

**YWCA Yorkshire Fleming Gardens Service**

**Selection & Allocation Process**

**Young Parents Tenancy Support Service**

**&**

**Supported Accommodation for young families or parents to be**

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**YWCA Yorkshire Fleming Gardens Service**

**Selection & Allocation of Applicants**

**Introduction**

The purpose of our service is to assist and support vulnerable families to reach their full potential. In order for us to support any applicant an initial assessment is undertaken following referral application being made. The initial assessment is a face to face meeting where client’s details will be confirmed and it provides us with the opportunity to identify support needs to determine if these can be met by our service.

**Aim**

Our ultimate aim is to equip the family with appropriate parenting and independent living skills to strengthen personal resilience to changes in life. As a result of our support, we hope parents will provide a safe and nurturing environment and sustain independent living and a secure family home.

**Objectives**

* Enable families to sustain their tenancies and engage in their local community positively to the extent of which they choose.
* Building on their strengths, help families to live well in their community where they have choice and control about how their needs are met.
* To provide resettlement and support to new parent/s with children in their care, to manage their accommodation.
* Give emotional support, advice, advocacy including support to access specialist services where necessary.
* Support to raise self-esteem - identify and maintain emotionally healthy relationships.
* Establish and maintain social contacts and activities (support to find and access local community and leisure facilities, clubs, support groups).
* Advice and assistance in relation to personal safety and security (provide learning opportunities around keeping safe in all areas of life).
* Supporting with safeguarding, health and well-being both for the parent/s and child/ren.
* Support to access educational and employment opportunities including accessing relevant access to suitable childcare
* Support families to access specialist services including health, substance misuse, benefits services and voluntary organizations.
* Enable families to develop coping strategies and a support network which will help them achieve their optimum level in independent living and social engagement.

**Service Eligibility and Availability**

Young Parents Tenancy support

**Eligibility**

* Single parent, couple or carer age between 16 and 25 who are pregnant who have a child/ren in their care
* Have their own tenancy.
* Are at risk of becoming homelessness or the experiencing the breakdown of a tenancy or licence
* Are living with friends or relatives, leaving care or classified as homeless and need obtaining accommodation or supported housing
* Have a need and wish to develop parenting skills to maintain a safe and secure family unit
* Have a need for housing-related support to establish and/or maintain and independent tenancy or licence
* Be willing to work with the support service and other relevant agencies to complete an outcome-focussed support plan

**Availability**

* Support can be provided to families prior to them moving into one of our properties.
* Support can be provided to families who are living apart or in unsuitable living arrangements which are not conducive to a family stable life.
* Support can be provided within the young parents own tenancy.
* All individual families will be allocated a Project Worker.
* Support can be provided for up to two years.
* The project is family-led therefore appointments can be available from 8am-7.00pm Monday – Thursday and between 8am and 6.30pm on a Friday in consultation with the allocated project worker.
* Project Workers are available on some Saturdays within the month.
* The number of contracted hours delivered per family will be flexible, based on individual needs, recognising that some individuals with very complex needs will potentially have more intense support requirements. The number of hours per family will flex and respond to changes in need throughout their journey to provide support as and when it is required

Accommodation Support

**Eligibility**

* Parents should be aged between 16 to 25 years with children of any age or pregnant.
* Live in the borough of Rotherham or have a local connection
* Need support to develop independent living skills, parenting skills and support to maintain a safe and secure family unit
* Have a need for housing-related support to establish and/or maintain and independent tenancy or licence
* Be willing to engage with the support service and other agencies to complete an outcome-focussed support plan

All applicants must meet the qualifying criteria to join Rotherham Housing Register. This is to ensure that applicants have a successful planned move from our service.

Applicants who do not qualify for Rotherham Housing Register include:

1. Applicants or members of the household who have a history of significant anti-social behaviour which may include violence or threats of violence to staff or agents of Rotherham Council, Key Choices, registered providers, previous landlords or the police
2. Applicants with a history of significant unsatisfactory tenancy conduct
3. Applicants with housing related arrears that are equivalent to 8 weeks’ rent

**Availability**

* Two/three-bedroom houses available.
* All accommodation is fully furnished and decorated to a high standard.
* All tenures provided to over 18-year-olds are assured shorthold tenancies.
* Under 18-year-olds will be provided with an equitable tenancy agreement and will require a trustee.
* All individual families will be allocated a Project Worker.
* Support can be provided for up to two years.
* The project is family-led therefore appointments can be available from 8am-7.00pm Monday – Thursday and between 8am and 6.30pm on a Friday in consultation with the allocated project worker.
* Project Workers are available on some Saturdays within the month
* Out of Hours support is available if requires from Peile house Sheffield

Tel: 01142 739256

**Contact Details**

**YWCA Yorkshire, 11 Fleming Gardens, Flanderwell, Rotherham, S66 2EY**

**Contact Number: 01709 703471**

**Referral Process**

* On request for a referral form to the service all applications will be sent out promptly or will be advised on how to complete our on-line referral form. (See attached referral application).
* On receipt of a completed referral form, contact is made with the applicant within in one working day to make arrangements to complete the initial assessment.
* Once an initial assessment date has been arranged, contact will be made with the referring agent inviting them to attend (see attached initial assessment).
* Initial assessments will take place in the applicant’s home address if the referral is for Young Parents Tenancy support service.
* Initial assessments will take place at the core building if the referral is for supported accommodation. Where an applicant finds it difficult to attend the initial assessment, we will try and reduce barriers by offering other solutions e.g. funding, other interview location.
* If it is felt that the family would benefit from an immediate Early Help Assessment, we would make this recommendation to the referring agent to access support from the \Early Help Hub.
* Once the initial assessment has been completed, checks will be completed with relevant agencies to assess the suitability of the young person or family. A decision will then be made whether our service can meet the needs of the applicant. The applicant and the relevant agency will be informed in writing of the outcome of the assessment.
* The applicant will be placed onto the waiting list for the appropriate service.

* The applicant will be contacted by telephone every 4 weeks to keep them updated and check if they still require service. It is important that the referring agent and the applicant notify the service with any changes that may affect their application.
* Where contact can’t be made with the applicant the applicant, a request will be made to them in writing, requesting that they contact the service within 4 weeks of receiving the letter to confirm if they still require service. Failure to respond within 4 weeks will result in the applicant being removed from the waiting list and the referring agent will be informed.
* The initial assessment and all checks are to be completed within 14 calendar days of the referral being made to the project.
* If following an initial assessment, it is felt that the applicant requires more urgent support to minimise risk and deal with immediate challenges, referrals to other agencies or/and through the Early Help module may need to be initiated with the family’s agreement.
* All children and young people who access the service will be subject to an Early Help Assessment – the family should be made aware of this by the referring agent. If the family is subject to a Child Protection or Child In Need plan, an Early Help Assessment will still be completed.

**Declined Applications**

* Where it is felt universal services can meet the needs of the family and support needs are minimal applicants will be given advice and information of alternative support providers. All attempts will be made to work with any risks associated with any family unit.
* Our accommodation is within close proximity to those of other young families and the general public. In order to minimise the dangers associated with fire, young families with proven offences of arson will not be considered.
* To aim to eliminate risks to young women living in our accommodation, many having suffered violence and abuse in the past, referrals for young families with proven histories of violent and threatening behaviour will rarely be accepted.
* It is expected that anyone who has formerly been addicted to drugs and/or alcohol will have been drug free for at least 12 months before a referral will be considered.
* All unsuccessful applicants and referring agents will be notified in writing why their application has been declined and alternative services of support will be offered.

**Right to Appeal**

If an applicant is not successful, there is a right to appeal. The appeal should be made in writing to the Project Manager at the address shown below. It will then be referred to the Chief Executive for consideration under the YWCA Yorkshire complaints procedure.

**Elly Thompson, Project Manager, 11 Fleming Gardens, Flanderwell, Rotherham, S66 2EY**

**Support available**

YWCA Yorkshire is fully committed to safeguarding the welfare of all children and young people. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation. When managing risks we will promote independence through being transparent in our approach and explore appropriate risk taking with the Service User. Appropriate risk taking will be promoted throughout the whole of the needs assessment process rather than being risk avoidance.

We will provide support to families who are have identified needs in parenting and/or independent living skills as well as housing related support to maintain their accommodation, avoid crisis and prevent homelessness.

We will offer the following support to the families that we work with:

1. Help with identifying benefit eligibility and making applications, budgeting, managing finances and dealing with debt.
2. Engaging with statutory, voluntary or privately provided services.
3. Accessing educational, training, volunteering, work and social opportunities
4. Parenting Skills
5. Accessing health services including antenatal support, health visitors, midwives, GP and dentist
6. Registering with Children’s Centres and accessing additional parenting support in the community through Early Help services if required.
7. Accessing drug & Alcohol services
8. Accessing mental Health services
9. Accessing domestic Abuse services
10. Sourcing formal advocacy services
11. Improving emotional wellbeing

**Assessing Priority Need**

* The initial assessment will identify support needs required by the applicant.
* A priority of need assessment will be completed when a vacant space on service.
* Applicants are assessed by allocating points to the most significant categories of identified support needs.
* The applicant who scores the highest number of points will be offered the vacant space.
* If successful, the applicant and referring agent will be given a service start date or moving in date.

**Initial Skills Assessment**

This is the first step in developing a holistic person-centred assessment to identify the support needed once accepted onto service. This initial assessment will influence future support and risk management plans.

|  |  |
| --- | --- |
| **Name:** | **Date & Time:** |
| **Interview Location:** | **Present in Interview:** |

|  |  |
| --- | --- |
| **Referral Form Application**  (tick to confirm) | |
| Confirm age & D.O.B □  Confirm N.IN.NO □  Confirm Current Partner Details □  Confirm Child/ren Details □  Are you/partner pregnant □  (If yes what is the due date………………………..)  Child/ren’s and Partners Details (If not included on referral form): | Overview of service & key work commitment & NOCN requirements  Explain EHA □  Explain Data Protection □  Explain Confidentiality & Information Sharing and Safeguarding □  Provide Fleming Gardens Information Booklet (send in post if phone interviewed) □  Consent to Share Completed □ |

|  |  |
| --- | --- |
| **Accommodation Only** | **Responses** |
| **Required to complete:**  Tenancy Agreement  To complete Move on NOCN qualification which includes Managing a Tenancy (58 hours) in total  6 months successful service before going to panel |  |
| Have you held a previous tenancy? |  |
| If you have answered Yes is there any outstanding council tax or rent arrears?  Previous Key Choices - rent arrears? Eviction? Damage to property? Anti-social behaviour? Money owed to Key choices/repairs for damage to property? |  |
| Connection to Rotherham- lived for past 3 years, have close family members or work? |  |
| Benefit entitlement - Is the client in receipt of benefits Yes/ No - if not are there any reasons that the client will not have entitlement? |  |
| Leaving care - Is the client leaving the care of the Rotherham Council Yes / No - if Yes, the local authority may have some liability for payment for our supported accommodation if benefits are not yet in payment |  |

Pathway Journey

Please use the scoring below to identify the level of support needs.

Critical (1-2)

**Cannot see a clear pathway:** Living in crisis or struggling to recognise problems, doesn’t identify the benefits to change.

Intensive (3-4)

**Accepting support with my pathway:** Willing to accept and engage with support. Starting to accept and recognise the need to take responsibility for problems.

Moderate (5-6)

**Working through my pathway:** Introduced coping strategies and has a range of problem-solving skills, feels motivated towards change and willing to receive help, has the ability to deal with change.

Low (7-8)

**Completed my pathway:** Built good resilience tools to deal with adversity and support is no longer required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Outcome** | **S.U Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. **Health** |  |  |  |
| 1. Does the client need support to better manage their physical health? (sexual health, diet, hygiene, smoking, registration with health services, increase physical activities? |  |  |  |
| 1. Does the client need support to manage their mental health? (hygiene, emotions/feelings, access to specialist services, aids/adaptations, bonding & attachment) |  |  |  |
| 1. Does the client need support to better manage their substance misuse issue? |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **Outcome** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. **Emotional Wellbeing** |  |  |  |
| 1. Emotional & social response the individual gives to others, managing behaviours |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| 1. **Lifestyle** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. Include lifestyle, self-control, substance use/abuse, violent, aggressive, inappropriate behaviour, effects on children |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **Outcome** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. **Identity** |  |  |  |
| 1. Self-esteem & confidence, family dynamics, self-image, social presentation |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| 1. **Relationships** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. Ability to empathise, build stable & affectionate relationships with others, making friendships |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **5b. Parental Relationships** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. Quality of relationship between parents, closeness, length of relationship, 2. Difference of opinion, regular friction, bickering, arguing and frustration with each other about issues such as money, parenting or housework. |  |  |  |
|  |  |  | |
| **Outcome** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| **6.Independence** |  |  |  |
| 1. The development of practical, emotional & communication abilities to increase independence |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **7.Education & Learning** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| 1. Does the client need support to participate in training/education? |  |  |  |
| 1. Does the client need support in accessing/participating in leisure/cultural/faith and or informal learning including parenting? |  |  |  |
| 1. Access to employment, being work ready, volunteering? |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **Outcome** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| **8.Safety & Protection** |  |  |  |
| 1. Does the client need support to comply with statutory orders and related processes in relation to offending behaviour/ASB, probation, police, court orders? |  |  |  |
| 1. Does the client need support to better manage self-harm? |  |  |  |
| 1. Does the client need support to avoid causing harm to others i.e. Safeguarding CP/CIN? Include ability to keep safe, children safe from danger. |  |  |  |
| 1. Does the client need support to minimise harm/risk from others i.e. Domestic Abuse, Bullying, Inappropriate Visitors, Court Proceedings, Court Orders, CSE |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **9.Family** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| emotional warmth with child/ren, Include participation in learning, group work, provides child/ren with Boundaries/learning/stimulation, support in establishing contact with family? |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **Outcome** | **Support & Tier Level Needed**  **CIML** | **Partner Support & Tier Level Needed**  **CIML** | **Initial to Confirm Transfer into Support Plan** |
| **10.Housing/Social Community &Finances** |  |  |  |
| 1. Does the client need support to establish contact with external services/groups within the community, knowing where to go for support? i.e. schools/children centre/Library/Housing, voting, establishing good networks? |  |  |  |
| 1. Living arrangements, environment, amenities, finances, budgeting, maximising income (benefit support), reduce debt, gambling? |  |  |  |
| **Further Details including Risk Management** |  | **Action Plan** | |
|  |  |  | |
| **11.Move-On Resilience Plan** | **Response** | **Actions Required** | |
| **Current Housing Situation** | | | |
| Type of Tenancy |  |  | |
| Landlords Details |  |  | |
| Are there any current rent arrears?  Please specify amount:  Are there any payment plans in place? |  |  | |
| Have you been served notice on your tenancy?  Are you facing eviction on your tenancy? |  |  | |
| Do you understand your tenancy notice periods? |  |  | |
| Do you understand the grounds for eviction? |  |  | |
| Do you know where to go to access independently for housing? |  |  | |
| **Key Choices** | | | |
| Are you registered with Key Choices? |  |  | |
| Do you want support with a house swap/exchange? |  |  | |
| Do you require support in applying for a Key choice’s tenancy?  Do you have a three-year local connection?  Do you know how to bid for tenancies? |  |  | |
| **Housing Association** | | | |
| Are you registered with any housing associations?  Would you like to be registered with a housing association? |  |  | |
| **Accessing Funding** | | | |
| Are you aware of the local assistance scheme?  Do you require support in accessing the local assistance scheme? |  |  | |
| Are you aware of any charitable trust you can access for support? |  |  | |
| **Accommodation Only** | | | |
| Are you aware of priority banding entitlement? |  |  | |
| NOCN Move-On Plan- Please note without completion we cannot apply for platinum status |  |  | |

|  |  |
| --- | --- |
| **Other Information:** | |
|  | |
|  | **Yes / No** |
| Do you have any pets? |  |
| Are you receiving support from any other agency? |  |
| Are there any risks to self/others/staff from people who live or visit the property? |  |

|  |  |
| --- | --- |
| **Confirmation of Support Needs** | |
| I agree that the Early Help Assessment process has been explained to me. I understand the Fleming Gardens Data Protection and Confidentiality policy. I understand that information will be shared with the referrer, social worker (if applicable) and any other services that may be able to offer support to me and my family. I agree the information I have provided is accurate. | |
| **Client Signature:** | **Date:** |
| **Partner Signature:** | **Date:** |

|  |  |
| --- | --- |
| **FG Signature:** | **Date:** |
| **Referral Signature:** | **Date:** |
| **Overall Support Tier:** Critical / Intensive / Moderate/ Low | |
| **Only for 16/17 Year Olds:**  Any young person requiring the support of our service or if the young person is in housing crisis or has nowhere settled to stay (including sofa surfing) a referral will be made to Children’s Services via the Early Help Hub, unless there are additional safeguarding concerns in which case the referral will go directly to MASH 01709 336080  **Referral made to Early Help: Yes or No (please circle)**  **Referral made to Referral & Response: Yes or No (please circle)** | |

**Priority of Needs Assessment**

Name of Applicant: Date Completed:

|  |  |  |
| --- | --- | --- |
| AREA TO BE ASSESSED | POINTS AVAILABLE | POINTS ALLOCATED |
| 1. LOCATION OF PRESENT ACCOMMODATION |  |  |
| 1. Rotherham | +10 |  |
|  |  |  |
| 1. CURRENT HOUSING SITUATION |  |  |
| 1. Statutory Homeless | +10 |  |
| 1. Homeless Other | +10 |  |
| 1. Living in a hostel | +10 |  |
| 1. Unsuitable Accommodation | +3 |  |
| 1. Living with family | +1 |  |
| 1. Own tenancy | +1 |  |
|  |  |  |
| 1. DEPENDANTS |  |  |
| 1. First child | +10 |  |
| 1. Additional children x | +5 |  |
|  |  |  |
| 1. SUPPORT CURRENTLY AVAILABLE |  |  |
| 1. SYHA | -1 |  |
| 1. Early Help | -1 |  |
| 1. GROW | -1 |  |
| 1. Young person’s family | -5 |  |
|  |  |  |
| 1. SOCIAL SERVICES INVOLVEMENT |  |  |
| 1. Child In Need | +5 |  |
| 1. Child protection | +10 |  |
| 1. LAC | +5 |  |
| 1. Leaving care | +5 |  |
| 1. PLO | +5 |  |
|  |  |  |
| 1. RISKS |  |  |
| 1. C.S.E. | +5 |  |
| 1. Domestic Violence | +5 |  |
| 1. MARAC | +5 |  |
| 1. Mental Health | +5 |  |
|  | TOTAL |  |

Selection and Allocation Procedure Guidance Notes

Section 1 – We accept young women, men and young families from the Rotherham area

Section 2a – The young person has been to the housing department and a main homelessness duty is owed where the authority is satisfied that the applicant is eligible for assistance.

Section 2b – The young person is unable to return to their current property and this is confirmed by professionals. The accommodation is deemed unsuitable and that it could put either the young person or child at risk.

Section 2c – the young person is living in hostel settings for example Rush House, Action, Elliot Court, Hollowgate etc., therefore once the baby is born they would no longer meet the criteria of the project.

Section 2d – The current accommodation is deemed unsuitable e.g. overcrowding, someone in the property posing significant risk to the young person or child, the conditions of the property posing significant risk to either the child or young person.

Section 2e – The young person is living with their family however this is not deemed to be suitable in the long term.

Section 2f – The young person currently has their own tenancy with the council, private rented, or a Housing Association. Support could be obtained in the short term through Floating Support service.

Section 3 – The young person will be allocated 5 points for every additional child they have in their care.

Section 4 – Points will be deducted for services that are currently working with the young person e.g. people who currently have a supportive family and have several professional agencies involved will receive less support than a young person with no family support and no professionals involved. Points will not be deducted for young people who have Family Nurse Partnership involvement.

Section 5a – The young person’s child is subject to a ‘Child in Need’ plan

Section 5b – The young person’s child is subject to a Child Protection plan

Section 5c - The young person’s child is currently a Looked After Child

Sections 5d – The young person is leaving care of the local authority.

Section 5e - The young person’s child is currently subject to Public Law Outline

Section 6 -Additional points will be added where there is significant risks to the young family.

The applicant who scores the highest points will be offered the available bed space.