

# Sunderland City Council

## NEXT STEPS

### OTHER ARRANGEMENTS AND SUITABLE ACCOMMODATION

Children's Services



# SUNDERLAND CHILDREN'S SERVICES

## 'Other Arrangements' and 'Suitable Accommodation'

### Summary

This document sets out the framework and requirements to be taken into consideration when placing children looked after and care leavers aged 16 & 17 (and in certain circumstances care leavers aged 18 and over, i.e. where Children's Services is commissioning and paying for the service/accommodation) in accommodation and/or placements that are not registered under the Care Standards Act 2000 and are therefore not inspected by Ofsted. The Care Planning process for the individual child must conclude that the child's needs are best met by a placement in 'Other Arrangements', that is, they are deemed sufficiently able and competent to benefit from a semi-independent type of placement due to their abilities and needs, i.e. they need 'support' rather than 'care'.

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## Section One

### 'Other Arrangements' and 'Suitable Accommodation' Requirements and Inspection Framework

#### Aims, Context and Purpose of the Document

The aim of this document is to provide guidance relating to placing children looked after and care leavers age 16 & 17 (and in certain circumstances care leavers aged 18 and older) in placements and accommodation which is not regulated under the Care Standards Act 2000 and as a result is not inspected by Ofsted.

These types of placements are deemed 'Other Arrangements' within the Care Planning, Placement and Case Review Regulations and Guidance 2015. The related Planning Transition to Adulthood for Care Leavers Guidance, including the Care Leavers (England) Regulations 2010 (revised 2015) sets out parallel requirements. A system of checks is required to ensure the placement or accommodation (and related support services) can be deemed 'Suitable Accommodation'.

The Care Planning, Placement and Case Review Regulations and Guidance 2015 highlights that in certain circumstances and following the assessment of the child's needs to inform his or her care or pathway plan, the assessment may conclude that for some children, these needs will be best met by a placement in 'Other Arrangements'<sup>1</sup>.

As these placements are not regulated under the Care Standards Act 2000, or inspected by Ofsted the 'Responsible Authority' will need to take every step to establish that the child's needs are matched to the services provided by the placement and that the provider and placement are safe and suitable.

In order to make a placement in 'Other Arrangements' the responsible authority must ensure that:

"In every case, before making the placement the local authority must establish that the accommodation is suitable.

Suitable accommodation is defined as 'accommodation':

- which, so far as reasonably practicable, is suitable for the child in light of his/her needs, including his/her health needs;
- in respect of which the responsible authority has satisfied itself as to the character and suitability of the landlord or other provider;
- which complies with health and safety requirements related to rented accommodation; and
- in respect of which the responsible authority has, so far as reasonably practicable, taken into account the child's:
  - wishes and feelings; and
  - education, training or employment needs."

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<sup>1</sup> Regulation 28 & 42 – Care Planning, Placement and Case Review Regulations and Guidance 2015

For the full definition of 'Suitable Accommodation' and 'Other Arrangements' - See:

Children Act 1989, Volume 2: Care Planning, Placement and Case Review – Regulations and Guidance 2015) – Page 74 to Page 80, Section 3.116 to Section 3.142, Regulation 28 and Schedule 6.

And

Children Act 1989 Volume 3: Planning Transition to Adulthood for Care Leavers Guidance, including the Care Leavers (England) Regulations 2010 (revised 2015) – Page 61 to Page 63, Section 7.12 to Section 7.18, Regulation 9 and Schedule 2.

The 2015 (2010) Guidance sets out the following areas that must be addressed when assessing 'Suitable Accommodation' or a placement for an individual young person:

- 1      What are the assessed needs of the young person and how will the placement meet these? i.e:
  - access to education, training, employment opportunities;
  - access to family, support networks, health needs and move-on opportunities;
  - location and accessibility – risk and safeguarding both to and from others;
- 2      The young person's views and wishes and feelings regarding the accommodation;
- 3      The character and suitability of the landlord/provider (and other household/family members or provider staff);
- 4      The risk, safeguarding and suitability of placing the young person with the existing group of resident young people;
- 5      The suitability of the accommodation – health and safety.

Prior to a move to 'Suitable Accommodation' taking place the above issues should be addressed and wherever possible the young person should have viewed the placement/accommodation.

As the move will represent a significant change to the young person's care/pathway plan a statutory review, chaired by the young person's Independent Reviewing Officer should take place prior to a decision being made to move to 'Suitable Accommodation'. The statutory review should scrutinise how the placement/accommodation will meet the young person's assessed need and establish that a care/pathway plan is in place to support the move.

In addition, regulation 12 (3) (c) requires that, where a young person is placed in 'Other Arrangements', then the local authority must make a placement plan involving the young person and the person responsible for supporting him/her in the accommodation. This should be the person who will have the most day to day contact with the young person, for example their 'key worker', support worker or

landlord/landlady. Any support plan setting out how the supported accommodation/provider service will support the young person should be integral to the placement plan and avoid duplication.

See Page 74, Section 3.116 and Page 80, Section 3.142 - Care Planning, Placement and Case Review Regulations and Guidance 2015.

As well as the requirement to check that the placement/accommodation meets the individual needs of the young person and that their views are sought and the provider landlord is suitable; the 2015/2010 Guidance also sets out a number of key headings within which to explore the suitability of an individual placement or accommodation arrangement.

- Facilities and services provided.
- State of repair.
- Safety.
- Location.
- Support.
- Tenancy status.
- The financial commitments involved for the young person and their affordability.

“The primary issue to be addressed in making a placement in ‘other arrangements’, just as in any other placement setting, will be how making this placement meets the assessed needs of the individual child.”

- See Page 79, Section 3.136 - Care Planning, Placement and Case Review Regulations and Guidance 2015.

### Decision Making and Responsibilities across the whole Local Authority for Placements in ‘Other Arrangements’

The local authority (and the different sections/departments, .i.e. case holding team, placement team/access to resources/brokerage team, commissioning team, Independent Reviewing Officer and the decision maker/panel approving the funding for the placement) as a whole must be involved in the decision to place a young person in accommodation or a placement deemed ‘Other Arrangements’.

1. The decision to place in ‘Other Arrangements’ for an individual young person will involve an assessment and ratification process that includes the social worker, their supervisor/team manager and the young person’s Independent Reviewing Officer.
2. The approval and inspection of the accommodation or placement provider used by the local authority may be undertaken by the children’s commissioning team, adult commissioning team or corporate commissioning team.

3. The decision regarding matching an individual young person to a specific type of accommodation or with a specific provider may be undertaken by a commissioning team with input from the social worker and provider.
4. The final decision to make the placement may involve ratification and agreement for the financial expenditure by a placement panel, management group or senior manager.
5. The inspection and review framework for the provider may include staff from all of the sections highlighted above as well as service users.

The names of services, their role and function and the individual structures will all vary depending on the size and nature of the local authority. It is therefore vital that the authority as a whole takes responsibility for the placement of the young person in an 'Other Arrangement'. Given the nature and complexity of the above processes, and the fact that each service may be within different departments, one part of the process may not always fully take account of another departments or sections decision which, can then create a potential 'risk' for an individual young person. For example, an individual social worker referring a young person to a placement finding team should be aware of the risks that the young person poses, however, they may not know which other young people are in a particular placement and therefore, what risks occur by the young people being placed together. Unless a robust young person/level of need matching and risk matching process is applied, individual young people may have their 'risk' levels increased by being placed with certain other young people.

The process of matching young people can be a particularly difficult procedure where individual providers have placements from a number of different local authorities. In these situations it is vital that the provider and the different placing local authorities have a consistent approach to assessing risk and levels of need.

Ultimately, the placement/access to resources/commissioning team and the provider should ensure a robust matching process is in place in order to ensure that no young person is placed who is outside of the skills and remit of the individual provider, or provider unit.

To assist local authorities/providers, the document has been split into a number of broad sections; whilst staff in the local authority as a whole will need to understand the entire framework, certain sections will be more pertinent to different staff groups.

When using the document, individual local authorities should insert the name of their authority and use the appropriate name for the team making placements, inspecting providers etc, i.e. placement/access to resources/commissioning team. In addition, authorities will want to adjust the broad requirements contained within this document to suit local and specific priorities.

The revisions and additions made in 2015 to the Care Planning, Placement and Case Review Regulations and Guidance 2015 and the Planning Transition to Adulthood for Care Leavers 2010 (revised 2015) sets out a number of new requirements and re-emphasises a number of existing requirements:

- Looked after children require a statutory review prior to moving to 'Other Arrangements';
- Where a looked after child moves out of their responsible authority area and beyond an adjoining local authority area, the decision must be approved by the Director of Children's Services;
- Where a child aged 16 or 17 is looked after and accommodated under section 20, the decision to cease looking after the child must be approved by the Director of Children's Services;
- In relation to looked after children who go missing, or are at risk of going missing, there is a new requirement that whenever a child has been persistently absent from their placement, or where there are concerns that the child may be at risk of harm, or where, in certain circumstances, the child requests it, the child's responsible authority must hold a review of a child's case;
- In any case where the local authority has assessed that there are child protection concerns relating to a child, or where there the child has gone missing from the placement or from any previous placement, the placement plan must include information agreed between the local authority and the placement provider about the arrangements to keep the child safe;
- Delegated authority and the requirement to have a placement plan apply to children placed in 'Other Arrangements'.

Major changes and revisions incorporated into the Care Planning, Placement and Case Review Regulations and Guidance 2015:

- The Children Act 1989 - delegation of authority – volume 2: care planning, placement and case review – July 2013;
- The Children Act 1989 – guidance and regulations – volume 5: children's homes – October 2013 and April 2015
- Statutory guidance on children who run away or go missing from home or care – January 2014;
- Statutory guidance on children who run away or go missing from home or care – flowchart showing roles and responsibilities when a child goes missing from care - January 2014;
- The Children Act 1989 – looked after children, contact with siblings – volume 2: care planning, placement and case review – February 2014;
- Changes as a result of the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPOA) have been incorporated into the - The Children Act 1989 – guidance and regulations - volume 2: care planning, placement and case review – looked after children and youth justice – April 2014;
- The Children Act 1989 - The Care Planning and Fostering (Miscellaneous Amendments) (England) Regulations 2015 - regulation 39, ceasing to be looked after section 20.

The above amendments and revisions have been incorporated into the Care Planning, Placement and Case Review Regulations and Guidance 2015

- The Children Act 1989 – volume 3 - planning transition to adulthood for care leavers 2010 – Revised January 2015.



## Section Two

### Sole Occupancy and Shared Occupancy Landlord and Semi-independent Provider Suitability Requirements

The responsible authority (Sunderland Council) is required to satisfy itself as to the character and suitability of the landlord, or provider, or provider organisation. The following factors are provided as guidance and should not be used as a definitive or exhaustive list, and represent a minimum standard.

Where the placement or accommodation is being commissioned from a small scale landlord with one or two properties and the property is located in (Sunderland) the responsible authority (Sunderland Council) will need to undertake (or require the provider to undertake):

1. A Local Authority (LA) check;
2. A Police National Computer (PNC) check;
3. The landlord should also be asked if they have ever had a Disclosure and Barring Service check (DBS), undertaken for any purpose, and if they have, the DBS number should be checked;
4. If there are any concerns regarding the suitability of the landlord an enhanced DBS check should be undertaken
5. A check with the local Private Sector Housing Service (previously, and sometimes still known as the Environmental Health Service) and the local Fire and Rescue Service as to the status of the landlord and clarify if the property is a House in Multiple Occupation (HMO) [and is compliant with all requirements].

Depending on the outcome of the above checks (1, 2 and 3) the responsible authority may also need to undertake an enhanced DBS check (as in 4) and an individual risk assessment of the landlord.

Where the placement or accommodation is being commissioned from a small scale landlord with one or two properties and the property is located outside of Sunderland, the local authority should undertake:

1. An enhanced DBS check;
2. Liaise with the local authority (both the district/borough and county council in two tier authorities) and police authority where the accommodation is located, to request information about the suitability of the landlord and to request a local authority and police national computer check.
3. A check with the local Private Sector Housing Service (previously, and sometimes still known as the Environmental Health Service) and the local Fire and Rescue Service as to the status of the landlord and clarify if the

property is a House in Multiple Occupation (HMO) [and is compliant with all requirements].

The lowest level of checking, (safeguarding) i.e. a local authority check and a police national computer check is only appropriate where the accommodation is located within the Sunderland Council boundaries, the landlord is an individual landlord and has no access to the property (except the statutory requirements regarding inspecting the property with advanced notice and in such circumstances they will be accompanied by a representative of the local authority, i.e. a social worker, personal adviser or placement/access to resources/brokerage worker).

The contract between (Sunderland) and the landlord should set out the name and contact details of the responsible authority representative who should be contacted should the landlord need to access the property.

Where the accommodation/placement is provided by a landlord or organisation that also provides support, or where the landlord also lives in, or in close proximity to the property all checks should be completed (regardless of being inside or outside of (Sunderland)). Also see section below – family type setting/supported lodgings.

Additionally, the responsible authority (or the provider) will need to assess anyone who may have access to the property, i.e. staff and individuals undertaking repairs, providing support or services etc, and/or, have a policy where-by staff undertaking repairs etc are supervised and accompanied by an approved person. This may include visitors in shared supported accommodation.

To ensure risks are limited regarding security, the responsible authority should undertake an assessment with the landlord/provider to ascertain who previously lived in the accommodation/placement and to decide if it is appropriate to change the locks on the property and/or ensure all keys of previous tenants are returned to the landlord/provider. Where this is not possible a risk assessment will need to be undertaken and signed-off by the responsible authority nominated officer. To ensure young people are not put at risk by previous residents and their belongings are secure, individual room locks should be changed for each new resident.

In circumstances where a young person is placed in a family type setting, such as supported lodgings the responsible authority will need to check all members of the household and regular visitors. Additionally, where young people are placed in accommodation that is provided as part of their employment or training, the responsible authority will need to assess the suitability of the employer/landlord and have a contingency accommodation plan in case the young person's employment or training ends etc.

Checks will also need to be undertaken regarding the landlord's/provider's financial viability. This is important to ensure that the arrangement can continue to meet the young person's needs and does not end prematurely due to any financial difficulties of the landlord/provider. Financial checks on large scale landlords and providers are undertaken as part of the (Sunderland) contract arrangements and can be undertaken on landlords/providers when placing young people outside of the (Sunderland) Framework Agreement. Checking the financial viability of small scale landlords can be more difficult; in these situations reference should be made to how fostering financial viability is undertaken, and

where possible the mortgage statement and rent account should be checked to ensure that there are no arrears. Where this is not possible, a financial viability risk assessment should be undertaken.

Checks should always be undertaken to ascertain who has access to the placement/accommodation and to assess whether all people who have access are deemed suitable. If this is not possible, a risk assessment should be undertaken with specific consideration given to any risks that may result from young people aged 16 and over having access to children looked after and care leavers aged 16 & 17.

Any supported accommodation (private provider and registered social landlord provider) that provides accommodation to children looked after and care leavers aged 16 & 17 and vulnerable young people aged 16 to 24 must have a robust risk management and referral matching process to ensure that all 16 & 17 year olds are safeguarded.

Where young people are placed with a semi-independent accommodation provider, the responsible authority will generally need to approve the organisation via a corporate procurement procedure, and/or a framework agreement and/or a preferred provider list and via a system of inspection. See Section Four 'Service Standards and Expectations of Semi-Independent – Supported Accommodation Providers (Contract Requirements)' for the requirements of the landlord/provider when placing 16 & 17 year old young people in placements and accommodation provided by semi-independent accommodation provider organisations.

In all circumstances the responsible authority will need to assess the suitability of:

- the provider/landlord;
- those who are providing support;
- those who have access to the property and the young person.

The responsible authority will need to set out who is responsible for undertaking the required checks and who will cover the cost of any checks that are required.

When approving a landlord, provider or accommodation outside of the framework set out above, a broad based risk assessment should be undertaken and any anomalies or specific issues highlighted. The risk assessment should be approved by the commissioning team and social worker) and approved by the responsible authority nominated officer.

As each local authority will have a different structure, the application of the above process will need to be applied slightly differently.

Many local authority housing departments that assist applicants to access private rented accommodation, or place families or individuals into private sector accommodation, require private sector landlords that they use, to be part of an accredited landlord scheme. Where local authorities are placing children looked after aged 16 and 17 and care leavers into private sector accommodation, they should liaise with their housing department or partner district/borough housing

authority regarding the requirements for checking landlords and the landlord standards and requirements that they apply.

See National Landlord Association – [www.landlords.org.uk](http://www.landlords.org.uk)

The site provides links to local and regional landlord forums and networks.

[www.landlords.org.uk/agents/ukala-agent-directory](http://www.landlords.org.uk/agents/ukala-agent-directory)

## Section Three

### Sole Occupancy and Shared Occupancy Semi-independent Health and Safety Property Requirements

The following information sets out the Health and Safety requirements relating to:

- A) Individual accommodation – sole occupancy flats;
- B) Shared accommodation – flats and houses shared by two young people;
- C) Shared semi-independent supported accommodation (including hostels and supported accommodation/Houses in Multiple Occupation (HMO's), both private and registered providers) provided for children looked after and care leavers aged 16 & 17 (and in certain circumstances aged 18 and older) that are the responsibility of Sunderland Council.

All properties being used to provide placements for 1, 2, 3 or more young people should be inspected by the local Private Sector Housing Service (previously, and sometimes still known as the Environmental Health Service), the local Fire and Rescue Service and any HMO requirements or recommendations complied with (including being a licensed HMO). Where a young person is being placed outside of England, attentions should be paid to the HMO standards in Wales, Scotland and Northern Ireland which differ from those in England.

Arrangements and protocols should be put in place with the local Private Sector Housing Service and the local Fire and Rescue Service regarding checking and approving properties and accommodation used for children looked after and care leavers aged 16 and above.

- A HMO is any property that provides accommodation for 3 or more unrelated individuals who share some facilities.
- A licensed HMO is any property that provides accommodation for 5 or more unrelated individuals who share some facilities and the property has 3 or more storeys.

It is also important to note that any arrangement where an owner occupier (or tenant who sub-lets) has more than two lodgers would constitute a HMO.

1. All properties being used to provide placements for 2 or more young people (shared accommodation) via an individual landlord or semi-independent private provider organisation or registered provider should have (as a minimum):

- A hardwired fire alarm system;
- Smoke detectors (working) in bedrooms and communal areas (hardwired);

- Heat detectors (working) in all kitchen areas;
- A fire blanket in all kitchen areas;
- Fire exit signs and instructions;
- Fire extinguishers (and/or a detailed fire risk management plan) [Advice on fire extinguishers is complex, if fire extinguishers are provided these must be maintained and checked yearly and be used by staff; client evacuation takes priority over fighting a fire]
  - a. The responsible authority/provider should check with their local fire and rescue service for advice on having fire extinguishers;
- A carbon monoxide detector (alarm type);
- Fire doors fitted with relevant smoke seals and self closing devices;
- Fire retardant furnishings;
- An emergency lighting system;
- Yearly (or set frequency) Portable Appliance Testing (PAT) of all electrical equipment belonging to the provider (a risk assessment and PAT on young people's electrical equipment may be required if the equipment appears to be dangerous);
- A valid Gas (Landlords Gas Safety Certificate [Gas Safe]) and Electrical Certificate (National Inspection Council for Electrical Installation Contracting [NICEIC]) with any recommendations and requirements completed (Gas Safe Certificate valid for 1 year, NICEIC Electrical Certificate valid for 5 years);
- A suitable and approved and inspected heating system;
- Adequate hot and cold water systems;
- Adequate toilet and bathroom facilities for the number of placements;
- Laminated information sheet setting out emergency exit/evacuation routes and procedures and emergency health services, i.e. nearest Accident and Emergency unit, NHS Drop-in centre including telephone numbers;
- Laminated information sheet with emergency contact numbers of the landlord/semi-independent provider, gas provider, water provider;
- An accident log;
- A visitors book;
- Depending on the type of building - fire escapes, all fire escape routes kept clear and/or special escape procedures;

- Where residents are not able to self-evacuate procedures must be in place for those who need assistance with evacuation;
- A daily/weekly observation and general check of the building, i.e. windows, locks, alarms, fire equipment, plugs and sockets, electrical equipment, external areas;
- A log of repairs, when reported and when corrected;
- Appropriate main door, individual room and window locks;
- CCTV and/or a system for registering and checking who is in the building in the event of a fire or the need to evacuate the property (depending on level of needs of young people and numbers);
- Information about which members of staff are trained first aiders and their shift patterns (where possible a trained first aider should be available on each shift);
- Depending on risk and position, windows may require limited opening or window bars i.e. due to security or risk of falls (first floor and above and where a window has a sill height of one metre or less);
- Depending on risk and position some glass panels may need to contain safety glass;
- All communal areas are kept free of obstructions and hazards;
- All shared garden and outside areas are kept in good and safe order.

In situations where 2 young people are sharing, a number of the above requirements may not be practical, in these situations a risk assessment should be undertaken and should set out how any particular requirements will be implemented or addressed (delete items above following a risk assessment if not deemed a requirement).

2. All sole occupancy accommodation provided by a landlord or semi-independent accommodation provider (private provider or registered provider) should comply with the requirements of rented accommodation and landlord standards (as a minimum) and should have:

- Smoke detectors (working) - (hardwired);
- Heat detector (working) – kitchen;
- A fire blanket in all kitchen areas;
- Fire extinguishers (and/or a detailed fire risk management plan) [Advice on fire extinguishers is complex, if fire extinguishers are provided these must be maintained and checked yearly and be used by staff; client evacuation takes priority over fighting a fire]

The responsible authority/provider should check with their local fire and rescue service for advice on having fire extinguishers;

- A carbon monoxide detector (alarm type);
- Main entry door fitted with relevant smoke seals;
- Fire retardant furnishings;
- All electrical equipment belonging to the landlord should be PAT tested every year or at the renewal of the tenancy:
- A valid Gas (Landlords Gas Safety Certificate [Gas Safe]) and Electrical Certificate (National Inspection Council for Electrical Installation Contracting [NICEIC]) with any recommendations and requirements completed (Gas Safe Certificate valid for 1 year, NICEIC Electrical Certificate valid for 5 years);
- A suitable and approved and inspected heating system;
- Adequate hot and cold water systems;
- Adequate toilet and bathroom facilities;
- Laminated information sheet setting out emergency exit/evacuation routes and procedures and emergency health services, i.e. nearest Accident and Emergency unit, NHS Drop-in centre including telephone numbers;
- Laminated information sheet with emergency contact numbers of the landlord/semi-independent provider, gas provider, water provider;
- Depending on the type of building - fire escapes, all fire escape routes kept clear and/or special escape procedures;
- A daily/weekly observation and general check of the building, i.e. windows, locks, alarms, fire equipment, plugs and sockets, electrical equipment, external areas (undertaken by the provider organisation or personal adviser);
- Appropriate locks - main door (see fire door section), individual rooms and windows;
- A log of repairs, when reported and when corrected;
- Depending on risk and position windows may require limited opening or window bars i.e. due to security or risk of falls (first floor and above and where a window has a sill height of one metre or less);
- Depending on risk and position some glass panels may need to contain safety glass;
- All communal areas are kept free of obstructions and hazards;



- all shared garden and outside areas are kept in good and safe order.
3. All mobile homes require a license and to be sited on an approved and licensed site. The license will highlight the planning status and the fire safety requirements and the provision of essential and required amenities.
  4. All accommodation deemed 'holiday accommodation' should be referred to the local Private Sector Housing Service (previously, and sometimes still known as the Environmental Health Service) to check if there are any limits to the amount of time the accommodation can be occupied in any given year.
  5. All damage to properties must be rectified as soon as possible in order to avoid any risks to residence, i.e. damaged windows, doors etc must be fixed immediately rather than wait for insurance claims to be completed.
  6. Any placement or accommodation deviating from the above standards must only be approved following a detailed risk assessment and authorisation from the local authority nominated officer.
  7. For general guidance see "Lacors Housing – Fire Safety Guidance on fire safety provisions for certain types of existing housing". This guidance is usually developed into local standards and requirements and issued by local authorities in conjunction with the fire and rescue service -. see guidance issued by county, district and borough councils on standards of accommodation to be provided in houses in multiple occupation and other houses.

<http://www.rla.org.uk/docs/LACORSFSguideApril62009.PDF>

<http://www.sunderland.gov.uk/index.asap?articleid=999>

8. All properties should have adequate locks and security arrangements. Where properties are used for more than one person the arrangements for new placements should take account of the fact that a previous occupant may have lost a key or given a key to another party. As such, locks should be changed when a new placement is made, alternatively a key pad, or swipe card system can assist with security arrangements as the code or swipe card can be changed or replaced easily. All security arrangements must also take account of health and safety requirements and ensure that young people can evacuate the building with ease, in the event of a fire or other emergency.

## Section Four

### Service Standards and Expectations of Semi-Independent – Supported Accommodation Providers (Contract Requirements)

The following section constitutes:

1. Contract Expectations and Standards;
2. Inspection Standards.

For:

- A. Supported Accommodation with minimal to 24 hour on-site support and staff cover;
- B. Supported Accommodation – independent flats with floating/outreach support.

#### **Introduction**

The requirements and standards below should be applied to all private provider organisations and registered providers (Landlords, Private Providers and Registered Providers/Registered Social Landlords/Housing Associations) that provide placements/accommodation with, or without support to children looked after and care leavers who are the responsibility of (Sunderland Council). The application of all requirements and standards will need to be considered against each private provider organisation or registered provider. The requirements and standards can be added to a service specification.

Supported Accommodation Provider policies should be approved by a senior manager, dated and should contain a future date for review. Policies should be reviewed on a regular basis and when a change of legislation or guidance occurs. The date of any amendments should be clearly set out.

#### **Managing Risk and Young People with Different Levels of Need in Shared Accommodation**

Each semi-independent organisation that provides shared accommodation for 2 or more young people, should have an assessment, risk management and client matching policy and framework to ensure that young people do not represent a risk to each other, and that the provider organisation can ensure that placing young people together (shared accommodation) or in close proximity, (individual flats in the same block or street) does not increase their individual vulnerability. This is particularly important where a provider places young people from different responsible authorities and where registered providers support young people from age 16 to 24.

All Supported Accommodation Providers intending to place a young person from another local authority alongside a young person who is a Sunderland Child

Looked After or Care Leaver must notify the commissioning team of their intention to do so and how any risk issues will be managed.

Supported Accommodation Providers who provide shared accommodation for young people from several local authorities should develop a consistent definition of need (low, medium, high) that is agreed by all of the local authorities using the shared provision. Additionally, the provider should also have a consistent and shared approach regarding managing young people's risk taking behaviour. This agreed and shared definition/approach should ensure that all young people placed are of an equal level of need and are not of a higher level of need and risk than the provider can appropriately support.

As part of their risk management approach, all Supported Accommodation Providers should set out their approach to ensuring systems and processes are in place to prevent and understand child sexual exploitation. For example, awareness raising with young people, developing links with the police regarding monitoring and understanding the risk of sexual exploitation in the area the accommodation is based.

## **Client Information**

Any client information provided by (Sunderland Council) should be treated in the strictest confidence. All information and files on clients should be held in a locked and secure setting. In situations where young people are directly involved in contributing to their own files and documentation, for example as part of a planned empowerment or preparation for independence programme, clear boundaries and confidentiality must be maintained. Computers containing Sunderland client information must always be password protected (minimum 8 characters) and have security, anti-virus and firewall software. Supported Accommodation Providers should ensure they are compliant with the Data Protection Act and requirements of (Sunderland Council).

## **Referrals and Placements**

All referrals will be sent to Supported Accommodation Providers using password protected documents and encrypted e-mails. Passwords will be given to providers by telephone and/or each provider will have an agreed password.

In circumstances where a young person is not offered a placement, or does not move to the placement, referral information must be deleted, or returned immediately to (Sunderland Council). Only information for statistical purposes should be retained regarding referrals.

When a client leaves a placement, only information for statistical purposes should be retained. All client information and case files must be returned to Sunderland Council and the relevant social worker/ team which holds case responsibility for the young person.

Sunderland Council is deemed the 'Data Controller' for the information held on the child and as such all information should be returned to Sunderland Council. In circumstances where a provider needs to access information that they previously recorded about the client they should contact Sunderland Council to request access to the information. Depending on the time lapse between returning information and requesting access, the information may have been archived and

will need to be retrieved. All data retention must comply with the requirements of the Data Protection Act.

Regulation 50(1) of the Children Act 1989 requires Sunderland Council to retain a copy of the young person's case records until the 75<sup>th</sup> anniversary of his or her date of birth, or 15 years from the date of his or her death in the case of a young person who dies before reaching the age of 18.

Sunderland Council (commissioning team) will ensure Providers have an up to date and comprehensive referral and risk assessment, for individual children/young people. The majority of Semi-Independent Supported Accommodation is deemed 'Other Arrangements' under the Care Planning, Placement and Case Review Guidance 2015, – Volume 2, the Children Act 1989.

The Guidance highlights that where practical, young people should view a new placement or the accommodation prior to moving, the young person's wishes and feelings should be taken into account and the young person's education, training and employment needs should be considered when assessing the placement/accommodation's suitability and location.

Prior to the move, a statutory review, chaired by the young person's Independent Reviewing Officer should take place and the Placement Plan and Pathway Plan (which includes the Care Plan) should be reviewed and amended accordingly and a written record of the review should be placed on the young person's case file. Providers should familiarise themselves with the Care Planning, Placement and Case Review Guidance 2015 – Volume 2, the Children Act 1989 and the Planning Transition to Adulthood for Care Leavers Guidance 2010 (revised 2015) – Volume 3, the Children Act 1989.

The Placement Plan should also be reviewed and amended as required (prior to or at the point of placement).

As part of the placement planning process a Placement Plan is required and should be developed. The Placement Plan should also set out the level of Delegated Authority that the provider has, which senior manager/staff can exercise the Delegated Authority and what decisions they can make.

## **Client Reports**

Supported Accommodation Providers who also provide support (onsite or visiting/floating support) are required to supply weekly, fortnightly or monthly reports setting out the work that has been undertaken with the young person and their progress and achievements. The frequency of the report should be agreed with Sunderland Council and should be linked to the number of support hours being provided to the young person, e.g.

1 to 5 hours of support per week - Monthly Reports

5.25 hours to 10 hours of support per week – Fortnightly Reports

10.25 hours and above of support per week – Weekly Reports

The format of the report is set out below:

1. Practical Skills and Preparation for Independence Tasks;
2. Relationship Issues;
3. Health Issues;
4. Financial and Benefit Issues;
5. Education, Training and Employment;
6. Engagement;
7. Key Achievements and Tasks Completed;
8. Future Goals and Tasks for next Report.

The reports should be sent to the social worker/personal adviser for the individual young person and the commissioning team. The report should be sent within 7 days of the end of the designated report period.

### **Property - Health and Safety**

Supported Accommodation Providers should ensure all properties comply with the Sunderland Health and Safety requirements. See Section Three and Appendix One.

### **Supported Accommodation Provider Insurance Cover:**

Supported Accommodation Providers should hold the following levels of insurance cover:

**Professional Indemnity Insurance                      £5 million;**

**Employers Liability Insurance                              £10 million;**

**Public Liability Insurance                                  £5 million.**

The above levels are provided as an example and may differ across different providers.

Supported Accommodation Providers should have appropriate damage and contents insurance cover in order to make good all damage to the property and ensure replacement of the provider's equipment and contents.

Any deviation from the local authority limits should only be agreed following a risk assessment and agreement from the local authority nominated officer.

A policy should be developed with each provider regarding young people's belongings being damaged and stolen and the responsibility for replacement.

### **'Notifiable Events' - (Events and Notification Procedure)**

Supported Accommodation Providers should have an Events and Notification Policy which sets out the arrangements for notifying the young person's responsible authority of any serious incident. If any 'notifiable event' takes place

the floating support manager or individual unit manager and the provider organisation senior manager shall, without delay, notify the appropriate responsible local authority contact.

The provider should have a policy and system in place to notify within 24 hours (or less – as prescribed) the nominated responsible local authority contact of the occurrence of any significant events. The policy and system should include what to do where a ‘notifiable event’ arises at weekends.

A written record is kept which includes details of the action taken, and the outcome of any action or investigation, following a ‘notifiable event’.

The provider should also have a policy and system for notification to the responsible authority of any serious concerns about the emotional or mental health of a young person such that a mental health assessment would be requested under the Mental Health Act 1983.

Following a ‘notifiable event’ incident the semi-independent supported accommodation provision contacts the responsible local authority nominated officer to discuss any further action that may need to be taken.

*The ‘Events and Notification’ procedure does not replace the requirement to notify a young person’s social worker, the commissioning team, the local authority safeguarding service, the LADO or any other local authority officer of a specific issue or event.*

*The requirements set out above are based on Regulation 40, of the Children’s Homes (England) Regulations and Guidance 2015.*

*See Appendix Six – Events and Notification Procedures and Forms.*

Supported Accommodation Providers and their staff must be able to demonstrate which incidents and events are notified to the different elements of the local authority:

- The Local Authority Designated Officer (LADO);
- Child Protection/Safeguarding issues;
- Information for the individual young person’s social worker/personal adviser;
- Commissioning team.

The information should be set out in an easily accessible guidance document that includes contact details; phone numbers and e-mail addresses.

## **Case Files**

Supported Accommodation Providers should set up a case file for each young person placed with them. The file should be structured according to the model file provided by Sunderland Council. The structure of the file should be set by the responsible local authority. For example, the file should be structured as follows:

1. Basic and Essential Information;
2. Referral Form;
3. Individual Placement Contract;
4. Placement Plans, Care Plans and Pathway Plans;
5. Health Information and Health Plans;
6. Personal Education Plans and Education, Training and Employment Activities;
7. Risk Management Plan;
8. Letters;
9. Finance Information;
10. Supervision Actions;
11. Case Recording;
12. Keywork Sessions.

## **Case Recording**

Supported Accommodation Providers should have a policy on recording and should record all contacts with clients (young people), professionals, young people's family and friends and other individuals or organisations relating to young people in their placement/s, these should include:

- Telephone conversations and telephone messages and whether the call was to, or from the provider;
- Letters to and from the provider;
- Meetings about the young person (with or without the young person present);
- Visits to individuals and organisations;
- People visiting the young person;
- Text messages to, or from the provider;
- E-mail messages to, or from the provider;
- Social networking contacts (some providers/leaving care teams have official and approved social networking sites for communications);
- Keywork/support sessions;

- Significant events.

Supported Accommodation Providers should have a visitor's book and an accident and incident log for each unit and should record all visitors and log any accident and incident. Depending on the seriousness of the accident or incident these should be reported immediately to Sunderland Council and/or discussed at the next case or contract/supervision meeting. In certain circumstances the incident may be deemed a 'notifiable event' and should be dealt with in accordance with the 'Events and Notification' procedure.

See Appendix Six 'Events and Notification' Procedures.

## **Safer Recruitment**

Supported Accommodation Providers should have policies and procedures on safer recruitment that cover the following issues: staff recruitment; application; short listing, appointing procedures and references.

For example, successful applicants should have:

- Photographic evidence of identity and the right to work in the UK signed and verified;
- Evidence of their current address – signed and verified – These must be current/valid and/or less than 6 months old;
- Qualifications – evidenced;
- Verification of gaps in employment;
- Two written references on official/headed paper where applicable, one from the current/previous employer, the references should be checked and confirmed by a phone call from the provider and the references signed and dated with the confirmation information;
- A new or valid enhanced DBS check – the organisation should retain a record of the unique reference number, the outcome of the check and the date the check was completed or the date of the on-line check;
- A system to verify the validity of all staff members DBS checks on a regular basis (possibly using the on-line checking system);
- Evidence of further checks where the member of staff has not always been resident in the UK;
- A personal interview (with written record);
- All of the above checks and information requirements should take place and be confirmed before the staff member is provided with an offer of employment and a contract.

Providers should be familiar with the contents and requirements of Section 11 of the Children Act 2004 and the Working Together Guidance 2013.



## **Supported Accommodation Providers Staffing and Supervision**

All Supported Accommodation Provider staff, including managers and directors should have a personnel file. The file should contain the following information:

1. Start date and personal contact information;
2. Application form, CV, appointing information, references and identity documentation;
3. Qualifications and previous training;
4. Evidence of a new enhanced DBS check, [or online check] (prior to starting) and regular checks on the DBS site;
5. Evidence of a risk assessment and risk evaluation where an enhanced DBS check highlights a 'trace';
6. Contract;
7. Induction programme and evidence of completion;
8. Training record with the provider;
9. Supervision notes:
  - Supervision notes relating to the workers should be retained on the staff file;
  - Supervision notes and actions relating to individual young people should be placed in the young person's file;
10. Record of sickness, leave, disciplinary issues;
11. Where a staff member is promoted within the organisation, evidence of applications, interviews and a new contract should be present.

## **Staff Skills and Training**

Supported Accommodation Providers should have a training strategy to ensure that they have a suitably skilled and trained workforce. The policy should cover:

1. Essential, core and foundation training;
2. Specialist and advanced training.

All providers should have a matrix setting out the courses that each member of staff has completed and the frequency that courses should be repeated. Providers should set out the percentage of their staff that has a recognised health, social care and housing qualification.

As a minimum all staff must have attended recognised and approved:

1. Child protection/safeguarding training;

2. Health and safety training;
3. Equal opportunities training;
4. Substance and alcohol misuse training;
5. Staff boundaries and safer caring;
6. Managing risk training;
7. Cyber bullying, e-protection training;
8. Sexual exploitation training;
9. Sexual health and personal health training;
10. 'Prevent' and anti-radicalisation training;
11. Child and adolescent development training, related to preparation for independence and the transition to adulthood (leaving care).

Depending on the level of need of the young people placed within a particular provider unit, staff will be expected to have specialist and advanced skills.

The provider should be able to evidence the quality of the training and the qualification/background of the person/organisation providing the training.

Staff should be trained to a level commensurate with the level of needs and risks of the young people they are supporting. Supported Accommodation Providers working with young people with extremely complex needs will need to demonstrate they have skilled and suitably trained staff, some of whom may need to be social work qualified.

## **Safer Caring**

Supported Accommodation Providers should have policies on 'Safer Caring' that sets out guidance, procedures and protocols regarding ensuring young people and staff are aware of the parameters within which staff work and within which young people are supported. The policy should cover:

- Lone working;
- Entering young people's rooms;
- Personal and private space – bedrooms;
- Young people's visitors (including over night guests etc);
- Young people's family visiting;
- Young people entertaining and parties;
- Shared space – communal areas;

- Gift giving and receiving;
- Allegations of inappropriate behaviour and abuse;
- Young people and risk taking behaviour;
- Sanctions;
- Sexual exploitation;
- Staff codes and behaviour whilst on duty;
- Undertaking external visits;
- Confidentiality, sharing information and e-protection;
- Use of the provider internet facilities and social networking;
- Safeguarding and child protection;
- Young people staying in touch and checking in with provider staff;
- Missing and unauthorised absence;
- Listening to the views of young people.

## **Visitor Policy**

All Supported Accommodation Providers should have a policy on visitors which includes:

- How the provider will manage the impact of a young person's visitors, some of whom may be adults and may pose a risk to the young person or other residence;
- How the provider will manage a young person's visitors, some of whom may be under 16 and who may be at risk from the young person or other residence within the provision;
- How the provider will manage visitors of young people who are family members, some of whom may be under 16 or over 18 and may pose a risk to other residence, or whom may be at risk from other residence;
- Whether the provider has a system of approving visitors and requiring registration, identity verification and risk assessments;
- Whether the provider limits visitors to communal areas and to certain times;
- How the providers encourages positive friendships and manages risks from to older/younger/more vulnerable visitors;

- How the provider ensures that they are aware of, and manage the risk of sexual exploitation and exploitation from friends and associates of young people placed in the provision;
- Whether the provider allows visitors to employees during working hours.

### **Supported Accommodation Providers - Personal Information**

Provider staff must not share their own or family personal details or contact details with young people. Provider staff should also be extremely careful regarding the information they leave on social networking sites and should not have contact with young people via these sites. Provider staff should not have contact with young people outside of work hours. In the event that a young person obtains personal details of a provider staff member this must be reported to the provider manager and the Sunderland nominated officer. In circumstances where a provider member of staff inadvertently comes into contact with a young person outside of work hours this must be recorded using the standard case recording forms.

Where young people return to the semi-independent provider unit after they have left, this should be recorded using the standard case recording forms and a copy sent to a) the young person's case worker and b) the nominated liaison contact in Sunderland Council.

Supported Accommodation Providers should have policies on staff personal disclosure and what types of information is appropriate to share with young people to promote positive role models and working relationships and what should not be shared. Whilst this is a complex area, it is expected that providers will develop guidelines for staff members and should be covered in a 'Codes of Conduct' manual.

### **Boundaries and Confidentiality**

Providers should not accept gifts from young people and should deter young people from giving gifts to provider staff. However, in practice young people will often give gifts, such as chocolates and to refuse these may be considered rejecting and may result in a negative working relationship. Where it is considered inappropriate to reject, or turn down a gift, the following procedures should be followed. The gift should be recorded by the Supported Accommodation Provider and the manager of the provider (where applicable) and the Sunderland council nominated officer/link person informed. The gift should be shared between the provider staff team. Gifts should only be given to young people by providers within the parameters of the leaving care finance policy and must be recorded. It is important to observe this policy in order to avoid young people having unrealistic expectations of providers, perceiving they are deemed 'favourites', setting up future expectations and importantly, providers and young people being open to accusations of persuasion/influence.

Providers should maintain confidentiality regarding all aspects of the young person's situation and circumstances. Information about current or previously placed young people should never be exchanged with other young people. Young people will often enquire about other young people that providers have supported and this opportunity should be used to ensure individual young people are made aware that information is confidential to that young person. In situations where providers have concerns about any aspect of confidentiality or the need to

share information they must always contact their nominated Sunderland Council contact and the young person's social worker.

Young people must be made aware of the limits to confidentiality when they move to Supported Accommodation. Young people must be aware that providers have a duty to share information where it is assessed that the young person is at risk, or the young person is putting others at risk.

Providers should have a policies and protocols on entering young people's rooms and under what circumstances a member of staff will enter a young person's room. All staff and young people should be fully aware of the 'entering a young person's room' policy and protocol.

## **Equality and Diversity**

Supported Accommodation Provider organisations should have equality and diversity policies that address how they will avoid discrimination on the grounds of gender, class, religion, belief, culture, race, language, sexuality and sexual orientation. In addition, the policy should set out how the organisation and staff will promote a positive identity of 'care' and being a 'care leaver' and how they will challenge the often negative stereotypes and perceptions of those in, and leaving care.

## **Meeting Cultural and Linguistic Needs**

Supported Accommodation Provider organisations should have staff (or have access to specialist staff) who are able to understand and meet the cultural and linguistic needs of young people placed with them. This is particularly important where organisations are providing placements for Unaccompanied Asylum Seeking Children, but is equally important for all young people. Similarly, provider staff should have sufficient literacy skills to ensure that they can support young people with education activities, form filling and written tasks appropriate to the transition to adulthood.

## **Transporting Young People**

In circumstances where Supported Accommodation Providers transport young people the following requirements must be observed:

- A risk assessment/health and safety assessment has been conducted regarding transporting a young person and whether a lone worker or two workers are required;
- Whether special equipment is required, i.e. where transporting a mother and baby;
- Vehicles must have a valid MOT, be roadworthy at the time of use and have a current Road Vehicle License (Tax);
- Drivers must hold a Full Driving License and have (appropriate) Fully Comprehensive Business Use Insurance; both must be relevant to the category of vehicle used to transport the young person.

## **Anti-Smoking Policy**

All Supported Accommodation Providers should have an Anti-Smoking Policy that sets out the providers approach to discouraging smoking which includes:

- Having a designated smoking area outside of the individual supported accommodation;
- Ensuring staff do not smoke in the presence of young people;
- Promoting the positive health benefits of non smoking;
- Promoting strategies for helping young people to give up smoking;
- Evidence of work to discourage smoking and positive outcomes, i.e. how many young people within the providers provision have stopped smoking in the previous six months, twelve months, how many remain non-smokers after six months, twelve months.

## **Anti-Bullying Policy**

All Supported Accommodation Providers should have an Anti-Bullying Policy that sets out the providers approach to discouraging and dealing with incidence of bullying that includes:

- Developing staff awareness and understanding of bullying;
- Understanding cyber bullying;
- Dealing with incidence of bullying;
- Helping young people to understand bullying and its implications;
- Helping young people to be assertive and disclose bullying;
- Promoting awareness of organisations and services that can support those being bullied.

## **Substance Misuse Policy**

All Supported Accommodation Providers should have a Substance Misuse Policy that sets out the providers approach to discouraging and dealing with substance misuse that includes:

- Prompting knowledge (amongst staff and young people) of the effects of alcohol, prescription drugs, illegal drugs and other substances that can be misused;
- Awareness of agencies and services that can help young people deal with substance misuse and its effects;
- Promoting strategies to assist young people avoid substance misuse;

- Evidence of work to discourage alcohol and substance misuse, i.e. how many young people within the providers provision have stopped abusing alcohol, prescription drugs, illegal drugs and other substances in the previous six months, twelve months, how many remain alcohol/substance abuse free after six months, twelve months;
- Evidence of links with organisations and agencies that have a focus on supporting young people to address alcohol/substance misuse.

### **Anti-Social Behaviour and Activities Policy**

All Supported Accommodation Providers should have an Anti-Social Behaviour and Activities Policy that sets out the providers approach to discouraging and dealing with issues of Anti-Social Behaviour and Activities that includes:

- Prompting knowledge (amongst staff and young people) of the effects of anti-social behaviour and activities; their effect on the local community and the repercussions for the young person undertaking such activities;
- Promoting strategies to assist young people avoid anti-social behaviour and activities;
- Evidence of work to discourage anti-social behaviour and activities, i.e. how many young people within the providers provision have stopped undertaking anti-social behaviour and activities in the previous six months, twelve months.
- Evidence of links with organisations, agencies and individuals that have a focus on supporting young people to address anti-social behaviours and activities, i.e police community support officers, police harm reduction unit, local council anti-social behaviour officers.

### **Preventing Child Sexual Exploitation Policy**

Add specific Sunderland information

### **Prevent and Anti-radicalisation Policy**

Add specific Sunderland information

### **Promoting Positive Health Policy**

All Supported Accommodation Providers should have a Promoting Positive Health Awareness Policy that encompasses their anti-smoking and substance misuse approach, as well as how the providers promotes general health and well-being including positive nutrition, health awareness, sexual health, dental, optical and hearing awareness. This information should be contained within a preparation for independence handbook.

### **Access to Files - Young People**

All Supported Accommodation Providers should hold copies of the 'Sunderland Council' Access to Records Leaflet and provide information to young people on the process of accessing their records.

All Supported Accommodation Providers should have a policy on how young people can access the records that they hold about the young people. The policy should cover how the provider will redact third party information and how they will support young people to understand the file contents.

All case files must be returned to Sunderland Council. The young person's case record must be kept until the 75<sup>th</sup> anniversary of his or her date of birth, or 15 years from the date of death in the case of a young person who dies before reaching the age of 18.

### **Missing (Whereabouts and Absence) Policies and Procedures**

Young people living in Supported Accommodation will generally have been assessed as capable of living in a semi-independent setting and as such, are able to, and are required to take a high degree of responsibility for themselves, as part of their transition to adulthood and preparing for independent living. Therefore, young people should be able to take a significant degree of self responsibility with appropriate guidance.

Young people, in principle are expected to live at the Supported Accommodation and reside overnight on a full time, seven day/night per week basis. However, if young people are staying away from their Supported Accommodation on an occasional basis they should seek permission from the Supported Accommodation provider (this must be a senior person) via delegated authority or from their social worker (Sunderland Council) and the provider.

Young people should provide an address and contact details in order that a risk assessment can be undertaken and permission given. This is required to ensure all 16 and 17 year olds are safeguarded and their whereabouts are known.

### **Supported Accommodation Providers – Missing Policy**

Policies and protocols relating to young people who are 'Missing' generally set out two key definitions in terms of young people who are absent from a placement without permission and who may be missing:

1. Absent;
2. Missing Child (Young Person).

Supported Accommodation Providers should develop a 'Missing, Whereabouts and Absence' policy regarding how they monitor and know the whereabouts of young people placed with them. This is a key requirement given the link between young people going 'missing', 'vulnerability' and the risk of sexual exploitation.

The Policy should set out:

- What time young people are expected to return to the accommodation;
- Signing young people in and out of the accommodation (also required for health and safety and fire monitoring procedures);
- A process for assessing whether a young person who is not present in the accommodation is 1) absent, or 2) is a missing child;



- The policy must set out a start point/time for implementing a process to decide which of the above (1 or 2) applies to an individual young person. For example, young people should always have a time when they are expected to 'check in' or be at the accommodation on a daily basis;
- The policy needs to be flexible, but precise regarding a 'check-in' point, particularly where young people are living in independent accommodation and receive weekly out-reach support;
- Where young people are 'checking in', their well-being must be verified, i.e. text messages must be verified by phone contact;
- Prior to formally reporting the young person as missing every effort should be made to contact the young person via known contacts such as workers and professionals, friends, family, school/college or work;
- Where Provider staff have any concerns regarding a young person who is absent from the placement and there are any risks/issues regarding the young person (both to the young person and others) it may be appropriate to report them missing immediately;
- Provider staff should contact their manager, the young person's social worker, the nominated Sunderland worker [or duty contact], the Sunderland Emergency Duty Team and consult their policy & protocol if they require advice, guidance or have any concerns.

When a young person moves to the supported accommodation a record of friends, family and key contacts (with contact details) should be made and an up-to-date photograph placed on file. In circumstances where the young person is missing, staff should contact the relevant friends, family and key contacts and where necessary the photograph should be provided to the police. Young people should be made aware of the process that will be followed should they 'go missing'. Any incident of a young person 'going missing' must be notified to their social worker and the responsible authority named contact.

Supported Accommodation Providers must hold copies of Sunderland's Policy and Protocol on 'Missing Children' and comply with all elements of the Policy and Protocol (placements and accommodation within the Sunderland Council boundaries).

Where young people are placed outside of the Sunderland Council boundaries, the Supported Accommodation Provider must hold copies of the Local Authority Policy and Protocol for the given area on 'Missing Children' and comply with all elements of the Policy and Protocol.

Supported Accommodation Providers Missing Policies will need to recognise the type of supported accommodation or independent accommodation and the level of on-site support or floating support being provided.

See Sunderland Council:

1. Guidance for Semi-independent Accommodation and Support Providers when Developing 'Whereabouts and Missing Protocols and Procedures';
2. Key Contacts and Basic Information Checklist.

See - Appendix 12

Supported Accommodation Providers must take account of the requirements set out in the Department for Education - 'statutory guidance on children who run away or go missing from home or care' – January 2014, incorporated into the Care Planning, Placement and Case Review Guidance and Regulations 2015.

Supported Accommodation Providers should have policies that set out how they will mitigate the risk of young people going missing and how they will develop strategies to ensure that young people who do go missing are safeguarded. Where a young person has been 'missing' their placement plan should be reviewed to clarify the arrangements for keeping the young person safe and avoiding the risk of the young person going 'missing' again.

### **Preparation for Adulthood and Independence**

The primary task of the Supported Accommodation Provider is to assist young people to develop practical, emotional, relationship, resilience and financial skills to achieve a successful transition from care to independent living, within a safe caring framework.

See Sunderland – 'Preparation for Independence and Pathway Planning Checklist' workbook or similar preparation tools.

All Supported Accommodation Providers should have an activities, goals and outcomes framework that sets out how young people will be supported whilst engaged with the provider organisation. The outcomes framework will need to be flexible, whilst at the same time set positive and clear achievable goals and outcomes. A positive outcome may range from an improvement in a young person's life chances to ensuring a young person's situation does not decline.

The following headings provide a guide to a framework setting out goals, targets and outcomes.

### **Measuring and Evaluating Outcomes**

Outcomes and targets could be grouped under the following (based on the Every Child Matters) headings:

- Be healthy;
- Stay Safe;
- Enjoy and achieve;
- Make a positive contribution;
- Achieve economic well-being.

The information below is provided as a guide for providers developing their outcomes framework.

## **Health and Development**

When young people first move to Supported Accommodation, providers should ensure, and evidence that young people are registered with a:

1. Doctor;
2. Dentist;
3. Optician;
4. Specialist provision.

In addition, providers should ensure, and evidence that young people are aware of the location of the nearest:

1. Accident and emergency unit;
2. NHS walk-in health centre;
3. Sexual health facility/clinic;
5. Alcohol, drug and substance misuse service;
6. Services related to mental health and emotional well-being;
7. One-stop information service.

and understand how to access these services and the benefits they can provide.

## **Positive Activities**

Providers should support young people to identify and take part in leisure, volunteering, education, training and employment and other activities and opportunities aimed at improving young people's self-esteem, confidence and economic well-being.

## **Key Principles Underpinning Preparation for Independence and the Transition to Adulthood Life Skills Work**

- Preparation for independence and the transition to adulthood programmes must focus on the strengths of young people and progress at a pace that suits the young person and should identify the timescale that is required to make a successful transition to adulthood.
- Preparation for independence should include the views of young people and enhance and improve the life chances of young people in, and leaving care.
- Preparation for independence is not a distinct phase; small tasks and steps should be undertaken from the point of being 'looked after'.

- Appropriate care planning, pathway planning and leaving care services are based on robust assessments, knowledge of available services and partnership approaches.
- Individual preparation for independence programmes, leaving care assessments and pathway plans while being flexible, should highlight the tasks that need to be achieved and the role that providers, social workers, leaving care personal advisers, family members, partner agencies, such as education, health, housing, schools and colleges will play.
- Programmes should highlight tasks and expectations of young people and allow sufficient time to work at the young person's pace.
- A broad range of tools, resources and methods for working with young people should be available to enable a creative and flexible approach.
- Preparation for Independence programmes should address issues of health and development, education, training and employment, practical and emotional skills, placement and accommodation needs, relationships, community organisations and support networks and financial and budgeting skills.
- Preparation for Independence programmes should address particular needs arising from issues of gender, class, sexuality, race, culture, religion, linguistic background and disability.
- Preparation for Independence programmes, leaving care assessments and pathway plans should aim to empower young people taking account of gradual learning and that tasks can be revisited.
- Particular attention should be paid to the types of placements young people live in and how these may impact on their pathway plan and preparation for independence.

## **Developing an Outcomes Framework**

Supported Accommodation Providers should have a framework within which they can demonstrate how they will attempt to, and improve a young people's outcomes.

Developing an outcomes framework for groups of young people and/or individual young people is complex, given the difficulty of defining a positive outcome. For example, a positive outcome for one young person may equate to managing a move to independent accommodation and sustaining the accommodation without getting into rent arrears; for another young person, a positive outcome may equate to maintaining a pattern of risk taking behaviour which does not get any worse.

As such, Supported Accommodation Provider staff should be able to demonstrate an understanding of the difficulties associated with defining positive outcomes for groups of young people, but should be able to set targets, goals and outcomes for individual young people.

## **Information for Service Users**

Supported Accommodation Providers should have comprehensive and 'user friendly' information about the accommodation and services that the organisation provides.

## **Compliments, Comments and Complaints**

Supported Accommodation Providers should have a Compliments, Comments and Complaints Policy Framework that covers how they will manage:

1. Complaints from young people;
2. Comments and concerns raised by young people and professionals;
3. Compliments from young people and professionals;
4. Gathering young people's feedback;
5. Ensuring feedback regarding young people's views is provided to the responsible authority.

Supported Accommodation Providers should have an exit evaluation framework that sets out how the young person's situation has been improved by their stay with the provider; this may include an exit questionnaire and evaluation.

See Semi-Independence Provider Concerns Procedure and Reporting Form

## **Reviews of Providers**

Supported Accommodation Providers should be subject to an annual review and/or a review following a 'notifiable event', or a major concern being raised.

Reviews will involve staff from a range of teams:

1. Children's Commissioning;
2. Adult's Commissioning;
3. Case holding teams.

and will involve consultation with local police liaison officers and district/borough council housing and environmental health/public sector housing officers.

Where necessary, safeguarding staff and the Local Authority Designated Officer (LADO) will be involved in the review.

Where reviews take place of semi-independent accommodation units or providers located outside of the Sunderland Council boundaries, consultation will also take place with the local Children's Services, in addition to staff and agencies listed above.

## Section Five

### Sole Occupancy and Shared Occupancy Individual Arrangement - Summary Checklist

The following headings are taken from the Care Planning, Placement and Case Review Regulations and Guidance 2015 and provide a framework to assist with checking the suitability of elements of the 'Suitable Accommodation' framework.

1. Facilities and services provided.
2. State of repair.
3. Safety.
4. Location.
5. Support.
6. Tenancy status.
7. The financial commitments involved for the young person and their affordability.

#### Facilities, Services, State of Repair/Environment

- What services and facilities are provided within the placement/accommodation?
- Is the overall condition and immediate environment suitable, safe and secure?
- Does the placement/accommodation create any risks for the young person?
- If the placement/accommodation is shared, does this create risks for the young person or those he/she is placed with?
- Is there a policy of matching the level of need of all of the young people in the shared accommodation (risk assessment)?
- If the shared accommodation provides placements for young people aged 16 & 17 and young people aged 18 plus how are the associated risks managed?
- If the shared accommodation provides placements for several local authorities how are the associated risks managed and the levels of need matched?

## Safety

- Does the property comply with all the health and safety requirements applying to:
  - Landlords;
  - Houses in Multiple Occupancy (licensed and non-licensed);
  - The requirements of the individual responsible authority;
  - Appropriate insurance levels.

## Location

- Does the accommodation enable the young person to access education, training and employment opportunities?
- Does the accommodation have adequate transport links?
- Does the accommodation enable the young person to have reasonable access to people in their support network, including family, health, leisure and general amenities?
- Is the accommodation in a safe and secure area and does it have good security?

## Support

- What level of support is provided with the accommodation/property?
- What level of competence, skill and training has the support provider/worker achieved?
- How much support will be provided and what are the arrangements for the young person to access the support?

## Tenancy Status

- What is the tenancy or license status of the young person?
- Can the young person continue to occupy the placement/accommodation after their 18<sup>th</sup> birthday?
- Does the young person understand their rights and responsibilities associated with living in the placement/accommodation?
- What are the move-on arrangements for the young person, particularly at the age of 18?

## Financial Commitments

- Is the placement/accommodation affordable on the young person's current level of income/financial support?

- Does the young person have to make any financial contributions? i.e. utilities charges, service charges etc
- Does the young person have a sufficient financial income to cover travel costs, utilities, food etc?
- Can the young person remain in the placement/accommodation after their 18<sup>th</sup> birthday? If so, can the rent be covered by the relevant Local Housing Allowance rate?
- Does the young person understand the financial arrangements associated with the placement/accommodation?



# APPENDIX ONE

## Sole Occupancy and Shared Occupancy – Semi-independent (Health and Safety) Property Inspection Checklist

The aim of this checklist is to assist staff undertaking inspections of semi-independent accommodation (Landlords, Private Providers and Registered Providers/Registered Social Landlords/Housing Associations). The requirements set out below should be used to assess:

1. Sole occupancy;
2. Shared two person and;
3. Shared multiple occupancy (three or more sharing) properties.

Not all aspects of the checklist will apply to types 1, 2 or 3.

Wherever possible, inspections should involve a member of the local Private Sector Housing Service/Environmental Health Service/Fire and Rescue Service.

### Alarms, Fire and First Aid

Does the property have a fire alarm system.....

How frequently is the alarm system tested.....

How frequently is the 'break glass' system tested.....

How frequently is the system serviced.....

Is there a record of servicing and testing.....

How much of the property is covered by the fire alarm system, all rooms, communal areas, roof voids etc.....

Does the property have smoke and heat detectors.....

Are these mains wired interlinked detectors or battery type.....

Number and location of.....

Does the property have a carbon monoxide detector.....

Number and location of.....

Does the property have any fire extinguishers (and/or a detailed fire risk management plan) [Advice on fire extinguishers is complex, if fire extinguishers are provided these must be maintained and checked yearly and be used by staff;

client evacuation takes priority over fighting a fire] – Check with Local Fire and Rescue Service.

Number, type and location of.....

Date extinguishers last inspected and/or date of fire risk management plan.....

Does the property have any fire blankets.....

Number, type and location of.....

Does the property have fire exits and clear fire exit instructions and signs.....

Number, location and comments.....

Are there 1) any fire escapes, 2) are all fire escape routes kept clear and 3) are there any special escape procedures.....

Number, location and comments.....

Are all doors approved fire doors? Do they have approved fire seals? What fire/smoke retardant timescale does each door have.....

Number, location and comments.....

Are all residents able to self-evacuate.....

If not, are there procedures for those needing assistance with evacuation.....

What system is in place to know who is present in the building in the event of a fire or need to evacuate the property.....

Does the property have emergency lighting.....

If so how frequently is it tested and serviced.....

Does the security system or door lock system interfere with emergency evacuation of the building.....

How many first aiders are there working at the property.....

Does each shift have a trained first aider.....

How many first aid kits are there at the property.....

How often are the first aid kits checked and refilled.....

Is there clear information about 1) emergency health procedures, i.e. nearest Accident and Emergency unit, 2) NHS Drop-in centre including telephone numbers.....

Number, location and comments.....

Does the organisation/property have an accident book.....

Location and comments.....

### **General Safety Issues**

What security system does the property have, i.e. locks, restricted areas, CCTV

Location and comments.....

What window security is in place.....

Do any windows have limited opening? i.e. due to security or risk of falls [first floor and above and where a window has a sill height of one metre or less].....

Location and comments.....

What type of glass is used in different areas of the building.....

Location and comments.....

Procedures for visitors and previous residents.....

What is the frequency of a general check and observation of the building, i.e. windows, locks, alarms, fire equipment, plugs and sockets, electrical equipment, external areas.....

Comments.....

Does the property have a sanitary/hazards waste collection/removal system.....

Comments.....

### **Gas and Electricity**

Does the property have a current and valid National Inspection Council for Electrical Installation Contracting (NICEIC) electrical certificate.....

Have all recommendations and requirements been completed.....

Does the property have a current and valid Gas Safe certificate.....

Does the organisation Portable Appliance Test all electrical equipment in the property belonging to the organisation on a yearly/regular basis.....

Comments.....

Does the organisation have a policy and risk assessment approach to Portable Appliance Testing young people's electrical equipment.....

Comments.....

Has the property been inspected by the local private sector housing service, if so when and what were their recommendations.....

Has the property been inspected by any independent inspection organisation, if so when and what were their recommendations.....

## **Water**

Does the organisation/property undertake Legionnaire disease testing.....

Comments.....

Does the organisation test the minimum and maximum water temperature.....

Comments.....

Does the property have adequate heating and hot and cold water systems.....

Comments.....

Are there adequate toilet and bathroom facilities for the number of young people living in the property and the number of staff working at the property.....

## **Buildings, Contents and Liability Insurance**

What level of insurance does the landlord/provider hold:

Buildings Insurance.....

Contents Insurance.....

Employer Insurance.....

Public Liability Insurance.....

Professional Indemnity Insurance.....

Young People's Personal Belongings Insurance.....

## APPENDIX TWO

### Service Standards and Expectations of Semi-Independent – Supported Accommodation Providers (Inspection Checklist)

The aim of this checklist is to assist staff undertaking inspections of providers of semi-independent accommodation and support (Landlords, Private Providers and [Registered Providers] Registered Social Landlords/Housing Associations) and the policy frameworks they should have. The requirements set out below should be used to assess:

1. Individual landlords (not providing support);
2. Private providers;
3. Registered providers.

Not all aspects of the checklist will apply to individual landlords who do not provide support.

#### **Managing Risk and Young People with Different Needs in Shared Accommodation**

Does the provider have a managing risk and different levels of needs policy?.....

Do all young people have a written risk management plan on their file which is reviewed on a regular basis (Risk Assessment Policy). The initial risk assessment should be provided by Sunderland Council staff.

Does the provider have a prevention of child sexual exploitation policy?.....

Comments.....

Fail/Unsatisfactory

Pass/Satisfactory

Good/Comprehensive

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#### **Client Information**

Does the provider have a managing client information policy?.....

Comments.....

Fail/Unsatisfactory

Pass/Satisfactory

Good/Comprehensive

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## Referrals and Placements

Does the provider have a managing referrals policy?.....

1. The provider only accepts referrals for young people whose assessed need it can reasonably be expected to meet (or Sunderland Council?).
2. The provider has a policy on matching the level of need of the young people sharing the accommodation which includes matching young people from different local authorities and/or other young people age 18 and over.

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Client Reports

Does the provider use the Sunderland Council report format and provide reports within the frequency required?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Property - Health and Safety

Do all properties meet the minimum health and safety standard?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Supported Accommodation Provider Insurance Cover:

Does the provider have the proscribed (agreed) level of insurance cover? Yes/No

- Professional Indemnity (Set amount).
- Employers Liability (Set amount).
- Public Liability (Set amount).
- Adequate buildings insurance (Set amount).
- Adequate contents insurance (Set amount).

## Notifiable Events

Does the provider have a 'Events and Notifications' policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Case Files, Case Recording and Supporting Documentation

Does the provider have a case recording policy?.....

Are all case files and recording undertaken in line with the policy?.....

Does the provider have an accident log, incident log and visitors handbook?.....

Are the above documents used correctly and they up to date?.....

Fail/Unsatisfactory

Pass/Satisfactory

Good/Comprehensive

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## Safer Recruitment

Does the provider have a safer recruitment policy?.....

Is there supporting evidence that all staff are recruited in line with the policy and (Sunderland Council) standards?.....

Comments.....

Fail/Unsatisfactory

Pass/Satisfactory

Good/Comprehensive

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## Staffing and Supervision

Does the provider have a staffing and supervision policy?.....

Is there evidence of supervision in line with (Sunderland Council) standards?.....

Does the provider have a whistle blowing policy which is understood by all staff and volunteers?.....

Do provider staff have a Performance Management Agreement (PMD) in place?...

Does the provider have a lone working policy?.....

Comments.....

Fail/Unsatisfactory

Pass/Satisfactory

Good/Comprehensive

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## Staff Skills and Training

Does the provider have a staff skills and training policy?.....

Is there evidence of provider staff having the correct level of skill to meet the needs of the young people supported by the provider?.....

Comments.....

Fail/Unsatisfactory

Pass/Satisfactory

Good/Comprehensive

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## Safer Caring

Does the provider have a Safer Caring Policy?.....

Is there evidence of the provider operating a safer caring framework?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Visitor Policy

Does the provider have a Visitor Management Policy?.....

Is there evidence that the provider understands the potential risks from visitors?....

Comments.....

Is there evidence of the provider operating a positive visitor framework?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Personal Information

Does the provider have a policy on staff personal information?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Boundaries and Confidentiality

Does the provider have a boundaries and confidentiality policy?.....

Does the provider have a policy and protocol regarding entering a young person's room?

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Equality and Diversity

Does the provider have an equality and diversity policy?.....

Is there evidence of the provider operating a equality and diversity framework?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive



## Meeting Cultural and Linguistic Needs

Does the provider have suitable staff and policies to ensure they can meet the cultural and linguistic needs of the young people placed with them?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Transporting Young People

Does the provider transport young people by motor vehicles?.....

If yes, does the provider have a transporting policy?.....

If yes, does the policy include a health and safety and risk assessment approach?

If no, does the provider have a policy on the use of public transport and undertaking visits with young people?.....

All vehicles used to transport young people (company or private) must be road worthy and have a valid MOT and Road Vehicle License.

Drivers must hold a full driving license and have fully comprehensive business use insurance.

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Anti-Smoking Policy

Does the provider have an anti-smoking policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Anti-Bullying Policy

Does the provider have an anti-bullying policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### **Prevent - Anti-Radicalisation Policy**

Does the provider have a 'Prevent' / anti-radicalisation policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### **Child Sexual Exploitation Prevention Policy**

Does the provider have a Child Sexual Exploitation Prevention Policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### **Substance Misuse Policy**

Does the provider have an anti-substance misuse policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### **Anti-Social Behaviour and Activities Policy**

Does the provider have an anti-social behaviour and activities policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### **Managing Behaviour Policy**

Does the provider have a policy on managing young people's risk taking behaviour? (Behaviour and Risk Management Policy).

Does the provider have a behaviour and risk management policy?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### **Promoting Health Awareness Policy**

Does the provider have a policy for young people on how it promotes a positive approach to health awareness (including sexual and personal health)?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Safeguarding Policy and Procedures

Does the provider have a safeguarding policy and procedure that is compliant with the local safeguarding children board procedures? Yes No

Are safeguarding and protection from abuse policies an integral part of the staff induction and training program. Can staff demonstrate an understanding of the policy and reporting procedures? Yes No

Do provider staff understand their professional boundaries which are set out in the code of conduct protocol?

Are safeguarding and protection from abuse policies and procedures communicated to young people so that the system for raising concerns is understood? This should include an external contact outside of the organisation.

Is there a log maintained to record details of cases and outcomes and to show that appropriate action was taken?

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Access to Files - Young People

Does the provider have copies of the (Insert Name of Local Authority) Access to Files Leaflet?.....

Does the provider have a policy on how young people can access the information and files they hold on a young person?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Missing, Whereabouts and Unauthorised Absence Policies and Procedures

Does the provider have a 'Missing Whereabouts and Absence Policy' and Procedures framework?.....

Does the missing policy reflect the nature of the accommodation provided and level of support (supported accommodation ranging from 24 hour staffing to limited staffing and/or independent accommodation with outreach and floating support)?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

## Preparation for Independence - Measuring and Evidencing

### Outcomes

Does the provider have a preparation for independence policy and framework that sets out keywork activities and tasks and how to measure outcomes for young people?.....

Does the provider have a preparation for independence and/or life skills handbook or do they use the (Insert Name of Local Authority) handbook?.....

Comments.....

Does the provider have a framework that can be used to measure outcomes?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### Outcomes Framework

Does the provider have a framework within which they can demonstrate how they will attempt to, and improve a young people's outcomes?

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### Information for Service Users

Does the provider have a comprehensive and 'user friendly' information about the accommodation and services that the organisation provides.

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

### Compliments, Comments and Complaints

Does the provider have a compliments, comments and complaints policy?.....

Does the provider have a copy of the (Sunderland Council) complaints policy and copies of the complaints leaflet?.....

Comments.....

Fail/Unsatisfactory	Pass/Satisfactory	Good/Comprehensive

Summary

Pass/Satisfactory	Good/Comprehensive	Recommendations/Action

Comments

.....  
.....  
.....  
.....

1. Strengths

.....  
.....  
.....  
.....

2. Areas for improvement

.....  
.....  
.....  
.....

3. Actions with timescales

.....  
.....  
.....  
.....

Staff undertaking inspection

.....  
.....

Date.....

Person Inspecting.....

Person Authorising.....

## APPENDIX THREE

### Social Worker & Leaving Care Personal Adviser - Visiting Checklist

The aim of this checklist is to provide guidance to staff visiting young people placed in semi-independent supported accommodation.

Where individual staff have any comments or concerns regarding the areas set out below, they should raise these with their manager and inform the commissioning team. Depending on the seriousness of the issue, these should be raised immediately, or, via e-mail where issues are less significant.

#### 1. Overall condition of the property:

- Damage;
- Cleanliness;
- Fixtures and fittings;
- Young person's room and furnishings;
- Access to kitchen and food storage facilities;
- Are all fire prevention precautions in place and is all fire prevention equipment in working order, e.g. fire doors closed, escape routes clear, electrical sockets not overloaded, alarms working, fire blankets in place.

#### 2. Activities:

- What are the key tasks and activities expected of the provider;
- Does the young person have and engage in regular keywork sessions;
- What is being undertaken to encourage the young person to engage in activities.

#### 3. Provider staff support:

- Are staff present in the building;
- Are staff engaging with the young people;
- Are staff able to meet the cultural and linguistic needs of the young people;
- Are staff providing 'appropriate support and guidance';

- Are there any concerns regarding provider staff not having the appropriate skills and knowledge regarding the young people placed in the accommodation;
- Are there any concerns about the provider staff not acting as a 'positive role model'.

#### 4. Young people placed in the property:

- Is the young person you are responsible for appropriately matched to the level of need and risk of other young people placed in the property;
- Are there any risk issues which are not being addressed – to and from your young person;
- Do you have any concerns regarding the provider's ability to manage the young people's behaviour:
  - Substance misuse;
  - Bullying;
  - Exploitation;
  - Sexual exploitation
  - Contact with people putting the young person at risk.

#### 5. Documentation:

- Does the provider have an up to date;
  - Pathway plan;
  - Placement plan;
  - Level of Delegated Authority;
  - Health plan;
  - Personal education plan;
  - A copy of the missing and key contacts checklist;
  - Risk assessment.

## APPENDIX FOUR

### Supported Accommodation - Children's Home - Department for Education - Guidance

#### **Annex B – Supported Accommodation**

The Annex below sets out criteria to be used in order to form a judgement about whether a placement option constitutes “supported accommodation” rather than children’s home. Where evaluation of these criteria indicates that staff are primarily responsible for resident care, rather than residents generally being able to assume responsibility for themselves - this would indicate that registration as a children home is likely to be appropriate.

Registration as a children’s home is likely to be appropriate where establishments offer “care” to young people, On the other hand, if young people living in an establishment are generally expected to be independent and be fully responsible for their daily routines then it may be appropriate for the establishment to operate as supported accommodation,.

The information below describes the factors that will need to be taken into account in determining whether an establishment enables independent living for looked after children or care leavers and is supported accommodation, rather than a children’s home.

- **Can young people go out of the establishment without staff permission?** Where young people remain in the care of staff, whether the young people are in or out of the establishment, and therefore are expected to ask permission to leave the establishment, that indicates that care is provided.
- **Do young people have full control of their own finances?** Where staff have any control or responsibility for a young person’s finances this is an indicator that care is provided.
- **Do young people have control over what they wear and of the resources to buy clothes?** Where staff have any control or responsibility for a young person’s finances this is an indicator that care is provided.
- **Are young people in charge of meeting all of their health needs, including such things as arranging GP or specialist health care appointments? Do staff control any young person’s medication?** Young people may ask for advice and help about their health, but if decisions about health care rest with the young person this may indicate that they are living independently rather than being cared for. On the other hand, where staff are responsible for managing arrangements for meeting young people’s health needs this is an indicator that care is provided.
- **Do staff have any access to medical records?** Where staff have access to a young person’s medical records this is an indicator that care is provided.



- **Can young people choose to stay away overnight?** If young people are free to decide for themselves that they may stay overnight then this is an indication that they are functioning independently. If staff are responsible for deciding whether it is appropriate for a young person to stay out overnight then this would be an indication that care is being provided. Being expected to tell someone if they are going to be away overnight does not indicate provision of care, but needing to ask someone's permission does.
- **Is there a sanctions policy which goes beyond house rules and legal sanctions that would be imposed on any adult?** Where an establishment has and implements a formal or informal sanctions policy as described above this is an indicator that care is provided.
- **If the establishment accommodates both adults and young people, do those under 18 have any different supervision, support, facilities or restrictions?** Where an establishment accommodates both adults and young people and there are significant differences in the levels of support, supervision or care these two groups receive this is an indicator that care is being provided for those under 18.
- **Are there regularly times when young people are on the premises with no direct staff supervision?** Where young people are expected to spend a significant amount of their time on their own, without staff supervision, then this would suggest that though perhaps they are being offered some support, they are largely operating independently and are not being offered care.
- **Do staff have any responsibility for aftercare once a young person has left?** Where staff have any responsibility for aftercare once a young person has left a placement, this may indicate that care is being provided. Though some supported accommodation services will offer some support to help young people get established in their next accommodation.
- **Does the establishment's available literature promise provision of care, or relate to specific care support provided to all residents rather than provide general information about services young people can choose whether they use or not?** Where the establishment's literature demonstrates an expectation that residents will be provided with care or use specific care support services, this is an indicator that that both care and accommodation are provided.
- **Does the home provide or commission a specialist support which forms part of the primary function of the establishment for a significant number of young people?** Where there is a specialist support service which forms part of the primary function of the establishment this is an indicator that care is provided.

## Annex B

Department for Education – Volume 5 - Children's Homes (England)  
Guidance and Regulations 2015 (October 2013)

## APPENDIX FIVE

### Roles and Responsibilities Table - EXAMPLE

Department	Task	Timescale	Frequency
Independent Reviewing Officer	Hold review prior to agreeing a move to 'Other Arrangements' or where this is not possible visit and consult the child prior to a move	Prior to a placement being approved or made	All cases
Social Worker or Leaving Care Personal Adviser	Referral for semi-independent placement	ASAP – forward planning regarding placement needs	All cases
	Social worker to assess that the young person's needs are best met in 'Other Arrangements'	ASAP	All cases
	Risk assessment of the young person to be provided to the placement provider regarding risk to others and placement matching etc	With all referrals	All cases
	To ensure compliance with the frequency of visits and reviews	See Care Planning, Placements and Case Review Guidance and Regulations 2015 Minimum Timescale Requirements	
	To liaise with provider staff		
	To ensure the young person has an up to date: <ul style="list-style-type: none"> <li>• Pathway/Care Plan</li> <li>• Placement Plan</li> <li>• Personal Education Plan</li> <li>• Health Plan</li> </ul>		
	To ensure all contact information and key contacts are available should a young person 'go missing' are set out in the Placement Plan	At commencement of the placement	All cases
Children's Services Commissioning Team & Staff - A	Identify individual placements	ASAP	All cases
	Joint visits/inspections to all semi-independent providers and all separate accommodation provision with Commissioning staff	When placement being considered outside framework agreement	Yearly
	Risk Assessments	As required, all new	As required

	<p>PNC Checks, LA Checks, DBS Checks</p> <p>To provide a named responsible authority contact for all accommodation providers and placements providers</p>	<p>placements outside framework agreement</p> <p>For accommodation provided by individual landlord</p> <p>At commencement of all placements</p>	<p>As required</p> <p>Renew as staff change</p>
Children's Services Commissioning Staff	<p>Initial approval of all semi-independent accommodation providers inline with the agreed AP1/ContrOCC Protocol and Verification Procedures.</p> <p>Joint visits/inspections to all semi-independent providers and all separate provider accommodation provision with Placement/Brokerage/Access to Resources staff</p> <p>Financial viability assessment</p>	<p>When new provider accepted onto framework agreement, or when placement required outside of framework agreement</p> <p>As required</p> <p>In all situations</p>	<p>As required</p> <p>Yearly</p> <p>All cases</p> <p>Yearly</p>
Adult Services – Supporting People - Commissioning Staff – B	<p>Joint visits/inspections to all registered semi-independent providers (Registered Social Landlords) with Commissioning and Placement/Access to Resources/Brokerage staff – RSL's receiving Supporting People funding</p> <p>Quality Assessment Framework – QAF – East Of England Monitoring Form</p>	<p>In all situations</p> <p>The use the QAF to assist with qualitative evaluation</p>	<p>Yearly</p> <p>As required</p>
Responsible Authority Nominated Officer	<p>Signing-off of all complex risk assessments, DBS Check 'traces' which require risk assessments</p> <p>Any accommodation or placement that involves an immediate response and is outside the (Insert Name of Local Authority) framework agreement</p>	<p>In all situations</p> <p>In all situations</p>	<p>All cases</p> <p>All cases</p>

	Awareness of any 'notifiable' and/or serious event	In all situations	All cases
Provider Organisation	<p>To ensure compliance with all aspects of the 'Other Arrangements' framework</p> <p>Develop Policy Framework – Particularly:-</p> <ul style="list-style-type: none"> <li>• 'Missing' Policy developed and complied with</li> <li>• Development and compliance with 'Notification' Policy</li> </ul> <p>To contribute to, and provide services as set out in the young person's:</p> <ul style="list-style-type: none"> <li>• Pathway/Care Plan</li> <li>• Placement Plan</li> <li>• Personal Education Plan</li> <li>• Health Plan</li> </ul> <p>To provide up-dates and summary reports to the young person's social worker/personal adviser</p>	<p>At all times</p> <p>When first placed on (Insert Name of Local Authority) framework agreement, or when a placement is provided outside of the framework agreement</p> <p>On-going</p> <p>As set out in the individual placement agreement</p>	<p>At all times</p> <p>All providers</p> <p>On-going</p> <p>On-going</p>

# APPENDIX SIX

## Events and Notifications Procedure - EXAMPLE

### Part One

## Events and Notifications Private Providers

### Summary

The following 'Events and Notification' procedure and accompanying set of forms has been developed to ensure that Private Providers of Accommodation and Support keep Sunderland Council informed of specific events and situations that impact on children and young people placed with the provider. The framework mirrors the notification requirements placed on providers of children's homes who are registered under the Care Standards Act 2000 as set out in the Children's Homes (England) Regulations and accompanying Guide 2015, Events and Notification of Serious Events -Regulation 40 (1) and (3).

### Groups of Children and Young People For Which The Procedure Applies

See the Events and Notifications Procedure for the groups of children and young people that the procedure applies to, an **X** in the box highlights which Event requires a Notification and for which groups of children and young people.

### Notifications

Sunderland Council requires that Private Providers notify the Commissioning Team and the Case Holding Team/Emergency Out Of Hours Duty Team of the following events:

- Death of any child/young person accommodated;
- Serious illness, serious infectious disease or serious accident sustained by a child/young person accommodated;
- Allegation that any child/young person accommodated has committed a serious offence;
- Involvement or suspected involvement of a child/young person accommodated in prostitution (sexual exploitation);
- Serious incident necessitating calling the Police to the premises;
- Instigation and outcome of any safeguarding enquiry involving a child/young person accommodated;
- A serious complaint about the home, any persons working there or within the parent organisation (including disciplinary issues);
- A Sunderland child/young person accommodated goes missing;
- A Sunderland child/young person is involved in self harm and/or an attempted suicide;
- A Sunderland child/young person accommodated failing to attend a specialist appointment, i.e. CAMHS, GP (if a significant health issue) Court etc;

- Advanced notification of a child/young person from another local authority being placed (Provider to have a robust risk and matching policy);
- NB. A 'Notification' should occur where a situation arises that puts a child aged 16 & 17 (or care leaver aged 16 & 17) at risk or potential risk.

Private Providers should ensure that all of their staff are familiar with the procedure, process and forms associated with ensuring a notification is made. Notifications must be made using the appropriate form and using the unique password that each Private Provider is given.

Where an Event occurs to a child/young person who was not placed by Sunderland Council, it is the responsibility of the Private Provider to inform the child/young person's Responsible Local Authority. Providers should also Notify Sunderland Council.

## Part Two

### (Adapted from Regulation 40, Children's Homes (England) Regulations 2015)

SUNDERLAND COUNCIL  
Children's Services

#### EVENTS AND NOTIFICATION PROCEDURE

##### Example of – Private Provider (Providing Accommodation for 16 to 21/24 year olds) Events and Notification Procedure

Events relating to following groups of children and young people:

- Vulnerable young people aged 16 & 17.
  - Children looked after age 16 & 17, and Care Leavers aged to 21/24.
1. Placed by Sunderland Children's Services.
  2. Children and young people placed by other local authorities or agencies with Sunderland children and young people.

The following Events must be notified to Sunderland **as soon as practically possible and within 24 hours** as a maximum by means of:

- First Stage: An immediate phone call to the relevant Social Worker/Team.
- Second Stage: A follow up email to the child's Social Worker/Team and the Commissioning Team at:  
Insert E-Mail Address for Notifications  
Insert Phone Number for Notifications  
**E-mail** to include as an attachment a completed Sunderland - **Events and Notification Form**.

On receipt –  
- Social Worker and Commissioning to assess for immediate actions

Record on Notification System

- Third Stage: Children's Services Commissioning to review the situation and issue an **Events and Notification - Outcomes and Actions Form**.
- Fourth Stage: Children's Services Commissioning to issue a **Events and Notification - Outcomes and Actions Form**.
- Fifth Stage: Children's Services Commissioning to review the returned **Events and Notification - Outcomes and Actions Form** at the scheduled meetings for sign off action required.

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

In the event of a child/young person going missing or any other serious incident requiring the involvement of the Social Worker occurring outside of core office hour's notification should initially be made to the **Safeguarding Out of Office Service (Insert Relevant Phone Number)**.

This Events and Notification Procedure Does Not Replace Any Requirement To Contact The LADO, The Safeguarding Service, The Commissioning Team or The Social Worker. The Events and Notification Procedure Is An Additional Requirement.

<b>24. Reason for notification – mark as appropriate</b> (X) Indicates which situations and events occurring to a child/young person require a 'Notification'		
Living in the Private Provider Accommodation:	Sunderland Child /Young Person	Child/Young Person from another Local Authority
1. Death of any child/young person accommodated.	X	X
2. Serious illness, serious infectious disease or serious accident sustained by a child/young person accommodated.	X	X
3. Allegation that any child/young person accommodated has committed a serious offence.	X	X
4. Involvement or suspected involvement of a child/young person accommodated in prostitution (sexual exploitation).	X	X
5. Serious incident necessitating calling the Police to the premises.	X	X
6. Instigation and outcome of any safeguarding enquiry involving a child/young person accommodated.	X	X
7. A serious complaint about the home, any persons working there or within the parent organisation (including disciplinary issues).	X	X
8. A Sunderland child/young person accommodated goes missing.	X	
9. A Sunderland child/young person is involved in self harm and/or an attempted suicide.	X	
10. A Sunderland child/young person accommodated failing to attend a specialist appointment, i.e CAMHS, GP (if a significant health issue) Court etc.	X	



11. Advanced notification of a child/young person from another local authority being placed (Provider to have a robust risk and matching policy).		<b>X</b>
NB. A 'Notification' should occur where a situation arises that puts a child aged 16 & 17 (or care leaver aged 16 & 17) at risk or potential risk.		

## Part Three

### SUNDERLAND Children's Services

#### EVENTS AND NOTIFICATION FORM

#### Example of – Private Provider (Providing Accommodation for 16 to 21/24 year olds) Events and Notification Form

Events relating to following groups of children and young people:

- Vulnerable young people aged 16 & 17.
  - Children looked after age 16 & 17, and Care Leavers aged to 21/24.
1. Placed by Sunderland Council.
  2. Children and young people placed by other local authorities or agencies with a Sunderland child/young person.

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

#### PRIVATE PROVIDER ORGANISATION AND CONTACT DETAILS

<b>1. Name of Accommodation Unit</b>	
<b>2. Full Address of Accommodation Unit</b>	
<b>3. Name and Full Address of Provider Organisation</b>	
<b>4. Email</b>	
<b>5. Phone Number of Organisation and Unit</b>	

#### NOTIFICATION FOR CHILD/YOUNG PERSONS - DETAILS

<b>6. Full name of child(ren)/young person (people) relating to the notification</b>	<b>7. Date of Birth</b>	<b>8. Legal Status</b>
1		
2		
3		
4		

## CHILDREN/YOUNG PEOPLE ACCOMMODATED AT THE UNIT

9. Full name of children/young people (accommodated at the unit) Insert more rows if needed		10. Date of Birth
1		
2		
3		
4		

## 11. PLACING AUTHORITY (IES)

Please insert more rows if needed

For 1 above	
For 2 above	
For 3 above	
For 4 above	

## INCIDENT DETAILS

<b>12. Date of incident</b>
<b>13. Time of incident (24 hr clock)</b>
<b>14. Location of incident</b>

If incident caused the death of a child/young person then please complete the following:

<b>15. Cause of death (if known)</b>
<b>16. Date of death (if different from above)</b>
<b>17. Time of death (if different from above) 24 hr clock</b>

## FOR ALL INCIDENTS PLEASE SPECIFY:

18. Details of staff on duty Insert more rows if needed	19. Job Title

<b>20. Witness names (if applicable)</b> Insert more rows if needed	<b>21. Job title or role/relationship/other</b>

<b>22. The name of the person in 18 or 20 above who informed:</b>
• The Police:
• The Emergency Services:
• The Senior Management within the Organisation:
• The Relevant Health Care Professional:
• The Placing Authority (if not Sunderland):
• The Parents:

## DESCRIPTION OF INCIDENT

<b>23. Please provide details of the incident</b>
---

## NOTIFICATIONS

<b>24. Reason for notification – mark as appropriate</b> Add an (X) to indicate which situations and events occurring to a child/young person you are making a 'Notification' about.		
Living in the Private Provider Accommodation:	Sunderland Child /Young Person	Child/Young Person from another Local Authority
1. Death of any child/young person accommodated.		
2. Serious illness, serious infectious disease or serious accident sustained by a child/young person accommodated.		
3. Allegation that any child/young person accommodated has committed a serious offence.		
4. Involvement or suspected involvement of a child/young person accommodated in prostitution (sexual exploitation).		
5. Serious incident necessitating calling the Police to the premises.		
6. Instigation and outcome of any safeguarding enquiry involving a child/young person accommodated.		

7. A serious complaint about the home, any persons working there or within the parent organisation (including disciplinary issues).		
8. A Sunderland child/young person accommodated goes missing.		
9. A Sunderland child/young person is involved in self harm and/or an attempted suicide.		
10. A Sunderland child/young person accommodated failing to attend a specialist appointment, i.e CAMHS, GP (if a significant health issue) Court etc.		
11. Advanced notification of a child/young person from another local authority being placed (Provider to have a robust risk and matching policy).		
NB. A 'Notification' should occur where a situation arises that puts a child aged 16 & 17 (or care leaver aged 16 & 17) at risk or potential risk.		

<b>25. Was the GP called? Yes / No / not applicable (please circle)</b>	
<b>26. Name of GP</b>	
<b>27. Date</b>	<b>28. Time: (24 hr clock )</b>

<b>29. Were the emergency services called? Yes / No / not applicable (please circle)</b>		
<b>30. Type of Service Called</b>	<b>31. Date</b>	<b>32. Time: (24 hr clock)</b>

<b>33. Person Completing the Form</b>	
<b>Signed (Electronic Signature)</b>	<b>Print Name</b>
<b>Phone Number</b>	<b>E-mail Address</b>
<b>Job Title</b>	<b>Date</b> <b>Time</b>

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

## Part Four

### EVENTS AND NOTIFICATION - OUTCOMES AND ACTIONS FORM

Section 1 & 2 - to be completed by the Accommodation/Support Provider setting out the outcome of the 'Notifiable' Event and resultant actions, Section 3 to be completed and signed off by the Children's Services Commissioning Team and the Case Holding Team.

Example – Private Providers

#### OUTCOMES AND FUTURE ACTIONS

<b>Name of Accommodation Unit</b>	
<b>Full Address of Accommodation Unit</b>	
<b>Name and Full Address of Provider Organisation</b>	
<b>Email Address</b>	

<b>1. Summary of Incident</b>

<b>2. Outcome of incident</b>

<b>3. Actions to prevent further occurrence</b>	
Highlight any specific actions taken by:	
1. Case Holding Team  2. Children's services Commissioning Team  3. Accommodation/Support Provider	
<b>Signed Electronic Signature</b>	<b>Print name</b>
<b>Job Title</b>	<b>Date</b>  <b>Time</b>

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

# Events and Notifications Procedure - EXAMPLE

## Part One

### Events and Notifications Registered Social Landlords

#### Summary

The following 'Events and Notification' procedure and accompanying set of forms has been developed to ensure that Registered Social Landlords who provide Accommodation and Support keep Sunderland Council informed of specific events and situations that impact on children and certain groups of young people placed or living in their accommodation. The framework mirrors the notification requirements placed on providers of children's homes who are registered under the Care Standards Act 2000 as set out in the Children's Homes (England) Regulations and accompanying Guide 2015, Events and Notification of Serious Events -Regulation 40 (1) and (3).

#### Groups of Children and Young People For Which The Procedure Applies

See the Events and Notifications Procedure for the groups of children and young people that the procedure applies to, an **X** in the box highlights which Event requires a Notification and for which groups of children and young people.

#### Notifications

Sunderland Council requires that Registered Social Landlords notify Commissioning Team and the Case Holding Team/Emergency Out Of Hours Duty Team of the following events:

- Death of any child/young person living in the provision;
- Serious illness, serious infectious disease or serious accident/incident sustained by a child/young person living at the provision;
- Serious illness, serious infectious disease or serious accident/incident sustained by a young person living at the provision. – In line with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) reporting requirements (major reportable diseases, major reportable injuries);
- Allegation that any child/young person living at the provision has committed a serious offence, including a sexual offence;
- Involvement or suspected involvement of a child/young person living at the provision in prostitution (sexual exploitation);
- Serious incident necessitating calling the Police to the premises;
- Instigation and outcome of any safeguarding child / safeguarding adult enquiry involving a child/young person living at the provision;
- A serious complaint about the home, any persons working there or within the parent organisation (including disciplinary issues);
- A child/young person living at the provision goes missing;



- A child/young person living in the provision is involved in a self harm incident and/or an attempted suicide;
- A child looked after aged 16 or 17, a care leaver aged 16 or 17, or a vulnerable 16 or 17 year old (with a named Sunderland Support Worker) living in the provision fails to attend a specialist or significant appointment, i.e. CAMHS, GP, Court etc;
- NB. A 'Notification' should occur where a situation arises that puts a child aged 16 & 17 (or care leaver aged 16 & 17) at risk or potential risk.
- In the event of a Death of any child/young person living in the provision the Registered Social Landlord must also 'Notify' the Adult Services Commissioning Team.

Registered Social Landlords should ensure that all of their staff are familiar with the procedure, process and forms associated with ensuring a notification is made. Notifications must be made using the appropriate form and using the unique password that each Registered Social Landlord is given.

## Part Two

### SUNDERLAND

#### Children's Services & Adult Services

#### EVENTS AND NOTIFICATION PROCEDURE

##### Example of - Registered Social Landlord Providers (Providing Accommodation for 16 to 24 year olds) Events and Notification Procedure

Events relating to the following groups of children and young people:

- Vulnerable young people aged 16 & 17.
- Children looked after aged 16 & 17.
- Care leavers aged 16 & 17 funded by and/or the responsibility of Sunderland Council.
- Care leavers aged 18 to 21/24 funded by and/or the responsibility of Sunderland Council.
- Specific groups of young people aged 18 to 24 identified in column B.

The following Events must be notified to Sunderland **as soon as practically possible and within 24 hours** as a maximum by means of:

- First Stage: An immediate phone call to the relevant Social Worker/Team (if case worked by Sunderland Council).
- Second Stage: A follow up email to the child's Social Worker/Team, Emergency Duty Team and Commissioning Team at:

Insert E-Mail Address

Insert Phone Number

Insert Commissioning Team contact details

to include as an attachment a completed (Sunderland) – **Events and Notification Form**.

On receipt –  
- Social Worker and Commissioning Team to assess for immediate actions

- Third Stage: Children's Services Commissioning Team to review the situation and issue an **Events and Notification - Outcomes and Actions Form**.
- Fourth Stage: Accommodation/Support Provider to complete and return a completed **Events and Notification - Outcomes and Actions Form**.
- Fifth Stage: Children's Services Commissioning Team and the Accommodation/Support Provider to review the returned **Events and Notification - Outcomes and Actions Form** at the scheduled meeting and sign-off.

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

In the event of a child/young person aged 16 or 17 going missing, or any other serious incident requiring the involvement of the Social Worker occurring outside of core office hour's notification should initially be made to the **Safeguarding Out of Office Service (Insert Phone Number)**.

This Events and Notification Procedure Does Not Replace Any Requirement To Contact The LADO, The Safeguarding Service, The Commissioning Team or The Social Worker. The Events and Notification Procedure Is An Additional Requirement.

<b>24. Reason for notification – mark as appropriate</b> (X) Indicates which situations and events occurring to a child/young person require a 'Notification'		
Column	A	B
Living in the Registered Social Landlord Provider Accommodation:	- Vulnerable Young Person (aged 16 & 17) - Child Looked After (aged 16 or 17) - Care Leaver (aged 16 or 17) - Care Leaver (aged 18 to 21/24) [if known to be a care leaver]	- Young Person (aged 18 to 24 referred by housing, self referral or an other local authority / agency)
1. Death of any child/young person living in the provision.	X	X
2. Serious illness, serious infectious disease or serious accident/incident sustained by a child/young person living at the provision.	X	
3. Serious illness, serious infectious disease or serious accident/incident sustained by a young person living at the provision. – In line with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) reporting requirements (major reportable diseases, major reportable injuries).		X
4. Allegation that any child/young person living at the provision has committed a serious offence, including a sexual offence.	X	X

5. Involvement or suspected involvement of a child/young person living at the provision in prostitution (sexual exploitation).	<b>X</b>	<b>X</b>
6. Serious incident necessitating calling the Police to the premises.	<b>X</b>	
7. Instigation and outcome of any safeguarding child / safeguarding adult enquiry involving a child/young person living at the provision.	<b>X</b>	<b>X</b>
8. A serious complaint about the home, any persons working there or within the parent organisation (including disciplinary issues).	<b>X</b>	<b>X</b>
9. A child/young person living at the provision goes missing.	<b>X</b>	
10. A child/young person living in the provision is involved in a self harm incident and/or an attempted suicide.	<b>X</b>	
11. A child looked after aged 16 or 17, a care leaver aged 16 or 17, or a vulnerable 16 or 17 year old (with a named Sunderland Support Worker) living in the provision fails to attend a specialist or significant appointment, i.e. CAMHS, GP, Court etc.	<b>X</b>	
NB. A 'Notification' should occur where a situation arises that puts a child aged 16 & 17 (or care leaver aged 16 & 17) at risk or potential risk.		

## Part Three

### SUNDERLAND

#### Children's Services Commissioning Team

### EVENTS AND NOTIFICATION FORM

#### Example of - Registered Social Landlord Providers (Providing Accommodation for 16 to 24 year olds) Events and Notification Form

Events relating to the following groups of children and young people:

- Vulnerable young people aged 16 & 17.
- Children looked after age 16 & 17.
- Care leavers aged 16 & 17 funded by and/or the responsibility of Sunderland Council.
- Care leavers aged 18 to 21/24 funded by and/or the responsibility of Sunderland Council.
- Specific groups of young people aged 18 to 24 identified in column B.

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

#### REGISTERED LANDLORD/HOUSING ASSOCIATION CONTACT DETAILS

<b>1. Name of Accommodation Provision</b>	
<b>2. Full Address of Accommodation Provision</b>	
<b>3. Name and Full Address of Registered Landlord / Housing Association Organisation</b>	
<b>4. Email</b>	
<b>5. Phone Number of Organisation and Unit</b>	

## NOTIFICATION FOR CHILD/YOUNG PERSON - DETAILS

6.	Full name of child(ren)/young person (people) relating to the notification	7. Date of Birth	8. Legal Status
1			
2			
3			
4			

## CHILDREN/YOUNG PEOPLE ACCOMMODATED AT THE UNIT

9. Initials of children/young people (living at the provision) Please use initials only, and insert more rows if needed	10. Date of Birth
1	
2	
3	
4	

## 11. PLACING AGENCY (Housing Department/Self Referral/Other)

Please insert more rows if needed

For 1 above	
For 2 above	
For 3 above	
For 4 above	

## INCIDENT DETAILS

12. Date of incident
13. Time of incident (24 hr clock)
14. Location of incident

If incident caused the death of a child/young person then please complete the following:

15. Cause of death (if known)
16. Date of death (if different from above)
17. Time of death (if different from above) 24 hr clock

**FOR ALL INCIDENTS PLEASE SPECIFY:**

18. Details of staff on duty Insert more rows if needed	19. Job Title

20. Witness names (if applicable) Insert more rows if needed	21. Job title or role/relationship/other

<b>22. The name of the person in 18 or 20 above who informed:</b>
• The Police:
• The Emergency Services:
• The Senior Management within the Registered Landlord/Housing Association:
• The Relevant Health Care Professional:
• The Referring Authority or Agency (if not Sunderland Council):
• The Parents:

## DESCRIPTION OF INCIDENT

**23. Please provide concise, but specific details of the incident**

## NOTIFICATIONS

24. Reason for notification – tick as appropriate		
Add an (X) to indicate which situations and events occurring to a child/young person you are making a 'Notification' about.		
Column	A	B
Living in the Registered Social Landlord Provider Accommodation:	<ul style="list-style-type: none"> <li>- Vulnerable Young Person (aged 16 &amp; 17)</li> <li>- Child Looked After (aged 16 or 17)</li> <li>- Care Leaver (aged 16 or 17)</li> <li>- Care Leaver (aged 18 to 21/24) [if known to be a care leaver]</li> </ul>	- Young Person (aged 18 to 24 referred by housing, self referral or an other local authority / agency)
1. Death of any child/young person living in the provision.		
2. Serious illness, serious infectious disease or serious accident/incident sustained by a child/young person living at the provision.		

3. Serious illness, serious infectious disease or serious accident/incident sustained by a young person living at the provision. – In line with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) reporting requirements (major reportable diseases, major reportable injuries).		
4. Allegation that any child/young person living at the provision has committed a serious offence, including a sexual offence.		
5. Involvement or suspected involvement of a child/young person living at the provision in prostitution (sexual exploitation).		
6. Serious incident necessitating calling the Police to the premises.		
7. Instigation and outcome of any safeguarding child / safeguarding adult enquiry involving a child/young person living at the provision.		
8. A serious complaint about the home, any persons working there or within the parent organisation (including disciplinary issues).		
9. A child/young person living at the provision goes missing.		
10. A child/young person living in the provision is involved in a self harm incident and/or an attempted suicide.		
11. A child looked after aged 16 or 17, a care leaver aged 16 or 17, or a vulnerable 16 or 17 year old (with a named Sunderland Council Support Worker) living in the provision fails to attend a specialist or significant appointment, i.e. CAMHS, GP, Court etc.		
NB. A 'Notification' should occur where a situation arises that puts a child aged 16 & 17 (or care leaver aged 16 & 17) at risk or potential risk.		

<b>25. Was the GP called? Yes / No / not applicable (please circle)</b>	
<b>26. Name of GP</b>	
<b>27. Date</b>	<b>28. Time: (24 hr clock )</b>

<b>29. Were the emergency services called? Yes / No / not applicable (please circle)</b>		
<b>30. Type of Service Called</b>	<b>31. Date</b>	<b>32. Time: (24 hr clock)</b>



<b>32. Person Completing the Form</b>	
<b>Signed Electronic Signature</b>	<b>Print Name</b>
<b>Phone Number</b>	<b>E-mail Address</b>
<b>Job Title</b>	<b>Date</b>  <b>Time</b>

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

## Part Four

### EVENTS AND NOTIFICATION - OUTCOMES AND ACTIONS FORM

Section 1 & 2 - to be completed by the Accommodation/Support Provider setting out the outcome of the 'Notifiable' Event and resultant actions, Section 3 to be completed and signed off by the Children's Services Commissioning Team and the Case Holding Team.

Example - Registered Social Landlord Providers

#### OUTCOMES AND FUTURE ACTIONS

<b>Name of Accommodation Unit</b>	
<b>Full Address of Accommodation Unit</b>	
<b>Name and Full Address of Provider Organisation</b>	
<b>Email Address</b>	

<b>1. Summary of Incident</b>

<b>2. Outcome of incident</b>

<b>3. Actions to prevent further occurrence</b>
---

Highlight any specific actions taken by:

1. Case Holding Team
2. Children's Services Commissioning Team
3. Accommodation/Support Provider

<b>Signed</b> <b>Electronic Signature</b>	<b>Print name</b>
<b>Job Title</b>	<b>Date</b> <b>Time</b>

**Note:**

All notifications should be sent by secure electronic systems that do not breach data protection.

## APPENDIX SEVEN

### Provider Policy Document Requirements - Inspections

Provider Documents Required 28 days in Advance of the Inspection Visit:

- Buildings insurance;
- Contents insurance;
- Employers insurance;
- Public liability insurance;
- Professional indemnity insurance;
- Managing risk and different levels of need policy;
- Managing client information policy;
- Managing referrals policy;
- Health and safety policy;
- Event and Notification policy;
- Case recording policy;
- Safer recruitment policy;
- Staffing and supervision policy;
- Staff skills and training policy;
- Safer caring policy;
- Staff personal information policy;
- Boundaries and confidentiality policy;
- Equality and diversity policy;
- Policies to meet cultural and linguistic needs of young people;
- Transporting policy;
- Policy on the use of public transport and undertaking visits with young people;

- Anti-smoking policy;
- Anti-bullying policy;
- Child sexual exploitation policy;
- Prevent – anti-radicalisation policy;
- Anti-substance misuse policy;
- Anti-social behaviour and activities policy;
- Health care policy (promoting sexual health, personal health and health awareness);
- Policy on how young people can access their information and files;
- Missing and unauthorised absence policy and procedures framework;
- Preparation for independence policy;
- Compliments, comments and complaints policy;
- Current staff list with qualifications;
- 3 months staff rotas (including first aid and duty cover rota);
- Staff structure and number of full/part time staff and any bank/agency/duty staff
- Safeguarding children and young people – documented procedure for dealing with allegations of abuse;
- Promoting family contact policy;
- Whistle blowing policy;
- Admissions and exclusions policy;
- Challenging behaviour and/or risk management policy;
- Safety guidance for leisure activities/on/off site activities;
- Medication policy;
- Health and safety policies and risk assessment framework.

## Documents Required During Inspection Visit:

- Professional indemnity insurance for therapeutic service professionals and copies of professional qualifications/registration with professional body;
- Vehicle insurance - for organisation's own vehicles;
- Vehicle insurance - evidence of checks when employees use their own vehicles;
- Vehicle documents - evidence of checks for suitability of staff transporting children and young people (MOT, etc);
- Staff files spot checks – (Random) - ensure that staff have agreed that LA officers can access these files;
- Staff induction/probation/appraisal – induction programme, staff handbook and performance management system;
- Staff training – evidence that staff are trained and qualified to deliver the service expressed in the statement of purpose;
- Safeguarding children and young people - copy of local safeguarding children board procedures and handbook;
- Complaints procedure – complaints recording system;
- Admissions, planning and reviews – evidence of planning and review procedures (care plans, placement plans, pathway plans, IPA's, IEP's, personal education plans, health plans, transition plans);
- Evidence of gaining the views of children/young people/parents;
- Evidence of statement of special educational needs and annual reviews being sent to placing local authority;
- Positive management of behaviour – recording system for incidents requiring control and restraint;
- Evidence of regular staff training (quality and credentials of the trainer/s);
- Leisure activities - sample risk assessments for on and off site leisure activities;
- Health & safety - property – to include fire safety, first aid, accident recording, repairs system, security, gas/electricity and water checks;
- A valid and current PAT certificate;
- A valid and current Gas (Landlords Gas Safety Certificate [Gas Safe]);

- A valid and current (fixed equipment) Electrical Certificate (National Inspection Council for Electrical Installation Contracting [NICEIC]) with all recommendations and requirements completed.

## APPENDIX EIGHT

### Young Person's Case File Inspection Checklist

A case file must be set up for each young person and contain the following information:

File Content	Yes/No	Comment
Basic and Essential Information		
Referral Form		
Individual Placement Contract		
Placement Plans, Care Plans and Pathway Plans		
Health Information and Health Plans		
Risk Management Plans		
Arrangement for the prevention of 'Missing' and 'Sexual Exploitation'		
Personal Education Plans and Education, Training and Employment Activities		
All Plans received prior to placement start		
Evidence that outcomes identified in Plans are clearly set out and regularly monitored		
Letters		
Finance Information		
Supervision Actions 1 case issues 2 staff issues		
Case Recording		
Keywork Sessions		
Preparation for Independence and the Transition to Adulthood - Life Skills Work		



## APPENDIX NINE

### Recruitment, Vetting and Staff File Inspection Checklist

Organisation:

Date:

File Section	Yes/No	Comments
Fully completed signed and dated application form employment with CV.		
A personal interview.		
Verification of gaps in employment record by Appointing Officer.		
Photographic evidence of identity.		
Checks to confirm the right to work in the UK.		
Evidence of current address – signed and verified – These must be current/valid and/or less than 6 months old.		
A new valid DBS enhanced disclosure – organisation to retain a record of the unique reference number, the outcome of the check including the date the check was completed.  Evidence of further checks where the member of staff has not always been resident in the UK.		
Expectation that the Provider conforms to (Insert Name of Local Authority) standards for checking DBS disclosures every year.		
Two written references on official/headed paper where applicable, the references should be checked and confirmed by a phone call from the provider and the reference signed and dated with the confirmation information.		
All references to be verified by a follow up telephone call which should be dated and signed by Appointing Officer.		
Copies of all relevant qualifications.		
Start date and personal contact information.		

Evidence of risk assessment and risk evaluation when an enhanced DBS check highlights 'trace'.		
Contract of Employment.		
Induction programme – completion of modules to be signed off and dated as an accurate record.		
Training record with the Provider (matrix setting out the courses that each member of staff has completed and the frequency that courses should be repeated), qualification of the trainer.		
Supervision notes: <ul style="list-style-type: none"> <li>• Supervision notes relating to the workers should be retained on the staff file;</li> <li>• Supervision notes and actions relating to individual young people should be placed in the young person's file.</li> </ul>		
Record of sickness, leave, disciplinary issues.		
Where a staff member is promoted within the organisation, evidence of application, interview and a new contract should be present.		

# APPENDIX TEN

## Example - Semi-Independent Provider Concerns Procedure

**Procedure for raising and recording concerns relating to Private and Registered Social Landlords who provide independent and semi-independent accommodation and support for:**

- Children Looked After aged 16 & 17;
- Care leavers aged 16 to 21/24.

In situations where the accommodation and support are commissioned by Sunderland Council and the provision is deemed 'Other Arrangements' or 'Suitable Accommodation according to the Care Planning, Placement and Case Review Regulations and Guidance 2015 and Planning Transition to Adulthood for Care Leavers Regulations and Guidance 2010 (revised 2015).

This procedure sets out the arrangements for raising concerns (other than those required by the mandatory 'Events and Notification' procedure) about private and registered social landlord accommodation and support providers, by staff based in:

- Set out the services and staff who are included within the protocol:
- A
- B
- C
- Partner agencies (health, health and community services, police)

and the subsequent process for recording and addressing such concerns.

In situations where a member of Sunderland Council staff or a partner agency staff member has a concern about the accommodation or support (or organisation as a whole) provided by any commissioned service they should complete a Private Provider & Registered Social Landlord Provider Form (PP & RSL Form) setting out the specific detail of the concern.

The completed form with an e-mail message should be sent to (Set out contact details of the person/team that is responsible for the Provider Concerns Procedure):

Name.....

Job Role.....

Telephone Number.....

E-Mail Address.....

Within the message an indication should be given as to how critical the concern/issue is, and whether immediate action is required. If the concern/issue is of a particularly serious nature, which puts, or is likely to put a child/young person at risk, it should be passed to the manager of the member of staff raising the concern, and the notification e-mail followed up by a phone call to:

Name.....

Job Role.....

Telephone Number.....

E-Mail Address.....

An electronic or paper file should be maintained on each provider and on each provider unit; the completed PP & RSL Form should be stored on the provider file with a link (if electronic) to the specific unit.

The electronic or paper file should contain a record of each concern in order to keep a record of the frequency and type of concern. These concerns should be logged alongside any mandatory 'Events and Notification' issues and are evaluated on a monthly basis at the Children's Services – Case Holding and Commissioning Team meeting.

When logging a new concern the Commissioning Officer will evaluate the number and type of concerns (and 'Events and Notification') and will raise a concern with their manager if any single concern (or 'Events and Notification') indicates an issue that requires immediate action, or highlights a serious pattern of concerns (and 'Events and Notification') that together require immediate action.

Depending on the nature of the concern one or more of the following actions should occur:

- an immediate meeting with the provider;
- an inspection of the provider;
- the development of an improvement plan with the provider;
- a temporary stop on placements;
- a permanently stop on placements;
- removal of children placed with the provider.

The outcome of each concern, along with any 'Events and Notification' raised will be recorded on the individual provider and unit file.

## **EXAMPLE - SEMI-INDEPENDENT - PRIVATE PROVIDER & REGISTERED SOCIAL LANDLORD – CONCERNS FORM**

**(Children looked after aged 16 & 17 and care leavers aged 16 to 21/24 where the accommodation and support are commissioned by Sunderland Council)**

### **PROVIDER ORGANISATION AND CONTACT DETAILS**

<b>1. Name and Address of Provider Organisation</b>	
<b>2. Name of Accommodation Unit</b>	
<b>3. Name of Unit Manager</b>	
<b>4. Full Address of Accommodation Unit</b>	
<b>5. Email (unit and Organisation)</b>	
<b>6. Phone Number (unit and Organisation)</b>	

### **DETAILS OF CHILD/YOUNG PERSON IF RELEVANT**

<b>7. Name of child(ren) / young person (people)</b>		<b>8. Date of Birth</b>
1		
2		

### **DETAILS OF THE CONCERN - ACCOMMODATION**

<b>9. Details of Concern/Issue (Date/Time Of Concern/Issue) (When First Raised Or You Became Aware)</b>

### **DETAILS OF THE CONCERN - SUPPORT**

<b>10. Details of Concern/Issue (Date/Time Of Concern/Issue) (When First Raised Or You Became Aware)</b>

## **RISKS AND POTENTIAL RISKS (TO CLIENT OR OTHERS)**

### **11.Details of Any Risk Or Potential Risk Arising From The Concern**

## **ACTIONS REGARDING THE CONCERN**

### **12.Has the Concern Been Raised With The Provider? If so when, what was the response etc**

## **DETAILS OF PERSON RAISING THE CONCERN**

### **13.Name:**

### **14.Contact Details:**

### **15.Phone Number:**

### **16.E-Mail:**

### **17.Date:**

The completed form with an e-mail message should be sent to:

Name.....

Job Role.....

Telephone Number.....

E-Mail Address.....

Within the message an indication should be given as to how critical the concern is, and whether immediate action is required.

If the concern is of a particularly serious nature, which puts, or is likely to put a child/young person at risk, it should be passed to the manager of the member of staff raising the concern, and the notification e-mail followed up by a phone call to (Insert Contact Details).

Depending on the nature of the concern, one or more of the following actions may occur:

- The concern being raised with the provider;
- an immediate meeting with the provider;
- an inspection of the provider;
- the development of an improvement plan with the provider;
- a temporary stop on placements;
- a permanent stop on placements;
- removal of children/young people placed with the provider.

# APPENDIX ELEVEN

## **Guidance on the Local Authority Acting as Guarantor, Arrangements for Young People Reaching the Age of Eighteen, Placement Process and Accountability for Documentation**

### **Guidance on the Local Authority Acting as a Guarantor**

#### **Young People Aged 16 & 17**

In circumstances where a young person aged 16 or 17 is moving into accommodation that requires a guarantor, the local authority should consider the following issues:

In principle, landlords will only accept a named individual acting as a guarantor, rather than accepting the local authority as a whole. The person acting as a guarantor will need to be the responsible authority nominated officer (a senior manager) who understands the liability resulting from acting as a guarantor. The senior manager should have a formal letter from the legal department in the local authorities setting out that the local authority will honour any liability if a claim is made against the senior manager as a result of acting as a guarantor.

Wherever possible a member of the young person's family should act as a guarantor.

The guarantor agreement should set out exactly what is covered and the level of any liability, for example:

- Non payment of rent;
- Damages to the property;
- Eviction expenses;
- Cleaning and decorating;
- Claims by neighbours against the landlord which are passed on to the local authority;
- Public liability claims where the young person creates a risk by leaving dangerous items in and around the property;
- Damages to other properties, for example due to flooding from the young person leaving water running, causing a fire etc.

Where a named individual acts as a guarantor, on behalf of the local authority, for a young person aged 16 & 17 the guarantor agreement should set out what happens to the agreement when the young person reaches the age of 18. In the majority of situations the local authority should ensure a new tenancy agreement is produced when the young person reaches the age of 18. The new tenancy agreement should be in the name of the young person and ensure all liabilities are transferred to the young person.

#### **Young People Aged 18 and Older**

It is unlikely that a local authority would act as a guarantor for a young person aged 18 and above.



## **Arrangements for Young People Reaching the Age of Eighteen**

In situations where a young person remains living within the private provider accommodation at the age of 18, Supported Accommodation Providers should have policies that cover all aspects of the arrangement including:

- Will the arrangement be funded as a joint arrangement between the local authority and the young person? For example will the young person be liable to pay rent with the local authority paying the remaining costs?
- Will the young person be issued with a tenancy agreement?  
[If a tenancy agreement is issued in order to show that the young person has a liability to pay rent, for housing benefit claim purposes it is likely that tenancy rights will be created. If the landlord does not live in the property and the young person has a liability for rent, it is probable that an assured shorthold tenancy will be created. If the landlord requires the young person to leave the property (for whatever reason) they will need to give notice and may need to undertake a legal repossession process in order to seek 'possession' of the room/property if the young person does not leave. The Supported Accommodation Provider policy framework should set out the practical and financial responsibilities on both the local authority and the private supported accommodation provider should the landlord require possession of the room and where the young person decides not to leave.]
- Will the young person be required to pay rent (which may be met by housing benefit)?
- Whose name will be on the tenancy agreement?
- What is the move-on plan for the young person?

## **Placement Process and Accountability for Documentation**

A statutory review and placement planning meeting should take place prior to a young person moving into 'Other Arrangements', or, within 5 working days if the meeting is not possible prior to the move. The statutory review/placement planning meeting should set out the key life skills targets, goals and preparation for independence tasks and outcomes that are required to assist the young person to make a successful transition to adulthood and independence. The statutory review/placement planning meeting should set out the roles and responsibilities of the Supported Accommodation Provider keyworker and the Children's Services social worker/personal adviser. An up-dated Placement Plan must be in place for all children looked after age 16 & 17 within 5 working days of a move.

All 16 & 17 year olds must have a current:

- Placement Plan (which includes and Delegated Authority);
- Pathway Plan that includes the Care Plan;
- Health Plan;
- Personal Education Plan;

- Risk Assessment;
- Other plans as required.

Where possible these should all be updated prior to a move.

If these are not supplied or available when the young person is placed, they should be provided within 5 working days. If they are not provided within 5 working days (7 days in total from the commencement of the placement) the Provider will:

1. E-mail a request for the documentation to the social worker/personal adviser (7 days);
2. E-mail a request for the documentation to the social worker/personal adviser and Commissioning Team (14 days);
3. E-mail a request for the documentation to the social worker/personal adviser, Commissioning Team (28 days);
4. Raise the failure to supply the documentation at the next Provider/Children's Services Monitoring Panel for action.

## APPENDIX TWELVE

### SUNDERLAND CHILDREN'S SERVICES

#### Guidance for Semi-independent Accommodation and Support Providers when Developing 'Whereabouts and Missing Protocols and Procedures'

##### **Monitoring Young People's 'Whereabouts' and 'Missing' Procedure**

The following guidance and information should be used by semi-independent accommodation and support providers when developing their own 'Whereabouts and Missing Procedures'.

The procedures should reflect the type of accommodation (1, independent or 2, shared or 3, shared with staff on site) and the level of support (1, out-reach and 2, visiting to 24 hour on-site) they provide.

##### **Moving to Semi-Independent Accommodation - 'Other Arrangements'**

At the point a young person is placed in 'Other Arrangements' the social worker, independent reviewing officer and provider organisation/registered landlord must be satisfied that the young person is sufficiently mature and able to manage the increased level of independence that these types of arrangements offer. The young person should understand the level of self-responsibility that the placement or accommodation will require, and the arrangements for the provision of support and monitoring should be set out in the young person's placement plan and pathway plan.

When a young person is placed in 'Other Arrangements' the Sunderland Key Contacts and Basic Information (Missing) Checklist should be completed. The form should have an up to date photograph attached and should contain information about family; friends and associates of the young person who will be contacted should the young person need to be located. The form also requires the young person to provide a memorable 'phrase' or 'safe phrase' which can be used to verify the well-being of the young person during phone contact, i.e. if the phrase is used, or not responded to appropriately in the phone contact, it may indicate that the young person is not acting with freewill.

When completing the Sunderland Key Contacts and Basic Information Checklist young people must be made aware of the reason for completing the form and the process to be undertaken if the young person cannot be located (contacting employers/training establishments, family and friends) and prior to them being reported as 'Missing'.

Young people must always be made aware of the circumstances their bedrooms or their independent accommodation will be entered. This should be set out in their placement plan.

When entering bedrooms in supported accommodation this should only be done with two members of staff present, after giving adequate warning to young people and when staff are trying to ascertain if a young person is 'Missing' and/or there are concerns about the young person's well-being and inline with the provisions of the 'Missing' procedure (See Appendix B).

When entering a young person's independent accommodation this again should only be undertaken with two members of staff present and in order to ascertain a young person's whereabouts prior to reporting them 'Missing' and/or if there are concerns about the young person's well-being.

In circumstances where a lone worker is present in the shared supported accommodation and it is important to enter a young person's room, authorisation and agreement should be sought from a manager or supervisor within the provider organisation. In circumstances where a lone visiting/floating support worker needs to gain entry to an independent property this should only be undertaken following agreement from a manager or supervisor within the provider organisation.

### **Accommodation and Placements in Semi-Independent Accommodation - 'Other Arrangements'**

The types of placements and accommodation that constitute 'Other Arrangements' range from shared and supported placements with 24 hour onsite support, to shared placements with different levels of day time support (private providers and registered landlords) to independent accommodation with floating and visiting support. The level of support provided should be tailored to the individual needs and abilities of the young person and regular reviews of the young person's progress and support requirements should take place alongside the placement planning and pathway planning process.

### **Monitoring Arrangements for Young People and 'Missing' Procedures in Semi-Independent Accommodation - 'Other Arrangements'**

The following procedures should be followed when monitoring young people living in 'Other Arrangements' and when making decisions about a young person being 'Missing'.

Whilst the procedures set out below provides general guidance regarding locating a young person who is absent and the timescale for trying to locate them before reporting them 'Missing', the timescales should only be used as a guide.

If there are particular concerns about an individual young person's risk and vulnerability it may be appropriate to report them 'Missing' to the local authority and police immediately. The process and timescale for deciding if a young person is 'Missing' must always be linked to an up to date risk assessment and an understanding of the individual young person's circumstances and vulnerabilities that should be set out in their pathway plan.

When developing the placement plan with young people being placed in 'Other Arrangements' a 'Checking in Procedures' should be developed that enables floating support and accommodation based support staff to verify the well-being of a young person. The 'Checking in Procedure' should build-in regular contact

times with the young person in order to verify their whereabouts and well-being. This is particularly important where individual young people may be working irregular shifts, are having regular overnight stays with parents/extended family members and/or are not engaged in a structured positive activity and are more active in the evenings and at night time when staff members are less available.

### **Independent and Semi-independent Accommodation with Floating/Visiting Support**

Young people living in independent accommodation with floating support may receive daily, weekly, or a variable number of floating support visits/sessions per week/per month. At the end of each floating support visit/session young people should always be given a written record of the date, time and location of their next scheduled session.

The minimum floating support provided will be a weekly floating support visit/session.

If a young person is not present at their accommodation for their floating support session, or, does not attend their scheduled floating support session, where the session is scheduled away from the accommodation, the floating support worker should contact the young person by phone, verify their well-being and arrange a new session. Floating support workers should always check the well-being of the young person through personal contact or phone contact, a text message is not sufficient. When checking the well-being of the young person by phone the floating support worker should always use the pre-arranged memorable 'phrase' or 'safe phrase' or 'word' to check that the young person is acting with free will. If there are any concerns about the young person's responses or about their risk/vulnerability this should be reported to the floating support manager, local authority (Social Worker/Safeguarding/Out of Hours Team) and the police for a decision and/or action.

If the young person cannot be contacted by phone a text message should be sent requesting that the young person contacts the floating support worker. If the young person does not respond within one hour the floating support worker must make contact with the key contacts set out in the Sunderland Key Contacts and Basic Information Checklist.

If after six hours (only if there are no particular concerns or risks) from the time the floating support session/visit was scheduled the young person has not made contact, and it has not been possible to locate and verify the young person's well-being they should be reported as 'Missing'. Wherever possible, the young person should be reported 'Missing' by the provider in conjunction with the young person's social worker, outside of office hours the young person should be reported 'Missing' in conjunction with the Safeguarding Out Of Hours Team.

#### **NOTE:**

**If there are any particular concerns about the young person and/or any risk issues relating to them, a decision should be made regarding reporting the young person 'Missing' immediately and the six hour timescale for locating the young person disregarded. This is the case in whichever type of placement or accommodation the young person is living.**

If a floating support worker has to cancel a floating support visit/session the floating support provider organisation should contact the young person and provide an alternative floating support worker (if the young person has positive relationships with a number of floating support workers) or arrange a future floating support visit/session. The well-being of the young person should be verified as above.

To ensure consistency, floating support visits/sessions should always be provided by the same keyworker (wherever possible), given priority and should not be cancelled or rearranged by floating support workers.

If the young person cancels the floating support visit/session the young person's well-being should be verified and the session rearranged for a new date and time as soon as possible. The floating support worker should inform the Social Worker of the rearranged session date and time. Floating support workers should assess the young person's reason for cancelling the session/visit and evaluate whether it is a valid reason, or the cancellation is an indicator of the young person's level of vulnerability and risk. Depending on the assessment an unscheduled visit may be required to verify the young person's well-being.

Where a young person cancels two consecutive floating support visits/sessions floating support workers must address the reason for the cancellations and where appropriate amend the planned programme of support after ascertaining the well-being of the young person. Depending on the circumstances of the young person and the reason for the cancelled sessions a review of the pathway plan and placement plan may be required.

Monitoring young people living in independent accommodation with floating support is critical as young people may only have contact with their social worker and/or floating support worker on a weekly and intermittent basis.

### **Shared Semi-Independent Accommodation with a) Limited Onsite/Visiting Support and b) 24 Hour Support**

When developing the placement plan with young people being placed in 'Other Arrangements' with either limited onsite support, or 24 hour support (waking or sleeping night cover) clear reference should be made to the hours that staff are available, how to access staff in an emergency and at night and what the 'Check in Procedures' are for the particular provision.

A number of registered landlord supported accommodation provisions have electronic entrance door and room door key systems that link to an office computer that provides information regarding which residents are present; other provisions have a staff room located by the entrance which enables residents entering and leaving during office hours to be monitored, other provisions have sign in and/or CCTV systems to monitor young people entering and leaving. Prior to a young person moving to a particular provision the monitoring arrangements should be assessed and approved.

As each provision will have different monitoring and security arrangements the individual placement plan for each young person should set out the monitoring and 'Missing' arrangements/procedures for the particular young person. The

monitoring and 'Missing' procedure must be realistic and implementable to meet both the needs of the young person and the supported accommodation provision.

Where individual supported accommodation provision's are entirely occupied by children looked after and care leavers aged 16 & 17 it is expected that the provision will have a monitoring and 'Missing' procedure covering the whole provision that acknowledges the potential vulnerability of the entire client group and individual monitoring and 'Missing' procedures for each young person contained within their placement plan.

Where children looked after and care leavers aged 16 & 17 are living in registered landlord supported accommodation with other young people aged 16 to 24, the provision as a whole will have a more flexible monitoring and 'Missing' procedure that recognises the broad age range of the young people living in the provision. The monitoring and 'Missing' procedure for individual children looked after and care leavers aged 16 & 17 will be contained within their placement plan.

Children looked after and care leavers aged 16 and 17 are generally expected to be using their placements seven nights per week and should only be staying away overnight with either permission of their social worker, or supported accommodation keyworker. The supported accommodation keyworker can only give permission for overnight stays if this authority is granted (i.e. who the young person can stay with and under what circumstances) and is set out in the delegated decision making section of the young person's placement plan.

Depending on the level of support provided by the individual provision, which should reflect the needs of the young person it is expected that the young person would have personal contact on a daily, or where minimal support is provided on a weekly basis. All young people are provided with Keywork sessions which in part, should be used to monitor the well-being and any changing circumstances for the young person that may increase their vulnerability and therefore may make contact and behaviour more erratic.

The placement plan for individual young people should set out the frequency of keywork support and/or 'Check in' contact. The frequency must reflect the level of need of the young person, their routine and vulnerability and may range from daily contact, to twice weekly contact, to contact on specific days such as a Monday, Wednesday and Friday. Each individual young person must have a monitoring and 'Missing' framework in their placement plan.

If a young person fails to attend their keywork session or 'Check in' contact they should be contacted in person, or by phone. When checking the well-being of the young person by phone, the floating support worker should always use the pre-arranged memorable 'phrase' or 'safe phrase' or 'word' to check that the young person is acting with free will. If there are any concerns about the young person's responses or concern's about their risk/vulnerability this should be reported to the provider manager, local authority (Social Worker/Safeguarding/Out of Hours Team) and the police for a decision and/or action.

If the young person cannot be contacted by phone a text message should be sent requesting the young person contacts the provision/keyworker. If the young person does not respond within one hour the provision/keyworker must make

contact with the key contacts set out in the (Sunderland Key Contacts and Basic Information (Missing) Checklist Form.

If after six hours (if there are no particular concerns or risks) from the time the keywork session or 'Check in' contact was scheduled to take place and the young person has not made contact, and it has not been possible to locate and verify the young person's well-being they should be reported as 'Missing'. Wherever possible, the young person should be reported 'Missing' by the provider in conjunction with the young person's social worker, outside of office hours the young person should be reported 'Missing' in conjunction with the Safeguarding Out of Hours Team.

**NOTE:**

**If there are any particular concerns about the young person and/or any risk issues relating to them, a decision should be made regarding reporting the young person 'Missing' immediately and the six hour timescale for locating the young person disregarded. This is the case in whichever type of placement or accommodation the young person is living.**

When developing 'Missing' procedures, registered landlords and private providers should use appendix two as a guide for formulating their own procedure that takes into account the specific circumstances of their service. Appendix Two, Example 'Missing' Procedure was developed for a registered social landlord provision with sleep-in support from 11.00 pm to 8.00am and with at least one staff member providing on-site support from 8.00 am to 11.00 pm.

**Providers based in Sunderland must be familiar with, and hold copies of the Sunderland 'PROTOCOL FOR CHILDREN MISSING FROM CARE OR HOME' and must comply fully with all requirements.**

**Providers must always liaise fully with social workers regarding every 'Missing' incident regardless of the length of the 'Missing' episode.**

**Providers located outside of Sunderland must be familiar with, and hold copies of the local authority's protocol for missing children and comply fully with all requirements.**

**Providers must also be familiar with the new Department for Education 'statutory guidance on children who run away from home or go missing from home or care' – January 2014 contained within the Care Planning, Placement and Case Regulations and Guidance 2015.**

**And**

**The 'Flowchart showing roles and responsibilities when a child goes missing from care'.**

**This is in addition to the guidance contained in this document**



## APPENDIX A

# Key Contacts and Basic Information Checklist

The aim of this key contacts and basic information checklist is to provide essential information in the case of an emergency and/or in circumstances where a young person is absent and needs to be located and/or reported as missing.

The checklist should be completed when a young person aged 16 or 17 moves into any accommodation provision/placement funded by Sunderland Council (shared or individual), either within or outside of the Sunderland Council Boundaries.

**Young people should be made aware that the information held on this form will remain confidential and will only be used where a young person is absent and needs to be located prior to being reported as 'missing'. Where a young person is reported 'missing' a copy of the completed form should be provided to the attending police officer.**

- Attach current photograph, taken at the time the young person moves to the provision and updated if the young person's appearance changes markedly.

**Full Name:**

**Known as:  
(alias names)**

**Date and place of  
birth:**

**Police Compact,  
Person  
Identification  
Number:**

**Contact details  
(mobile phone  
number and  
service provider,  
e-mail address,  
Facebook  
account or other  
social networking  
site etc.):**

<b>National Insurance Number:</b>	
-----------------------------------	--

<b>Immigration Details (if relevant) ARC &amp; Status:</b>	
--	--

<b>Is the young person pregnant? If so how many weeks and what is the due birth date:</b>	
---	--

<b>Does the young person have a child/ren: If so list the name/s, sex, date/s of birth.</b>	
---	--

<b>Full description of young person, including distinguishing marks/scars and tattoos:</b>

<b>Name of social worker/personal adviser and contact details:</b>

<b>Emergency duty service contact details:</b>

<b>Name of keyworker:</b>	
---------------------------	--

<b>Name of provider or landlord:</b>	
--------------------------------------	--

<b>Address, phone number, e-mail and other contact details of supported accommodation or individual accommodation:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

<b>Address, phone number, e-mail and other contact details of supported accommodation provider (head office) or landlord:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

<b>Full name(s) of parent(s), (and those with parental responsibility) address and contact details:</b>			
<b>Name:</b>			
<b>Address:</b>			
<b>Telephone:</b>			
<b>Email:</b>			

<b>Name of next of kin:</b>	
-----------------------------	--

<b>Legal status: Accommodated S20/ Care Order S31:</b>	
--	--

<b>Have parent(s) signed the consent to medical treatment form?</b>	<input type="checkbox"/> yes <input type="checkbox"/> no
<b>Is the form on file and a copy attached to this form?</b>	<input type="checkbox"/> yes <input type="checkbox"/> no

<b>If the young person is subject to a section 31 Care Order has the local authority given medical consent?</b>	<input type="checkbox"/> yes <input type="checkbox"/> no
---	--

<b>Or what are the arrangements for seeking medical consent in the case of an emergency?</b>

<b>Name, address and phone number of doctor:</b>	
<b>Name, address and phone number of dentist:</b>	

<b>Access to a Bank Account and account details:</b>	
--	--

<b>Name of school, college or employer:</b>	
<b>Name of teacher, tutor or employment contact:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Email:</b>	

<b>List all key contacts (with phone numbers) for the young person, including family, relatives, college/training/employment contacts and friends:</b>		
<b>Name</b>	<b>Relationship to y/p</b>	<b>Contact details (address, phone number, e-mail etc)</b>


**NB: The young person should inform these key contacts that they will be contacted should the young person be absent or 'missing', i.e. these people will be contacted in the event of a 'missing' person enquiry if the young person cannot be located or contacted by phone.**

**List in rank order who of the above should be contacted in the event of an emergency and/or the young person being absent, people on the above list will be contacted in the event of the young person being missing:**

1.	
2.	
3.	
4.	
5.	
6.	

**List any risk issues: (including CSE Risks)**

--

**List any medical issues/history including medication, allergies, self-harming, disabilities, learning difficulties and mental health concerns:**

--

**List any contact issues with parents or others:**

**Location of passport, birth certificate, driving license and other identity documents (include document numbers):**

- **Frequency of contact with keyworker or floating support keyworker, how will you know if the young person is missing? What is the mechanism for visiting / checking (per day/per week) that the young person is not missing:**

**Memorable 'phrase' or 'safe phrase' to be used when checking the well-being of the young person by phone:**

**Primary transport being used immediately prior to young person being reported missing:**  
**Own motor vehicle (details)**  
**Bicycle (details)**  
**Bus/train (details)**

**Details of Travel Documents owned or used (Bus Pass etc)**

**Places the Young Person frequents (Youth Club, Organisations, Areas):**

**Use section to record in chronological order any useful information such as suspicious activity or new associates which may assist police in the event the Young Person subsequently goes missing.**

<b>Date</b>	<b>Occurrence</b>

**Section to be completed by the accommodation provider or landlord immediately prior to the form being given to the attending police officer gathering information on the 'missing' young person (log of actions).**

**What actions have been undertaken to locate the young person:**

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**Name of person completing this form:**

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**Date and time form completed:**

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**Young Person to be given a copy of the form**

## APPENDIX B

### **Example of Missing Procedure – (Missing from Oaklands) (The name of the unit has been changed for anonymity reasons)**

Young people referred to, and living at Oaklands have been assessed as capable of living in a semi-independent setting and as such, are able and required to take a high degree of responsibility for themselves, as part of their transition to adulthood and preparing for independent living.

As such young people are provided with a high degree of self determination and are required to take a significant level of self responsibility with appropriate guidance. Young people, in principle are expected to live at Oaklands and reside overnight on a full time, seven day per week basis. However, if young people are staying away from Oaklands on an occasional basis they should seek permission from their social worker and/or keyworker. Young people should provide an address and contact details in order that a risk assessment can be undertaken and permission given. This is required to ensure all 16 and 17 year olds are safeguarded and their whereabouts is known. Delegated responsibility for agreeing (limited) overnight stays and under what circumstances should be set out in the young person's placement plan and pathway plan.

Young people are expected to return to Oaklands by 11.00 pm. If young people wish to return later than this time they should inform staff what time they will return. If young people are delayed and will return after 11.00 pm they should contact staff and inform them of their anticipated return time.

Oaklands staff will explain the above rules when young people are considering a placement. This information should be provided at the initial interview.

Oaklands staff should be familiar with the Sunderland "Protocol for Children Missing from Care or Home".

The protocol sets out two key definitions in terms of young people who are absent from a placement without permission and who may be missing:

- Absent;
- Missing Child (Young Person)

Where Oaklands staff have any concerns regarding a young person who is absent from the placement and there are any risk issues regarding the young person (both to the young person and others) the protocol in its entirety should be followed, which may involve reporting the young person missing immediately.

**Note:**

**If there are any particular concerns about the young person and/or any risk issues relating to them, a decision should be made regarding reporting the young person 'Missing' immediately. Rather than spending time trying to ascertain their whereabouts through 'key contacts'.**



In recognition of young people's semi-independent status, the nature of Oaklands and where young people do not have, or present any risk factors the following guidance should be followed:

Young people must always sign in and out when leaving and entering Oaklands, the official log and occupancy book is kept in the office.

The log will be monitored as the first task of the morning member of staff. Where a young person is absent without permission the following procedures will apply:

- 1 If a young person is not accounted for at 8.00am when the first member of staff starts their shift they will be sent a text message requesting they contact Oaklands and confirm their location and that they are safe and well.
  - 2 In addition, the first member of staff on shift will check the CCTV system to identify if the young person returned between the hours of 11.00pm and 8.00am.
  - 3 If the young person is not accounted for by 9.00am the staff member will knock on the young person's door to check if they are present. In addition, the keyworker will telephone the young person and will inform the young person's social worker and/or the duty worker for the case holding team.
  - 4 If the young person is not accounted for by 12.00 noon the Oaklands member of staff will knock on the young person's door and if there is no response will enter their room. If the young person is not present a further text message will be sent to the young person requesting they contact Oaklands.
  - 5 If the young person is not accounted for by 1.00pm the Oaklands worker will telephone the young person, send a text message and telephone all of the primary contacts on the young person's primary contacts sheet and inform the young person's social worker and/or the duty worker for the case holding team of the situation.
  - 6 If the young person is not accounted for by 2.00pm the Oaklands worker will contact the young person's social worker and/or the duty worker for the case holding team, the case holding team should inform the police and relevant authorities that the young person is missing.
  - 7 Where young people have failed to return to Oaklands during the daytime as arranged, contacting them via their phone and subsequently via their key contacts and basic information contact details should commence.
  - 8 **If at any point during this process and where concerns are raised about the safety and well-being of the young person, whose whereabouts is unknown, the police and relevant authorities must be informed immediately.**
- Oaklands and Children's Services staff will need to evaluate and appraise the situation on a constant basis and may need to follow up information from

primary and key contacts which may suggest the location of young person, or who the young person might be with. All information should be verified. Prior to formally reporting the young person as missing every effort should be made to contact the young person via known contacts such as workers and professionals, friends, family, school/college or work.

When young people move to Oaklands a recent photograph should be placed on their file in order to ensure all staff can identify young people and an accurate image can be provided if a young person goes missing. Use and complete - Sunderland Key Contacts and Basic Information Checklist form. Also use "Consent to use an image or photograph of a young person aged up to 18 years old" form.

- Young people whose risk increases.
- Young people expected at Oaklands for an appointment during the day and who do not attend.

Staff must be alert to a rise in vulnerability of a young person and, where in particular circumstances they may move from a low/medium risk to high risk. In these circumstances the Management Plan and Risk Assessment must be updated immediately and their name added to the Oaklands project and organisation, high risk register.

All projects keep a high risk register which will be kept with the daily contact sheets/recording sheets. This will alert staff that any young people on this register must 'check in' at regular intervals during the day to ensure their safety. The regularity of how often they 'check in' will be dependent on their level of vulnerability/risk displayed and will be set out in their Management Plan and Risk Assessment. When the Management Plan and Risk Assessment is updated the young person must be informed that failure to comply will result in the action at point 7 and 8 (immediate missing report) being taken.

If there are any concerns that justify staff entering a young person's room, they should do so, provided that this is fully recorded, including the reasons for entering the room. Where possible, a room search should be conducted with two staff; in circumstances where there is only one member of staff on duty, a manager should be informed prior to the search taking place.

Date

21<sup>st</sup> January 2016