**DURHAM COUNTY COUNCIL**

**CHILDREN AND YOUNG PEOPLE’S SERVICES**

**SUPPORTED LODGINGS AGREEMENT**

**THIS AGREEMENT IS A WRITTEN STATEMENT OF THE PARTNERSHIP BETWEEN DURHAM COUNTY COUNCIL’s**

**CHILDREN AND YOUNG PEOPLE’S SERVICES AND YOU AS A SUPPORTED LODGINGS PROVIDER**

**This Agreement details the terms and conditions of your approval as**

**a Supported Lodgings Provider and the Service’s responsibilities to you in that role.**

**1. Terms and Conditions of Approval**

**Name of Supported Lodgings Provider: ……………….…………….**

**………………………………………………………..……….………………**

**……………………………………………………………………………...…**

**…………………………………………………………………………………**

**…………………………………………………………………………………**

**Supported Lodgings Officer: ……………………………………………**

On ……………… your Assessment was presented to Durham County Council’s Supported Lodgings Panel.

Your terms of approval agreed by panel are:

Service user type (Name and Status):

Gender:

Numbers:

Planned or unplanned:

As part of your terms of approval it is also agreed you will be reviewed within 1 YEAR.

**2. Support and Training**

* 1. **Training**

Every Supported Lodgings Provider will be offered preparation training prior to their approval. Training continues after approval and is mandatory. Although training is increased and varied over the year there are certain core sessions that must be attended as a minimum. These would include sessions as below:

* on the role of the Supported Lodgings Provider,
* safeguarding,
* safe care,
* confidentiality,
* health and safety,
* independent living skills,
* employment and training opportunities
* equal opportunities

This is not an exhaustive list and there are further sessions in addition to the above.

The Council’s Supported Lodgings Service is committed to providing Supported Lodgings Providers with ongoing training to assist them with their role and personal development. The Supported Lodgings Service will provide information about other opportunities that may be available to them. e.g. e-learning.

As part of the Council’s assessment and review process of Supported Lodgings Providers, individual personal training needs and training opportunities will be discussed and agreed with you.

**2.2 Individual Support**

Individual support will be provided by:

* Your SLO will visit you regularly to offer supervision and support. This will recognise your own as well as your family’s needs and provide guidance to you and your family in relation to the Supported Lodgings task.
* The young person’s SW/YPA will support the young person and liaise with you as required. Matters relating directly to the young person should initially be discussed with their SW/YPA whenever possible.
* The Emergency Duty Team Outside of normal office hours.

As an approved Supported Lodgings Provider you will have access to a controlled electronic Durham County Council Supported Lodgings Handbook.

**2.3 Financial Support**

The basis of financial support to all Supported Lodgings Providers is through the payments for the support that they are offering to the young people. A payment is paid in advance to Supported Lodgings Providers by the Supported Lodgings Service.

In addition to this payment there is a payment for rent.

Supported Lodgings Providers are responsible for informing the Supported Lodgings Service if they believe an incorrect payment has been made to them. Any monies owing to the Service must be paid back on request within 14 days of notification of an overpayment to the Supported Lodgings Provider.

The third element is that of payment for board which is arranged on an individual basis choosing from the three options of:

* Breakfast only
* Breakfast and evening meal
* Breakfast, lunch and evening meal

These payments must be taken/made.

Incorrect or non-payment to Supported Lodgings Providers will be corrected as soon as possible once the relevant personnel are aware of the situation.

(see Guidance Notes for Supported Lodgings Providers for information on how placements are funded).

**3.** **Review and Termination of Approval of Supported Lodgings Providers**

**3.1 Review**

Your approval as a Supported Lodgings Provider for the Council will be reviewed at intervals of not more than one year but possibly less depending on circumstances and direction from the Supported Lodgings Panel as they may stipulate an early review as part of the terms and conditions of your approval. The circumstances, which may call for an earlier review would be; following any significant incidents, (See Section 7) or repeated incidents/ complaints or allegations of abuse or neglect.

As part of the review process statutory checks such as Disclosure and Barring Service (DB) and Adult Health (AH) Medicals which are updated every three years are monitored and updated if required. The home safety checklist will be carried out annually as part of the review.

The Service in conjunction with Supported Lodgings Providers themselves can initiate a review to consider Supported Lodgings Providers continued approval or terms of approval. If an early review is to be considered there should first be discussion between the Supported Lodgings Provider and their SLO to consider the reasons for and implications of an early review.

The review documentation currently consists of:

* Current details of Supported Lodgings Providers, including details of current approval and statutory checks.
* An evaluation of the Provider and household in relation to the role.
* Evaluation forms from the young person the SW for the young person and any other professionals involved
* Any issues raised by the review process.
* SLO summary and recommendations in relation to approval details.

The Supported Lodgings Providers will see the reports and be allowed the opportunity to comment. The review will go to the next Supported Lodgings Panel.

* 1. **Termination of the Supported Lodgings Agreement**

This agreement can be terminated by:

1. The Supported Lodgings Provider not wishing to continue their approval with Durham County Council, in which case 28 days notice should be given or notice that they no longer want to continue from the date of the end of their current placement.
2. The Service’s judgement that the Supported Lodgings Providers are not meeting the standards in relation to their approval. (For standards contact the SLS).

If the agency decides there are grounds for de-registration the provider will receive written notification within 7 working days of the Supported Lodgings panel recommendation.

If the provider wishes to appeal against the decision, they must make representation to the nominated Agency Decision Maker within 28 days from the date of the letter of notification. The Agency Decision Maker will either uphold the original decision or refer back to the panel for further consultation. Following this the Agency Decision Maker will consider any further recommendations and notify the providers of the final decision and provide a copy of the final recommendations and clear reasons why.

When a provider’s approval has been terminated it is a requirement that all property which is held by the Supported Lodgings Provider on behalf of the Council should be returned as soon as possible following de-registration. (Property includes but is not limited to:- electronic Supported Lodgings Handbook, all information relating to a third party to include referrals and risk assessments notes of meetings/planning and contact notes).

1. **Placement of Young People**

Prior to placement (in unplanned situations) the Supported Lodgings Providers will be provided with the essential information from the referral and risk assessment.

For planned placements there will be a matching report taken to panel and then introductions and meetings before a move in date.

The Supported Lodgings Provider will be expected to adhere to their role providing accommodation to a young person/adult in their own home for an agreed period of time.

Also to enable a young person to prepare for his/her independence/move on through working with all parties involved in the Plan.

The Supported Lodgings Provider will be expected to provide within the placement a room for the young person with a bed, wardrobe, chest of drawers, chair and desk/working space.

(See Guidance Notes for Supported Lodgings Provider, Appendix 2, and Role of Supported Lodgings Provider).

At the end of a placement any information that the Supported Lodgings Provider has regarding the placement/ young person must be returned to the Supported Lodgings Service for shredding.

**5.** **Legal Liabilities of Supported Lodgings Providers**

* 1. **Data Protection**

The Council’s Data Protection Policy sets out the Council’s approach to handling personal information in all activities and decisions of Durham County Council in accordance with the Data Protection Act (1998)

The Act takes into consideration the following:

* How we use personal information
* How we store it
* How we keep it secure
* How we respond to subject access requests, and
* How we share it

All Supported Lodgings Providers are expected to comply with the Act and ensure that all personal information received is stored appropriately under lock and key and that no personal information is shared without the explicit written agreement from the Supported Lodgings Co-ordinator.

Paper documents should be stored in a locked cabinet and in a secure location within your home such as a lockable cupboard or wardrobe.

No paper documents should be left unattended within your home; as this poses a risk of unauthorised people accessing sensitive and personal information relating to young people in placement.

If personal and sensitive information is lost, then it is the expectation of the service that the Supported Lodgings Provider, notify the service immediately of the potential data protection breach.

Please see your electronic Supported Lodgings Handbook for further information around the data protection policy adopted by the Council.

* 1. **Insurance**
* All Supported Lodgings Providers should have their own household insurance and need to inform their company of their role as a Supported Lodgings Provider.
* Public liability insurance is provided by Durham County Council.

(See Guidance Notes for Supported Lodgings Providers for further information).

* 1. **Transportation and Motor Insurance**

It is not an obligation for the Supported Lodgings Provider to transport the young person/adult however this may happen on occasions.

It is the Supported Lodgings Provider’s responsibility to ensure that their car has an up to date MOT certificate, road tax, Driving Licence and motor insurance which adequately covers them for transportation of young people. It will be a requirement to include business use on the policy.

(See Guidance Notes for Supported Lodgings Providers for further information).

**6.**  **Representation and Complaints**

Supported Lodgings Providers have a right to make a complaint through the Service’s complaints procedure:

1. On behalf of a young person they are providing Supported Lodgings for on behalf of the Service.
2. In respect of the service they receive in relation to their role as Supported Lodgings Providers.
3. In respect of decisions made in relation to their approval/terms of approval.

**7. Informing the Service of Significant Events or Changes within the household**

Supported Lodgings Providers must give prompt verbal or written notification to the Supported Lodgings Service in relation to:

* Change or intended change of address
* Change or intended change of composition of their household
* Any change in personal circumstances and or/events affecting their capacity to provide support in place or their suitability to be considered for a placement (including criminal offences).

(See Guidance Notes for Supported Lodgings Providers, SS296 Reporting of Significant or Notifiable Incidents and Complaints).

1. **Absence from the Placement**

If a Supported Lodgings Provider is aware that a young person is ‘missing’ or if a young person is not in placement and their whereabouts is a concern because it is out of character termed ‘improperly absent’. In such cases the supported lodgings provider must:

1. Report the circumstances to the SW/YPA or Duty officer or if out of hours Emergency Duty Team Staff.
2. If the Supported Lodgings Provider believes the young person to be in immediate danger they should contact the police directly.
3. As this process may require an element of discretion, advice and knowledge of the young person and their circumstances, other advice specific to this young person will be set out with the social worker in discussion at the beginning of the placement as part of the agreement and/or risk assessment. This can be reviewed regularly if it is considered that the risk assessment needs changing as advised by the SW .(see 10 )
4. **Confidentiality**

As Supported Lodgings Providers you agree to ensure that any information relating to the young person placed with you, to the young person’s family, or to any other person which, has been given to you in confidence in connection with a placement, is kept confidential and is not disclosed to any person. Appropriate steps should be taken to secure any personal data.

Any information given to you in relation to a young person in placement (or potential placement) is to be returned when the young person leaves (or placement is not made).

Any breach of confidentiality will be regarded as serious and could jeopardise your approval as a Supported Lodgings Provider.

Confidentiality is a two-way process and as a Service we undertake to keep confidential and secure the records we hold in respect of you

(See section 5.1 and Accessing the Supported Lodgings Service procedure for further information on confidentiality).

**10. Supported Lodgings Placement Agreement (individual placements)**

As a party to the Supported Lodgings placement agreement you will comply with the terms included in the individual agreement for each young person placed with you.

**11. Safeguarding**

**11.1** An agreed up to date written safe care family policy must be in place in relation to everyone in the household. This will be completed in conjunction with the Supported Lodgings Officer at the start of the placement.

**11.2** Report any disclosure from a young person as soon as possible to the relevant individual i.e. social worker, locality team manager, duty officer, Supported Lodgings Officer or emergency duty team if out of hours.

* 1. Comply with all Supported Lodgings Service policy and procedures.

There is mandatory safeguarding training and for further information see the Supported Lodgings Handbook.

**12. Access to Young People in Supported Lodgings**

As a Supported Lodgings Provider, you must make yourself accessible for meetings with the Supported Lodgings Officer and any professional working with the young person as required. Also, as a Supported Lodgings Provider you will be expected to encourage the young person/adult to be available and attend any of these appointments when required.

**13.** **Additional Duties and Criteria**

As a Supported Lodgings Provider there may be occasions when you will be asked to do something outside of the usual duties of the role for particularly vulnerable young people/adult and as such the service would expect a reasonable amount of flexibility e.g. They may occasionally be asked to transport the young person or to attend an appointment with them.

**14. Co-operating with Inspections**

On occasions the service gets inspected by various different government bodies in order to continue as a service it is important that a Supported Lodgings Provider is willing to co-operate with and/or participate in this process if required.

**SUPPORTED LODGINGS PROVIDER(S)**

Name …………………………………

Signature …………………………….. Date ………………………………..

Name …………………………………

Signature …………………………….. Date ………………………………

**SUPPORTED LODGINGS OFFICER**

Name …………………………………

Signature …………………………….. Date ………………………………

**PROJECT CO-ORDINATOR**

Name …………………………………

Signature …………………………….. Date ………………………………

**Glossary**

SLO – Supported Lodgings Officer

YPA - Young Person’s Adviser

SW - Social Worker

PC – Project Co-ordinator

DBS – Disclosure and Barring Service check

AH – Adult Health Check