



# Accommodation and Support



## STATEMENT OF PURPOSE

January 2021

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# Foreword

In developing this Accommodation and Support Service Statement of Purpose we have set out the range of services and facilities that we provide for our young people here at The Y.

Over the last 10 years, there has been a considerable shift in our service delivery from a position of meeting an accommodation need to recognizing the value of a therapeutic approach in acknowledgement and evidence of the increased level and complexity of need of our residents whom range from children in local authority care to young people that are homeless as a result of family breakdown. Whilst our primary belief is that the best place for a young person is within a family environment, we also recognise that unless that environment is conducive to that young person’s wellbeing, they are better served by living within The Y, where we try to create a welcoming and nurturing environment.

This continuing drive to make a positive difference to the lives of our young people has meant significant monetary investment in our environment and the personal development of our teams to incorporate reflective practice, an understanding of childhood trauma and the role this plays in youth homelessness, to be provided with high quality, safe accommodation that empowers them on their journey to independence. We work from a strengths-based approach which recognises the valuable contribution our residents can make and as part of this, our design and investment into our buildings was very much based on young people’s aspirations for the environment they wanted to live in with the aim of increasing their feelings of self-worth within an organizational culture of continued learning. We are proud to demonstrate how these elements combined have developed our service to one that is based on support, empowerment, personal growth and inclusion.

The diversity of provision we offer ranges from Children’s residential care, to supported accommodation and move on accommodation to cover an age range of 7 years old to 25 years old to represent a consistent and coherent pathway as our young people grow.

The key to this success is valuing the partnerships whose priorities are in accord with tackling all the factors contributing to youth homelessness and encourage creative and inspiring solutions such as Local authorities, other voluntary and community sector organisations, police and crime commissioners, clinical commissioning groups, education, employment and training providers and funders including: Homeless Link, Leicester City Council, National Lottery Community Fund and BBC Children in Need.

Paul Brown *Chief Executive*

Anna Maudsley  
*Director of Accommodation, Care & Support*



## Introduction

Here at The Y we have committed to provide a high level of supported accommodation to the young people of Leicester, Leicestershire & Rutland. As such we strive to ensure our accommodation provides a safe welcoming environment that is underpinned by highly qualified staff, high quality accommodation, specialist support where required, and a recognition that the young people we work with have often faced various levels of trauma, rejection, neglect, violence and isolation. It is our intention that the young people who live with us have a positive experience and are supported to transition from instability and homelessness to independence.

This document will familiarise the reader with the fundamental aspects of our Housing and Support service that demonstrates our commitment as the leading provider of accommodation and support for young people in Leicester.

## Aims and Values

The Y Housing Service aims to provide a high standard of support that will enable residents to develop the skills necessary to sustain successful independent accommodation via Supported Accommodation & Resettlement services.

Whilst our support continues to develop and expand in response to the needs of our young people, it is important to note that we do not offer 'care' within our homelessness provision. We are not, therefore, regulated by either Ofsted or CQC at this time. However, we appreciate that there are moves to regulate accommodation provision for 16-18-year olds and we see this document as part of our commitment to a transparent service that welcomes any new regulatory framework.

Our main aims are:

- To reduce youth homelessness through the provision of housing and support that prepares young people to live independently.
- To create opportunities for young people to learn and develop their aspirations.
- To add value and opportunities for our young people through culture and heritage.

The Y commits to meeting outcomes under the Every Child Matters Framework by providing support at varying levels dependant on need in the following areas:

- Achieve Economic Wellbeing**
- Enjoy & Achieve**
- Be Healthy**
- Stay Safe**
- Make a Positive Contribution**

We aim to provide this service in a way that is fair, person-centred and accountable to all stakeholders. As such, development of this document has been in accordance with relevant GDPR & Safeguarding regulations as well as commissioner requirements.

## Vision

We believe that every young person deserves a safe place to call home and the support they need to create lasting change in their lives.

## VISION IN ACTION

Our vision is a core aspect that underpins how the service is delivered:

### Language

#### • 'HOSTEL'

The Y provides supported housing, NOT hostel accommodation; the word 'hostel' has negative connotations to society and portrays young people poorly therefore all staff will actively ensure this word is not used in any communications externally or internally, written or verbal.

#### • 'EVICTION'

The Y does not evict any young person from our accommodation under any circumstances. All staff actively ensure this terminology is not included in any communications, externally or internally, written or verbal.

Alternative phrases with positive meaning and action attached are used:

- Positive move-on
- Planned move-on
- Emergency move-on

## Outcomes

Every young person can expect a clear Support & Action Plan through Outcome Star. It is appreciated, that we work with young people that display challenging behaviours and we are committed to ensuring they receive a consistently high level of service. We aim to enable our young people to achieve positive outcomes within the Every Child Matters Framework as part of their support.

#### • ACHIEVE ECONOMIC WELL-BEING

Our accommodation-based support service aims to support young people to become economically independent by empowering them to move away from unemployment, benefits and long-term poverty through the provision of training and employment and eventual long-term prosperity.

#### • ENJOY AND ACHIEVE

Young people are supported to gain skills, qualifications and access to further education, training and employment by enabling every person to obtain a basic level of literacy and numeracy, as well as encouraging engagement with a variety of EET providers and internal opportunities.

#### • BE HEALTHY

Health is not just about the immediate presenting state of being sick or being well. We have a commitment to view health holistically and respond to mental health issues, substance misuse, sexual health and oral health needs, as well as increasing self-esteem and confidence. We achieve this by ensuring all young people staying with us are registered with local GPs, Dentists and have access to additional health services as and when needed, together with training support staff to identify and support those needs effectively.

#### • STAY SAFE

We are committed to ensuring all young people living with us are protected from abuse, exploitation and manipulation. This includes domestic violence (to both men and women), sexual exploitation and trafficking, involvement in gangs and violent extremism as well as recruitment of candidates that may intend to exploit opportunities to manipulate, threaten or victimise them. We do this by ensuring all staff have DBS checks, receive mandatory training (NSPCC Safer Recruitment Training for all managers) and are supervised and performance managed on safeguarding & professional boundaries. Additionally, robust policies are in place and promoted to support our young people's complaints and appeals.



• **POSITIVE CONTRIBUTION**

We are committed to supporting all young people to make a positive contribution to society and become active, participating citizens with control and responsibility for all aspects of their lives. Reducing re-offending and challenging anti-social behaviour are key areas of responsibility for Support Workers and, working towards this outcome, we actively engage with partnership agencies such as Police, CYPS and Criminal Justice Service.

• **POSITIVE TRANSITIONS**

We will support young people towards a state of healthy interdependence through a process of positive transitions, recognising the five ECM outcomes and ensuring clear identification within each support plan.

## Housing Service Quality Statement

The Y is committed to ensuring that all young people accessing its supported housing services are treated with respect and dignity at all times. This pledge represents our commitment to delivering a high standard of support and a high quality of housing to young adults. We work tirelessly to ensure services will not fall below these standards, feedback is welcomed and encouraged to support us as we strive for excellence.

- We will only refer to our own or external providers of accommodation as Supported Accommodation both in written and verbal communications as we believe the word 'Hostel' has negative associations for young people living with us or another provider.
- We will ensure that all accommodation units are regularly maintained and meet minimum organisational standards of 5\* as set out in The Y's Housing Vision.
- We will ensure that any young person exiting supported accommodation within our provision will have their belongings packed, stored and/or transported in appropriate bags for that purpose to remove the practice of using black refuse sacks.
- We will ensure that any young person who it is deemed necessary to move out of our accommodation, will do so under a structured move-on process except in extreme circumstances whereby the support of emergency or medical services may be involved.
- We will provide additional external move on accommodation for service users who are ready to experience semi-independent living through a positive move on pathway within our accommodation.
- We will offer fair and open access to all service users referred to our accommodation based on their presenting and emerging needs, and our ability to meet those needs.
- We will ensure that access to appropriate support is available 24 hours a day, 7 days a week, 365 days a year
- We will ensure that every young person living within our accommodation has a clear and focussed person-centred support plan that aims to empower them to develop healthy interdependence for life.
- We will ensure that all young people living in our accommodation feel safe and provide them with a person to advocate on their behalf when needed.
- We will actively seek the views of all young people using a variety of means to ensure we reach as wide and diverse a range of young people as possible when shaping future service delivery.
- We will work to empower young people to become active members of their community, make informed choices, and take responsibility in their lives.
- We will ensure every young person has access to appropriate health and emotional wellbeing services.
- We will support every young adult with removing barriers to access & engage their full potential through skills for life and Employment, Education and Training opportunities.

## Our Accommodation

Our Accommodation Successful funding applications with both HCA and DfE in 2008 & 2011 resulted in a £4m capital investment allowing for extensive refurbishment of the premises at East Street, Aylestone and our move on accommodation. This has allowed The Y to realise the physical representation of the Housing Vision.

All rooms at Aylestone Centre and East Street are en-suite with a shared kitchen, self-catered and fully furnished and further investment has provided free wi-fi throughout the accommodation. Total of 103 units within the configuration below:

- EAST STREET:** 13 x high quality self-contained studios (including 3 fully accessible to those with additional needs & 5 accessed via a discreet separate entrance / exit, 4 of which are split-level 'mezzanine layout), 6 x 4 bed 'clusters' and 2 x 6 bed 'clusters'.
- Clusters have a number of en-suite bedrooms with a shared kitchen / lounge, designed to be accessible only to those living within.
- 24-hour staffing & on-call provision for emergencies.
- AYLESTONE CENTRE:** 4 x 5 bed house on site with en-suite bedrooms and shared kitchen  
1 x 10 bed house with en-suite bedrooms and shared kitchen  
4 x ground floor self-contained studios  
1 x Safe Room located within the Staff Building for emergency stays  
24-hour staffing & on-call provision for emergencies.
- MOVE ON HOUSES:** City Centre based shared houses, with en-suite rooms and shared kitchens / lounges. All fully furnished. Supported Monday to Saturday by Housing Officers and on-call provision for emergencies.

The Y accommodation has an internal pathway as follows:

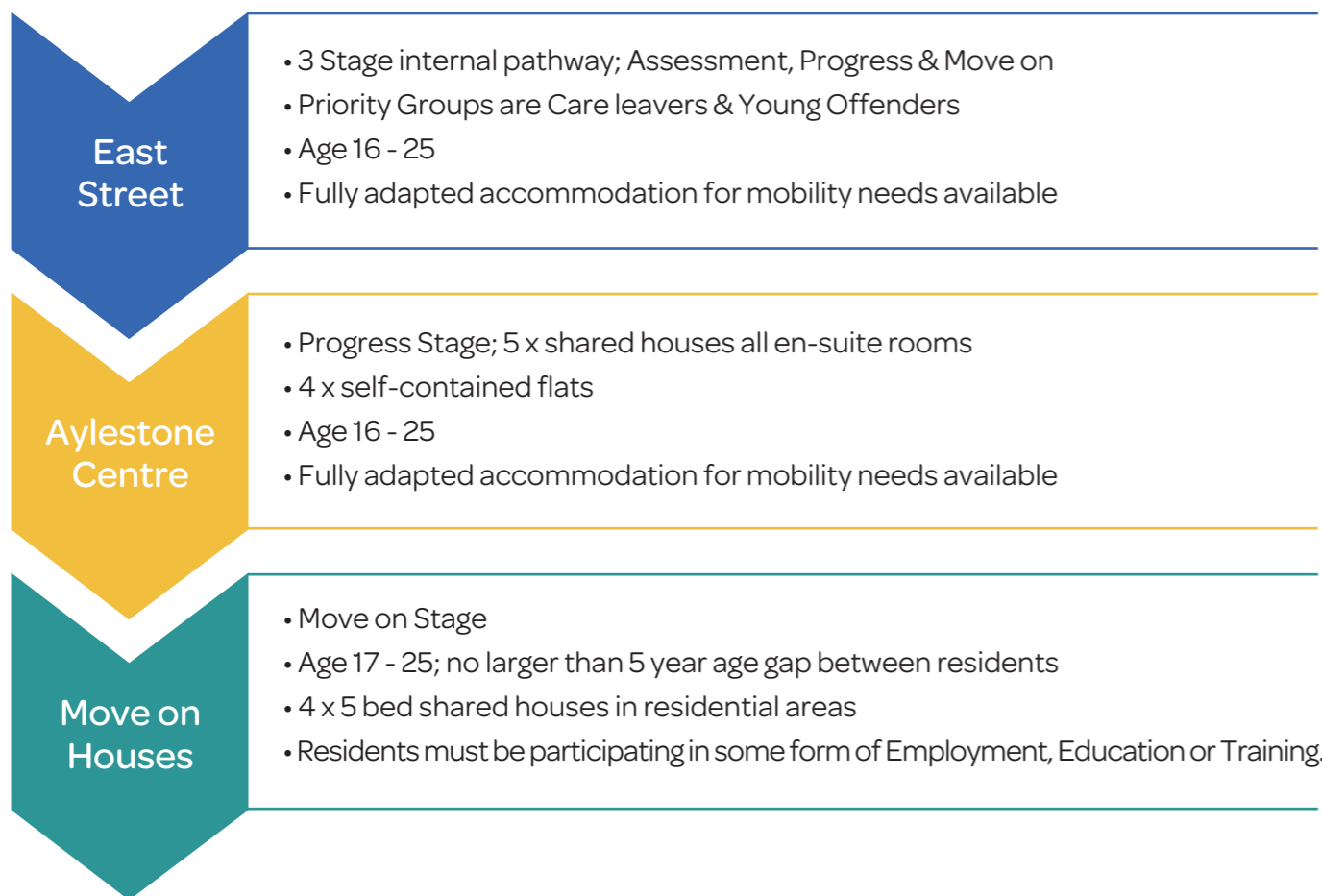


There is also free access to the on-site sports hall and discounted tickets available for shows and events held within The Y Theatre at East Street.

All accommodation is on a Licence & Support agreement and we have developed a Support Intervention Process as an alternative to the traditional linear warning / exclusion model for addressing difficult behaviour.

Figure 2 below outlines key points of each accommodation site to consider when referring a young person to The Y.

Figure 2: Key features of The Y accommodation provision



## Safe Room – Emergency provision

As part of the Aylestone Centre refurbishment, an en-suite bedroom was created within the office building to provide a safe overnight space for a homeless young person in an out of hours EMERGENCY.

This may mean a vulnerable young person who has been asked to leave the family home immediately, a young person fleeing violence or who has been 'trafficked' and/or registered as a Missing Person.

The primary aim is to provide a safe, calm and secure space for the young person in the short-term ensuring efforts are continued the following working day to secure a longer-term solution.

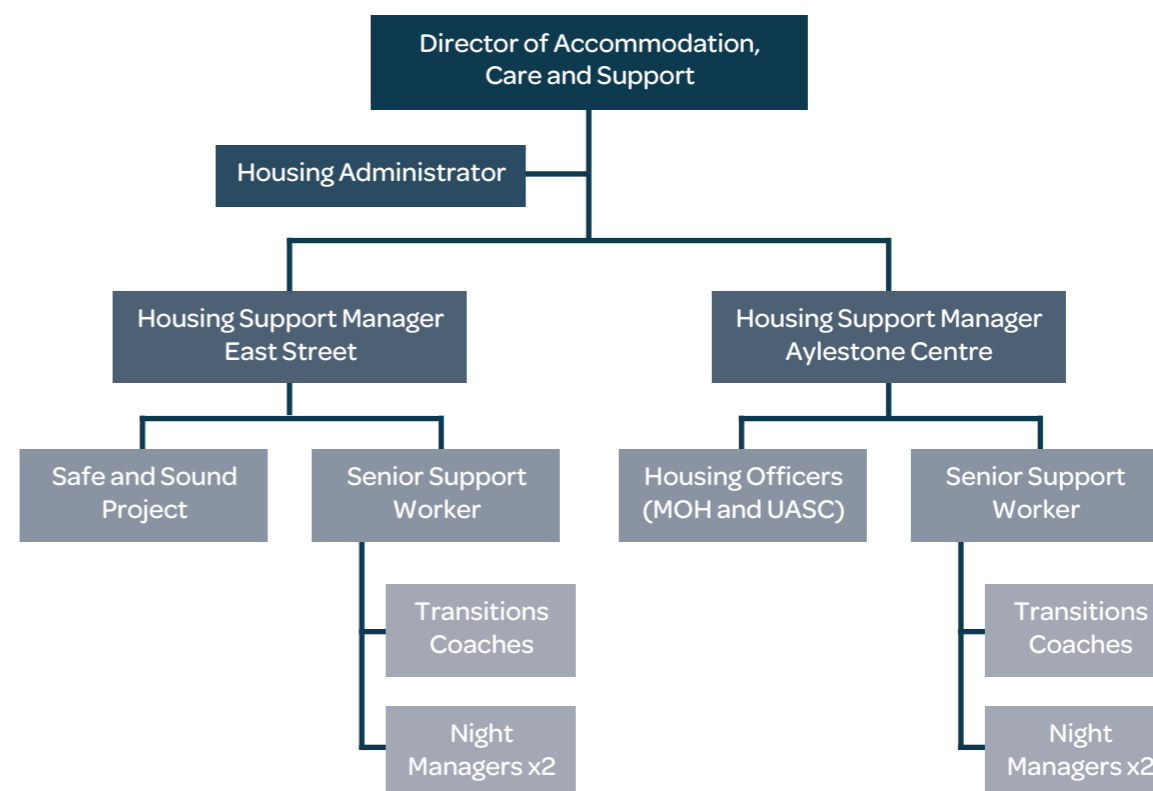
AGE: 16-21 years

## Our People – Leadership and Management

### Organisational Structure of the Service

The Y Housing and Support service is at the core of The Y's purpose and is led by a member of the Executive Management team. The Housing Support Managers have significant relevant experience and are expected to be qualified to Level 5 in Leadership and Management in addition to service specific training and continuous professional development. The staff team have access to a 24/7 on call system that is staffed by the management team and benefit from ongoing and high-quality training. Our recruitment protocols follow Safer Recruitment standards.

Figure 1: The Y Housing – Management Structure



### Professional Supervision of Staff

The staff team receive fortnightly supervision during their probation period. On completion of their probation, supervisions are monthly.

Performance reviews (including annual appraisal) are carried out three times a year to ensure that staff members are working within the organisations core competencies, key performance indicators and targets.

All staff complete a comprehensive training programme of face to face and online training.

### How to access The Y's Housing and Support policies and procedures

The Y has a number of policies and procedures for all staff employed by the Y and specific protocols for this service. In order to request and access the documents please contact the Director of Accommodation, Care and Support on 0116 255 6507.

## Referral Criteria and Support Offer

The Y offers supported accommodation for single homeless young people aged 16 – 25 with needs ranging from High to Low. Referrals for East Street and Aylestone Centre are via Single Access & Referral Service (SAR) operated through Housing Options service at Leicester City Council.

We operate a direct access provision into our move-on houses for young people that are attending college, training or are employed.



Key elements of our person-centred approach are:

- ✓ Prioritisation of individual needs and every offer of accommodation is based on our ability to meet those needs.
- ✓ Mitigating risk wherever possible by identifying the triggers and emphasising the development of a good working relationship between support worker and young person and positive engagement with specialist services.
- ✓ The implementation of the Support Intervention Process (SIPs), replacing the former penal warnings system. Designed to uncover contributory factors for problematic behaviour and encourage responsibility.
- ✓ Implementation of a Trigger Awareness Positive Enabling Response (TAPER) helps to proactively identify, with the young person, emotional triggers that underpin detrimental behaviours and personal preferences for engagement into our mainstream accommodation risk-management strategies.
- ✓ Pre-placement meetings to identify shared solutions with referring agencies for a young person with complex needs prior to accommodation.
- ✓ Our overall aim is to ensure that our person-centred approach recognises Maslow's Hierarchy of Needs.

We maintain a balance of High to Low support by regularly reviewing the number of hours of support per week through a combination of direct 'face to face' work and follow up work done on behalf of the young person.

It is expected that contact between Transitions coaches and residents, occurs daily and a focussed key-work discussion takes place weekly as a minimum, unless agreed with the young person.

The table below demonstrates the process we would use to manage withdrawal of support at an appropriate point within agreed timescales:

Months	0-1 Assessment	1-3 Progress	3-6 Move-on	Potential Limitations
SUPPORT INPUT 	Stabilising, goal setting, relationship building.	Enabling, coaching, reviewing progress against key milestones.	Increased independence, greater use of informed decision-making.	INDEPENDENCE 
	Express preferences for PRP*  Understanding Licence & Support Agreement. Enrolling in EET opportunities. Health & Wellbeing Assessment. Referrals & co-ordination of specialist support. Problem-solving.	Developing self-awareness and impact on others. Engaging in EET, attending appointments with encouragement.  Support to attend EET / specialist services. Training, independent living skills. Build support networks. Mediate with family network.	Preparation for move on. Some self-motivation & use of initiative present. Confidence improved. Good practical living skills. Will seek support to avoid crisis.  Signposting. Reinforcing progress. Pre-tenancy training. Handing over to FSS with Outcome Star.	
<b>Activity</b>	1:1 Support sessions x 2 per week 6.5 hours support per week Multi-agency meeting x 1 Induction	1:1 Support sessions x 1 per week 4 hours support per week Multi-agency progress meeting x 1	1:1 Support sessions x 1 per fortnight 3.5 hours support per week Work with FSS during 'transition' period.	Imaturity and complex needs of some YP require greater time to stabilise and build trusting relationship.  Increase in 16/17 age group can prove barrier to move on into tenancies; will likely require FSS.  Capacity constraints of partners can delay timescales.  Crisis events can have a significant effect on timescales.  Reluctance to engage.  Lack of move on accommodation may prevent service from meeting timescale.
<b>Evidence</b>	Desktop assessment. Identified milestones to achieve independent living skills and personal and social development.	YP's feedback on progress. YP sets goals Evidence of RAID model underpinning progress. High score on outputs.	Upward trend reflected in Short-term outcome forms / Service Outcome KPIs.	

The basis of support applies the principles of Positive Behavioural Support by seeking to understand the context and meaning of behaviour in order to inform the development of supportive environments.

Using person-centred, values-based approaches to ensure people are living the best life they possibly can. When done properly, person-centred planning processes make sure that those who support people get to know them as individuals.

Skilled assessment in order to understand probable reasons why a person presents behaviours of concern, along with the use of behaviour support plans (e.g. Support Intervention Process – including a TAPER and Conduct Agreements) which inform Primary Preventative Strategies – ensuring wherever possible people are supported to develop alternative strategies by which they can better meet their own needs.

Through a team that includes Complex Needs Workers, a Counsellor and embedding reflective practice this framework underpins the support service.

Support offered focuses around use of the Outcome Star - Homelessness Star Assessment & Actions plans covering;

- Managing Tenancy and Accommodation
- Meaningful Use of Time
- Emotional and Mental Health
- Physical Health
- Drug and Alcohol Misuse
- Social Networks & Relationships
- Managing Money
- Self-care and Living Skills
- Motivation and Taking Responsibility
- Offending

Support includes:

- Arranging, or supporting the young person to arrange, appointments
- Attending appointments with the young person for support
- Advocating on behalf of the young person where needed
- Clarifying understanding by the young person to enable them to make informed decisions
- Liaising with other statutory services e.g. 16+ team (CYPS) to ensure the support the YP gets is cohesive and meets our collective obligations.



## Admissions Process

The Y offers a mix of accommodation to suit the various needs of young people that find themselves homeless.

All referrals are assessed by a member of the housing management team (Housing Support Managers, Senior Support Workers, Director of Accommodation, Care & Support) with the aim to provide a decision within 24 hours of receipt.

### Fair Access

The needs of applicants and any inherent risks are assessed on a consistent and comprehensive basis prior to the service being offered via use of the following documents;

- Desktop Review of information contained within the following:
  - SAR Initial Assessment for Homeless Services
  - Risk Assessment from third parties e.g. CRC/ Probation
  - Pathway Plan from CYPS
  - The Y Risk Assessment
  - Notes of any conversations with third parties regarding the applicant
- The Y's own Risk Assessment will be completed covering 6 key areas:
  - Offending
  - Vulnerability / Abuse
  - Health & Wellbeing Support
  - Substance use
  - Behaviour / Aggression
  - Positive Factors
- Where risk indicators are High / Very High, OR, where support needs might require care or involvement of a third party, a pre-placement meeting will be arranged for same day or next working day with the applicant and any supporting agencies to clarify understanding of circumstances and discuss ways to mitigate the risks identified.
- In accordance with best practice and wherever practical, meetings will be carried out by two members of staff e.g. Manager and Senior Support Worker or Senior Support Worker and Transition Coach.
- Where possible, the decision will be given to the young person immediately or within 24 hours.
- If the decision is to refuse admission, we must advise the young person of their right to appeal and provide details of the appeals procedure.
- The decision-maker will advise the SAR team of the outcome in all cases.

## Fair Exit & Support Intervention process

The Y is committed to ensuring each young person is moved on positively to greater independence or to more appropriate supported accommodation, through the early identification of increased support needs.

### PRACTICE

No young person is to be 'put' on the streets or into inappropriate accommodation. As an organisation if we cannot move them on to suitable accommodation then we work with them to change behaviour.

No young person moves out of The Y with their belongings in black rubbish bags, we do not consider this to be acceptable.

#### • Positive move-on

Every young person accessing our service can expect a comprehensive support package progressing toward independent living. A positive move-on is an example of achieving service aims, resulting in the young person moving out of supported accommodation into either their own tenancy or back to their family environment (when identified as the ideal outcome with the young person).

#### • Planned move-on

This outcome will arise when identified through the key-work process that the young person has support needs that require a move to alternative appropriate accommodation more suited to their needs.

#### • Emergency move-on

An emergency move-on will be implemented only under severest circumstances arising from either an incident of behaviour that increases risk to a critical level or support needs that outstrip our services to the point where statutory agency involvement is required e.g. Police, Community Mental Health Team, CYPS etc and the young person has to be removed from the premises. Expectation is that this would be a rare event and that any support needs seen to be escalating would be dealt with through earlier intervention and result in a planned move on as above.

In 2011 our Support Intervention process was designed and implemented in place of our traditional warning system which we found ineffective for addressing breaches of occupancy with young people. This was presented to Homeless Link and incorporated as good practice in reducing abandonments and evictions across the sector.

Where the resident is engaged in behaviour that contravenes the Licence & Support Agreement and House Rules, we are committed to challenging this behaviour and supporting the resident in their attempts to maintain their accommodation with us, through the use of this process;

- Use of a Conduct Agreement to clearly outline the issue and the shared responsibilities of both resident and support staff, identifying SMART goals working towards maintaining stable accommodation and positive progress.
- Involving specialist and increased support, addressing communication barriers, advocacy and misunderstandings at each step.
- Where all interventions have failed to resolve the situation and it is apparent that the site cannot meet the emerging support needs;
  - A full case review is conducted and recorded in accordance with the Support Intervention Process
  - The Transitions Coach will make referrals to alternative appropriate accommodation providers with resources to meet the young person's needs more effectively.
  - A notice period of not less than 28 days (in line with the terms of the Licence Agreement) should be given in writing to the young person.
  - This notice will set out the responsibilities of both The Y and the young person during this period.
  - The notice should also state the right to appeal and incidents where it can be withdrawn.
  - The team will continue to work with the young person during this notice period or until such time as alternative appropriate accommodation is found.
- An Emergency move-on will only be activated where either:
  - the situation becomes critical and requires statutory agency involvement e.g. CYPS involvement, Police attendance or assistance under the Mental Health Act,OR
  - Presents an immediate & unmanageable safety risk to other residents, staff or the building.

## POSITIVE MOVE ON

Our overall aim is to ensure all residents accessing housing support eventually move on to either, the next stage in supported accommodation or accessing accommodation offering a secure tenancy.

This may be via; **Local Authority Housing**  
**Housing Associations**  
**Independent Landlords**  
**Supported Housing**

### Intensive Housing Management Support

- Move on houses / dispersed properties are part of The Ys internal pathway.
- Support is provided by Housing Officers that will visit each property Mon – Sat throughout each week of around 3 hours per person per week.
- Support provided is 'Intensive Housing Management' that is focussed on empowering each young person in their journey to independent living.
- Support tasks focus on maintaining licence conditions, rights and responsibilities and supporting towards full independence.
  - Without this support, the occupancy would 'fail' through rent arrears or anti-social behaviour for instance.
  - Expectations are that residents are in some form of employment, education or training.

All young people that move on from our accommodation into their own place successfully are gifted essential items to help make it a home. These **move on boxes** are something extra we provide to give our young people the best start to their independence.

## EET – Education Employment & Training

- All residents will be empowered to engage with a minimum of 16 hours of employment, education or training as part of our aims.
- Support and encouragement are given to enable residents to make and follow up any applications for employment, further education or training courses by.
  - Identifying appropriate education courses at various higher education sites and attend open days / visits with the resident where requested.
  - Assisting the resident with the application.
  - Identifying further sources of support where needed e.g. Student Assistance, bursary applications, Charity Link etc.
  - Due to the disruption to income benefit and housing benefit, residents are encouraged to seek out permanent or 'fixed-term' employment opportunities as opposed to sporadic agency 'contracts' wherever possible.
- Transition coaches will enable residents to make an informed choice by providing information and support in the following way;
  - Provide reasonable access to an internet-based PC enabling the resident to access job-sites and apply / respond via email.
  - Encourage engagement with agencies designed to support the unemployed in becoming 'work-ready'.
  - Identify short- and long-term gains.

## Y SKILLS MATTER

We are always staying alert for creative ways to put funding streams to good use and in order to bolster our EET offer we have funded a small bespoke project – Y Skills Matter; a resource for young people delivered by experienced Skills Coaches at The Y providing them with tools to build confidence, find and develop skills and help to find routes in training, education or employment.

Young people can book sessions directly via the website [www.yskillsmatter.co.uk](http://www.yskillsmatter.co.uk) and the weekly programme is advertised on large monitors in the reception areas of both main sites.



## THE Y THEATRE

The Y has a unique position in Leicester as the leading youth homelessness charity and as home to the city's oldest theatre, built in 1900 as part of our grade 2 listed building on East Street. We are using these spaces and our arts venue experience to help our young people gain new skills in arts and culture and to feel an affinity for The Y Theatre which is an extension of their home. These bite sized experiences such as technical skills and customer service are built into the Y Skills Matter programme.



## REGIONAL YOUNG EXPERTS PANEL

The Regional Young Experts Panel Coordinator based at The Y works with residents at YMCAs across the East and West Midlands to facilitate co-production. The panel intends to be a group of ex and current residents of YMCA; Leicester, Burton, North Staffordshire, Birmingham, Sutton Coldfield, Wellington and Lincoln who have lived experienced of complex needs and who want to use their experiences to shape the design and delivery of services across the YMCA network. An asset-based approach is taken to reauthor young people as powerful agents of change, using their lived experiences to inform decision making at each YMCA.

The panel intends to be formed of young people who would normally be excluded from such activities due to their complex needs which include homelessness, poor mental health, substance misuse, childhood trauma, domestic abuse, offending behaviour, risk of exploitation and learning difficulties.

## Y HERITAGE

Y Heritage coordinates a series of Dragons Den style pitches each year where Leicester/Leicestershire based organisations can apply for funding up to £30,000 from a panel of young people. The young people all engage in some way with The Y, most are residents. The organisations must build meaningful opportunities for work or training into their project funding application. Our aim is that our young people and the heritage projects develop and thrive together and our team of four Y Heritage colleagues ensure that both the organisations and young people are supported through every step of the process.

As well as guiding young people through project applications, shortlisting and project selection the Y Heritage Team ensure young people are exposed to a diverse range of actual and digital museums and heritage settings and regularly manage trips and visits and an annual residential field trip to places of historic interest.





## Specialist Enhanced Support

### Complex Needs Service

The Complex Needs service aims to provide a space for young people who have experienced childhood trauma to receive person centered, therapeutic support from an adult they can trust and depend on, to observe modelling of appropriate behaviour's and communication, and to leave the service feeling more able to manage their wellbeing and therefore sustain future tenancies. This process increases young person's external and internal protective factors and as a result they are better able to manage their wellbeing independently. Complex Needs Workers also aim to facilitate the development of the staff team's knowledge, skill and support to deliver high quality responses to issues associated with complex needs. This is provided through consultancy, reflective spaces and training.

### Shine Regional Complex Needs Project

Shine is a three-year regional complex needs project with funding awarded by the National Lottery Community Fund and being led by The Y in partnership with YMCAs: Lincolnshire, Birmingham, Burton Upon Trent & District, Wellington & District, North Staffordshire and Sutton Coldfield. The project was launched in January 2019 and has introduced a Complex Needs Worker role at each YMCA to work intensively with young people identified as having a range of needs including: Homelessness, Substance Misuse, Offending Behaviour's, Learning Disability, Physical Disability, Self-Harm, Attachment difficulties, Trauma and poor mental health.

Each YMCA has committed to reviewing their service provision and making an organisational shift in their understanding and response to young people with complex needs ensuring our services are accessible to the most marginalised homeless young people, through the development of a toolkit. As part of this process each YMCA has registered to work towards achieving the Enabling Environment award which is accredited by the Royal college of psychiatrists.

This is seen as best practice within the YMCA movement and as such YMCA England and Wales are looking to replicate the model across the entire movement.



### Safe and Sound (Ending Women's Homelessness)

Safe and Sound, an initial pilot project funded through Homeless Link's Ending Women's Homelessness Fund, providing a safe, nurturing, female-only environment with an emphasis on positive mental health, safe and healthy relationships, recovery from gendered abuse and pre and post parenting work. It will utilise our regional partnerships inviting experts with lived experience of child sexual exploitation (CSA) as well as local domestic abuse organisations to train staff across the wider organisation and co-produce services. Our rationale for developing this single gender provision within a multi-accommodation site is based on extensive experience working with young women with complex needs who do not fully benefit from general housing support.

The accommodation will provide stability to enable young women to make safe, informed choices, increase self-efficacy, regulate emotions, address childhood traumas/ life events and develop self-esteem/problem solving skills to interject cyclical nature of complex needs and poor physical, emotional/ psychological outcomes.

A key part of this project is to develop organisational awareness of domestic abuse amongst The Y's employees and resident population and successfully design policies to address this appropriately including through Housing service protocols and occupancy terms for our young people.

### Flat 108 Enabling Independence

Flat 108 project is funded through BBC Children in Need and is in its 4th year of operation. This small project based within the city centre, works with schools, parents and social care to support young people aged between 11 and 18 years old with disabilities and special educational needs, to increase confidence in making their own decisions, develop practical independent living skills and encourage future aspirations. This project also enjoys membership of the Council for Disabled Children (CDC).

### Accommodation for Unaccompanied Asylum-Seeking Children (UASC)

Working in partnership with Leicester City Council's Placements & Commissioning Team, The Y has been commissioned to provide accommodation and support for up to 5 young people who are categorised as UASC since 2019. The young people are supported to move in, orientate themselves within Leicester, employment education and training including ESOL and move on within The Y's accommodation pathway once each young person has gained settled status.

## Feedback Processes

### Resident meetings

To provide a monthly forum where residents can contribute ideas, gain clarification and make suggestions for the improvement of services.

### Consultations

Consultations are necessary to ensure our services have a positive impact on the lives of our young people. It is relevant therefore, that our young people have the opportunity to influence the shape, design and intended outcomes of new services or policies on a continuing basis.

Care is always taken to ensure consultation responses are noted and considered in a meaningful way, and be able to demonstrate how this process has influenced the end result.

Consultations are therefore conducted on an as needed basis and facilitated by the lead person for a particular activity including encouragement to participate in external strategic consultations locally with regional and national value.

The Housing & Support team assist with encouraging participation and promoting resident involvement opportunities.

### Complaints

We operate a robust Complaints Policy to enable residents to formally communicate their concerns regarding the service or something else within the accommodation provision affecting their right to 'quiet enjoyment' of their living arrangements.

A complaint is a positive opportunity to review organisational practices and ensure that best practice is being observed within every aspect of work.

### Appeals

It is the intention that all decisions having a direct impact on a young person's stay at The Y should have their involvement within the discussion. However, a young person may remain unhappy at the outcome or a decision may have had to be taken without consultation.

We are committed to enabling young people to have a voice and as such, they have the right to challenge a decision and present new information or ask us to reconsider.







**TRANSFORMING YOUNG LIVES THROUGH HOUSING,  
SKILLS, ART, HEALTH, ADVICE AND CARE**

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