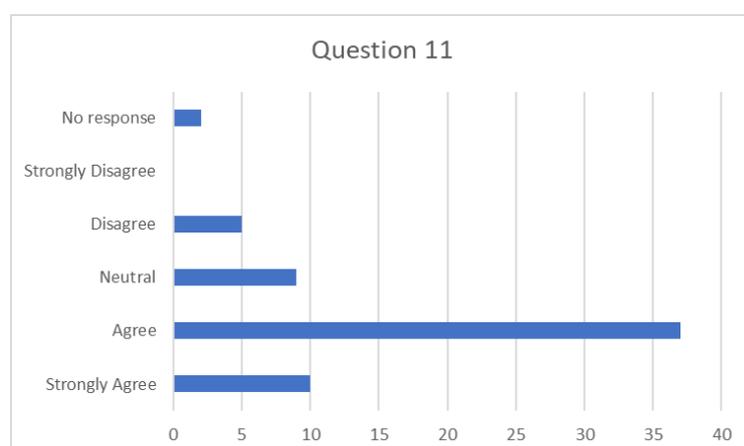
**Question 10: Joint working between agencies effectively engages young people into education, employment and training.**



### Additional comments in answer to question 10 included:

- Where it happens, there is evidence of success, but in my experience some housing providers refuse to jointly work.
- Not effectively enough
- Should identify a number of staff at Activate who try really hard to do this (e.g. x at Oxford), others don't and can have no implemented organisational strategy (down to individual staff).
- As an EET service we spend a lot of time reminding statutory teams etc that we too have a statutory duty to support young people aged 16+ to engage in EET. The age group of 16+ are not always seen as a priority and I often sit in RAP meetings and see a young person aged 16+ listed on a case - but no information provided as the younger siblings are seen as the priority. Working jointly together is not a joined-up process but rather a process we have to pursue and remind services about EET.
- In theory this should happen but I'm not sure it's happening enough or it does tend to involve Social Care - I went to a workshop at Riverside Centre recently which was great, we need more of those types of joint events.
- It should but I personally do not think the current services meet the needs of the group of people referred into the YP Pathway
- There is not enough joint working for this to happen.
- But only if it happens consistently which is not always the case.
- Multiple agencies encourage and support the young people in whatever they are seeking to do.
- Again, dependent on different providers & staff.
- Projects appear for the most part to do this themselves.
- Positive experiences around the effort from the virtual school. No experiences around other agencies.
- There are isolated examples of good practice however as previously noted this is a result of a fortunate alignment of 2 or more particularly committed staff rather than a systemic approach
- If YP are wanting to engage with this the opportunities are there.
- The statement is correct. Young people will be better placed to let you know if the services and support available meets their needs.
- It can be more about 'sticking with' young people who are not coping with independence and struggle to focus on EET. Especially when they have limited support networks and significant others who are interested in them.
- I don't think this works for everyone but I agree that they do try.
- It can work well, if all are committed to it.
- Totally depends on the well-being and ability of the young person. You can try as much as you want and encourage to the cows come home but if the young person is not EET ready they will fail
- maybe the challenge is motivating the young people to access education and employment.
- It is my view that if young people need housing EET goes with it they need the support to engage if they have not engaged for year with EET but must do so to live in a placement
- A specific requirement on agencies to engage with the SH pathway would be beneficial.
- When this works it works well. Some agencies are better than others at promoting partnership working to get YP into EET. For example, with Refugee Support Network, and the Virtual School.
- The system could be far more robust though, and plans far more holistic.

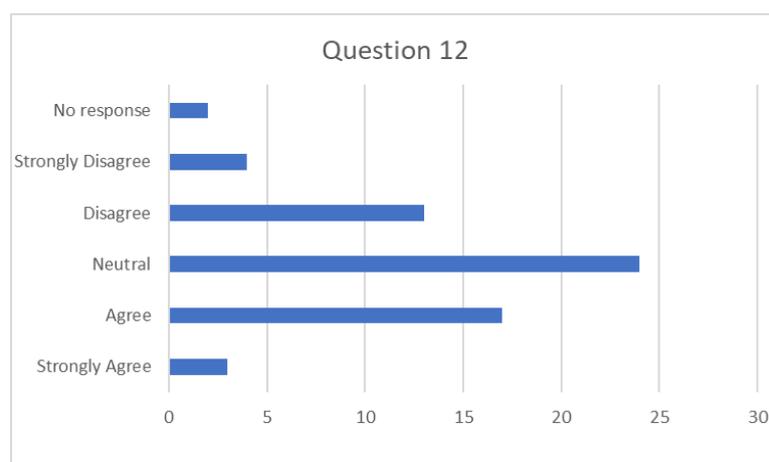
**Question 11: There are opportunities for us to work differently with each other to support young people in supported housing to engage with positive and sustainable education, employment and training.**



**Additional comments in answer to question 11 included:**

- There need to be opportunities!
- Action plans around EET in supported housing should be achievable and realistic and it should naturally flow that our service is kept informed even if our support is not needed - we have a lot of information and support that would be useful as well as close links with Virtual School
- More employment / training local events at the housing projects could take place
- there need more staff in supportive housing for this to be effective.
- We need to find ways to work in a more joined up and proactive way across all services.
- Again, dependent on different providers & staff.
- The Virtual School I think have a role in this endeavour.
- If YP are wanting to engage with this the opportunities are there.
- This is working to a certain degree with EET services linking up with supported housing
- It's about time and it being a joint job not just the social workers
- There are always opportunities. That does not mean we should not do more.
- Flexibility and honesty on all parts is required. If help is needed, be honest about it and request it. If one approach is working for one individual, go with it but don't assume, it works for everyone. There are also a lot of misconceptions as to professionals' roles, which are not always addressed. E.g. EET workers are trying to get young people into education....
- As an EET worker I have found that the supported housing in my area welcomes me in and is open to different ideas and working styles from partner agencies. No money though from either side which hinders and impacts quite a lot.
- Young people can be encouraged but they also need to have EET services linked to finance and funding for accommodation both need to share that this is how you learn to sustain your life home and family relationships
- Not all agencies are aware of what they can do to support yp, there are also limitations on what agencies can do due to staffing levels as most are working with minimal staff due to budget constraints.
- I have not had any experience of this. This is partly due to working with UASCs, who generally follow the same path in education and are generally very keen to engage in education.

## Question 12: Supported housing services help young people to move on to positive and sustainable destinations as they leave the pathway.

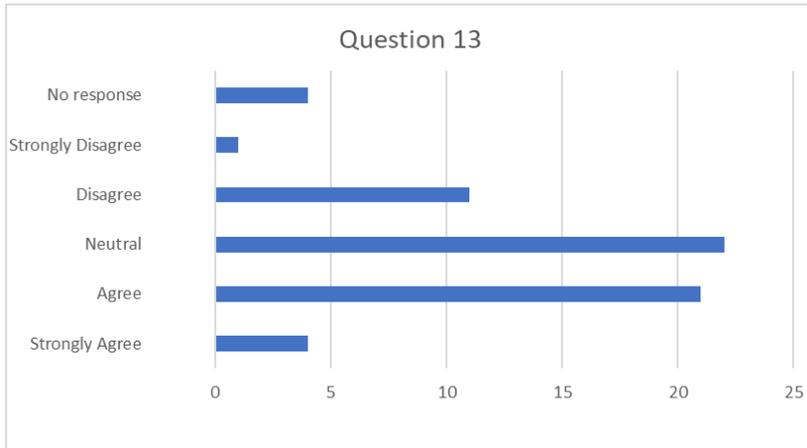


### Additional comments in answer to question 12 included:

- Yes, where impartial and specialist support has been provided by internal/external, and an active interest has been taken by the housing providers etc., and relationships built with providers such as schools/colleges...
- There are many evictions and arrears that follow young people out of the housing pathway
- Different providers provide different services - I have witnessed a number of times young people aged 16 being moved on to their own flat only to see it fail very quickly because the young person has not been prepared for a sustainable destination i.e. no support around finances, budgeting, management, self-care etc.
- Supported housing is often in neglected residential areas.
- Supported housing provisions can only help young people if they are prepared to engage in the support being offered.
- I think there is room for improvement - I personally have support a number of y/p moving on but due to the lack of support from some housing providers this doesn't happen as much as it should. Some y/p get stuck in their supported projects because they have not been placed in the right kind of accommodation
- There should be more self-contained accommodation available. The x is a project which for some reason is very chaotic and y/p find it very hard to cope living there. Some y/p refuse to go to x or state if they go there they will plummet - I have seen this a several cases when this has been the case. The y/p have stated they need self-contained as they can't cope in such a large project where Peer pressure is huge but they have been forced to go there due to no alternatives.
- A lot of y/p request Key 2 type accommodation but they don't fit the criteria or the demand is too great."
- Currently move-on from the pathway appears to be very limited with a view that only Social Housing can be accessed and this is not working for single YP in most cases. The options in Oxfordshire are unaffordable and YP are not achieving the standard to be put forward for tenancies in many cases
- there is very little alternative accommodation for young people to move on from supportive housing.
- this depends on the housing provider and the staff employed at the time, which is often inconsistent.
- Securing permanent Housing is not a quick process some YP residing in supported housing do not find long term housing quick enough. This can often result in YP regressing when residing in supported housing for too long or pushing boundaries with rules and tenancies that would not be an issue in their own homes i.e. visitors.
- Some do.
- We do our best, but opportunities and resources in place limit the sustainability

- Clients are not nominated for move on until they show they are ready and staff are sure they can manage and that there are no safeguarding concerns that are medium/high. Clients are supported in the move on process and can continue to access support for 12+ weeks which they are made aware of.
- Again, dependent on different providers & staff.
- A factor often forgotten in answering this question is just how complex the current population of the pathway is. When we acknowledge that the pathway is asked to accommodate young people who have been evicted from our move on homes the question of moving on becomes more focussed. I think we need to look at what outcomes we expect and how, along with the City/District councils, we can provide suitable accommodation. This is why I feel so strongly about 16 - 17 year olds coming into the pathway rather than effective work being undertaken to resolve issues at home.
- this would be my hope and expectation
- As before - I have not seen evidence of this
- I've not experienced this yet with the cases I've worked with. It's not to say it doesn't happen though!
- Given the sheer volume 220+ and the lack of housing options many young people will find themselves drifting into a revolving door of accommodation. while for statistical purposes their initial move out of the Pathway may be deemed suitable I am sceptical that this would remain the case after 1 year or 3 years
- I am not sure Housing beyond the pathway is sustainable and affordable. some work needed in this area for care leavers. the additional housing benefit allowance if helpful
- I have not had experience of yp moving out of the pathway
- No experience of this
- There is no push for this if they are doing well and quiet client
- projects can be very quick to evict young people
- The pathway offers options for young people who are able to work with the support available and progress. A lot of children 'fall out' of the pathway.
- I have had some success but also there have been difficulties.
- It works for some, but unfortunately not for all.
- Outcomes of this system that I have seen have not been positive
- I do not agree I think that moving on from the pathway appear hard and young people become too dependent on the pathway
- There are limited opportunities for YP to move on from SH. Often they find themselves back in the family home with the family they left at a young age.
- Many return to the pathway or have no realistic move on plans. Private rented is not an option in many cases.
- I accept this is particularly hard in Oxford given the cost of accommodation. I know of young people who have been moved into accommodation which is unsustainable in the long-term because of the high cost.
- I think it is often more the nature of some particularly sorted and driven young people that enable them to move on positively and sustainably, rather than the highly effective nature of the support they have received.
- Of course, we are all working with a very damaged and hard to engage cohort of young people, which makes this work particularly challenging.

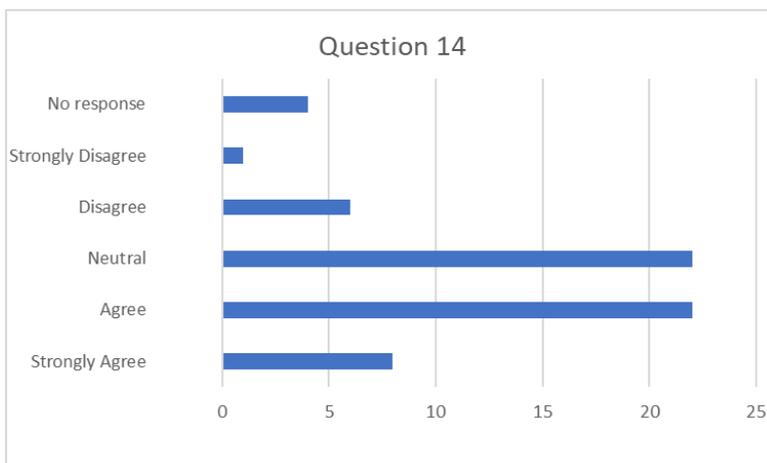
**Question 13: Joint working across agencies effectively supports plans to move young people on to positive and sustainable destinations as they leave the pathway.**



Additional comments in answer to Question 13 included:

- Not effectively enough
- Unsure as I don't see this part
- Sometimes
- There is very little alternative accommodation for young people to move on from supportive housing.
- this can work when they are able to move on into council housing but there are very few other realistic options available.
- Clients are supported in bidding for appropriate properties where they have local connections and will continue to have a good support network upon leaving supported housing.
- again, dependent on different providers & staff.
- The City/District councils are very amenable to working with us in this area. There are monthly Accommodation Panels in each area. However, as I have stated we do not live in an area where private rented accommodation is both available and affordable. So, we need to look at this issue.
- It should do
- It would definitely help.
- Given the sheer volume 220+ and the lack of housing options many young people will find themselves drifting into a revolving door of accommodation. while for statistical purposes their initial move out of the Pathway may be deemed suitable I am sceptical that this would remain the case after 1 year or 3 years.
- There are isolated examples of good practice however as previously noted this is a result of a fortunate alignment of 2 or more particularly committed staff rather than a systemic approach
- I have not had experience of yp moving out of the pathway
- Nowhere to move them to
- This is an area for improvement. There is a greater role for YOS; D&A services and increased mental health services to support plans.
- Rarely if ever
- I do not agree I do not feel the choice of housing types is enough to support young people other LA have ideas and we should learn from those
- Not enough support is available once yp do move on- they are left after 2 months or so and this is too quick. They are not always settled nor do they understand fully the expectations or where to go for support if needed.

**Question 14: There are opportunities for all staff to work differently with each other to help and support young people in supported housing to move on to positive and sustainable destinations as they leave the pathway.**



### Additional comments in answer to Question 14 were:

- Working together could improve chances
- More joint working between Social care and housing providers
- Other destinations from the pathway need to be proactively sought which are affordable for YP
- there is very little alternative accommodation for young people to move on from supportive housing.
- move on options are very restricted.
- There are always opportunities to reflect and improve
- Again, dependent on different providers & staff.
- Lack of time is the issue
- High volume v shrinking resources = diminishing opportunities to work differently with each other
- time is an issue, plus staffing
- Always room for improvement across the board. The pathway needs a collective vision.
- There has to be in reality but I have no examples
- I would like to know what this looks like to agree
- The solution to this is to ensure yp are discussed at monthly meetings to identify further support

### **Question 15: Anything else you would like to tell us?**

#### Comments in answer to Question 15 were:

- Often a lack of close to home options leaving individuals cut off from friends and family. Some providers seem distance to yp or unaware of their needs, difficult to contact key workers etc, others are very switched on and proactive.
- Lack of beds.
- Training needs for staff (and then embedding of training) are evident in some providers.
- Difficult to comment as a whole as the providers are so different.... in house, Key 2, MWH, Foyers and so on.
- There are a few providers who have a high turnover of staff - this does not help with maintaining cohesive communication and support.
- I do not know much about young people leaving the pathway, as I do not see this in my role.
- I do not believe that young people (or indeed some staff from social services) understand the role of Support Housing. Unless the remit (and funding) has changed radically, Supported Housing is not a care provision
- Lots - the rents are too high in the supported housing project so y/p are discouraged to find employment.
- More self- contained units with high support are needed - more x type accommodation
- X needs some how to be run differently the y/p seem to show at times such disrespect to staff and its chaos unlike other projects.
- The x was never built as supported housing accommodation and there have been huge improvements over the years but something is still not happening - whether it's the culture of the project I'm not sure - I respect the managers. It maybe the x has so many chaotic y/p that the high mix will always be difficult given the size of the project.
- I am more than happy to be contacted for a more detailed discussion - I have been involved in Housing for y/p for many years !!!
- I think Placement Services do a fantastic job given the limited amount of resources available.
- I have worked with housing and YP in Oxfordshire for nearly 20 years now and the challenges and complex needs of YP are in my view worse. The environment for YP has changed, the dangers they face are greater and the services we are providing are not meeting their needs.
- The current provision with a view to accommodation for up to 2 years then moving on to independence is hampered by the fact that the majority of YP placed are too young. At 16 / 17 YP are not in a place they accept the support offered and their needs are too complex to be managed towards independence at this stage. I think this is particularly true for young men.
- By the time they have grown up a bit and would start to value the opportunity in the projects many of them have already burnt their bridges and have a string of evictions.

- I think in many cases the issues for YP increase when they are placed.
- There is a need for more direct access accommodation for young people to stop them from being homeless. There is a need for a wider arrange of alternative supportive housing. There is a need for more move on accommodation to enable resource not to be block and move on to be difficult.
- As I am fairly new to the Pathway, I may have commented on things that are already in place, which we may not be aware of. If there are ways of keeping new managers in the loop of ongoing practices etc. or additional training to keep us in the know around policies in line with the pathway that would be really helpful. As a new management team, we welcome any support or ongoing advice in this area to ensure support in our services is delivered to the best of our ability in line with Oxford councils policies and expectations as well as our own.
- Since working in supported housing, I am devastated at the level of debt some young people find themselves in. It is hard enough for them to cope with living alone without facing huge debts. Once they are in debt it is impossible for them to be able to move on through the process to independent living.
- The criteria for move on is tough and feel unachievable for many young people particularly as they have to be free from arrears and have savings of £600.
- The rents are so high in supported living that if the young people go to work to prove their ability to be able to move on they end up extremely disheartened by the amount of rent they have to pay, they end up feeling there is no point in trying. There is no incentive to work and try to come off Universal Credits. No way to save and they feel like there is no way out."
- "The introduction of UC in place of HB has a detrimental effect on young people leaving Supported housing and increases the likelihood of them getting them in to debt, effectively setting them up to fail. A lack of young people's services, social housing and unaffordable rent in Oxford makes for a very difficult and dull future for young people. I think there is a general lack of knowledge and awareness of some services such as my place of work, meaning young people aren't being sign posted to the correct support. I also feel that some professionals in the local authority would benefit from some education and training about the young person's housing pathway.
- Having said this, there are many positive and proactive agencies and workers who endeavour to work hard together.
- I think the service needs an overhaul. I think we need to work more closely with partner agencies. Housing providers should provide a service that we commission rather the give a service they choose. We need to have more networking events. Staff retention is an issue. Some housing providers would benefit from providing staff with further training.
- I have been disappointed with the lack of support offered to all my young people who are currently housed in supported housing within the housing pathway. Clients have had no consistency of workers, key working sessions not prioritised, over a year for some clients to receive support in applying for the housing register and universal credit and delayed housing benefit claims and lack of control over persistent issues of drug use/dealing from project premises. Some of my young people have become so despondent with the service that they would rather stay away completely, leading to breaches of their license agreements which increases their risk of homelessness and increases their vulnerability.
- General experiences of the housing pathway's move on homes has been positive.
- Not enough accommodation across the county. Young people are being left homeless
- Bed and breakfast is not an option for young people, this is left as the only option. It has become increasingly difficult for hotels to accept young homeless people.
- Applying for universal credit and housing is not consistent across the projects and unclear who's responsibility it is.
- Intrusive questions on the first interview where the information could be collected from the social on a need to know basis.
- Dealing with housing advisors in OCC Oxford is difficult and communication poor. This causes problems for our department when a young person has hit crisis
- Too much of a delay in some instance between a young person's assessment and getting into the accommodation.
- Too much of a delay in some instance in confirmation of young person being told they have been accepted after initial assessment.
- This is not working for us and we have to place in London to get a 16 + provision. UASC are placed in E-beds with no support its crazy and unhelpful to the young people firstly and to the

teams. We train providers, staff leave, it's not passed on and then you are back working with staff who have no idea about asylum young people. Accommodation is grotty for our young people and more hands-on support doesn't happen when necessary.

- I don't feel this survey deals with the issues that the housing providers and the young people in them are faced with.
- A lot of great work goes on in the projects, but I believe the number of changes of support workers for young people is an issue.
  
- The main concern for me is the high turnover of staff and the difficulty the projects have with recruitment of staff and their retention.
- I feel the wages offered to support workers in the projects is the main cause of these issues along with the creation of REoC.
- The turnover of staff has a direct impact on the young people. Many of the young people have had to deal with a large number of professionals during their life and to then have to have a number of different support workers throughout their time in a project is not helpful to the young person or their social worker/personal adviser.
- I used to work for x and I would be happy to discuss these issues further.
- There is a lack of provision for hard to place, risky and/or vulnerable young people who then often end up evicted and moving from project to project.
- There is a lack of supportive lodgings placements.
- The questions are a bit repetitive.
- The pathway as it stands provides a service. The service has been well used but we have outgrown the provision both in terms of numbers, complexity and resources. We have an opportunity to review and improve the offer and to reconnect with other agencies to build up offers around need inc. EET, MH, offending D&A.
- We need to include more complex needs, ASD, LD and PD in plans to ensure that resources are open to all and include support for those young people who identify with minority groups."
- I despair at the lack of appropriate accommodation available to the yp. We need more move on homes and for the yp to be able to stay for up to 18 months to support them properly. There also needs to be more second chances for yp who have had to leave accommodation.
- Prevention, Prevention and more prevention. More money for those in the system already and more money for those having to work in these places. Why is the pay so shocking? Housing associations and local authorities need to pay for objectives they don't come for free.
- To my knowledge CAMHS does not work with the Supported Housing pathway?? In my opinion this survey should not have been sent to us
- I feel on the whole the Pathway works well but there are pockets where communication etc. falls down resulting in large rent arrears etc. I think some of the projects need to 'step up' and not allow young people to drift along in their projects.
- I would like to see 2 types of routes into the pathway one for Looked after young people and one for the general public of young people who needs are different.
- There is not enough partnership working to prevent yp entering the pathway or getting them back home or to other family once they do. There are also issues ensuring that yp sustain accommodation once they do move on.
- I have ongoing frustrations with the standard of accommodation in shared houses in the Pathway - so often the carpets are filthy, the bins are over-flowing, basic maintenance tasks are not completed promptly.

Responses are verbatim.

Minor grammatical errors and spelling from respondents has been corrected.  
Responses where indicated have been anonymised to protect the anonymity of an individual professional or organisation.