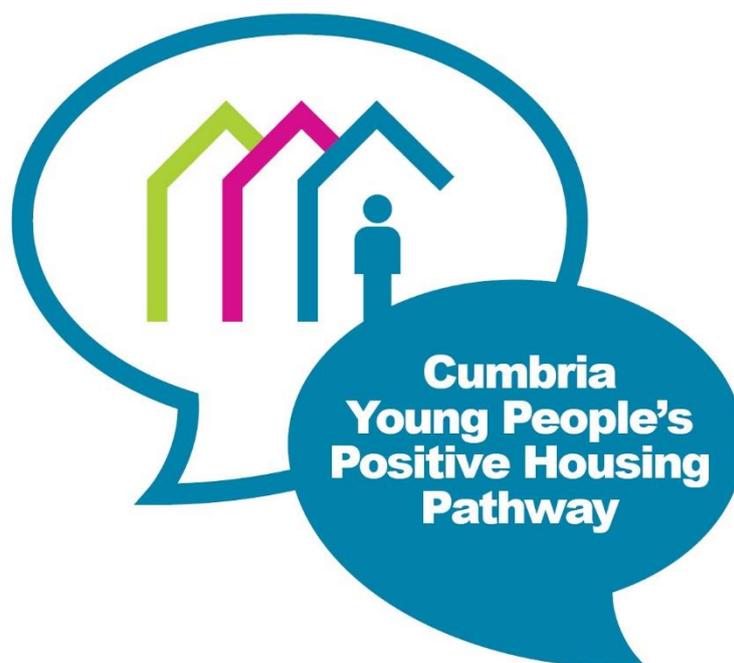


Positive Housing Pathway Annual Report April 2021 – March 2022



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INTRODUCTION

In 2019, we undertook a service review of our commissioned supported accommodation services for young people; we looked at models of national best practice and choose to adopt a Positive Housing Pathway (PHP) model, as devised by St Basil's. From 1st April 2020, the County Council's service response to young people who are homeless or threatened with homelessness has been delivered through our Positive Housing Pathway model, and in conjunction with our providers – Riverside, Project John and Depaul UK.

This is our second Annual Report, which details the achievements from Year 2 of the Positive Housing Pathway and gives a flavour of the support we offer to young people.

PATHWAY AMBITIONS

Our ambition for the young people in our service is that:

- Young people receive the right help at the right time.
- Young people receive a service that is personalised to their individual needs, from a service offer which is consistent across the county.
- Young people who access our services go on to experience a bright and fulfilling future, free from the risk of homelessness.

Our ambition for this service is that, from the first point of contact with a young person who is experiencing homelessness or at risk of homelessness, everyone working in this service area sees the potential in that young person and plays their part in moving that young person from a point of crisis, to give them hope for the future.

Cumbria has adopted a Signs of Safety approach, and this has been built into the commissioned services and the processes of the Pathway; this enables us to adopt a consistent, strengths-based approach with our young people.

CUMBRIA YOUNG PEOPLE'S POSITIVE HOUSING PATHWAY: OVERVIEW

PRIORITY GROUPS

Priority is given to:

- Young people for whom the Council has a statutory duty (16- and 17-year-olds at risk of homelessness).
- Young people for whom the Council has a statutory duty (formerly looked after children).
- Young people aged under 18 leaving custody.

Eligibility remains for young people aged 18-24 years, dependant on capacity.



2. Targeted Prevention & Early Help:

- Housing Support for YP Leaflet – 16-17 YP who are homeless/at risk of homelessness

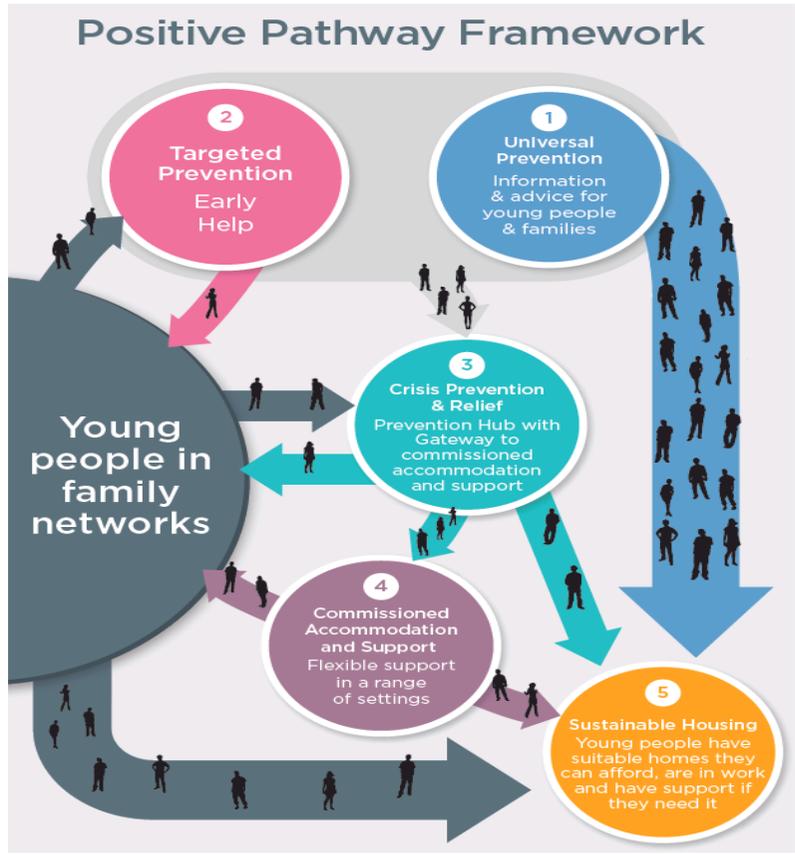
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HOUSING SUPPORT FOR 16 17 YO HOME!

- Youth Homeless & Housing Officers: Officers are a point of contact for YP, their parents/carers and professionals to get advice and discuss options. Contact details can be found [here](#).

YP in family networks:

- Housing Intervention Support Workers (support from HISWs is allocated via the Gateway Group)
- Mediation – Nightstop
- Family Group Conferencing



4. Commissioned accommodation and Support:

- Referral into the Pathway & discussion at multi-agency Gateway Group can offer:
 - Housing Intervention Support Workers
 - Access to our commissioned accommodations (provided by Riverside and Project John) is via a referral to the Gateway Group
- Gateway Group tracker to record data and outcomes
- EHM PHP Module: shared recording system.

5. Sustainable Housing:

- Housing Intervention Support Workers
- Links with Districts
- Riverside have their own internal move-on pathway
- Developing links with other providers

1. Universal Prevention:

- www.cumbria.gov.uk/yphousing website providing information targeted at 3 core groups: young people; parents/carers and professionals
- Youth Homeless & Housing Officers: Officers are a point of contact for YP, their parents/carers and professionals to get advice and discuss options. Contact details can be found [here](#).
- “Tackling Homelessness” lesson plans – accredited by PSHE Association and available free of charge on their website
- Joint Protocol for Homeless 16/17 Year Olds

3. Crisis Prevention & Relief:

- Gateway Group
- Gateway Group Terms of Reference

 GATEWAY GROUP TERMS OF REFERENC

- Urgent Referrals Procedure

 URGENT REFERRAL PROCEDURE.docx

- FCS 16-17 yrs/FCS 18-24 yrs (link to page [here](#))
- Social Work Updated Guidance

 UPDATED GUIDANCE RE C&FA FOR HOME!

- Social Work – Housing S17/S20 conversations
- Housing Support for YP Leaflet – 16-17 year olds who are homeless/at risk of homelessness (link in box 2)
- HISWs (support from HISWs is allocated via the Gateway Group)
- Nightstop & referral forms. Referral to Nightstop is via First Contact Script (link [here](#))

1. Universal information and Advice

We have a website www.cumbria.gov.uk/yphousing which features information targeted at 3 core groups:

- Young people.
- Parents/carers; and
- Professionals.

The website features short film clips of young people, who have been in the service, talking about their experience and giving advice to other young people in their situation. All sections contain information about our Joint Protocol and contact details for the County Council Youth Homelessness and Housing Officers, who work to support young people aged 16+ who are homeless or threatened with homelessness.

The website has the most current version of the First Contact Scripts, these can be completed by any professional to help identify a young person's needs and to start their referral into the Pathway¹.

We have developed two "Tackling Homelessness" lesson plans, which have been accredited by the PSHE Association and are available free of charge on their [website](#). These aim to make young people aware of the realistic housing options for young people living independently aged 16+, talk about the financial aspects of living independently at an early age, and signpost them to relevant support. We are happy to co-deliver these in local schools, colleges or to other targeted groups.

2. Early Help (Targeted)

In addition to offering general advice and information, our Youth Homelessness and Housing Officers work with young people who are threatened with homelessness, to explore their options and find an outcome that works for them. Our starting point is always that young people are better off living at home or in the wider family network, if it is safe for them to do so. We have well-established partnership working to ensure that the right agencies are supporting young people, based on their assessed need. If additional support is needed for a young person or the risk around a young person is felt to be escalating, we can take these young people for discussion at one of our Early Help Panels (with the young person's consent) to problem solve with a wide range of partner agencies.

¹ There is a project underway to convert the First Contact Script from Word to an online form; this should go live later this year.

3. Gateway Group (Single Point of Access)

Our single point of access for the County into the Young People's Housing Pathway is via referral into the multi-agency Gateway Group. The Gateway Group meets fortnightly (via telephone conferencing) to discuss and allocate referrals into the Pathway; these referrals can be for emergency accommodation, short-term accommodation, homeless prevention and/ or flexible support. The Gateway Group is solution focussed; it facilitates multi-agency discussions based around the needs of the young person and the sustainability of the support.

4. Commissioned Accommodation and Flexible Support

In the Positive Housing Pathway, young people receive a package of support based on their individual needs, which will be reviewed regularly (every 6 weeks). This support enables the young person to move on as a self-sufficient adult, able to manage their own tenancy. Young people are discussed by the Gateway Group at the point of referral and providers bring young people, who are experiencing problems in their tenancy or who have unmet needs, back to the Group for discussion and/or identification of relevant actions/other sources of support. These are known as STEP (Sustaining Tenancies and Eviction Prevention) referrals.

In line with the introduction of the Pathway, we have expanded our offer to include flexible support, in addition to the specialist support offered by the Youth Homelessness and Housing Officers. These posts operate alongside the Youth Homelessness and Housing Officers and offer tenure neutral flexible support to young people. This means that for older young people (18+), who may not wish to live in supported accommodation, we can work with our district partners to look at alternative housing solutions, including the private rented sector, and can attach support to the young person to give them the best chance of succeeding in their chosen tenancy. Flexible support is allocated via discussions at the Gateway Group and can be used to offer additional support to a young person in supported accommodation, based on their unmet needs.

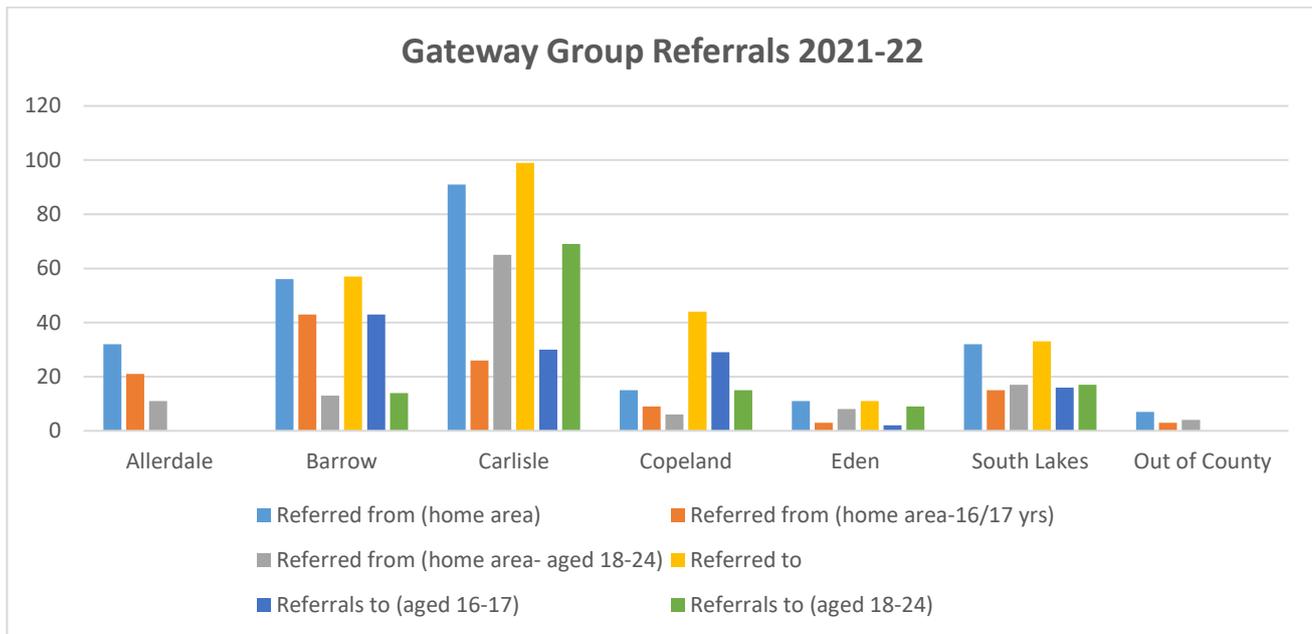
5. Range of Housing Options

We work closely with our district partners and with our supported accommodation providers, to assist young people to move on to suitable accommodation. The partnership working, which has evolved through the past 5 years of developing and implementing our Joint Protocol, has meant that we have good networks in place and can find creative solutions to enable our young people to progress through to a home, whether that is in social housing, the private rented sector or whether that equates to a return home. Our flexible support offer means that we offer young people who are moving into their own independent tenancy for the first time, a period of support through that transitional period so that they are supported to get everything in place that they need.

POSITIVE HOUSING PATHWAY – YEAR 2

Data

Between the 1st April 2021 and the 31st March 2022, we have held 30 Gateway Group meetings, discussing 244 young people aged between 16 and 24 years. The table below gives a breakdown of the young person's home area and where they were referred to, as often young people are referred to accommodation outside of their home district.



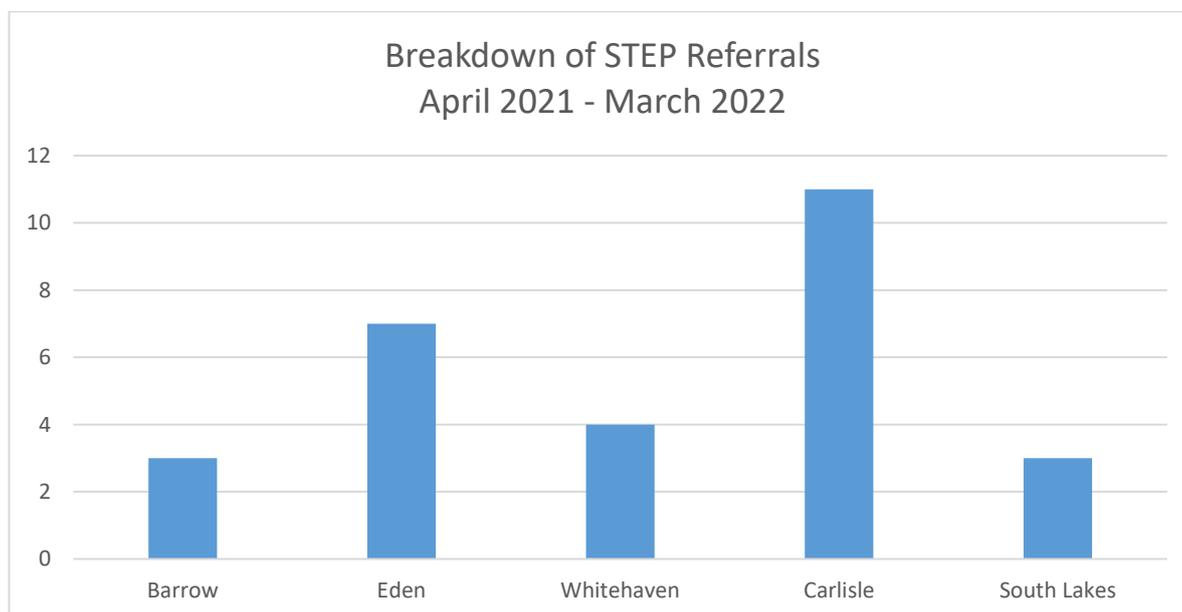
Area	Referred from (home area)	Referred from (age 16/17)	Referred from (age 18-24)	Referred to	Referred to (age 16-17)	Referred to (age 18-24)
Allerdale	32	21	11	0	0	0
Barrow	56	43	13	57	43	14
Carlisle	91	26	65	99	30	69
Copeland	15	9	6	44	29	15
Eden	11	3	8	11	2	9
South Lakes	32	15	17	33	16	17
Out of County	7	3	4	0	0	0

Gateway Groups are attended by core members; this includes providers (short-term and emergency accommodation), district housing teams and the CCC Youth Homeless & Housing Team. Additional attendees are invited, dependent on the needs of the young person and/or relevant persons with whom the young person has an existing relationship. Additional attendees at Gateway Groups have included:

- Early Help Agencies – Targeted Youth Support, Family Action, Youth Substance Misuse Officer, Cumbria Youth Alliance, Women's Community Matters, Eden Carers.

- Social Care - Children's Social Worker, IRO, Leaving Care PA and Advanced Practitioner, Adult Social Care Learning Disability Social Worker; Transitions Worker, Homestays.
- Police, Probation and Youth Offending.
- DWP.
- Housing partners: Eden Housing Association Housing Officer, My Space, Carlisle Key; Castles & Coast Housing Association.
- Education representatives – Pastoral leads, Personal Progression Coach and Designated Safeguarding Leads.
- Health representatives – such as a Social Prescriber, HAWC, Midwife, Perinatal Mental Health Team, Occupational Therapist, Senior Occupational Therapist & Ward Manager, Community Mental Health Team, Reablement Review Officer, Specialist Nurse ADHD, Inpatient Mental Health Practitioner and Strengthening Families Team member.

Between the 1st April 2021 and the 31st March 2022, discussions have been held on an additional 28 occasions for young people, who already had tenancies in supported accommodation and who needed additional support; these referrals came through under the Sustaining Tenancies and Eviction Prevention (STEP) Procedure and came from providers. These discussions aim to identify unmet needs and bring additional support around young people to hold them in the Pathway and enable them to remain in safe and suitable accommodation.



Notices

One of our core aims in the Positive Housing Pathway, is to better hold young people in the Positive Housing Pathway and to have a common focus across services, on enabling young people to sustain tenancies, rather than end them. This relates to our STEP Procedure above and this is used to identify young people, whose tenancies may be at risk, at the

earliest possible point and to explore options for additional support from a variety of agencies. Despite this, we have still had three occasions when we have been unable to hold the young person within the Pathway, and notice has been served. In all instances, everything possible was done to ensure the young person was safe and supported.

Flexible Support: Housing Intervention Support Workers (HISWs)

The number of young people, whom the HISWs have been able to support in Year 2, stands at:

- North – 24.
- West – 28.
- South – 26.

Emergency Temporary Accommodation

Our emergency, temporary accommodation is provided by Depaul UK in the form of a Nightstop service. At the beginning of the 2nd contract year on 1st April 2021, we were still experiencing lockdown restrictions and the 10 Nightstop households were still unable to host. An opportunity arose via the relationships with the other PHP providers, to rent a self-contained unit in their Foyer building, to be used as a Nightstop Crashpad. A funding application, with support from Cumbria County Council, was successful and the Crashpad was able to provide 6 months of availability for emergency accommodation, during which time 45 bed-nights were used. Due to a joint COMF bid submitted by the PHP, further funding was secured, providing 9 months of accommodation from January 2022.

Host Households have been slowly returning to hosting and new host applications processed meaning there are currently also 5 hosting households. Recruitment activity focused on recruiting more new hosting households, is being focussed on South Cumbria, particularly the Barrow area. Local press, awareness stalls, radio advertising, Facebook advertising and attending face to face networking meetings are some of the approached adopted to date. In the last contract year (01/04/21 – 01/04/22) Nightstop has provided 99 bed-nights.

Young People's Feedback

One area we wanted to develop within Year 2 was our approach to hearing the young people's voice and invest some time into looking at how we do this on an on-going basis, rather than just as one-off exercises. We have trialled 2 approaches:

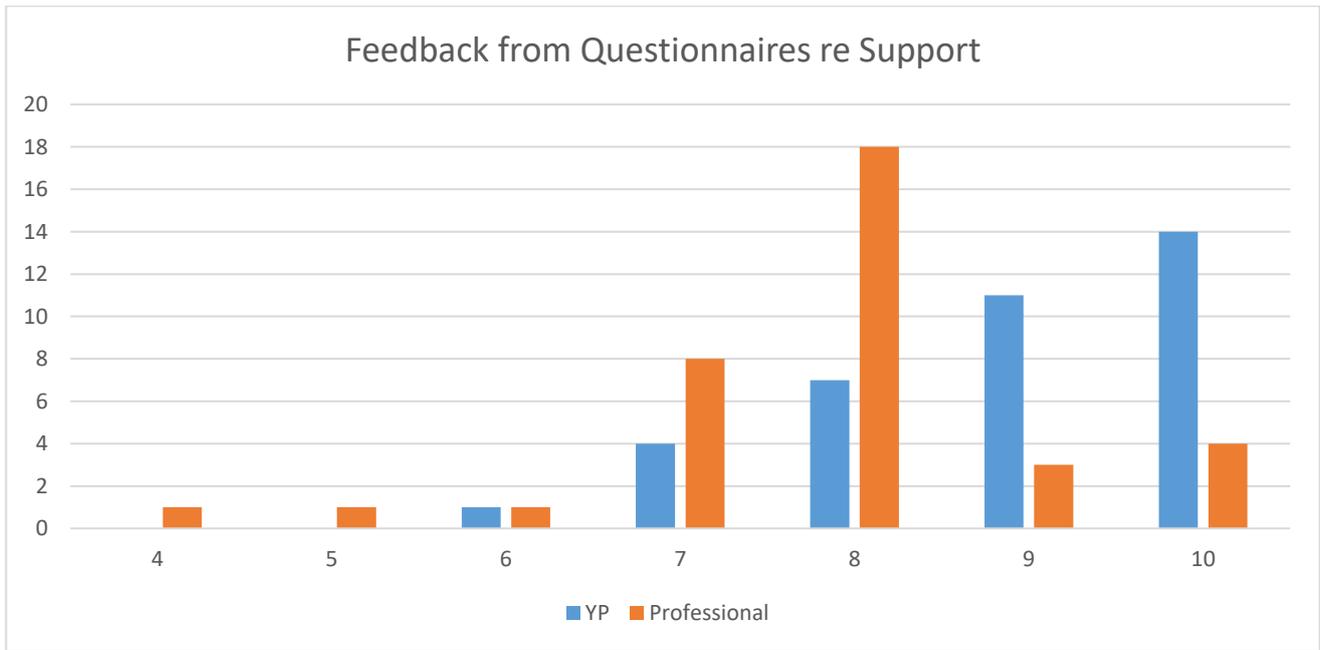
- The first involving sending a post card (handwritten and addressed) to young people in the scheme saying that someone would be ringing them in the next few weeks to get their feedback on where they live; and
- The second involving a feedback box being installed in scheme and young people being asked to use the postcards to give their feedback.



The second approach has yielded zero responses whereby the first approach gave us feedback from 5 young people out of a possible 13 (there were 14 properties but one was void). We will be adopting the first approach and agreeing timescales for the CCC Youth Homeless Team to undertake this on a regular basis.

Providers and the Housing Intervention Support Workers were asked to complete questionnaires with the young people in our service about the support they have received and how they think we could improve the service. We received 37 questionnaires back. The questionnaire can be found at Appendix 1.

Each practitioner and young person were asked to score how they thought the support they had received, had made a difference to the young person's life - with 0 being no difference, and 10 being significant difference. The chart overleaf shows the practitioners' and the young people's scaling. Whilst the lowest scaling was a 4, this was by a professional. Of the 37 responses from young people, 32, or 86% of the responses, scaled the difference the professional's support had made to their life as an 8 or above.



The best bit about Supported accommodation is it's helping me get more comfortable about opening up and also about being myself thanks to all the support I have received.

My support worker has treated me like an adult and made me feel safe, secure and happy and she hasn't left me in the dark.



Having the support for anything if needed and having to learn living on your own. Having help with anything needed and not feeling like you're on your own.

Having that person there who you can trust and go to for advice. Sort of like a parental figure but you understand it's professional.

What has been the best bit about Supported Accommodation?

Every time I come downstairs with a problem, big or little, I can get help with it. This helps me to not get stressed.

Being able to trust my support worker. Being able to have support whenever I need it and not just at appointments. Fixing the damage I caused to my bedroom wall and completing my development plan.

Because being here teaches you life lessons. It helps you mature and learn, you realise how hard it is to live on your own. Working with my ILW has taught me things and how to take charge of things. You get support which takes the stress out of it all and helps me breathe.



The support and amount of information given to learn how to manage a tenancy.

All the support I have received including help with my daughter, cooking and how well myself and my support worker worked together. I felt listened to.

It kept me off the streets and I felt comfortable. They took me for days out so I felt included. The hosts were really welcoming and allowed me to stay for 3 weeks and didn't rush me. Always had nice meals (nice pasta).

What has been the best bit about Nightstop?

It's been peaceful.



What has been the best bit about being supported by a HISW?

The best part has been the sheer amount of support and guidance. Doing lots behind the scenes, going above and beyond to get me sorted.

Talking and meeting and being able to chat through problems. Seeing how I was and helping me to get things I needed for the house. Helping me move home. Talked to my social worker if I was confused.

Getting my confidence up and helping me to manage my flat and bills. Always being there to help me when I need it and give me good advice. Giving me lots of help with Child services and explain things so I understand. Helped me to get supported housing because I know I need help to manage on my own.

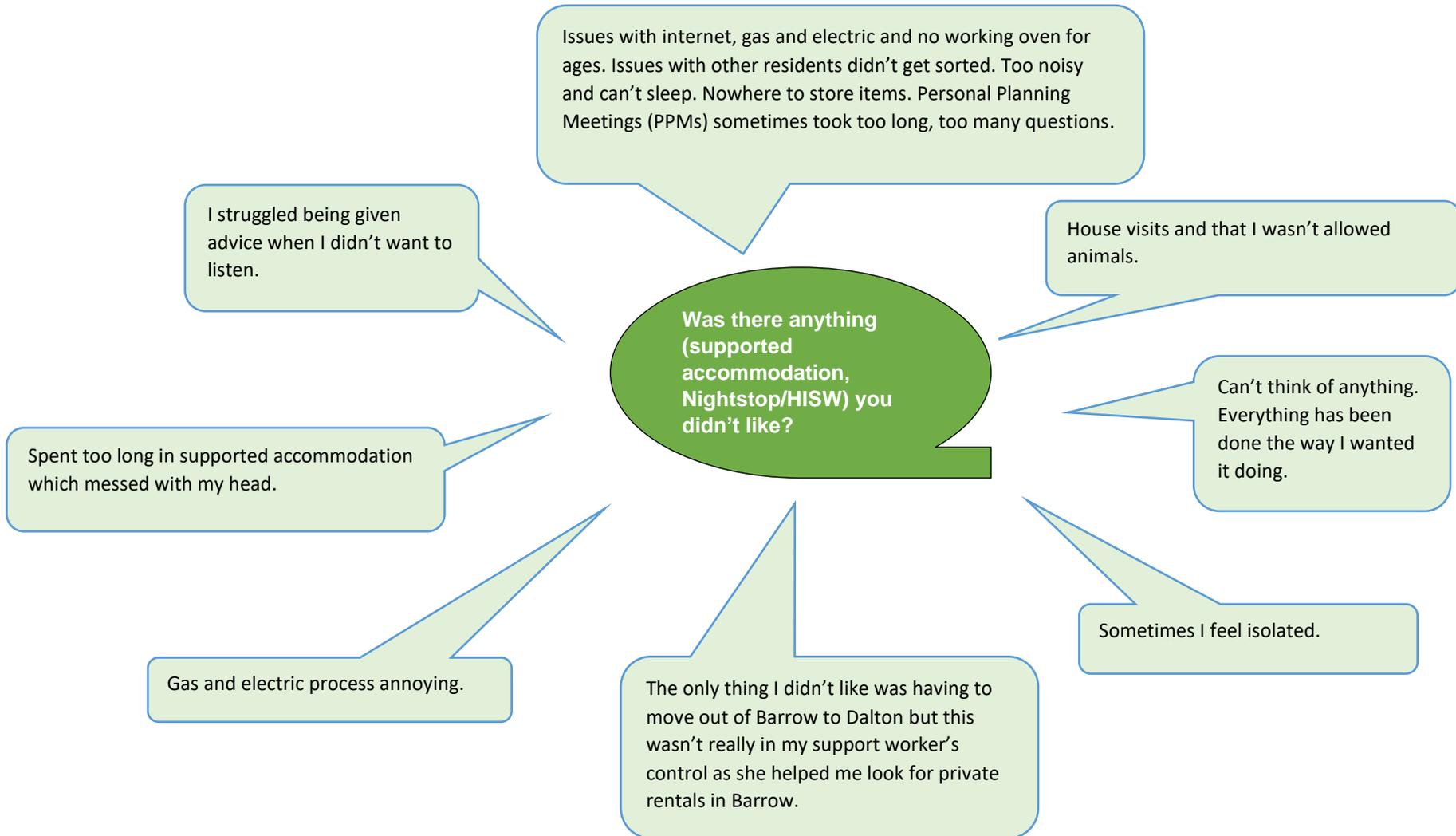
Everything. I don't have to worry about having to do things on my own as much and my family are less stressed about me too.

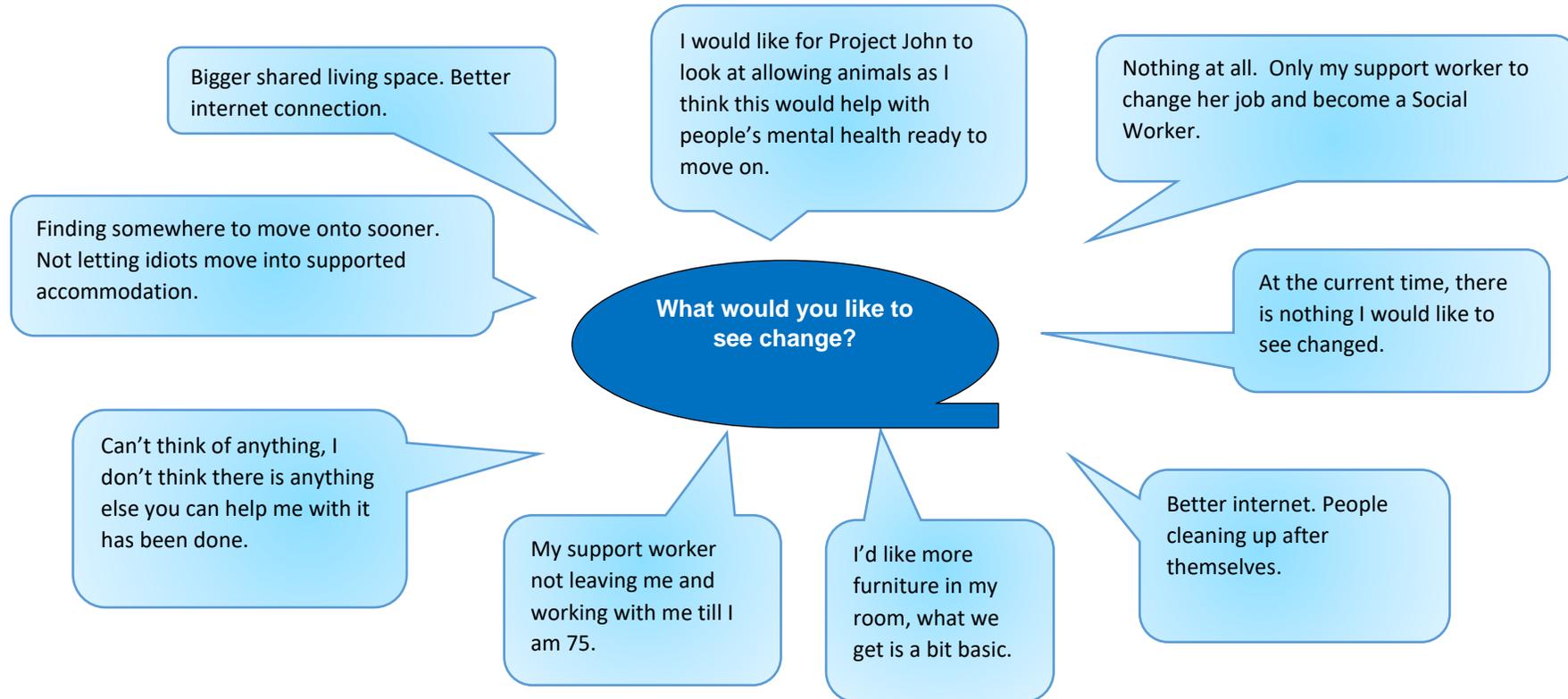
Helping me to get a flat and start me off with things like a microwave, kitchen stuff and bedding. HISW made such a difference and showed me that I can get a flat and have help around me.

Friday Face times. A great relationship. Help to understand benefits, bills and my housing. Help to get me out of the house when I didn't want to. Help with clothing and food banks (I love the lady at the food bank). Help to get me a leaving care worker so I can have some support until I am 25. Helping me contact riverside many times, make complaints about repairs as they are hard to talk to and confusing. Helping me make calls because I hate making calls, giving advice and being there at the end of the phone if I need help or talk.

No one would help me when I was kicked out of Town View Fields. She was the only person to help me when no one else would. Got me housed in 3 days and off the street. Thankyou.

Being young, I was unaware of most things. She has helped me with everything and been patient. She is the only time with adults I haven't felt like a burden and always put my needs first. She gives amazing advice and support at all hours. I know I can text she will get back to me when she can. She has helped me through all my problems and referrals to better my mental health as well as housing. I really don't know what I would have done or survived with her. She saved my life in a way.





Professionals' Feedback

The PHP is heavily focused on partnership working and our partners are key to the Gateway Group approach. We sent out a questionnaire to everyone who had attended a Gateway Group over the past year to get their feedback on:

- How are you engaged in the Positive Housing Pathway?
- Thinking about your experiences of the Positive Housing Pathway including: referring into the Gateway Group, contact with a Youth Homeless & Housing Officer (Andy, Emmie or Helen), involvement in discussions at a Gateway Group; or partnership working with a Housing Intervention Support Worker (Anne, Lisa or Paula), what do you think works well?
- What could we improve?

Partnership working and the approach adopted to the Gateway Group, was clearly felt to be a strength, with comments such as:

- "The Gateway Group process seems to work well in collating info from various sources, then making decisions about housing."
- "Great communication between all professionals involved in this partnership. The positive can-do approach from everyone."
- "A whole team approach which includes all the organisations involved with the PHP."
- "I have felt very supported especially by the Youth Homeless & Housing Officers. The Gateway Group is run well and is a useful tool when needing additional support with a YP especially as everybody's voice is heard, and ideas shared."
- "Referrals to gateway are simple and effective."
- "Gateway Group is well organised and structured. We are listened to during Gateway Group discussions and a multi-agency approach is useful and productive."
- "The Gateway Group works very well in terms of holding everyone to account. It has a clear pathway that is focused on finding solutions for each case and shares out the work across all professionals evenly."
- "Partnership working is really proactive and efficient. Agencies being accountable for specific actions is effective."

We wanted to acknowledge the feedback from professionals and its value in enabling us to improve and adapt our service and so have responded to feedback on areas that could be improved/areas that need greater clarity.

Service Development Days

In the second year of the contract, we have held 3 Service Development Days (SDD), the first in July 2021, the second in November 2021 and the third in January 2022. These SDDs aim to develop the service in a consistent way, regardless of organisation, and to identify future developments. The days are planned by the managers of all services (commissioned

and non-commissioned) and use participants' feedback to shape future sessions. We start by asking attendees to do a check-in in terms of what is working well, what are you worried about and what needs to happen. At the end of each SDD, managers feedback on check-in and discuss next steps to address any issues raised.

The SDDs have featured sessions such as:

- Domestic Abuse, delivered by Louise Kavanagh, DA & SV Co-ordinator;
- Lived Experience of YP Transitioning, delivered by Jane-Ann of North Cumbria Pride;
- SoS Language/Mapping, Worry Statements, Safety Planning & Safety Journals, delivered by the CCC Signs of Safety Team;
- A targeted stand-alone SoS session going through in-depth Safety, Wellbeing and Success Journals.

We have organised next 2/3 Service Development Days for this year. These sessions will be focussed on:

- Young People's Speech & Language Communication Needs;
- Young People's Gambling Harm Prevention;
- Wellness Recovery Action Planning.

CCC Oversight

In contrast to the previous contract when young people could self-refer into supported accommodation, all referrals into the PHP are discussed at the fortnightly Gateway Group meetings. Gateway Groups are chaired by CCC and attended by core members (CCC Youth Homeless and Housing Team, District Councils, providers) plus other professionals, specific to the individual young person being discussed. Oversight at this point in the process means that all young people entering the PHP, are tracked through their time with the PHP and outcomes are recorded.

At the front-line, we have fortnightly catch-up meetings between providers' Independent Living Workers/Support Workers and CCC Youth Homeless and Housing Officers; these meetings are a quick catch-up about young people in schemes as well as discussing contact with those waiting for a place. These meetings discuss whether a STEP referral is required for a young person, as appropriate and based on their needs. These meetings are supplemented by managers meeting on a bi-monthly/quarterly basis to discuss move-ons and ensure that young people are getting the right support for them to move on to live independently, at a time that is right for them.

GOOD NEWS FROM THE PHP YEAR 2

Case Studies

Our providers and Housing Intervention Support Workers have provided some case studies of work they have undertaken with the young people too illustrate the types of support they offer. There have been some excellent examples of work.

Practitioners have scaled reasonably high in terms of how they felt they have supported the young people and what difference they have made to their lives.

The case studies have evidenced that, staff across the Pathway provide a great deal of emotional and wellbeing support to the young people. This includes signposting to other support agencies and encouraging the young people to engage in support offered. PHP staff have also advocated for young people with other agencies, ensuring they access the additional support they need, to help them lead fulfilling lives.

Some examples of best pieces of work have included:

- Cooking sessions to help with independent living skills and to keep young people focussed on a positive activity;
- Supporting young people within the service, as opposed to evicting them, and providing ongoing support;
- Supporting a young person in the process of getting the child back into their care, including attending various Children's Services meetings and acting as an advocate for the young person;
- Supporting with mental health/anxiety, including having difficult, sensitive conversations;
- Practical support for moving onto independence, including sourcing clothes, furniture, food etc;
- Securing funding for goods for vulnerable young people;
- Confidence-building;
- Helping young people get a diagnosis so they have ongoing support throughout their lives;
- Supporting young people to source safe and appropriate move-on accommodation and to put a case forward to support this;
- Using active listening skills when young people open up about difficult times in their lives and past trauma, and sharing information with other relevant professionals (with young people's consent).

Case Study examples can be found in Appendix 3.

Added Value

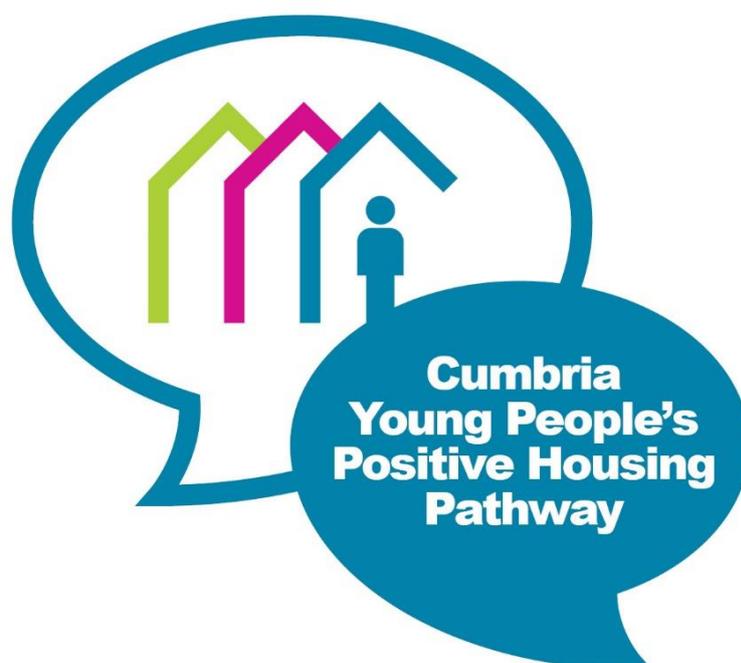
There are lots of instances when our providers and Housing Intervention Support Workers go above and beyond to best support our young people. This was acknowledged by the young people within their questionnaires. The diagram on the following page shows examples of this added value. The diagram has been colour coded to indicate which parts are covered by Riverside, Project John and/or HISWs. Riverside are boxed in green, Project John in orange, and HISWs in blue.

It is clear that collaborative working, both within our service, and with external partners, has delivered positive outcomes for our young people; we look forward to further developing these working relationships and building on the success to date, improving the service we offer to young people.



Young People's Questionnaire

April 2021 - March 2022



We are writing a report about what has been done in the last year and would like to hear from you about the support you have received and what you would like for the future.

ILW/Support Worker/HISW to complete in advance, this young person has worked with/experienced:

- Flexible Support (through Anne, Lisa or Paula)
- Riverside supported accommodation
- Project John supported accommodation
- Nightstop

Using a scale where 0 = no difference and 10 = significant difference – what difference have you, as a practitioner, made for this young person?	
Practitioner scaling (0-10)	
What was your best piece(s) of work on this case and what are you most proud of?	

ILW/Support Worker/HISW to complete the following section with the young person, having shared with them and talked through your answers above.

Using a scale where 0 = no difference and 10 = significant difference – what difference has your Independent Living Worker/Support Worker/Housing Intervention Support Worker made for you?	
Young Person's scaling (0-10)	
What has been the best bit about being in supported accommodation?	
What has been the best bit about being in Nightstop?	
What has been the best bit about being supported by a Housing Intervention Support Worker?	

Was there anything that you didn't like?	
What would you like to see change?	

Thanks for taking the time to complete this.



Appendix 2

Positive Housing Pathway Case Study

Provider:	Riverside (Whitehaven)
Using a scale where 0 = no difference and 10 = significant difference – what difference have you as a practitioner made in relation to this child/young person/young adult?	
Practitioner Scaling (0-10)	9
What worked well, to make you scale in this way? And what difference has your work made to the young person?	<p>When the young person moved to the Foyer, they were very reserved, nervous and anxious about meeting new people. The young person was confused about their sexuality and was living with body dysmorphia; this added to their anxieties.</p> <p>After receiving non-judgemental support and acceptance the young person started to open and talk about their sexuality, which led to them accepting themselves and growing in confidence. The young person became a very popular resident of the Foyer, their engagement with support and group meetings was brilliant. The young person joined a local LGBT support group where they were accepted and able to make positive friendships. The young person was encouraged to seek professional advice from their GP about body dysmorphia, this led to them being offered specialist counselling.</p> <p>The young person overcame a lot of barriers; subsequently they have moved on from the Foyer, gained full time employment and are maintaining their own tenancy; this is the reason for my score of 9.</p>
What would need to happen to move up on the scale? And what difference will this make for the young person?	To move up on the scale the young person would need to continue to maintain their new tenancy over a period of 6 months, this would give them time to establish themselves in the community.
What was your best piece(s) of work on this case and what are you most proud of?	Supporting the young person to accept themselves and grow in confidence. To see the young person happy and loving life, was amazing.
What is the key learning from this audit and how will you apply this learning to other cases? What and how would you wish to share with your wider team?	Accepting young people where they are at, helping them to identify their strengths and praising them for progress made no matter how small this is. Something that may appear to be a baby step forward for us is a massive move in the right direction for them. Total non-judgemental acceptance is the key to change in most of our young people.
If the child/young person/family were sitting here now, what do you think they would say you did that made the most difference to them?	Thank you for accepting me and helping me to learn from my mistakes and move forward in my life. Thank you for believing in me.



Positive Housing Pathway Case Study

Provider:	Riverside (Whitehaven)
Using a scale where 0 = no difference and 10 = significant difference – what difference have you as a practitioner made in relation to this child/young person/young adult?	
Practitioner Scaling (0-10)	8
What worked well, to make you scale in this way? And what difference has your work made to the young person?	<p>This young person struggled to mix with others because of their severe social anxiety. The young person would isolate for days rather than mix with other people. The young person would not use a communal kitchen or laundry, if there was anyone else in there. When the young person did come out of their flat, they would have their hood pulled up and tied tight around their face so they couldn't be seen.</p> <p>After building trust and rapport through support sessions, the young person began to come out of their flat but was reluctant to join any group sessions. The young person was encouraged first to walk through the meetings without staying, then stay for 5 minutes. As the weeks went by, the young person stayed a little longer and this gradually built to them staying for a whole session. In one session the young person took part in making home-made burgers, taking the lead on the bbq. The marked difference in this young person's demeanor and confidence, led me to scoring an 8.</p>
What would need to happen to move up on the scale? And what difference will this make for the young person?	The young person would benefit from taking more responsibility for making appointments and dealing with professional telephone appointments i.e., GP and other agencies supporting with PIP and ADHD; this would prepare the young person more for move-on.
What was your best piece(s) of work on this case and what are you most proud of?	Despite presenting with some characteristics common to ADHD, the young person had never been put forward for an assessment. The young person felt that this had held them back and caused so much upheaval in their education and personal relationships. After many months of speaking to professionals and arranging appointments and assessments, the young person was finally diagnosed with High Level ADHD and referred to a psychiatrist for medication to help with their behaviours.
What is the key learning from this audit and how will you apply this learning to other cases? What and how would you wish to share with your wider team?	Although it was very frustrating trying to get an assessment in place for the young person, never give up and keep pushing for what you feel the young person needs.
If the child/young person/family were sitting here now, what do you think they would say you did that made the most difference to them?	Thank you for not giving up on me and making it possible to get my diagnosis at last. Thank you for being patient with my behaviour.



Positive Housing Pathway Case Study

Provider:	Project John (Barrow)
Using a scale where 0 = no difference and 10 = significant difference – what difference have you as a practitioner made in relation to this child/young person/young adult?	
Practitioner Scaling (0-10)	7
What worked well, to make you scale in this way? And what difference has your work made to the young person?	<p>This young person was served notice in March 2021, however they have been supported to stay in the placement and offered additional support hours, funded by Adult Social Care. Since notice was served, there has been a multi-agency strategy in place, and this has worked well. Support for this young person has covered a wide range of issues including helping them with their bank account as they had fraudulent activity twice and the account was frozen. We built close links with the bank and were able to overcome this, to the benefit of the young person.</p> <p>This young person was in an abusive relationship. We supported them through this and involved Safeguarding, which enabled the police to make disclosures to the YP in line with Claire's Law. This gave the young person a clearer picture of their partner's past and enabled them to make informed choices about the relationship.</p> <p>Once we were given access to the young person's Psychological Assessment, this gave us a more in-depth understanding of the young person and their needs. As a result, we were able to increase support hours and adapt communication to their needs.</p> <p>Our support has been consistent, regardless of the young person's behaviour, which has at times been challenging, and they have acknowledged that this has helped them.</p>
What would need to happen to move up on the scale? And what difference will this make for the young person?	<p>Perhaps for the young person to engage more in more positive physical activities and have support to reduce their cannabis.</p> <p>It would be beneficial for the young person to engage with the counselling available within the scheme to begin to deal with the diagnosed acute trauma they have experienced</p>
What was your best piece(s) of work on this case and what are you most proud of?	<p>We are proud that we were able to support the young person to stay in our property, rather than evicting them. We have always been consistent with the support and have never given up on the young person, regardless of the obstacles.</p> <p>We have done cooking sessions with the young person and these have been beneficial – during these, they concentrate on what they are doing, don't react to things (such as messages) and manage their emotions. The young person also puts their phone away during these sessions.</p> <p>The shopping sessions have benefitted the young person as they have learnt to budget their money better and buy goods that last rather than crisps, chocolate etc. They have enjoyed the structure of these sessions and have not missed any as they see this as important and know they benefit from the company.</p>
What is the key learning from this audit and how will you apply this learning to other cases? What and	<p>The learning is the importance of gathering all relevant information and asking more questions prior to housing a young person so that we can get the right support intervention from day 1.</p>

how would you wish to share with your wider team?	
If the child/young person/family were sitting here now, what do you think they would say you did that made the most difference to them?	<p>They would be happy they were not made homeless as they feel that they have been let down by the system throughout their life and they see we have not let her down.</p> <p>Regardless how difficult it has been, they would be grateful how much we have helped them through difficult situations.</p> <p>Adult and Children's Services have been grateful how much support we have put in place for this young person.</p> <p>The young person would most likely vent their frustrations about how long it has taken to secure move-on accommodation; this has now been done and they are due to move-on soon with a package of support.</p>



Positive Housing Pathway Case Study

Housing Intervention Support Worker district	Carlisle and Eden
Using a scale where 0 = no difference and 10 = significant difference – what difference have you as a practitioner made in relation to this child/young person/young adult?	
Practitioner Scaling (0-10)	7
What worked well, to make you scale in this way? And what difference has your work made to the young person?	This young person came into the service after a family breakdown. They were in the process of transitioning and their family could not accept this. I was able to build up a relationship with the young person and discuss any concerns they had. I was able to support the young person to view accommodation and accompany them to the local youth hub to discuss benefits and housing costs. At that time the young person had no family or peer support and felt very alone, so to have someone there to support them through the process made them much less anxious and scared.
What would need to happen to move up on the scale? And what difference will this make for the young person?	We identified that this young person had not sought any advice of support from the LGBT community. I was able to put them in touch with the local LGBT office and arrange an appointment for them to go in and speak to someone about their transition. After a couple of appointments, the young person felt much more confident and was able to access the support as and when needed independently. This had a real positive effect in their mental health. So continuing to engage with this support network to ensure positive mental health would move the scale rating higher.
What was your best piece(s) of work on this case and what are you most proud of?	This young person came with few personal belongings, so being able to support this young person to source bedroom furniture and funding made a huge difference to their move on. We were also able to provide them with food vouchers and provide toiletries until their benefit claim had been paid. I'm really proud to see that they are still accessing support from the LGBT community, and they are making good progress.
What is the key learning from this audit and how will you apply this learning to other cases? What and how would you wish to share with your wider team?	To enable us to provide inclusive support it's important to form good relationships with outside support agencies. Popping in for a chat or regularly catching up over the phone about new support sessions starting is a really good way to have up-to-date advice and be able to signpost the young person to the right support.
If the child/young person/family were sitting here now, what do you think they would say you did that made the most difference to them?	Collecting their belongings from the family home was really important to this young person, they didn't have much but their clothing was really important to them. Also being able to put them in touch with the correct support to help them during their transition made a real difference to this young person.



Positive Housing Pathway Case Study

HISW:	Copeland/Allerdale
Using a scale where 0 = no difference and 10 = significant difference – what difference have you as a practitioner made in relation to this child/young person/young adult?	
Practitioner Scaling (0-10)	10
What worked well, to make you scale in this way? And what difference has your work made to the young person?	The young person refused to engage with me while they were in The Foyer but, when they were subsequently evicted and became homeless, the reality of the situation hit and they engaged very well. After much persistence and perseverance, I was able to source an appropriate supported flat for them, which has absolutely made a huge difference to the young person's life; mentally, emotionally, financially and practically.
What would need to happen to move up on the scale? And what difference will this make for the young person?	The young person is scaled at a 10 as they have gone from being street homeless to being in supported accommodation and they scaled themselves as a 10. We are in the process of applying for PIP and they have an application for limited capability for work submitted so we are awaiting the outcome of these; if the YP is successful with these applications they will be in a much stronger situation financially which will ultimately benefit them long term.
What was your best piece(s) of work on this case and what are you most proud of?	Following up Home Group accommodation for difficult to house people, there are only 15 flats, my YP was the 19 th to apply, and I really put together a very strong case for them to be offered one of these flats with support. I am proud of the fact they have one of these flats with their own tenancy and support.
What is the key learning from this audit and how will you apply this learning to other cases? What and how would you wish to share with your wider team?	My key learning is to be persistent, don't give up, professionals have a responsibility and need to fulfil it no matter how hard it is. I will use this learning when working with my other young people and I will not give up as our YP deserve to be treated properly and fairly. Use your resilience to follow up difficult tasks when other people don't want to take responsibility.
If the child/young person/family were sitting here now, what do you think they would say you did that made the most difference to them?	The fact that someone listened to the YP took on board what they had to say and did their absolute best to address the issues, was very persistent and even when the YP didn't want to engage etc still followed things up and involved the YP in decision making.