



INFORMATION FOR REFERRAL AGENTS:

*Services offered by Barnabas Safe & Sound under
the Northumberland Accommodation Framework for
Care Leavers & Young Homeless*



More Than A Roof

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Telephone 01670 514 881

in partnership with

NORTHUMBERLAND
COUNTY COUNCIL



Barnabas Safe & Sound is a registered charity based in Morpeth with a track record of supporting more than 200 homeless young people through delivering Housing Advice, Tenancy Support, Supported Accommodation and skills development activities in Northumberland since 2002.

“More Than A Roof” is Barnabas Safe & Sound’s Supported Housing Service.

Our aim is to provide temporary accommodation with support to assist young people at risk to learn the skills and gain the confidence to, move on, live independently in the community and get back into education, training or employment.

The Northumberland Accommodation Framework for Care Leavers and Young Homeless is a framework for purchasing services for housing related support services in Northumberland and is active from July 2013. It aims to provide a pathway of services with varying levels of support to achieve independence.

Young People age 16-17 in
need of Housing & Support



Young People age 18-25 in
need of Housing & Support



The Framework consists of 5 types of services.

- | | |
|---------------------------------------|--|
| • Supported Lodgings for Care Leavers | Not yet offered by Barnabas Safe & Sound |
| • Group Accommodation | We can offer this service |
| • Single Occupancy Accommodation | We can offer this service |
| • Floating Support | We can offer this service |
| • Mediation | Not yet offered by Barnabas Safe & Sound |

All Northumberland referrals must be via the “Single Assessment Gateway” (external authorities who are willing to contract for the service may refer directly). No referral will be accepted without both indication of client need and risk however Barnabas will be responsible for our own verification and assessment of risk and need.

To refer a young person to a service contact:

- David Pringle on 01670 852 225 if the young person is Under 18.
- Vicki Flint on 01670 623 085 if the young person is 18-25.

The client will then be assessed and may be eligible to benefit from the framework..



Our service has a “Places of Change” Ethos. 4 key elements of Places Of Change are:



We will accommodate young people aged 16-25 who are in housing need and are vulnerable as a result of risk factors for example this may be as a result of one or more of the following:

- Age e.g. young people age 16 or 17 may require additional support before they turn 18.
- Periods in care
- Periods of homelessness
- Health or relationship problems
- Problems with money e.g. debt, arrears, benefits
- Unemployment
- Previous failed tenancies
- Alcohol or substance misuse
- Behavioural difficulties*
- Offending behaviour
- Most of our referrals are homeless as a result of family breakdown.

*Previous risky behaviour is considered to be an indicator of future risk to self and this will influence the level of support which must be agreed before our decision to allocate accommodation and at review stages during the placement. When allocating accommodation to new residents, the needs and mix of existing residents will be taken into consideration.

This Document Is Available In Alternative Formats		
Document Name: More Than A Roof- Information For Referral Agents 2014	Amended by: CM	
Draft/Issue No:7	Issue Date:27/2/2014	Page 2 of 6



Our Services:

We offer Shared Group Accommodation in Ashington and Morpeth with upto 4 hours of floating support per person per week.

Referrals whose risk assessments identify or reasonably suspect risks to self, property or others eg from self harm, assault, harassment, intimidation or criminal damage within the last 6 months will require agreements for additional Floating Support which can be provided by arrangement. Some referrals may not be considered suitable for shared accommodation and must be referred for Single Occupancy Accommodation.

We offer Single Occupancy Accommodation for young people at risk.

The following options are offered:

- 4 units of Accommodation in Bedsits with a communal entrance in Pegswood with floating support levels to be agreed.(This project has potential to become emergency accommodation with concierge staff located onsite to provide increased security which would be shared between 3 bedsits by converting one of the bedsits into staff accommodation).
- Accommodation in Flats leased around the County for the benefit of individuals with floating support levels to be agreed.

We offer A Northumberland wide Floating Tenancy Support Service which can be tailored to provide appropriate hours of support as and when required.

This service is provided where ever the applicant is staying (subject to risk assessment) and is particularly suitable for:

- provision of additional or transitional support over and above standard support levels for residents of supported housing
- Young People at risk who are setting up home and
- Young People at risk whose tenancy is vulnerable.

Our Staff

All these services are delivered by experienced and skilled staff qualified to at least Level 3 CIH Certificate in Supporting Homeless People (Engage to Change), Health & Social Care, Advice & Guidance or Youth Work.

Our staff team is supported from time to time by skilled volunteers and students who are vetted and checked and who subscribe to our ethos.

Our ability to contract with or work in partnership in a multi-agency client centered way with other services will ensure that we can provide a high quality of service throughout Northumberland.

This Document Is Available In Alternative Formats		
Document Name: More Than A Roof- Information For Referral Agents 2014	Amended by: CM	
Draft/Issue No:7	Issue Date:27/2/2014	Page 3 of 6



We to provide temporary accommodation with support to assist young people at risk to learn the skills and gain the confidence to move on, live independently in the community and get back into education, training or employment.

Planning & Reviewing Support

Each resident living in our accommodation will enter into an agreement to receive support appropriate to their own needs. The agreement is dynamic as it will change over time and as the resident’s needs change. Each agreement will be reviewed to ensure that it is appropriate to the resident’s needs and that Barnabas are providing the service agreed. We use “Outcomes Star” to illustrate change between reviews. Reviews are planned to take place no less frequently than every 3 months.

Independent Living Skills

During their stay residents will have had the opportunity to prepare for living on their own and additional support will be given through one to one or group Skills Sessions. We can help demonstrate independent living skills through AQA Accreditation of Skills. Moves can be planned and coordinated through our partnerships with other services.

Evidencing Outcomes, Achievement and Change

Outcomes Star, Customer Feedback and Unit Accredited Awards are used to evidence change and outcomes

Out of Hours

We currently provide an out of hour’s service for the benefit of our residents. It is staffed by on call staff. A concierge service is a future possibility subject to stable occupancy and referral levels This would enable us to review our current allocations criteria.

Occupancy Agreements

All residents will be issued a 6 month licence agreement. This is not a secure form of tenure and Barnabas Safe & Sound staff cannot be excluded from the property. The agreement may be terminated at short notice in the event of persistent breaches of occupancy terms or one off breaches which indicate risk of harm to others.

Rules

Residents must understand that in order to ensure a pleasant and safe environment for all residents and neighbours, a small number of “house rules” must be adhered to in Group Accommodation. Communal living requires a commitment to participate in communal cleaning and a “residents’ meeting” where house issues may be raised and activities planned. These rules are relaxed in Single Occupancy Accommodation.

Warnings & Evictions

New residents will be made aware through our warnings and evictions procedure if their accommodation is at risk because of their behaviour or non-payment of charges and will be given an opportunity to change providing it is safe for them to continue. Every incident will be reviewed and risk assessments revised if appropriate. Control measures may be required to continue to offer accommodation. Evictions will only follow persistent ignorance of rules or through placing other people at risk to the extent that control measures and partnership working cannot safeguard health and safety.

This Document Is Available In Alternative Formats		
Document Name: More Than A Roof- Information For Referral Agents 2014	Amended by: CM	
Draft/Issue No:7	Issue Date:27/2/2014	Page 4 of 6



Progress Updates

Keyworkers will provide a weekly update to commissioning officers/care managers which will detail:

- Number of Hours Contact Time Planned & Purpose
- Number of Hours Contact Time Delivered
- Number of Hours Appointments Missed.
- Issues requiring consideration of Social Worker or Accommodation Panel

The Referral Process: All referrals will come through Northumberland Accommodation Framework. If you wish a young person to be considered for our service:

1. Discuss the idea of supported accommodation or floating support with the young person. At this point you may choose to ring up for more information or to arrange an informal visit. Please note – we are unable to show applicants around the accommodation if it is already occupied. Agree to proceed with an application ensuring that the young person has given informed consent.
2. Make a referral via The Single Accommodation Gateway by completing and emailing the Northumberland Accommodation Framework referral form to grpnorthumberland-yot@northumberland.gov.uk.cjism.net. To ensure your referral is considered by the panel it must be submitted on the Friday before the next Tuesday panel meeting.
3. The Northumberland Accommodation Panel will refer eligible applicants directly to Barnabas Safe & Sound, an alternative provider or feedback.
4. We will acknowledge all referrals.
5. We will request assessments, Safer Estates Checks and we will ask for 2 references from adults who know the young people to help us understand their needs.
6. If we have a vacancy we will invite the young person to attend a getting to know you interview. If we have no vacancies we may still offer to meet with a view to preparing in the event of a vacancy.
7. Our experience of operating Crash Pad accommodation for two years enables us to offer fast turnaround of referrals if necessary safeguards can be agreed.

The Interview Process: The interview is a “getting to know you process” for young people who have been referred to Barnabas Safe & Sound to find out more about the project and for us to identify how we may provide support.

Each applicant may invite a friend or an adult or support worker to accompany them for support. Following our interview we will try and respond the same day to let the applicant or the referring agent know the outcome. Suitable applicants will be offered accommodation or placed on a shortlist and given an indication of how long they may have to wait and how many people are on the shortlist. Applicants who have not been short listed will be given a reason and advised of their right to ask us to review our decision. All applicants will be informed of their right to complain if they feel we have not followed procedure.

For more information please phone Kerry Hope who is our support worker who coordinates our referrals on 01670 514 881. To be updated about our vacancies on a weekly basis please email admin@barnabas-northumberland.org.uk with the word “framework” in the Subject of your email.

This Document Is Available In Alternative Formats		
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Draft/Issue No:7	Issue Date:27/2/2014	Page 5 of 6

SAMPLE:- Email grpnorthumberland-yot@northumberland.gov.uk.cjism.net. To request a referral form

**NORTHUMBERLAND COUNTY COUNCIL
ACCOMMODATION FRAMEWORK**

REFERRAL FORM FOR ACCOMMODATION PANEL

YOUNG PERSONS NAME:		D.O.B:	
CURRENT ADDRESS			TEL:
REFERRER:		TITLE:	
SOCIAL WORKER:		DATE:	
TEAM:	LEGAL STATUS:		

Form to be completed by Friday prior to Panel meeting the following Tuesday and emailed to:
grpnorthumberland-yot@northumberland.gov.uk.cjism.net

SERVICE REQUIRED: (Please mark relevant box)

SUPPORTED LODGINGS	<input type="checkbox"/>	GROUP ACCOMMODATION	<input type="checkbox"/>	YOUNG PEOPLE AT RISK	<input type="checkbox"/>
FLOATING SUPPORT	<input type="checkbox"/>	MEDIATION	<input type="checkbox"/>		

REASON FOR REFERRAL TO ACCOMMODATION PANEL:-

CURRENT ACCOMMODATION: (Please mark relevant box)

HOMELESS	<input type="checkbox"/>	OWN TENANCY	<input type="checkbox"/>	SUPPORTED ACCOMMODATION	<input type="checkbox"/>
STAYING WITH FAMILY - SHORT TERM	<input type="checkbox"/>	STAYING WITH FAMILY – LONG TERM	<input type="checkbox"/>	STAYING WITH FRIENDS	<input type="checkbox"/>
FOSTER CARE	<input type="checkbox"/>	RESIDENTIAL CARE	<input type="checkbox"/>	OTHER	<input type="checkbox"/>

BRIEF OVERVIEW OF SITUATION AND CURRENT PLAN:- (To be completed by referrer)

PROVIDE AN OUTLINE OF SUPPORT NEEDS: - (TO INCLUDE TYPE AND FREQUENCY OF SUPPORT)

IF ACCOMMODATION IS REQUIRED MARK PREFERRED AREA:

BLYTH VALLEY	<input type="checkbox"/>	WANSBECK	<input type="checkbox"/>	NORTH	<input type="checkbox"/>
WEST	<input type="checkbox"/>	OTHER	<input type="checkbox"/>		