

Children and Young People

What Housing Does...



The Second Briefing
Housing

What Housing Does...:

An introduction

Welcome to the Northern Housing Consortium's (NHC) second briefing for members outlining 'What Housing Does', particularly the work and activity carried out by NHC members with children and young people.

This series of briefings will focus on, and raise awareness of, the different approaches adopted by housing providers on various themes when working with children and young people.

This briefing will focus on the theme of housing and the advice, support and wider services different housing providers are providing for this group. The paper will showcase a number of case studies setting out the different approaches adopted by housing providers and wider partners in understanding the housing needs of young people and their current experiences, any tenancy support provision for

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new or existing young tenants to provide them with the right skills, and tools to sustain their tenancies and approaches around independent living.

The aim of these briefings is not only to share with Northern Housing Consortium members the great work that is being done across the housing sector in the North, but also to share the learning - in addition to make a plea to members to share this learning - with wider local partners from across different sectors to raise the awareness and profile of this work, as well as outline how housing is making a real difference to the lives of children and young people.

Young people are faced with array of housing challenges in today's society, and there has been evidence and research to suggest that this group is most likely to experience rented housing and homelessness problems than any other age groups (*National Youth Agency*).

There are some groups of young people who are more vulnerable to issues and challenges around their housing: these include NEETs (not in education, employment or training), care leavers, young parents, ex-offenders, and young people with disabilities.

Challenges include:

- ↻ Chaotic housing pathways, which include homelessness. In light of all the changes being brought about through welfare reform, general austerity, and economic climate this is likely to increase.
- ↻ Family and community contexts can have an impact depending on whether they have any parents/carers who are able and willing to support them in securing suitable housing.
- ↻ The into adulthood, as well as establishing independence, can be a very challenging and difficult time for many. Having a job to support themselves is one thing, but they also need the financial confidence and money management skill to manage household expenses such as rent and bills.
- ↻ Affordability is a major challenge for young people in the current economic climate, whether they are renting or buying. Accessing money for rent, deposits, benefits, and rent arrears are the most common problems reported by agencies and landlords advising young people in rented housing.
- ↻ Rising costs: young people are most likely to feel the impact of rising food and fuel prices, and sustaining their tenancies and independent living arrangements. The provision of advice, support, and training is important for some groups of young people to ensure that they are able to sustain their living arrangements over the longer term.

The Joseph Rowntree Foundation report '*Housing Options and Solutions for Young People in 2020*' was published in July 2012 and aimed to provide a comprehensive picture of the housing options young people have today, and to inform academics, policy makers, and practitioners on the key housing issues affecting young people.

Key findings include:

- ↻ Around 1.5 million more young people aged between 18-30 will be pushed towards living in the private rented sector in 2020, reflecting growing problems of accessing both home ownership and social renting.
- ↻ Three groups of young people are increasingly marginalised in the UK housing system: young families, those on low incomes, and those who are vulnerable due

to their support needs.

- ➔ A renewed focus is needed on improving the supply, quality and stability of housing in both the private and social rented sectors.
- ➔ Without a sustained and long-term increase in new housing supply, initiatives to help aspiring home-owners risk maintaining the inflated house prices they are meant to overcome.

The report also highlights the challenging position of young people in the 2020 UK housing market:

- ➔ The number of young people owning their own properties in 2020 is expected to decrease by approximately 1.1million to 1.3million. The number of young people living with parents in owner-occupied accommodation will increase by approximately 550,000 to 3.7million in 2020.
- ➔ The number of young people living in their own private rented sector tenancies in 2020 is predicted to increase by 1.3million.
- ➔ The number of people living in their own social rented tenancies is predicted to decrease by approximately 360,000 to 780,000.
- ➔ The number of young people aged 18-24 years following a chaotic pathway (including homelessness) will increase from 75,000 to 81,000 between 2008 and 2020.

More and more young people are being squeezed out of the housing market and face both a challenging time and a drawn out process towards a transition to independent living. There are a number of initiatives/ approaches adopted by the housing sector and beyond aimed to improve the housing outcomes and experiences for young people which include:

- ➔ Increasing awareness and understanding of living independently and the options available, working with young people through schools/colleges to ensure they are fully aware and equipped and educating parents.
- ➔ Providing single access points and ensuring young people know where to go for help, support, and advice.
- ➔ Supporting young, vulnerable people with chaotic housing pathways with the

appropriate life skills, pre-tenancy training, and employment support.

- ➔ Budgeting and finance advice and affordability checks to help with sustaining tenancies alongside first-time tenancy workshops.
- ➔ Initiatives that can help people to find a suitable home for their personal and financial circumstances, outlining all options available.

The following case studies showcase a number of interventions that Housing Providers, Local Authorities and their wider partners have in place to support young people around their housing needs, options and support.

First time tenants workshop: South Liverpool Homes

South Liverpool Homes (SLH) is a registered provider currently managing around 3700 homes, predominantly in the Speke and Garston areas of South Liverpool.

As a result of a STAR survey carried out by SLH, it was identified that 18% of young tenants were dissatisfied with the overall services provided by SLH. This led to a project being developed to research engagement with young customers by understanding their perceptions of services, their lifestyle, and the neighbourhood that they live in.

As a result of this piece of work the services provided by SLH have been changed through a number of different recommendations, including the introduction of the first time tenancy workshop. It was identified that a high proportion of tenancies that failed within two years were young customers who were first time tenants, and the main reasons for failing were affordability and antisocial behaviour. The 'first time tenants' workshop was therefore developed to ensure customers had all the information they would need to ensure they would have a successful tenancy.

SLH's 'Think South Liverpool' team was launched at a time when the organisation had changed their approach to lettings: the team both promote and attract people to the

area and the homes available and cope with demand issues. This direct engagement allows the organisation to understand the customers' needs better as well as establishing their suitability to homes and communities.

Think South Liverpool staff are therefore best placed to identify prospective first time tenants at the application stage and they are then referred onto the workshop, they must attend the workshop before they are offered a new home. The workshop is carried out by the Neighbourhood Engagement Officer and assisted by the Assistant Community Safety Officer.

The workshop includes information on:

- ➔ What a tenancy is and what is included in a tenancy agreement.
- ➔ The different ways to pay your rent.
- ➔ What household bills cost and how to budget.
- ➔ How homes are allocated.
- ➔ The government's bedroom standard.
- ➔ The tenant's responsibilities.

- ➔ The landlord's responsibilities.
- ➔ What happens in the first year and the difference between a starter tenancy and an assured tenancy.
- ➔ How to be a good neighbour and information on what happens should antisocial behaviour occur.
- ➔ Where to get help and advice.

SLH work with partners New Direction and Liverpool Citizens Advice and, if issues are identified at the workshop, prospective tenants can be referred to these partners for assistance

Those who attend the workshop are also given information on how best to manage their finances including avoiding pay day loans, illegal money lenders, high interest loans, and hire purchase. SLH give information to prospective tenants on how to access services at the local credit union which can help them to manage their money in a more responsible way.

The workshop addresses the main issues of affordability and antisocial behaviour in a practical way.

Affordability is addressed through asking attendees to carry out an exercise to look at what things may cost and then by comparing this against what they actually cost. They then create a budget and look at their own income and expenditure, which highlights what is essential and what is a luxury.

Antisocial behaviour is addressed through looking at what constitutes being a good neighbour, including what to be aware of that can cause problems for neighbours. Loud music is also played for 30 seconds and attendees are asked if they think this is acceptable. This illustrates to first time tenants what is and isn't acceptable and how this can have a detrimental effect on those living around them.

This has helped prospective new tenants become more successful in their new homes and therefore reduce tenancy turnover and associated costs for the organisation.

For further information on the workshop please contact Kristene Karaski, Neighbourhood Engagement Officer

kristene.karaski@slhgroup.co.uk
0151 2855635. Background Info

I didn't know what to expect from the workshop but I found it really interesting and useful, the things I found most useful were how to manage financially and also what SLH could do for me including how to report repairs.

It has helped me to be more confident about moving into my new home and I would always know where to go to get help if I needed it. I would definitely recommend the workshop to other first time tenants as everything was explained really well.

Know Your Money: Keep The Change

Erimus Housing (part of Thirteen Group)

The Know Your Money (KYM) project is funded via the Big Lottery's Improving Confidence Fund for a period of four years (three of these years are operational). The Middlesbrough-based project is led by Erimus Housing and works with young people aged 16-24 in social housing, helping them to make smarter decisions around their finances.

The initial project bid was developed by a number of local partner agencies and more than 500 young people were consulted to ensure the bid submitted incorporated the views and ideas of young people. A multi-agency project board now oversees delivery.

THE KYM TEAM

Susan Borrow is the Project Manager for KYM and is supported by Team Leader, Nathan James. Staffing for KYM is multi-agency – with Susan employed by Erimus Housing and Nathan and other team members being employed by Actes. This partnership brings together Erimus' strengths in the housing sector and Actes' strengths around youth engagement.

Susan and Nathan commenced their roles at the end of January 2013 and the remainder of the team then commenced their roles at the end of May 2013. This lead-in time for Susan and Nathan enabled them to actively engage partners and young people before the project opened to the public and gain their buy-in. The project opened officially to the public at the end of July 2013, and two launch events were held in its town centre building to celebrate this. Once the doors opened the service was immediately used by young people, with referrals coming from partner agencies, friends, families, and young people themselves.

YOUNG PERSON LED DEVELOPMENT AND DELIVERY

A vital component of the success of KYM lies in the way in which it has involved young people from the onset. Young people were involved in the bid development, design of the building, and now meet on a weekly basis as part of a Youth Panel to help steer and develop the project. The interior of the building was very much designed by young people too, with students from Cleveland College of Design working alongside the Youth Panel to agree on concepts. The interior painting and construction work was carried out by students from Middlesbrough College. The relaxed and informal layout of the building has helped engage young people with the project and

has also enabled them to take part in social activities/events in the space too. The Youth Panel is key to project development and helps to shape and design training programmes, events and activities. KYM also takes on young volunteers on a regular basis.

KYM SERVICES AVAILABLE TO YOUNG PEOPLE

At KYM young people receive one-to-one help with money issues and can also attend group sessions to learn how to manage their money more wisely, as well as gaining skills for managing their first home. They also get free support with health issues from the project's Youth Health Advocate.

KYM Advisers can help young people with:

- ➔ 1-1 advisory support on money issues.
- ➔ Specialist benefits advice.
- ➔ Debt.
- ➔ Budgeting.
- ➔ Top tips and hints to save money.
- ➔ Access to cheap furniture and white goods.
- ➔ KYM Liveability – a training programme to provide both money and practical skills for a first tenancy.
- ➔ Money management skills and training.
- ➔ Cooking and shopping on a budget.
- ➔ Saving money on water and energy bills.
- ➔ Opening a bank or Credit Union account.

The demand for KYM's services has grown rapidly, with more than 1400 young people accessing the service to-date.

Young people are approaching KYM with other issues that are affecting their finances and lifestyles. With support from partner agencies the project has now developed the building into a multi-agency setting, with a 'one-stop shop' of services for young people.

KYM now has a range of other services including:

- ➔ KYM Job Club (provided by Actes) – for help with CV's, interview tips, application forms and job searching.

- ➔ Assistance with housing issues and finding a home.
- ➔ Apprenticeship/Volunteering events.
- ➔ Free computer and Wi-Fi access.
- ➔ Health and wellbeing support (including mental health awareness and support).
- ➔ Help with Traineeships and Apprenticeships.
- ➔ Free legal advice.
- ➔ Free guitar sessions.

KYM also organises a range of free social activities and events for young people all year round. Some of these include:

- ➔ The KYM Clothes Show – encouraging young people to develop their own clothing on a budget and then showcase them via a fashion event.
- ➔ KYM's Got Talent.
- ➔ Open mic night.
- ➔ Games night.
- ➔ Cooking on a budget sessions.

COMMUNICATION

The project uses social media on a daily basis to communicate with young people and raise awareness of activities and services. Young people accessing KYM social media are in-turn sharing posts with their friends and families, which helps to spread the message further.

KYM Middlesbrough f
@KYM_project 
KYMSTAGRAMBORO 

SUCCESSES TO-DATE

Since opening at the end of July 2013 KYM has helped more than 1400 young people. Although the project is funded to help young people in social housing, it initially set out to help all young people aged 16-24 in the hope that this would help raise awareness of the project throughout the town. More recently work specifically targeting social housing young people has commenced and is proving to be extremely successful.

To date the project has put an extra £841,459.33 in the pockets of local young people through advice on debt reduction, accessing grants and benefits, reducing outgoings, better budgeting, smarter spending, and job-hunting.

Project Manager Susan Borrow said: "It's been another fantastic year for KYM, and the figures speak for themselves about how vital the service is young people we are working with are becoming more money savvy and 45 of them have also secured paid employment (with support from KYM's in-house Job Club delivered by Actes).

"The staff are dedicated to helping young people steer clear of problems, so they can support themselves and their families and contribute to the local economy."

Among the successes the service has chalked up to-date are:

- ➔ 84 young people have opened accounts with either the Credit Union or Barclays and are using these accounts to better manage their finances.
- ➔ 74 have attended a Liveability course giving young people the knowledge and practical skills to manage their first tenancy.
- ➔ 297 are signed up to the Work Club (delivered at KYM by Actes), which provides 1-1 help with CVs, application forms job searching.
- ➔ 23 young people have participated in a Wheels of Opportunities Course – giving them skills for employment and also involving 'Pimp My Bike', which helps them restore and keep a bike to access work.
- ➔ More than 2,200 young people have attended social events.
- ➔ Winning the Best Young People's Project in both the 2013 Tees Valley BME Awards and Middlesbrough One Planet Living Awards.
- ➔ Being shortlisted in the 2014 Northern Housing Consortium's Silver Screen Awards in the Building Community Capacity Category and in the 2014 TPAS Awards.
- ➔ Winning the Best Team Award in the South Tees Volunteering Awards for both 2013 and 2014 – 2013 for the KYM Youth Panel and 2014 for KYM Art Productions (a theatre group developing performances to depict

**Erimus
Housing**

Part of the Thirteen Group



Theme: Building Community Capacity
Title: Know Your Money - Keep the Change

■ Use the player above to view KYM's video, which was shortlisted for a Northern Silver Screen award

young people's issues via drama and music).

Susan added: "It has been a time of great achievements, working with some remarkable young people and dedicated staff. We would urge young people to get involved with KYM (by dropping into our building or telephoning 01642 240336) if they need support with money issues and they can also gain free access to our free Job Club, health support and social events too."

NEXT STEPS FOR KYM

The KYM project is now delivering outreach work in both communities and education establishments. They are now delivering outreach work in East Middlesbrough and are making plans to deliver outreach in both Stockton and Hartlepool.

The project has recently begun to deliver both money management workshops and 1-1 advice in local colleges and have plans in place to work in schools during 2015. The team are aiming to give young people money skills at the

earliest opportunity to help prevent them from making poor financial choices in the future.

For further information please contact Susan Borrow, Project Manager, Know Your Money - Keep The Change (KYM)

susan.borrow@thirteengroup.co.uk

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The Joint Protocol: Durham County Council

The Joint Protocol has been in operation in County Durham for a number of years. The service is delivered by Stonham and commissioned by Durham County Council Children and Young Peoples Service, Housing Solutions and Adults, Wellbeing and Health within the Holistic Temporary Accommodation and Support Service (HTASS).

The protocol ensures statutory providers comply with their responsibilities to offer a co-ordinated response to young people presenting

the Joint Protocol Panel meeting where additional support and guidance is offered to young people for up to eight weeks.

During this time a wide range of support needs are further assessed and addressed, with the aim to further support the young person back home or into a suitable supported housing option. This is achieved by arranging a panel meeting, similar to the CAF, to ensure the needs of young people are assessed, addressed, and supported.

JOINT PROTOCOL

- The Joint Protocol is an agreement that establishes the roles and responsibilities of different agencies towards homeless 16 and 17 year olds and promotes effective partnership working to meet the individual's needs.
- The service is for young people who are homeless or threatened with homelessness and are 16 and 17 year olds who are not Care Leavers.
- When a young person presents to Housing Solutions an Initial Assessment form will be completed to gather background information and any ongoing issues/concerns.
- If the young person has nowhere to sleep that night, temporary accommodation will be arranged via HTASS or Emergency Supported Lodgings.
- If the issues have not been resolved and the young person is still at risk of homelessness then a panel meeting will be called within two days. These will include agencies involved with the young person, the young person themselves, their parent or guardian, and staff from Housing Solutions, Children and Young People Service, along with other organisations that are able to offer help and support.
- The panel meeting is an opportunity to look at why a young person is homeless, and seeks to support the young person accommodation is accessible in the future.

For further information please contact andrew.burnip@durham.gov.uk

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as homeless, with the aim to support young people to return home, where appropriate, or move on into a suitable housing option.

A quick reference guide has been produced which enables front line staff to see at a glance the procedures for taking a young person through the protocol and clarifies which section of the paperwork they should complete at each stage.

Agencies involved in the joint protocol are:

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

Underpinning this approach is a commitment by Durham County Council to eradicate the use of B&Bs for young people. To support the Joint Protocol Process, as a first response to homelessness, Durham County Council has commissioned an emergency supported lodgings service with host families across the County offering up to three weeks accommodation and support. Alongside this, HTASS offers 14 one and two bed flats/houses as 'crash pads' which are accessible following

Housing Pathway: City of York Council

Elements of this case study are well established models – that of prevention work, advice, and joint working with Children’s Social care when a young person aged 16 or 17 is at risk of homelessness.

The provision of a traditional young person’s hostel with integrated education, support, and access to specialist mental health, counselling and drugs services is not uncommon. The principle of this it that embedded within the North Yorkshire Home Choice policy is a ‘resettlement category’. It was originally introduced by City of York into their allocations policy in around 2005 but at that point only for rough sleepers/single homeless.

In 2010 a process in York aimed at reconfiguring the housing pathway for young people started, expanding resettlement category to include young people before finally opening a new tier one hotel for young people.

This housing pathway gives young people effective advice and support at the start of the process, ensuring consistency of housing advice by running an interactive/intensive ‘accredited’ training course (with a test). There is a 22 bedded tier one young person’s hostel within house education services (as well as encouragement for young people to access universal education, training, apprenticeships, and employment), several tier two projects, trainer flats, and finally into independent accommodation.

The resettlement category under North Yorkshire Home Choice Common Allocations Policy (NYHC) is intended to enable people with support needs who have barriers to accessing housing complete an intensive resettlement programme to be re-housed into independent accommodation quickly once they are ready to move on, thus retaining motivation for change and rewarding those who have worked hard to develop the skills necessary for independent living. It is designed to encourage people to access supported housing rather than applying directly to the housing needs register, especially those who have actively engaged in developing new skills for independent living to prevent homeless re-presentation in the future.

The resettlement criteria is defined as: Where the applicants have completed an intensive/ approved resettlement programme, this will usually be for 12 months, but in any case be for a minimum of six months. In attaining resettlement category under NYHC the young person will be banded as gold band (high

housing need) and ‘time’ in band backdated to when they started to engage consistently with resettlement services.

The aim is therefore to ensure that a young person, ready and able to move into independent living, is not ‘stuck’ in a hostel they no longer need, resulting in de-motivation and ‘hostel bed blocking’. Over the years there has been an increased number of young people housed though this route (two in 2009/10 and 15 in 2013/14)

http://www.york.gov.uk/site/scripts/google_results.aspx?q=north+yorkshire+home+choice+policy

For Further information on either the accredited training course or resettlement category contact Becky Ward 01904 554040 or becky.ward@york.gov.uk

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Housing and Support Services: Coast & Country Housing

For most people, moving into a home is an exciting period. However it can also be a cause of many fears and anxieties. Alongside the independence comes an increasing level of responsibility: bills to pay, food to buy, and furniture to provide and maintain. Managing the home, maintaining the tenancy, and building a social network all contribute to the success of a tenancy and prevent a person from entering/ carrying on a cycle of homelessness.

Coast & Country is the largest registered provider in Redcar and Cleveland, owning and managing over 10,000 homes. The organisation has an ambitious development programme which includes homes for rent, homes for sale and shared ownership solutions.

The organisation is known for their innovative approach and ability to find solutions to meet the needs of their communities. From their outstanding Empty Homes programme to their award winning approach to combating worklessness, the value that they add makes them so much more than a landlord.

A team of support workers provide intensive support to people who have additional support needs over and above their direct need for housing. The primary focus of the support service is to enable people to come to terms with living independently, managing a tenancy and reducing the social isolation that many of their client group are faced with.

Each person we help will be provided with their own support worker and the areas in which Coast & Country provide support include:

- ➔ managing tenancy and accommodation.
- ➔ self care and independent living skills
- ➔ managing money and personal administration
- ➔ meaningful use of time

- ➔ social networks and relationships
- ➔ physical health
- ➔ emotional and mental well being
- ➔ drug and alcohol use
- ➔ offending behaviour

This year the team have worked with vulnerable tenants at risk of losing their homes as a result of a combination of issues including: rent arrears, inability to manage their home, antisocial behaviour, and alcohol or substance misuse.

They have so far achieved 117 positive outcomes have been achieved that link to the following:

- ➔ Stay safe
- ➔ Be healthy
- ➔ Achieve economic wellbeing
- ➔ Enjoy and achieve
- ➔ Make a positive contribution

Coast & Country also have a team, partly funded by Big Lottery, that helps first time tenants to set up their tenancy, get off to the best possible start, and successfully maintain their tenancy.

The team works the tenants to improve their financial confidence and, in the two years since the project started, the team have worked successfully with almost 500 new tenants. Outcomes include helping 119 young people into training, work or volunteering.

For further information please contact Lesley Conroy, Head of Tenant Services, Coast & Country, lesley_conroy@cchousing.org.uk

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Universal Youth Support Service : Wirral Council

Part of Wirral Council's Universal Youth Support Service, the Response agency provides confidential information, advice and guidance to young people aged 13-19 years across the borough.

Response is a free and confidential service for young people aged 13-19 that offers help on a range of issues including housing and benefits. They operate a drop-in service, with and without appointments, throughout the week.

Everyone needs support at some time and young people are no different. Young people who need help, support, advice or information on any subject can speak in confidence to one of the friendly Response workers.

Response will listen, tell you what you want to know and offer support; this includes counselling, help with drug and alcohol misuse, and help with benefits and housing issues.

HOUSING SUPPORT

Intensive support is provided to young people who are homeless or at risk of homelessness. This includes both practical and emotional support, as well as providing mediation between young people and their families.

They operate a drop-in service without appointment Monday from 1pm until 3pm and Wednesday from 1pm until 5pm, or you can arrange an appointment outside these times. Find out more about other Housing support available by [clicking here](#).

USER FRIENDLY BOOKLET

A booklet has also been produced by a group of young people in conjunction with a wide range of professionals from different services across Wirral. The booklet was produced as it was widely recognised by local young people that, although there was a variety of agencies and services across Wirral set up to help and support young people, accessing them wasn't very easy.

The booklet provides details of a wide range of housing providers and list of support agencies displayed in a more user friendly and non-confusing format, which can assist young people with any issues or questions around their housing needs and requirements.

The full booklet can be downloaded via the following link file:///C:/Users/srai/Downloads/A%20Guide%20to%20housing%20options%20for%20young%20persons.pdf

Response is a free and confidential service for young people aged 13-19 that offers help on a range of issues including housing and benefits.

Response can be contacted by phone on (0151) 666 4123, by email at response@wirral.gov.uk or in person at the Callister Centre, 19 Argyle Street, Birkenhead CH41 1AD.

The South Tyneside Delivery Consortium: Depaul UK, South Tyneside Church, Places for People

The South Tyneside Delivery Consortium is a partnership between youth homeless charity Depaul UK, South Tyneside Churches' KEY Project, and Places for People. The three organisations work together as a consortium to meet the support needs of vulnerable young people in South Tyneside. The consortium enables the organisations involved to provide better services to young people in South Tyneside by building a stronger, more effective network of provision. The consortium's portfolio of services includes a Pathway Co-ordinator post, reconnect and family mediation, accommodation with support for vulnerable under-25s, specialist support for young parents, and floating support. Each aspect of the consortium's pathway aims to provide a stable and supportive environment in which the young person can gain vital skills for independent living, access training and education and address any wider issues such as family relationships, drug or alcohol use, or mental health concerns.

The consortium itself was born from an existing strong framework of partnership working between the three organisations, and was developed more formally as a response to the changing operating environment in 2011/12. Northern Rock Foundation have provided a grant which has enabled work to progress quickly following the appointment of a Consortium Development and Pathway Manager. The three organisations have signed up to a formal Memorandum of Understanding and are working alongside South Tyneside Council to deliver a single co-ordinated contract for delivery of services to young people. It was shortlisted for Best Partnering Scheme in the prestigious 10th annual National Housing Excellence Awards 2013.

An example of innovation in joint working are the weekly Homeless Action Pathway Planning (HAPPs) meetings, chaired by the Young Person's Pathway Co-ordinator and attended by representatives of the partner agencies as well as South Tyneside Homes, Children's Services and colleagues from Changing Lives and Byker Bridge Housing. New referrals are brought to the meeting and current cases are discussed and monitored. It is also where allocation recommendations are made for supported housing vacancies and discussion and planning takes place for anyone under notice to leave supported accommodation to try and prevent homelessness reoccurring by calling on the multi-agency expertise and services of the panel.

The Consortium has also developed a HUB

for young people at the office building jointly occupied by DePaul and the Key Project staff. This allows for workshops and drop ins to be held for young people to attend focusing on encouraging employability and practical living skills as well as providing opportunities for social and creative activities.

Below are some quotes from young people in relation to activities they have taken part in during 2014.

"Since I have accessed the jigsaw project I have been helped with my rent arrears and food parcels I have received when my benefits have been sanctioned. I access the Hub to use the computers to do job searches and to apply for a larger property." J aged 21

"On the 15th July 2014 a Group of young people and staff from South Tyneside homeless consortium set out to Kielder Forest on a residential trip. Overall this was a great adventure that will live long in the memory, laughter and cheers, nothing to fear, solid unforgettable." C aged 19

Between September and November 2014 young people took part in consultation and research led by Homeless Link on the impact of welfare reform on young people called 'Voices from the Frontline'. This culminated in a trip to London to take part in the national launch of the report and meet the local M.P. at the House of Commons. Comments made by young people included:

"It was nice to be included with something that could help other people."

"The discussion! I loved hearing all the different points of view and sharing my own opinions."

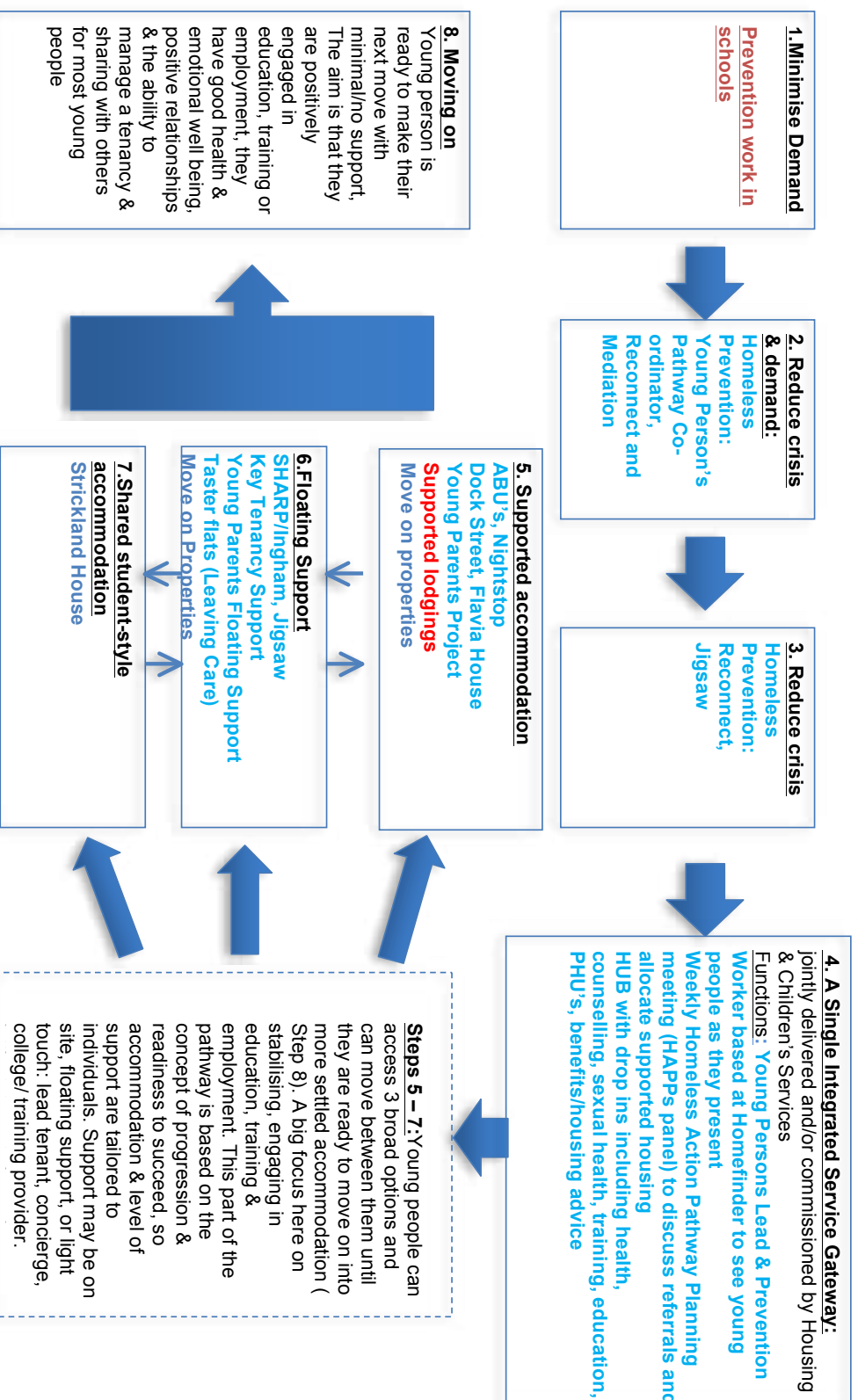
"I felt our input was taken seriously from the research."

The next page shows how the Pathway works, outlining the current services and highlighting some areas under development to allow for an improved range of choice and service to address need.

For further information about the project please contact Penny Brunton, South Tyneside Consortium Development and Pathway Manager, Penny.Brunton@depauluk.org

Consortium: Current Pathway Provision Blue = current provision Red = proposals

Steps 1 – 4: An integrated focus on PREVENTION: Young people staying within the family network for as long as it's safe and possible to do so. If they need to leave, agencies pro-actively plan options with the young person.



The case studies in this briefing showcase some of the different approaches and initiatives adopted by Northern Housing Consortium members around the work they are doing with children and young people, and the advice and support that's on offer around their housing needs, helping with first time tenancies, and supporting young people who are at risk of homelessness.

There are so many more great examples of the different ways the housing sector across the North is working with children and young people. The NHC would like to thank all the organisations who have submitted case studies for this briefing.

The third briefing in this series around 'What Housing Does' will focus on housing and education. We would like to hear from members around the different programmes of work and examples around:

- How housing providers are working with local early intervention and educational institutions.
- What focus there is on early intervention.
- Help with raising aspiration of children and young people.
- Offering work experience, raising awareness of housing as a career and helping with the transition from school to work.

Please contact satty.rai@northern-consortium.org.uk with any good practice examples and case studies, or if you would like any further details.