

# Quick Reference Guide

August 2014

<b>J O I N T</b>	<b>P R O T O C O L</b>
	County Durham Joint Protocol for homeless 16 & 17 year olds

The joint protocol is an agreement that establishes the roles and responsibilities of different agencies towards homeless 16 and 17 year olds and promotes an effective assessment and meeting of the individual's needs.

For full procedural guidance, please refer to the Agency Guidance Notes. This quick reference guide enables front line staff to see at a glance the procedures for taking a young person through the protocol and clarifies which section of the paperwork they should complete at each stage. Agencies involved in the joint protocol are:

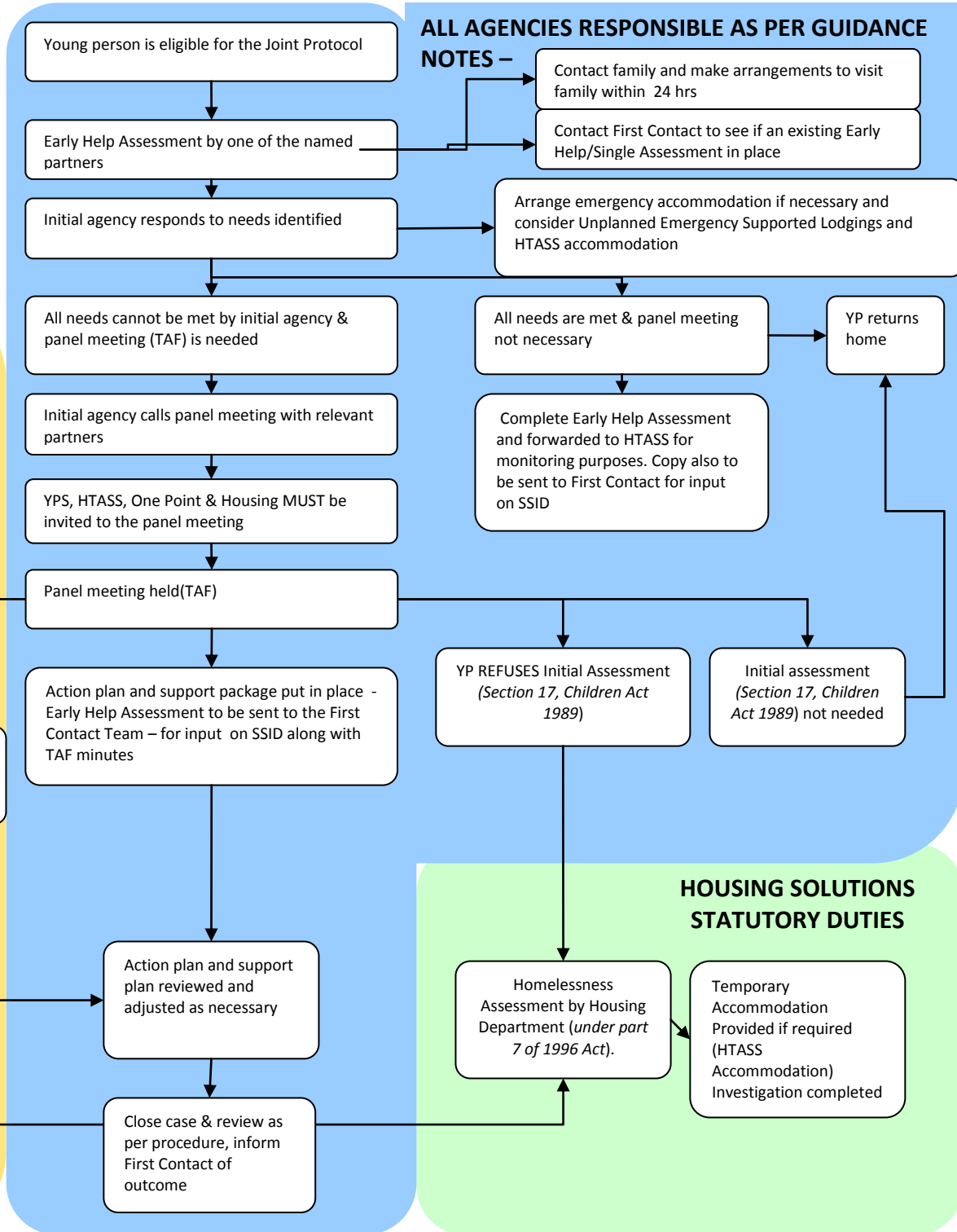
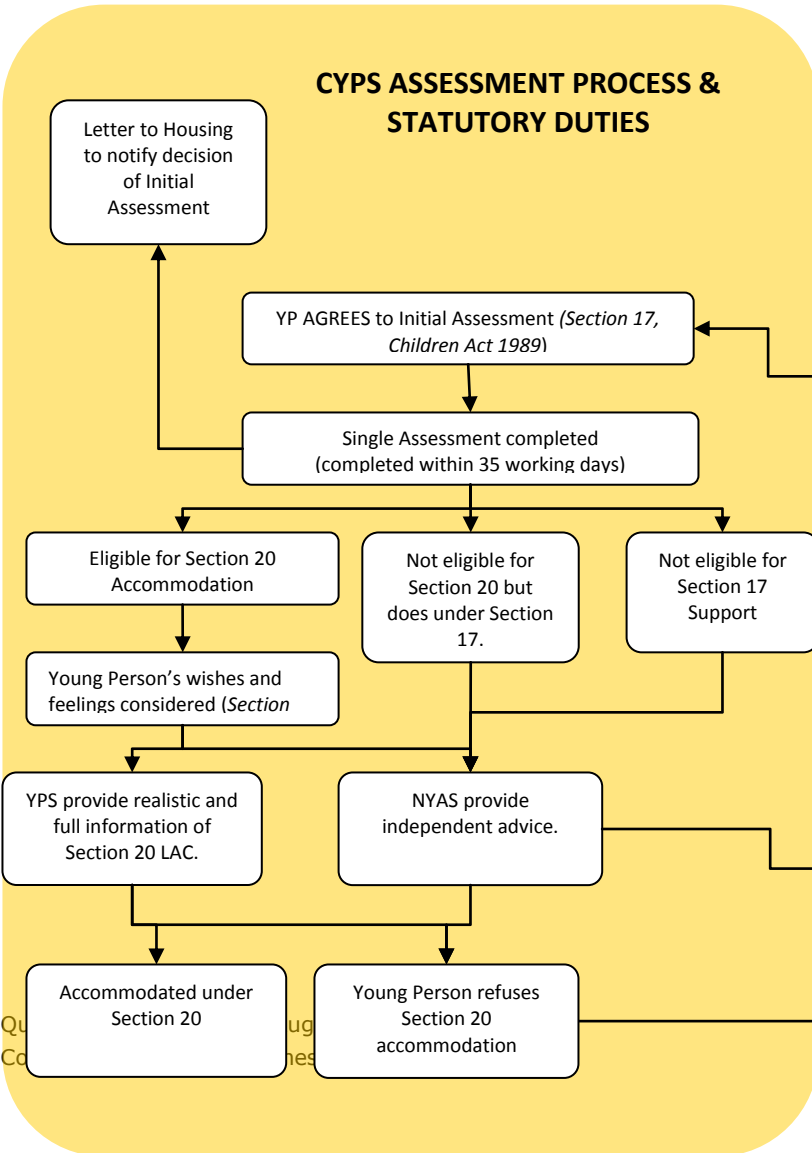
- Children and Adult Services, Young People's Service
- Durham County Council Housing Solutions Service
- One Point Service
- Youth Offending Service
- HTASS Stonham

The County Durham Joint Protocol process outlined in this guide has been updated to reflect the G V Southwark LBC judgement (May 2009) which clarified responsibilities towards homeless 16 and 17 year olds. More detail can be found in the Agency Guidance Notes.

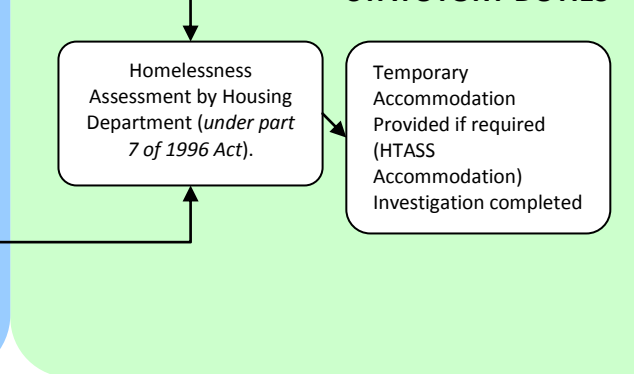


<b>J O I N T</b>	<b>PROTOCOL</b>
	County Durham Joint Protocol for homeless 16 & 17 year olds

**JOINT PROTOCOL PROCESS FLOWCHART  
August 2014**



### HOUSING SOLUTIONS STATUTORY DUTIES



## Stage one – Initial assessment – Lead with the initial agency

Wherever the young person presents as homeless, that agency takes overall responsibility for coordinating the involvement of other relevant agencies at the Early Help Assessment stage.

✓ Indicates agreed responsibility by agencies	Young People's Service	Housing	HTASS Stonham - Voluntary Sector Provider	Youth Offending Service <sup>1</sup>	One Point Service
1. Take referral and complete Early Help Assessment form.	✓	✓	✓	✓	✓
2. Make contact with family to explore return home options and instigate a home visit within 24 hours	✓	✓	✓	✓	✓
3. Arrange emergency accommodation if young person is not able to return home or stay with friends or extended family (Unplanned emergency supported lodgings or HTASS accommodation)	✓	✓	✓	Liaise with local housing dept or vol. sector	Liaise with local housing dept or vol. sector
4. Help to claim benefits	Liaise with One Point Service	Liaise with One Point Service	✓	✓	✓
5. Living expenses for immediate use if benefit claims unsuccessful and no other sources of finance available.	✓	Liaise with CAS	Liaise with CAS	Liaise with CAS	Liaise with CAS
6. Call panel meeting(TAF) with agencies needed (identified through the completion of the Early Help Assessment form)	✓	✓	✓	✓	✓
7. Where the homelessness issue is resolved and the young person is able to return home, a copy of the Early Help Assessment to be sent to HTASS Stonham for monitoring purposes and a copy sent to First Contact for input on SSID	✓	✓	✓	✓	✓

In order for the protocol to work effectively **it is imperative** that responsibility should not be passed between agencies unless specified above.

<sup>1</sup> Youth Offending Service works with existing clients only

## 1. Referral and Early Help Assessment form

Action	Paperwork
Inform young person of process	YP information
Explain confidentiality, sharing of information and estrangement rule	YP guide
Complete Early Help Assessment form as comprehensively as possible and explain local connection (see JP Aide Memoire re checklist of information required)	Early Help Assessment Form and JP Aide Memoire
Make contact with family to explore return home options. Undertake home visit within 24 hours	Early Help Assessment Form
Contact First Contact to see if a previous CAF or Early Help Assessment has been completed and identify if there is a lead professional	Record information on the Early Help Assessment Form
Ensure Young person consent to the assessment and record on the Early Help Assessment form as appropriate.	Early Help Assessment

## 2. Contact family

Action
You should contact the family to explore options for a return home, where no risk to the young person is present and arrange a home visit within 24 hours
If the young person is able to return home, copy the Early Help Assessment form and send to HTASS Stonham for monitoring purposes. Also send a Copy to First Contact for input on SSID

## 3. Arrange emergency accommodation

Action	Paperwork
Contact family (where safe) to explore options for temporary stay	
Contact other family members/friends to explore options	
Contact the Young People's Service to see if there is any availability within Unplanned Emergency Supported Lodgings	
Only if no other options available Contact HTASS Stonham re the availability of crash pad accommodation	
Telephone named contacts in Housing Solutions and Young People's Services to gain authorisation for the placement	Contact telephone list
Arrange for young person to get to the emergency accommodation	
Arrange for young person to complete a housing benefit form	Housing benefit form
Arrange follow up contact with young person	
Contact Housing Solutions, Young People's Service and HTASS Stonham to inform of placement	

## 4. Help to claim benefits

Action	Paperwork
To make a claim for benefits – contact should be made with One Point Locality Office to discuss training and education opportunities for the young person and to arrange an appointment with an under 18's advisor at the job centre	
Housing Benefit should be claimed for any emergency accommodation provided	Housing benefit form
Education bursary for young people in education or training (if eligible) should be claimed through their college, sixth form or training provider	

## 5. Living expenses

Action
If the young person is without any money or income contact First Contact Team. They will forward the request for funding to the relevant team and they will respond as swiftly as possible
Arrange for a young person to collect the living allowance

## 6. Call panel meetings

Action	Paperwork
Invite young person and family (where appropriate) to the panel meeting (TAF)	
Initial agency identifies others who need to be involved Young People's Service, HTASS, One Point and Housing must be invited to every panel meeting	Early Help Assessment form
Invite Lead professional (LP) to panel meeting if Team Around the Child/Family (TAC/TAF) process is current or has been previously registered)	Include these details on the Early Help Assessment Form
Copy of Early Help Assessment form sent to agencies invited	
Initial agency convenes a panel meeting (At this meeting, agencies will decide on which of them should take lead responsibility from this point forwards. Unless there is a more appropriate agency, the default arrangement will be that the lead responsibility will pass to the HTASS)	
Initial agency chairs panel meeting unless agreed otherwise	Actions to be recorded on TAF meeting paperwork
Record outcome of panel meeting, including whether a Section 17 assessment is required	Actions to be recorded on TAF meeting paperwork
Copy meeting minutes and send to all invited parties	
Attached a copy of the meeting minutes to the Early Help Assessment form and send a copy of both to the First Contact Team for input:	
<ul style="list-style-type: none"> <li>– First Contact, Abbey Woods Business Park Pity Me Durham DH1 5TH or</li> <li>– E-mail: <a href="mailto:scd@durham.gov.uk">scd@durham.gov.uk</a></li> <li>– Telephone: 03000 26 79 79</li> </ul>	

## **Out of hours**

If a homeless 16 or 17 year old person presents as homeless outside normal working hours they should be referred to the Emergency Duty Team or the Housing Solutions Service via their out of hours emergency number. The EDT team are contactable via the Initial Response Team after 5pm or at weekends on 03000 26 79 79. Housing Solutions are available for emergency out of hours and can be contacted on 01388 722 538.

## **Stage two – Support – lead responsibility will now pass to HTASS Stonham \***

\*Or the most appropriate lead agency as identified at panel

<b>Action</b>
The identified lead agency will work with the young person and other identified agencies to co-ordinate services and reach a satisfactory outcome for the young person
Where identified as the best option for the young person, arrange for a homelessness interview. The lead agency accompanies the young person to interview

## **Decisions**

Where a homelessness assessment has been necessary, the Housing Solutions Service can reach three possible decisions. The decision reached will determine the level of service that the local housing authority has to give to the young person.

An applicant can appeal the homelessness decision following the legal procedures set out in law. The Homelessness Officer involved in the case should inform the young person of the process. If, after reaching a decision, the Homelessness Officer identifies the need for a further panel meeting, (s)he will convene the meeting.

## **Stage three – Review – lead responsibility rests with HTASS Stonham or the other identified lead**

HTASS Stonham will review the case after an agreed length of time and provide feedback to the HTASS Commissioning Steering Group

## **Concerns**

Where disagreements occur about referrals, service provision or the conduct and behaviour of staff from another service, the individual staff member should discuss these in the first instance with their own line manager. The manager will then determine an appropriate course of action in the context of the disagreement, from a range of options.

- Providing effective supervision and support to the staff member to re-establish good working relationships or negotiate a compromise acceptable to both services
- Organising a meeting between line managers to re-establish good working relationships or negotiate a compromise acceptable to both services
- Discussing concerns with senior management to explore strategic solutions or compromise.

## **Referrals from Social Housing Providers**

Where a young person has applied directly to a Social Housing Provider through Durham Key Options for accommodation between the ages of 16-17 years, all applications should be deferred pending the calling of a Joint Protocol Meeting.

It is essential to ensure that young people requesting accommodation have the appropriate support in place before accessing independent accommodation. In these instances, the social housing provider will make contact with First Contact to request an assessment of the young person's needs.

First Contact will forward this referral to either One Point or Young People's Service for an Early Help Assessment and the calling of a panel meeting (TAF).

The process around these particular cases will follow the same route as for other young people presenting as homeless. If at the meeting it is agreed that the young person is ready for independence, support will be put in place for the young person to access accommodation via the provider.

Where young people are accessing an independent tenancy a referral for a floating support must be completed and a request for a Deed of Trust to be completed where necessary. It is essential that staff from the Housing Provider attend this meeting to explain more about managing an independent tenancy.

## Contact List

Childrens Social Care	You must make initial contact via the Initial Response Team. Indicating the young person is v protocol arrangements. They will then put you in contact with the local team or pass on the c the referral	
	First Contact Service Abbey Woods Business Park Pity Me Durham DH1 5TH E-mail: <a href="mailto:scd@durham.gov.uk">scd@durham.gov.uk</a>	03000 26 79 79
Childrens Social Care	Emergency Duty Team (after 5 p.m. & at weekends)	03000 26 79 79
Young People's Service	Team Manager (South): funding for Emergency Accommodation for Easington, Sedgefield, Wear Valley and Teesdale areas only	03000 262 271
Young People's Service	Team Manager (North): funding for Emergency Accommodation for Derwentside, Durham City & Chester Le Street areas only	03000 262 271
Housing Solutions	County Wide Gateway Service	(Out of hours: 01388 722 538)
	Durham, Sedgefield and the Dales  Derwentside, Chester le Street and Easington  Email Address: <a href="mailto:HousingSolutions@durham.gov.uk">HousingSolutions@durham.gov.uk</a>	03000 260801  03000 268840
CDYOS	County Durham Youth Offending Service	03000 265 918
One Point - Stanley	Hub Manager	03000 26 11 14
One Point - Consett	Hub Manager	03000 26 11 21
One Point - Chester Le Street	Hub Manager	03000 26 11 12
One Point - Durham	Hub Manager	03000 26 11 15
One Point - Seaham	Hub Manager	03000 26 11 17
One Point - Peterlee	Hub Manager	03000 26 11 16
One Point - Bishop Auckland	Hub Manager	03000 26 11 19
One Point - Barnard Castle	Hub Manager	03000 26 11 20
One Point - Newton Aycliffe	Hub Manager	03000 26 11 18
One Point - Ferry Hill	Hub Manager	03000 26 11 13
HTASS Stonham	Gateway Service Email Address: <a href="mailto:htassgateway@homegroup.org.uk">htassgateway@homegroup.org.uk</a>	0191 332 4953
HTASS Joint Protocol Lead	Dave Ridley	07711 373 023 or email: <a href="mailto:joint.protocol@homegroup.org.uk">joint.protocol@homegroup.org.uk</a>
CLASP	Children and Adult Services	03000 262 271



