

Every Child Matters

Stockton-on-Tees Young People's

Homelessness Strategy 2008-2011

Children, Education
& Social Care and
Housing Services



No Child Left Behind



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1. Foreword

Stockton-on-Tees has attained the achievement of Regional Centre of Excellence for Youth Homelessness for two consecutive years now, in 2007 and again in 2008.

The success of our approach in Stockton-on-Tees is working in partnership to both tackle homelessness when it occurs and to prevent homelessness in the first place. We recognise that meeting the needs of young people who are experiencing housing difficulties is not just about having a home. It requires a joined-up approach to all the issues that affect young people. Young people themselves have been at the centre of our planning by providing their ideas and experiences, and sometimes challenging our assumptions.

Traditionally our services were reactionary and centred around accommodation needs. Lessons learned have enabled us to embrace a more proactive and multi-agency response, which requires a cross agency, voluntary, community, statutory and private sector partnership commitment to tackling the complex and wide ranging issues associated with youth homelessness.

We have developed a young people's Homelessness Strategy, which aims to tackle youth homelessness on a number of fronts:

- by taking practical measures to prevent young people from experiencing homelessness in the first place;
- by providing a range of customer focused services to respond to individual needs should homelessness occur;
- by developing bespoke services to ensure young people move positively forward with a reduced chance of repeat homelessness.

Quite simply if a young person is threatened with homelessness in our borough they will be offered a range of options to help them. Whether it is mediation with their family, access to discretionary housing benefit to alleviate a temporary financial difficulty or the offer of support to develop life skills in preparation for independent living; we aim to provide services that work for all.

There is still much more work to be done but we are delighted with our progress and achievements so far.



Councillor Steve Nelson
Cabinet Member for
Housing and Community Safety
Stockton-on-Tees Borough Council



Councillor Alex Cunningham
Cabinet Member for Children
& Young People
Stockton-on-Tees Borough Council

2. A word from our Young People

In November 2006 Stockton-on-Tees Council invited young people to take part in an event to look at the problems of homelessness for young people and around 40 young people agreed to come along with a number of others from local agencies and organisations.

We had the opportunity to tell others attending the event about our experiences and about the problems which we faced in trying to put our lives back together and to maintain a secure home.

We were able to say what we thought needed to happen to make things better and how services needed to change.

The Stockton Homeless Action Force Team came together as a group of young people, as a result of this first event, and we have continued to meet as a group, to be involved, and to take part, in the work which is taking place in Stockton to prevent and to deal with youth homelessness issues.

This strategy document has been developed based on our views and experiences and the views and experiences of other young people in this area and we are happy to see this produced so that real changes take place and young peoples services and support continue to improve

Stockton Homeless Action Force Team Members

3. Executive Summary

We recognise that the housing needs of young people are distinct from those of older groups and that specific responses are required as young people are particularly vulnerable to homelessness and the resulting consequences. This strategy forms an integral part of our wider Homelessness Strategy and responds to a key priority of our Children and Young People's Plan.

Preventing homelessness among young people is vital for the cross-Government Every Child Matters outcomes:

- Being Healthy
- Staying Safe
- Enjoying and Achieving
- Making a Positive Contribution
- Achieving Economic Well-being

Preventing homelessness can also have a major influence on a young person's life chances. If they are able to access good housing and support they are more likely to enter training, gain employment, have a good standard of health, and be able to take advantage of any opportunities they are offered.

Generally staying at home is the most suitable option for young people under 18, unless it would be unsafe or unsuitable for them to do so, because they would be at risk of violence or abuse. When homelessness is unavoidable though, offering a young person a roof over their head is just the beginning.

A strategic approach to the housing of young people is now a government requirement, but this should only be one consideration in the development of any overall strategy to deal with this issue. Consideration needs to be given to maximising resources, promoting joint working and ensuring a proactive rather than reactive approach to the housing problems of young people. The preventative elements of support figure highly and are key components in Stockton's approach in this area of work.

Partnership work is particularly strong in the Stockton-on-Tees area and recognised in our achievement as an excellent rated council and our awards in 2007/8 and 2008/9 from the Department of Communities and Local Government as the North East Regional Centre of Excellence for Youth Homelessness. As an excellent authority Stockton is exempt from the statutory requirement to produce a Children and Young Peoples Plan, but a decision was made that this should still be produced, to facilitate the better planning and development of services to support children and young people. The Plan, which is reviewed each year, identifies the key priorities for developing and improving services over the next three years. A key objective within this Plan is that of Accommodation for Young People and the need to produce and deliver the Youth Homelessness Strategy Action Plan.

Stockton also has a pathfinder Local Area Agreement arrangement in place. Part of this agreement is a Children and Young Peoples block, which brings together funding streams from a number of different sources to allow greater flexibility and freedom on what is prioritised and how the money is spent in planning and developing services.

This strategy for tackling youth homelessness aims to further promote joint working with young people, key partners and agencies, and to formulate an integrated and proactive approach to the housing problems of young people aged 16 to 25 in Stockton-on-Tees.

4. Summary of the Objectives and Key Priorities

This strategy forms an integral part of the Council's overall Homelessness Strategy and supports a key priority in the Children and Young People's Plan to 'reduce the level of homelessness of young people'. The need for a separate strategy for young people facing homelessness was identified due to the significant number of young clients who access homeless and housing advice services and the youth and leaving care provision, and the level of vulnerability they often experience.

The strategy aims to tackle youth homelessness on a number of fronts by:

- taking practical measures to prevent young people from experiencing homelessness;
- providing a range of customer focused services to respond to individual needs should homelessness occur;
- developing settlement services to ensure young people move positively forward with a reduced chance of repeat homelessness.

This strategy is supported by a practical action plan, which shows how we will translate it into measured outcomes and outputs. It has been developed in consultation with a wide range of partners and also young people who have themselves experienced homelessness.

The objectives for the youth homelessness strategy have been strongly influenced from the results of our consultation and are as follows:

Strategic Objective 1 – Listening and engaging with Young People

Engaging young people is a central priority and it is vital that the voice of young people lead and determine the work of this strategy to ensure the key actions are identified, prioritised and are delivered within agreed and appropriate timescales.

Every Child Matters, Youth Matters, and the Children and Young Peoples Plan and the recently drafted Community Cohesion Strategy support this agenda, in addition to other consultation networks that operate in the Stockton area such as the Participation, Involvement and Consultation (PIC) Network, and the young persons group specifically formed to oversee the programme of Youth Homelessness work, the Stockton Homelessness Action Force Team (SHAFT) of which all members have been, or are involved in Homelessness at some point in their lives.

The delivery of the strategy and the accompanying action plan will be regularly reviewed by our Young People to ensure that we are working within the expected and accountable frameworks that have been put in place throughout the development of this strategy.

Strategic Objective 2 – Preventing Homelessness

Preventing homelessness or housing crisis from occurring is our key priority and just as the causes of youth homelessness are complex, identifying young people at risk of homelessness is challenging. There are no clearly defined age boundaries at which the provision of education, advice and information around homelessness issues should begin.

We recognise that there is a need to link the preventative elements of this strategy to a range of

wider reaching initiatives such as the Parenting Strategy, to ensure that professionals working in Children and Young People's Services identify families where there is a risk of parental eviction and prioritise these families for parenting support.

Targeted prevention frameworks will be developed and delivered in a range of settings including schools to ensure that those at risk are appropriately supported and needs addressed.

Strategic Objective 3 – Timely and appropriate interventions

It is vitally important that the right service is available to young people experiencing housing difficulties at the right time and that accommodation provision and support is utilised to best meet the needs of young people.

Wherever possible Bed and Breakfast accommodation will not be used for 16 & 17 year olds as this has been identified as a key policy issue, and a number of alternative initiatives will be developed to completely eliminate this as a service option.

Service access criteria will be regularly reviewed to consider if they are still appropriate referral routes will be developed to ensure seamless transitions between agencies and services underpinned by robust protocols and service agreements.

Strategic Objective 4 – Bespoke Service Provision

We will aim to provide a range of opportunities for young people at risk of homelessness or for those who are homeless, by working in partnership with all agencies who are best able to respond to their needs.

We will ensure services are provided that are required by young people experiencing housing difficulties or that can prevent homelessness from occurring.

Existing and newly developed services will be designed to ensure that all young homeless people have equal access to appropriate levels of service to ensure that their needs are effectively addressed, and agencies will be provided and empowered with the knowledge, training and resources to enable them to deal effectively with young homeless peoples' needs holistically through relevant services (e.g., housing, social services) to integrate homeless young people into local communities.

Strategic Objective 5 – Working in Partnership

Young people involved in Homelessness will be supported through effective joint working.

A close partnership approach between Housing and Children, Education and Social Care will be adopted, with support from a Steering Group, which will include proactive representation from the Local Safeguarding Children Board, Voluntary and Community Sector, Police, Children, Education and Social Care and Probation. Peer support from SHAFT (Stockton Homeless Action Force Team) and strong political and corporate involvement will also be maintained.

Most importantly the Children's Trust Board and ongoing developments of Integrated Service Areas will serve to offer an overall platform for the delivery of the strategy and desired outcomes.

5. Introduction

Stockton-on-Tees is the largest Unitary Authority in the Tees Valley, established following local government reorganisation in 1996. It is a borough of contrasts, a mixture of busy town centres, urban residential areas and picturesque villages. The population is approximately 186,000, living in over 77,000 households.

The borough has a unique social and economic mix, with areas of disadvantage situated alongside areas of affluence. Measured against the Government's Index of Multiple Deprivation, thirteen of Stockton's twenty-six wards fall within the worst 20% of deprived wards nationally. Eight of these wards are amongst the worst 10%, whilst two wards fall within the 20% most affluent wards. Despite these levels of deprivation, a MORI survey carried out in 2004 showed that residents were more satisfied with Stockton-on-Tees as a place to live than they had been since 1998 (85% satisfied), and that more people believe their area is likely to improve.

Stockton is experiencing a healthy private sector property market, with the consequence that young people are often struggling to secure their own home, and as a result, are living with their parents for much longer, which can lead to tensions within a household and a potential rise in homelessness.

Although Stockton-on-Tees has, for some years had a very strong strategic approach to dealing with Homelessness issues across all age groups, the need to develop a very specific and targeted strategy and action plan for Young People has only recently been identified as a priority.

Homelessness is commonly used to describe a wide range of circumstances where people have no secure home.

Homelessness is defined in legislation for the purpose of determining entitlement from local authorities. Certain groups are defined by law as being in priority need of housing, these include; pregnant women, families with children, all 16 and 17 year olds, people who have experienced domestic or racial violence and people who are vulnerable following a stay in institutions.

Homelessness is a deep rooted and many-faceted problem. Youth homelessness is a significant issue for local authorities; it is about more than just the lack of a secure home.

It is difficult to estimate how many young people are homeless in Stockton because of the hidden nature of the problem. Many young people who become homeless or run away from home do so due to family conflict.

A range of research and development work has already been undertaken across the borough to assess and identify key areas of priority and areas for improvement. Reassuringly, the varying methods and approaches taken, have reached the same conclusions and have helped focus our directions for change as summarized below:

- Early Intervention is crucial and there is a need for a range of multi disciplinary intervention schemes to reduce and prevent Homelessness;
- Young people are affected by the overall lack of housing, and particularly a lack of single person units;
- Poor quality housing in undesirable areas can have a negative impact on vulnerable young people, and proximity to existing support networks is important for some young people;

- The major cause of tenancy breakdown is a lack of household management and life skills;
- Greater investment in more intensive, holistic and inclusive support would save on costs resulting from tenancy breakdowns;
- Housing and support needs to be provided in a more joined-up way, with greater cooperation between departments and greater integration of funding;
- Staff roles need to be more formalised and better coordinated and premises and service bases need to be used more flexibly and open at times which better meet the needs of those using them;
- There is a lack of temporary accommodation for young people who cannot access more permanent solutions;
- More temporary accommodation with support is required.

Stockton-on-Tees Children and Young Peoples Plan has a vision for our children and young people, in that, all children and young people should be assured of:

- the opportunity to grow up in a loving, stable environment;
- real opportunities to achieve their full potential and contribute to a fast moving, changing and interdependent world;
- opportunities to experience the benefits of living in a diverse multi cultural society where all experiences are valued and racism is not tolerated;
- living in a safe and secure community where they are protected from harm, abuse, harassment, exploitation or neglect, and have the chance to grow up with their peer groups and friends;
- chances to contribute to their local communities, feeling heard and being valued as responsible citizens, shaping their lives and their futures;
- the opportunity to appreciate their environment and participate in sport, music, art, drama, and a variety of cultural activities of the society and community in which they live;
- focused support as they pass through the various transitions from birth to adulthood expanding their capacity to make decisions about their identity, relationships, education, future careers and financial affairs;
- excellent joined up public services which strive to meet the individual needs of children and young people and their families and which are accessible.

Tackling youth homelessness has been identified as a priority in Stockton-on-Tees Children and Young People's Plan 2007-2010 and is included a key objective under the Achieving Economic Well Being theme the aim of which is:

'to reduce the levels of Homelessness of Young People'

The delivery of a strong and focused Young Persons Homelessness Strategy will help achieve this vision for all of our vulnerable young people.

6. Background

In June 2006 a pilot mapping exercise was undertaken by the Children Education and Social Care Joint Commissioning Unit to try and ascertain the levels of need for a range of housing and support services for young people in the Stockton-on-Tees borough. The aim of this exercise was to identify specific issues in relation to accommodation for young people and to consider how best to address these.

Information gathered over a six month period showed that the majority of referrals to statutory services for housing and accommodation related issues (almost 60%) were from young people under the age of 18.

The information gathered also offered an indication of the number of moves of accommodation in which young people are involved and this showed that although the average number of placement moves varies between 2 and 8 there were a substantial number of young people who had moved many more times than this, with some changing their place of residence as many as 38 times in a six month period.

The team at Housing Options Service in Stockton Housing Services also carried out some customer profile analysis around that same period, which reflected the survey findings in that 43% of those presenting as Homeless for the first quarter of this year were between the ages of 16 and 24.

This information builds on previous research carried out by Felicity Shenton in 2002 on behalf of Stockton-on-Tees Borough Council, the key findings of which concluded that:

- The most common age at referral across most of the statutory agencies is 17;
- The most common cause of homelessness is breakdown in family relationships, either with natural families or substitute families such as foster care or residential care;
- There is a lack of quality, choice, and of appropriate accommodation for this group;
- There is need for greater flexibility as there is no one solution, which will address the needs of all young homeless people;
- The factor most likely to contribute to the success of young people moving into alternative accommodation is practical day to day support with simple issues such as:
 - obtaining furniture, bedding, crockery;
 - negotiating with fuel suppliers to connect gas/electricity;
 - accessing social security and housing benefits;
 - budgeting & shopping;
 - getting to know neighbours;
 - befriending;
 - troubleshooting i.e. helping when things go wrong;
- The current focus of work is on crisis intervention and there is a lack of focus on tenancy sustainment or on preventative work.

The combination of evidence across these research projects clearly identified and evidenced the need for the development of a strategy to specifically tackle youth homelessness and to ensure that such a strategy promoted and effected joint working across key partners and agencies to formulate an integrated and proactive approach to the housing problems and related issues of young people aged 16 – 25 in Stockton-on-Tees.

7. Consultation

The Youth Homelessness Strategy has been developed in full consultation with a range of stakeholders. Views have been sought from young people, including those who have themselves experienced homelessness, parents, carers and agencies, including the voluntary and community sector.

An event held in November 2006 and attended by around 90 people, including a large number of young people, offered us an opportunity to identify and focus on the work that needed to be done to deal with these wide ranging issues.

Feedback from this event and a number of other forums has been that although there are many services available for young people experiencing housing difficulties, there is sometimes a need to better join these up.

Young people have told us how they had been affected by homelessness and the effect it has had on their lives. Many have experienced isolation, boredom, low self-esteem, difficulties with managing and saving money, missing out on things, struggling to attend college, not sure where to go for information, a lack of understanding regarding benefits, and many have cited a lack of support and family interaction.

Some have lived in a variety of places, mostly short-term and temporary and in varying levels of quality. Many highlighted the issue that young homeless people are at their most vulnerable and don't have the confidence to speak out for what they want. The feeling was that support services should spend more time to get to know individuals who contact their service thereby identifying individual issues rather than a one size fits all.

Young people, family members, carers and agencies identified that there is a real need to develop services to support the needs of young people at risk of homelessness, this includes:

- A Young People's centre with a 'virtual room' enabling other agencies to deliver their services, that is suitable for socialising, accessible and adequately staffed;
- Health services available including dental checks, sexual health, pregnancy information and advice, drug and substance misuse service and emotional and mental health support services;
- A range of housing advice, prevention and options, that deliver a coordinated and joined-up service across agencies with named contacts and clearly identified signposting;
- Agencies working better together with joint training, understanding of others roles and responsibilities and agencies who are honest and challenge each other;
- Clear and accessible details of which services that are available, i.e. the development of a directory of service which is offered in a range or setting and formats so young people can easily access this;
- More information for young people and parents or carers on the realities and complexities of a young person living independently;
- The chance to address and challenge discretionary housing payments, to work with private landlords and remove the use of the single room rate;

- Increased housing choices such as, independent living, floating support, supported lodgings, foster carers;
- Increases in the standards of accommodation;
- Clear and transparent protocols between agencies;
- Access to the correct support, to reduce the vulnerability and safety of young people, including benefits;
- Skills to live independently;
- Young people actively involved in the solutions and being listened to;
- Awareness of scale and scope of the issue.

8. The National Agenda

The Homelessness Act 2002 identified young people, namely 16 and 17 year olds as a priority group to receive help and assistance under homeless legislation. As a result Local Authorities were required to work in partnership to develop a homelessness strategy. These strategies were however generic and as the strategic approach to homelessness has developed many local authorities are now developing specific youth homelessness strategies.

The government's homelessness strategy Sustainable Communities: settled homes; changing lives was published in March 2005. Among other things, it recognises that young people can become homeless for a wide range of often complex reasons. This strategy supports the Government's strategy to reduce homelessness amongst all groups, including young people and seeks to:

- prevent vulnerable young people becoming homeless, through early identification and intervention;
- support homeless young people and those living in temporary accommodation to ensure their housing and wider support needs are met;
- manage the transition of young people between temporary and settled accommodation to ensure continued access to the services they need.

On 14th November 2006, the Secretary of State, Ruth Kelly, announced the government aimed to end the use of bed and breakfast accommodation for 16 and 17-year-olds by 2010, describing it as "unacceptable for a civilised society" and proposed a package of measures to tackle and prevent youth homelessness.

Yvette Cooper, in one of her first speeches as Minister of State (Housing), for Communities and Local Government, said;

'a young person being forced to leave the family home has become one of the biggest causes of homelessness'.

The Every Child Matters outcomes and Youth Matters agenda underpin the need to prevent homelessness. Failure to meet the outcomes will have a major impact on a Young Person's life chances and without good housing and support many are much more unlikely to access education and training, find work, have a good standard of health and to be able to take advantage of other opportunities many take for granted. This view has been again reinforced through the targeted youth support reforms which look to bring together local services and to create a common approach to identifying vulnerable young people and addressing their needs through integrated support systems.

The Children's Plan; Building Better Futures – The principles underpinning this plan include the need for:

- Services to be shaped and responsive to children, young people and families, not designed around professional boundaries;
further
- It is always better to prevent failure than to tackle a crisis later.

Poor quality housing is recognised in the plan as a particular problem for poor families.

Further, Transitions – Young Adults with Complex Needs (November 2005) Young, disabled and forgotten – Report of the John Grooms Inquiry into the needs of young disabled people (2006) looked at the change between child and adulthood. It stated that any of the following would make the change more difficult:

- Poor housing;
- Homelessness;
- Substance Misuse;
- Poor Health;
- Poor Education or Long-Term Unemployment.

9. Local Context

Housing affordability has been identified as a particular problem for first time buyers, with fears that younger people are increasingly being priced out of the market and unable to get onto the property ladder.

The rapidly increasing cost of housing has led more young people to remain in the family home for longer before living independently. Although house prices in the North East of England are relatively low compared to elsewhere in the UK, the local economy and consequential low earnings mean that even here, affordability is an issue.

The current cost of home ownership is considered too high for single people to buy on typical local earnings. Some lower priced properties are available in less desirable areas, but these are not considered safe places to live, especially for young single women, due to problems of crime and anti-social behaviour. Meanwhile prices in the better areas are rising quite rapidly. Even apartments are viewed as being, in the main unaffordable.

Average House prices have risen substantially over recent years. In December 2004, the average house price in Stockton was £123,188. At December 2006 that had increased by 22% to £149,677. This continuing increase has an impact on the ability of households to enter the housing market with earnings not increasing to meet this. Traditionally, there has been an oversupply of rented accommodation across all tenures in the borough. However, over the recent years there has been an increase in demand due to a number of reasons:

- Increase in the number of homeless applications from 2002/03: 1,276 applications to 1,797 in 2004/05. However, since then, figures have decreased to 1,787 2005/06 and further in 2006/07 to 1,253;
- The stock rationalisation programme and the decent standard programme;
- The housing-led regeneration schemes within the borough;
- The current state of the housing market;

Although housing waiting list figures in the Council statutory returns show a reduction over the past 4 years, the stock reduction through Right to Buy sales and housing led regeneration schemes and through reduced property turnover means that in real terms demand for accommodation has increased.

Young people are affected by the overall lack of inexpensive housing, and particularly a lack of suitable single person units and although there is a surplus of one-bedroom properties within Stockton-on-Tees, they are not necessarily in areas where young people wish to live, receive support or can afford.

Poor quality housing in undesirable areas can have a negative impact on vulnerable young people, and proximity to existing formal and informal support networks is important for many in this group.

10. Young People and Youth Homelessness in Stockton-on-Tees

46,000 children and young people live in the borough of which almost 22,000 are aged between 16 and 24. The number overall is projected to fall over the next ten years, but general population rises in the more affluent areas in the south of the borough will include significant increases in the number of children and young people in those areas.

Social and economic disparities are reflected across the borough in the life experiences of children and young people, with a number of inequalities in economic prosperity, health, educational attainment, access to sport, leisure and culture, and in the levels of social exclusion and offending. A key aim for all agencies involved in children's services is to narrow these gaps by improving services for all children whilst still prioritising services for those most in need.

Stockton-on-Tees Children and Young People's Plan 2007 – 2010, vision is to ensure all children and young people;

'Live in a safe and secure community where they are protected from harm, abuse, harassment, exploitation or neglect and have the chance to enjoy the opportunity to grow-up with their peer groups and friends'

It is widely accepted that homelessness can have a significant impact on life chances and that particular groups of young people are especially vulnerable to homelessness, due to a number of structural and/or personal factors, both long-term and immediate. Access to appropriate housing with any necessary support increases the chances for positive outcomes for young people.

Traditionally interventions to tackle youth homelessness in Stockton were historically led by the Housing Department, and centred around accommodation. In the context of Every Child Matters there were concerns about young people falling through the safety net of service provision.

The real issue was not about the actual property where a young person was living, but more to do with the vulnerability of the young person who was experiencing homelessness and the lack of support, from family members or from agencies that helped and supported young people. In Stockton there were some protocols in place between agencies working with young homelessness people, but these protocols at times placed too much emphasis on what category the young person was in and for other young people there was no support, i.e. those who had no involvement with the authority vs those who did not comfortably fit existing categories or criterias, in the looked after system.

Rough sleeping was not felt to be a problem within the borough. However the youth homelessness conference did flag this up as an issue through the young people themselves and as a consequence steps were taken to use one of the existing youth buses, around the town centre to offer evening services and support to young homelessness people in the town. The measure did verify though that rough sleeping was not an issue.

What was identified however, was that services needed to be available throughout the day and late into the evening, as it was evident that in addition to the targeted group of young people, those that were in temporary accommodation also came forward and used the youth bus. This helped us identify what was most needed and what were the most practical solutions to problems and difficulties.

11. Assessment of Needs

We know that within the Stockton area there is a range of service provision available and a range of current housing provision within the borough, which can be accessed by young people, however support is often limited, and most specifically, floating support is very limited when compared with the very variable levels of need across this group of young people.

The range of services offered includes organisations providing accommodation and support within their own schemes such as St. James accommodation provided by Three Rivers Housing Association and Community Campus which provides independent and shared accommodation throughout the borough for young people and young parents. Additionally, for Care Leavers there is specific support and accommodation and a Supported Lodgings scheme provision with householders in their own homes.

Supported Lodgings schemes have offered an excellent accommodation option to young people and a variety of placements are available throughout the Stockton area. Providers make available different standards of support depending on their ability and young people are matched to their needs but there is a need to develop more of these places as the level of support which can be delivered is high and the outcomes for young people accessing this scheme are much more favourable than some of the other available alternatives. Young people learn independent living skills whilst in placement to enable them to maintain their own properties when they are ready to move on.

We have also looked across other strategies that have been developed in the borough to ensure that our knowledge of the needs of young people is comprehensive. Strategies such as the Supporting People Strategy 2006 – 2010 and the 5 year Learning Disability Strategy offer additional information on the needs of this very vulnerable group and offer key and supportive objectives around the promotion of independence, choice and a diversity of housing and support options.

The trend generally though is that younger people will increasingly want to be able to access independent housing and support options. Although it is difficult to “second guess” just how many and how much support will be required to live independently, the implication is that, as expectations rise, the Council will need to start making provision to provide help and advice to young people to be able to access the appropriate housing and support solutions if we are to alleviate homelessness and minimise the risks of repeated unsuccessful tenancies.

Generally, some core elements of excellent alternative support and preventative service provision already exist in Stockton in the form of information and advice services; accommodation providers (including hostels, floating support, core and cluster accommodation, tenancy support etc), education, training and employment support services; family mediation and support services but many of these need to be expanded or re modelled to meet changing needs and more financial investment will be required.

These can generally be summarised and divided into three areas though at times the young people involved will need to ‘dip’ in and out of services as their needs change or problems arise which result in more or less support being needed;

Universal

This support includes “ALL” homeless front line delivery staff who work with young people involved in or at risk of homelessness in different settings, including but not exclusively teachers, nurses, police officers, youth workers, housing, information and advice workers from a range of providers across both the statutory and voluntary sector.

The main focus of this involves:

- identifying children and young people who may be homeless or at risk of becoming homeless;
- offering basic assessments to establish levels of need to these young people to assess the extent of their problems;
- providing information on sources and routes of support;
- refer on appropriately where there are concerns.

Targeted

Includes youth and family orientated services, offered by practitioners with a range of experience and youth specialist knowledge including but not exclusively:

Teachers, nurses, police officers, youth workers, probation housing, information and advice workers from a range of providers across both the statutory and voluntary sector.

This section should address all of universal (above) but involves those young people who are vulnerable and so includes:

- specific interventions to address factors in vulnerability;
- prevention;
- targeted education and advice;
- counselling.

Specialist

This section should address all of the above but involves those young people whose problems are multi faceted so includes:

- multi-disciplinary work dealing with complex issues.
- Addressing the multiple needs of the child or young person and not just the particular housing related problems
- Reintegrating the young person
- Some intensive interventions, which could include short-term counselling, addressing substance misuse problems and rehabilitation into longer term and more stable living situations.

A simple summary of our analysis work to date has identified the following gaps:

- Insufficient provision of supported housing for young people;
- Not enough affordable housing for young people;
- It is very difficult for young people aged between 18 and 24 years to access the housing market.
- Current incomes and house prices make purchasing even one bedroom properties are out of reach. Alternative housing options like shared ownership and private rent are also unaffordable, due to restrictions through regulatory frameworks such as the single room rent or Housing Benefit;
- There is not enough emergency specialist accommodation for people under the age of 25 years;
- Specialist outreach floating support for young people is inadequate;
- Supporting People Strategy funding is inadequate and unavailable for the development of new and innovative schemes;
- The current shortage of supported housing schemes and floating support services for young people means that they can be accommodated in independent accommodation without any good preparation. If people aged 16 or 17 years old are provided with a structured approach to their housing, they are then more likely to be successful in their tenancies;
- There is a lack of clear and transparent care pathway planning;
- There is a lack of knowledge and publication of the range of services available for young people involved in homelessness;
- There is a need for better advice and information services for young people;
- There are services available for young people to access advice and information about housing, but many of the young people are not aware of these services;
- Many young people rely on their parents for housing information and advice. This would therefore indicate that there also needs to be some work carried out with parents in order to make them more aware of the housing opportunities that are available for young people.

Current position, analysis and trends;

Some facts and figures around those most in need.

Our most vulnerable groups:

- Young people aged 16 and 17 who are without a home for whatever reason;
- Young people who have no home of their own and as a result survive by staying with friends (sofa surfing);
- Young people with a history of offending, anti-social behaviour
- Young people with an institutional background who may face additional difficulties because the various agencies involved fail to take responsibility for them;
- Young single parents;
- Young people who have been in care;
- Truants;
- Young runaways;
- Those young people who are excluded from school;
- Serious or frequent offenders;
- Young people with substance misuse problems.

In the borough of Stockton the range and types of problems young people are presenting with does vary, however the main causes are due to family breakdown or relationship breakdown. Family breakdown affects more young people aged 16 -19 and relationship breakdown is the main cause of housing difficulties for those aged 20-25. Other reasons include tenancy breakdown, eviction for non-payment of rent or leaving care, custody or hospital.

In relation to approaches for the provision of accommodation to our housing department:

- 970 young people aged 16-25 years of age approached the Council for assistance in addressing their homelessness or housing issues in the year 2007/2008;
- 207 young people aged between 16 & 17 years of age approached housing options for assistance because of their housing circumstances, of those, 78 young people were accepted as homelessness because they were 16/17year olds during 2007 – 2008;
- 128 of those applicants were female, 79 were males, 16 were from the BME community;
- 663 young people aged between 18 & 24 years of age approached housing options for assistance because of their housing circumstances, of those 130 young people were accepted as homelessness;
- 380 of those applicants were female, 281 were males, 32 were from the BME community;

In summary, 970 young people aged 16 – 25 years of age approached Stockton Borough Council for assistance in addressing their homelessness or housing issues in the year 2007/2008. Of those 207 applicants were aged 16 - 17 year of age and 663 were aged 18-25;

These figures do not take into consideration the levels of activity within the Independent and Voluntary Sector and it is recognised that further work needs to be undertaken to establish this information.

The Action Plan we have developed will seek to address these issues.

12. Way Forward

Achievements to date.

Our work to tackle youth homelessness is already in progress and has resulted in a number of practical outcomes. For example:

- The development of a young people's homeless peer support group, called Stockton Homeless Action Force Team;
- The award of Regional Centre of Excellence for Youth Homelessness in 2007 and again in 2008.
- The introduction of a Youth Bus during the winter months as a practical point of contact for people experiencing housing difficulties;
- The establishment of a steering group with representatives from Health, Youth Offending Services, Housing, Children Education and Social Care, Youth Service, Connexions, Through Care Team, Stockton Local Safeguarding Children Board, Police, Probation and the Voluntary and Community Sector to develop and deliver the Youth Homelessness Strategy and delivery plan;
- Corporate and political support in the form of additional funding for youth homelessness;
- Increased awareness from young people on how to access appropriate services;
- The identification of youth homelessness as a key priority for the Children and Young People's Plan
- The development of a strategy and supporting action plan.

There is a need to link the Youth Homeless Strategy to other developing strategies, initiatives and planning frameworks to ensure that Youth Homelessness remains high on the agenda and that opportunities to link preventative work are maximized wherever possible and achievable.

The Council's strategic frameworks which govern and manage the Every Child Matters outcomes agenda across Stockton-on-Tees provides a focused point for the delivery and development of homeless services to young people, through the Positive Contributions and Economic Wellbeing group.

The chart included in Appendix A of this strategy, offers a view of the correlation between Youth Homelessness and the Every Child Matters agenda across three key stages of impact of Youth Homelessness on young peoples lives, i.e. - crisis Intervations and Initial Engagement, stabilisation, Moving Foward.

Other examples of key influencing and impacting strategies and planning frameworks include:

The Parenting Strategy; to ensure that Professional working in the Children & Young People's Services should identify families where there is a risk of parental eviction and prioritise these families for parenting support;

Children's Centres; with their multi agency approach, provide an ideal setting for early intervention work with children and young people and their families;

The Common Assessment Framework; developed for professionals in all agencies to communicate and work more effectively together, standardising the approach to the assessment of the needs of children and young people;

Integrated Service Area developments; An ideal opportunity to ensure that local comprehensive services and support are offered and available through empowered and knowledgeable staffing and support teams.

School PSHE and other related programmes of education; homeless prevention programmes through information and advice in schools to both parents and young people. Young people have identified that they would benefit from advice about avoiding homelessness whilst they are still in school, to manage their expectations and give realistic options. Teachers are often the first to know when a young person is at risk of homelessness but are not aware of where to seek advice and support.

13. Reviewing our performance

The Local Planning Framework

The Sustainable Strategy is the Local Strategic Plan, which provides vision of the Borough and focus on local priorities. The Strategy is developed through our Local Strategic Partnership, Stockton Renaissance, which provides a single overarching co-ordination framework for community planning in consultation with partners and communities, it leads delivery and monitoring of progress against Strategy objectives to improve the quality of life within the Borough

In support of this strategy there is a detailed action plan, which will be updated annually and managed by the steering group on a quarterly basis. This action plan includes resource requirements and opportunities to pool resources and will consider risks and be equality impact assessed

The Children's Trust Board offers the overall Strategic Planning and accountability for all Children and Young Peoples Services across the borough of Stockton-on-Tees

There is a strong performance management culture across Stockton. There is regular reporting on the action plan to all relevant groups, including the Young Person's Homelessness Steering Group and Stockton's Local Safeguarding Children Board on a quarterly basis and actions taken as necessary on any developing issues. Supporting People will also be kept involved at regular intervals of the work, where there are Supporting People funding implications.

In the delivery of the Young Person's Homelessness Strategy all agencies will provide quarterly data on the number of young people with a housing problem that they have worked with in the preceding quarter. There is also an expectation that each agency will carry out some form of audit on this information (e.g. an audit of the main reasons a young person requested assistance), or to review the service delivery (e.g. through feedback). This work could provide the evidence that enables the youth homelessness steering group to re-design and re-specify the service planning process in the medium-term and longer term.

14. Action Plan

The objectives for the youth homelessness strategy have been strongly influenced by the results of our consultation. Our objectives are as follows:

Strategic Objective 1 – Listening and engaging with Young People

Engaging young people in this strategy is a central priority. It is vital that the voice of young people strongly influence the work of this strategy to ensure that key actions are identified and priorities are delivered. National directives and programmes such as the Every Child Matters agenda, the Children and Young Peoples Plan and the recently drafted Community Cohesion strategy support this vision with local programmes such as Stockton-on-Tees Children and Young Peoples Plan and the Participation Involvement and Consultations Network (PIC Network) adding further valued support to the overall Youth Homelessness agenda.

Strategic Objective 2 – Preventing Homelessness

Preventing homelessness or housing crisis from occurring is our key priority. The number of households that became homeless (and accepted by the local authority as homeless) in England between April 2008 and June 2008 was 2% lower than for the same period in 2007 which was the lowest quarterly value since the early 1980s. This continues a downward trend which began in 2003.

This national trend is also reflected in the borough of Stockton. This is due to the preventions approach taken by the Children, Education and Social Care and the Housing Options service who work closely together to prevent young people becoming homeless. As an example in 2006 - 2007 47% of Young People who were aged 16 - 25 were accepted as homeless, last year this had reduced to 26%.

Strategic Objective 3 – Timely and appropriate interventions

It is vitally important that the right service at the right time is available to young people experiencing housing difficulties. The Authority works to ensure that all suitable accommodation provision is utilised to best meet the needs of young people and whenever possible bed and breakfast accommodation is not used for 16 & 17 year olds as this has been identified as a key policy issue across agencies. In Stockton all young people in local authority commissioned supported accommodation, including lone young parents under 18, have a support plan to help maintain independent living and key workers within partner agencies have access to training to support young people to access specialist advice on education, training and employment.

Strategic Objective 4 – Bespoke Service Provision

This Strategy aims to provide opportunities for young people at risk of homelessness or for those who are homeless, by working in partnership with all agencies who are able to respond to their individual needs. There is a need to ensure services are provided that are required by young people experiencing housing difficulties or that can prevent homelessness from occurring. These services must be designed to ensure that young homeless people have equal access to appropriate levels of service designed to ensure that their needs are dealt with effectively. We will ensure that all agencies are provided with the knowledge, training and resources to enable them to deal effectively with young homeless peoples' needs. Services will be empowered to address the needs of homeless

young people holistically by working closely and collaboratively with relevant services (e.g., Housing, Children, Education and Social Care Voluntary and Community Sector Organisation etc) and to work to integrate homeless young people into local communities.

Strategic Objective 5 – Working in Partnership

This strategy is based on supporting young people through the development of services, providing effective joint working, awareness raising and targeted support to prevent homelessness. The Housing Service are actively involved in the development of Stockton’s Children and Young People’s Plan, the Teenage Pregnancy Strategy and are active partners in a range of services and service developments that affect young people.

Strategic Objective 1 – Listening and engaging with Young People

Priority	Young people will be actively involved in the development, implementation and delivery of the Youth Homelessness Strategy			
Outcome	Young people have the opportunity to influence the views and direction of the homelessness strategy and are seen and valued as key stakeholders who are entitled to receive services that are appropriate to their needs			
Success Criteria	Throughout the Homelessness Strategy implementation programme, a minimum of 6 members of the SHAFT group will be fully supported and enabled to be involved and to actively participate in the Homeless Strategy work stream.			
Lead Officer	Joint Strategic Commissioner			
Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
Commission a service to provide ongoing support, development and training to existing and new members of the SHAFT group to ensure they are enabled and confident to; <ul style="list-style-type: none"> • Review and direct service development in relation to youth homelessness. • Be actively involved in the review of homelessness strategies and action plans. • Participate in consultation on issues that affect them and that have an impact on their housing situation. 	September 2008	Approx £8000	Modernisation Manager Joint Commissioning Unit	

Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
Develop stronger consultation processes to engage with young people on homelessness issues through established networks and forums such as PIC, Community Groups, Independent Sector, Service Providers.	Ongoing	Nil – can be met from within existing resources	Strategic Manager (Partnership) in conjunction with SHAFT group members	
Increase the type and range of information available across the Borough on Youth Homelessness and look to extend and improve the use of technology to communicate; i.e through websites, text-messaging etc.	Ongoing	Approx £2000	Strategic Manager (Partnerships) in conjunction with SHAFT group members	

Strategic Objective 2 – Preventing Homelessness

Priority	To develop a range of systems and protocols which increase awareness and knowledge to prevent and reduce youth homelessness			
Outcome	Reduction in the number of young people becoming homeless			
Success Criteria	Achieve a 20% reduction in the 2008/2009 baseline figures of young people becoming homeless by March 2010			
Lead Officer	Joint Strategic Commissioner			
Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
Develop protocols for young people leaving care	December 2008	Nil – can be met within existing resources	Service Manager, Looked After Children	
Develop and implement a range of agreed protocols across agencies which reflect common understanding and agreed outcomes for young people. These will include as a minimum, common monitoring systems, access criteria, allocations criteria, support systems etc	September 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers	

Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
<p>Develop a range of Preventative initiatives for all young people who may be at risk of becoming homeless; this will include as a minimum:</p> <ul style="list-style-type: none"> (i) The provision of mediation services for young people; (ii) Implementation of, a joined up cohesive approach from all agencies working with young people to prevent homelessness; (iii) Development of targeted interventions to prevent young people becoming homelessness due to anti-social behaviour; (iv) Development of school based awareness raising sessions to inform young people of the reality of homelessness and/or running away from home. 	September 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers	
<p>Develop a joined approach to target families at risk of family breakdown or eviction from their home to prevent young people becoming homeless or running away from home.</p>	April 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers Housing Options Manager	

Strategic Objective 3 – Timely and appropriate interventions

Priority	Agreement and implementation of new housing and care pathways for vulnerable young people			
Outcome	Early identification of support needs and implementation of preventative services to avoid homelessness and enable seamless transitions across services			
Success Criteria	A 20% reduction in the numbers of young people repeatedly presenting as homeless and not progressing to successful and sustained tenancies			
Lead Officer	Joint Strategic Commissioner			
Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
A more structured approach will be developed, underpinned by agreed protocols to facilitate and support young people moving on into their own accommodation from intensive housing and support services.	September 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers, Housing Options Manager	
More targeted and intensive preventative work will be provided to young people who are homeless including positive activities, drugs prevention, alcohol awareness, healthy eating, emotional literacy workshops, coping mechanisms, life skills, relationship building etc.	September 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers	
Systems of support will be developed which promote financial inclusion among young people.	September 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers	
Procedures and systems will be developed which respond quickly to the needs of young people especially when they are being asked to leave the family home and where relationships are breaking down.	September 2009	Nil – can be met within existing resources	IYSS Manager and Integrated Service Area Managers	
Evaluate feasibility of the establishment of a free 24 hour support help line.	April 2009	Costs to be established	Modernisation Manager - Joint Commissioning Unit	

Strategic Objective 4 – Bespoke Service Provision

Priority	Development of service provision, advice, accommodation and support that meets the needs of the young people			
Outcome	Service delivery is individualised to the needs of the Young People and meets the needs of the Council. Access is timely, and responsive and the level and quality of advice, accommodation and support given is comprehensive and customer-focused.			
Success Criteria	No young people will be placed in bed and breakfast by 2010 *			
Lead Officer	Joint Strategic Commissioner			
Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
Reduce the use of unsuitable temporary accommodation for young people through the development of a range of accommodation provision that meets the needs of young people, including: <ul style="list-style-type: none"> • 24 hour supported accommodation, move on accommodation; • Floating Support Services; • supported lodgings for young people; • Crash Pad accommodation. 	April 2010	To be established	Modernisation Manager – Joint Commissioning Unit, Housing Strategy Manager, Integrated Service Area Managers, Service Manager Looked After Children	
Progress the successful partnership bid with Endeavour Housing for the development of 10 units of accommodation and support for young people and implement appropriate contractual arrangement which reflect the needs of the young people.	January 2010	£110,000 per annum to provide the support service plus Housing Benefit	Modernisation Manager – Joint Commissioning Unit, Housing Strategy Manager	
Services will be developed through Integrated Service Areas where support and help can be accessed, including health and dental checks, sexual health advice and substance misuse services.	April 2010	Nil – can be met within existing resources	Integrated Service Area Managers, Service Manager Looked After Children	
Protocols will be developed which ensure that where appropriate, young people to be given more choice to stay in their accommodation longer.	September 2009	Nil – can be met within existing resources	Integrated Service Area Managers, Service Manager Looked After Children	

Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
Young people leaving prison to have their housing needs identified and planned so that they are adequately addressed on discharge.	September 2009	Nil – can be met within existing resources	Youth Offending Services Manager, Housing Options Manager	
A range of advice and accommodation services and support will be developed which will offer: <ul style="list-style-type: none"> (i) Good educational opportunities, with training courses that young people consider relevant and attractive; (ii) Improved access to learning, training and employment for young people who are homeless or threatened with homelessness; (iii) Development of employment opportunities for young people leading to stable careers; (iv) Access to Life Skills training which raises aspirations to enable young people to move beyond youth homelessness into smoother adult transitions; (v) Work with adult services to enable smoother transitions for young people who experience homelessness. 	March 2011	Nil – can be met within existing resources	Modernisation Manager, Joint Commissioning Unit, Integrated Service Area Managers, Service Manager Looked After Children, IYSS Manager Transitions Manager	
Development of a common, distributed, integrated, directory service with centralised administration, that is easily understandable and comprehensive.	March 2011	To be established	Modernisation Manager, Joint Commissioning Unit, Housing Options Manager, Business Manager (Sure Start)	
Identify of good practice to inform strategy development.	Ongoing	Nil – can be met within existing resources	Modernisation Manager, Joint Commissioning Unit	
Undertake research into the causes of youth homelessness in Stockton-on-Tees.	Ongoing	Nil – can be met within existing resources	Modernisation Manager, Joint Commissioning Unit	

* The only exception to this would be where there is a clear and genuine emergency situation where all alternative options and resources have been explored and no other accommodation is available to the young person. In these circumstances the appropriate operational protocols would be followed to ensure that the young person is safe and fully supported at all times.

Strategic Objective 5 – Working in Partnership

Priority	Young people involved in Homelessness will be supported through effective joint working			
Outcome	Effective joint working, awareness raising and targeted support to prevent homelessness.			
Success Criteria	Better use of resources and more effective service provision			
Lead Officer	Joint Strategic Commissioner			
Key Tasks Required to Complete Action	Timescale	Cost	Responsible Officer	Progress Update
Develop robust mechanism for common data collection to inform need and service development.	December 2010	Nil – can be met within existing resources	Modernisation Manager, Joint Commissioning Unit, CESC Performance Manager	
Develop a range of shared training across agencies to deal with specialist vulnerable groups who may be part of the hidden homeless groups of young people such as young runaways.	June 2010	Nil – can be met within existing resources	Business Manager SLSCB	
Develop multi agency strategy and operational plan to improve delivery of services to homeless young people.	Ongoing	Nil – can be met within existing resources	Modernisation Manager, Joint Commissioning Unit	
Ensure elected Members and appropriate and relevant Community Groups and partnerships are regularly updated on Youth Homelessness issues and developments.	Ongoing	Nil – can be met within existing resources	Head of Strategy	
Develop a process and system of awareness raising of service across all groups and agencies, to include multi agency training & networking.	Ongoing	Nil – can be met within existing resources	Integrated Service Area Managers, Service Manager Looked After Children	
Production of a comprehensive and accessible self help information leaflet which staff are trained to deliver to young people and their parents/ carers.	September 2009	Minimal	Integrated Service Area Managers, Service Manager Looked After Children	

15. References and further reading

Department Children Schools and Families - The Children's Plan; Building Brighter Futures published December 2007

Children Education and Social Care – Children and Young People's Plan 2007-2010

Department Children Schools and Families – Joint Working between Housing and Children's Services – published May 2008

Department for Communities and Local Government (2007) – Tackling Youth Homelessness Policy Briefing 18, DCLG: Wetherby

Department for Education and Skills (2003) – Every Child Matters: Change for Children, TSO; Norwich

Department for Education and Skills (2005) – Youth Matters, TSO; Norwich

Department for Children Schools and Families (2005) – National Children and Young People's Plan, DCSF Publications: Nottingham

Hansard (2007) -

<http://www.publications.parliament.uk/pa/cm200607/cmhansrd/cm070710/debtext/70710-0003.htm#07071034000508>

HM Treasury (2007) – Aiming high for young people: a ten-year strategy for positive activities, HMSO; London

HM Treasury and Department for Education and Skills (2007) – Policy review of children and young people: a discussion paper, HMSO: London

Kenrick, J (2007) – 'Locked Out: the prevalence and impact of housing and homelessness problems amongst young people, and the impact of good advice, London; Youth Access

ODPM (2005) – Sustainable Communities: settled homes; changing lives, ODPM; Wetherby

Ofsted (2007) – Narrowing the gap; the inspection of children's services, London; Ofsted

Appendix 1

	Stay Safe	Be Healthy	Enjoy and Achieve	Achieve Economic Wellbeing	Make a Positive Contribution
Crisis Interventions and Initial Engagement	Raise awareness of the need to avoid inappropriate or unhelpful social networks	Establish awareness and enable access to appropriate emotional and physical health services	Identify supportive and meaningful day time activities including access to a range of leisure activities	Claim appropriate Housing benefit and other related benefits i.e Social grants	Establish regular contact with Key Worker / Support service
	Increase awareness of personal safety issues	Establish and deal with personal self care needs	Contribute and support to the establishment of social networks	Establish realistic budgets	Establish awareness of the need to change behaviour
	Acknowledging risk taking behaviour	Choosing not to take illegal drugs	Re engaging with education and employment	Establish regular rent and service charge payments	Obtain legal advice and representation where appropriate
	Engagement / acceptance of support services and interventions	Making positive choices to achieve healthier lifestyle	Explore options for increased personal development	Access skills training on literacy and numeracy Raise awareness of tenancy obligations	Engage with YOS and comply with statutory orders Establish support to make and keep appointments
Stabilisation	Establish positive social networks	Establish regular Access to GP / Dentist to prevent unnecessary presentations to A & E Departments	Identify aspirations and areas of interest and enable users to identify and select options	Enable users to establish and understand entitlements and maximise income and entitlements	Ensure ongoing engagement with support services
	Manage/ reduce likelihood of involvement in conflict situations and incidents of bullying	Establish awareness of self care needs including nutrition /ensure that support services enable and help user to self care	Establish positive relationships with significant others	Establish information / options on access to training and employment	Establish contact with external groups and services
	Work to reduce risk taking behaviours	Ensure that mental health / substance misuse needs are being managed	Reduce boredom / isolation	Establish bill / payment mechanisms	Comply with Court Orders

	Stay Safe	Be Healthy	Enjoy and Achieve	Achieve Economic Wellbeing	Make a Positive Contribution
Stabilisation	Manage own personal safety to reduce incidents of injury		Improve self confidence	Establish debt agreements and work to reduce debt	Address offending behaviour
			Improve life skills in chosen area	Purchase suitable furniture / equipment	Develop self confidence to deal with significant life changes
Moving Forward	Manage safety and security of accommodation	Ensure continuing engagement with relevant healthcare services	Sustain and develop hobbies and interests	Enable user to manage own benefit claims and finances	Sustain contact with external support groups and services
	Ensure early transitions planning to maintain support networks	Ensure physical / mental health is maintained	Sustain meaningful day time activities	Enable user to manage debt and pay own bills to avoid debt problems	Reduce offending issues
	Maintain tenancy long term settled accommodation	Ensure abstinence from substance misuse is maintained / lapses are minimised	Set personal goals and lifestyle targets and skills	Sustain engagement / attendance in employment, education or training activities	Engage and involvement in peer support networks
		Work to reduce the levels of support services provided		Achieve education / training goals	Develop enterprising behaviour
		Maintain healthy lifestyle		Sustain tenancy with support	
				Sustain tenancy independently	
				Manage own home	Maintain longer term/secure employment

Key Contacts

Information Area	Information Area
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Stockton Homelessness Action Force Team	C/O Community Campus Youth Project 76 Brunswick Street TS18 1UU Tel: 01642 634373 Email: youthproject@cc87.co.uk
Housing Benefit and Local Housing Allowance	Linda Stephenson Tel: 01642 526245 Email: Linda.Stephenson@stockton.gov.uk
Housing Options - includes, advice, allocations, homelessness and Choice Based Lettings	Caroline Wood Tel: 01642 526639 Email: Caroline.Wood@stockton.gov.uk
Youth Information and Advice Services	The Cabin Nelson Terrace Stockton-on-Tees Tel: 01642 649723 Email: advice@stockton-yas.co.uk
Advice and Information Services (general)	Stockton District Information and Advice Service (CAB) Tel: 01342 607445
Youth and Leaving Care Services Team	52-54 Hartington Road Stockton-on-Tees
Children, Education and Social Care First Contact Team	Bath Lane Stockton-on-Tees Tel: 01642 527764 Email: firstcontact@stockton.gov.uk
Supporting People	Adult Strategy Team 1st Floor, High Newham Court Hardwick, Stockton-on-Tees Tel: 01642 524553 Email: supposrting.people@stockton.gov.uk

