

# Joint protocol to address the needs of homeless young people aged 16 to 21 in Kent

Between:

- Kent County Council – Children’s Social Services
- Local Housing Authority Housing Services
- Rainer Kent 16plus Service
- Connexions Kent and Medway
- Kent Primary Care Trusts
- Voluntary Sector Agencies
- Kent Youth Offending Service
- Supporting People



Children, Families & Education Directorate



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## **1. Aims**

- To clarify the statutory duties and agreed responsibilities under the protocol of partner agencies
- To establish a system that ensures a seamless service to vulnerable young people, irrespective of which agency they present to first or which district they live in
- To promote co-operation and joint working between the partner agencies
- To ensure that, through methods such as mediation, reconciliation between young people and their families/carers is achieved wherever possible

## **2. Young people covered by the protocol**

2.1 This protocol is designed to cover the following groups of young people:

- single people aged 16 and 17 years;
- single people aged 18 to 21 years who are in need or vulnerable (Children Act 1989) or are entitled to after care services under the Children (Leaving Care) Act 2000;
- young people who are in priority need and subject to Housing and Homelessness Legislation (2002 Homelessness Act);
- couples where one or both partners are aged 16 or 17 years or are aged 18 to 21 years and are entitled to after care services under the Children (Leaving Care) Act 2000;
- pregnant 16 to 21 year olds;
- young offenders aged 16 to 17 years;
- young parents aged 16 to 21 years.

## **3. Context**

3.1 This protocol covers the assessment and provision of support to homeless young people aged between 16 and 21 years.

- 3.2 Social Services Departments have a duty under section 20(3) of the Children Act 1989 to accommodate any child in need aged 16 and 17 whose welfare is likely to be seriously prejudiced without the provision of accommodation. At the same time, local housing authorities are required under the Housing Act 1996 (as amended by the Homelessness Act 2002) to secure accommodation for people who are unintentionally homeless, eligible for assistance and in priority need.
- 3.3 The Children (Leaving Care) Act 2000, the Homelessness Act 2002 and Statutory Instrument 2002 No 2051 (the Homelessness Priority Need for Accommodation) (England) Order 2002, have underlined the need for those with responsibility for Social Services and Housing to work more closely together to prevent and manage homelessness in relation to young people.

### **Local housing authorities' responsibilities towards young people**

Statutory Instrument 2002 2051 extended priority need to a number of new categories including all 16 and 17 year olds (except 'looked after/relevant children') (Children Act 1989/Children (Leaving Care Act 2000) and those assessed as both a 'child in need' and owed a duty under section 20 of the Children Act 1989 and care leavers aged 18 to 21 years.

- 3.4 An interim duty to accommodate exists if the local housing authority (LHA) has reason to believe that the young person may be eligible, homeless and in priority need. The authority may carry out initial enquiries to satisfy themselves there is a reason to believe the applicant is homeless, before an interim duty arises.
- 3.5
- (i) if the LHA is satisfied that the applicant is eligible; threatened with homelessness; in priority need; unintentionally homeless and has a local connection they have a duty to ensure that accommodation does not cease to become available to the applicant;
  - (ii) if the LHA is satisfied that the applicant is eligible; homeless; in priority need; unintentionally homeless and has a local connection, they have a duty to ensure that accommodation is available for the applicant's occupation (the full housing duty);
  - (iii) if there is no local connection the young person may be referred to an area where they do have a connection. Housing authorities aim to complete inquiries within 33 working days.

### **Intentional homelessness**

- 3.7 Young people who are assessed as being in priority need and intentionally homeless are entitled to advice and assistance and to accommodation for a reasonable period to give them the chance to secure accommodation for him/herself with the assistance of Social Services. A copy of the decision letter re intentional homelessness will be forwarded to Social Services and to Connexions as soon as the decision is made.

### **Homelessness prevention**

- 3.8 The LHA's first duty under the Homelessness Code of Guidance 2006 is to try to prevent homelessness. Under the housing options approach, the procedure for households likely to be eligible and in priority need for homelessness assistance is now likely to be operated as a two stage process, with options and prevention considered first, but with safeguards in place where a person is eligible for and requires assistance under homelessness legislation.

- 3.9 The Code of Guidance states that local housing authorities should consider the possibility of family reconciliation, e.g. family mediation, for all 16 and 17 year olds (except those for whom Social Services have responsibility).
- 3.10 The Code of Guidance acknowledges that the process of reconciliation may take time; therefore the normal 33 working day target for completing inquiries may need to be extended.
- 3.11 If it appears that it might be unsafe for the young person to return to their last settled address because of violence or abuse, consultation must take place as soon as possible with Social Services and the police where appropriate. Their advice on whether attempts at reconciliation are appropriate must be taken into consideration.

### **Children's Social Services' responsibilities towards homeless young people**

- 3.12 Children's Social Services' responsibilities vary depending on whether the young person is considered to meet certain criteria:

#### **Children in need**

- 3.13 Children in need are defined in section 17 (10) of the Children Act 1989 as:
- those who are unlikely to achieve or maintain a reasonable standard of health and development, unless the local authority (that is Social Services) provides services;
  - those whose health and development is likely to be significantly impaired, unless the local authority (that is Social Services) provides services ;
  - disabled children; and
  - the provision of services under this section does not include accommodation.
- 3.14 If an initial assessment of a young person identifies that the young person is both in need and at risk of significant harm then Social Services will carry out their duties under Section 20 of the Children Act 1989 that is they will arrange the provision of a "looked after child" placement, that is foster or residential care.
- 3.15 The provision of Social Services accommodation, that is foster/residential care can only be provided if:
- the young person gives their consent to this form of accommodation (section 20 (6) Children Act 1989) and to therefore becoming a 'looked after child'; and
  - this is a proportionate response to meet needs.

#### **Leaving care and the Rainer Kent 16plus Service**

- 3.16 In Kent any young person who was a looked after child on or after their sixteenth birthday is the responsibility of the Rainer Kent 16plus Service. This service has a duty to maintain and support them, and secure suitable accommodation.

- 3.17 Since the introduction of the Children (Leaving Care) Act 2000, 16 and 17 year old care leavers (except lone parents and disabled people) are no longer entitled to claim state benefits. In Kent the Rainer Kent 16plus Service is responsible for meeting the accommodation and maintenance needs of these young people.
- 3.18 The 16plus Service is responsible for providing or funding vacation accommodation for young people aged 18 to 21 in full time education if their term time accommodation is not available to them. This duty extends to age 24 if the agreed course begins before the age of 21.
- 3.19 The Rainer Kent 16plus Service's duty to provide/pay for accommodation ends after the young person reaches 18 years, the remaining duty is to advise and befriend.
  - 3.19.1 A needs assessment should be undertaken by a Rainer Kent 16plus Team within three months after the young person's sixteenth birthday in order to prepare a Pathway Plan as soon afterwards as possible. The assessment forms the basis of planning towards the young person's independent living. It will take account of the young person's needs for support, health care, education/training or employment. A central issue will also be future accommodation needs and where the young person hopes to live.
  - 3.19.2 The Pathway Plan sets the young person's route to independence and is reviewed regularly, at least every six months, continuing after they cease to be looked after and potentially to their twenty-first birthday (or to the age of 25 if they are in higher or further education).
  - 3.19.3 Following the young person's final review, Rainer Kent 16plus Service will notify the LHA six months in advance if they will require alternative accommodation. This will enable a planned move to be facilitated and ensure appropriate support is in place to help the young person sustain any tenancy that is offered.

### **Services for unaccompanied asylum seeking children**

- 3.20 The majority of UASC will be provided with services in keeping with those described in previous sections relating to the responsibilities of Children's Social Services and the Rainer Kent 16plus service under the Children Act 1989 and Children (Leaving Care) Act 2000.
- 3.21 The circumstances, eligibility and entitlements of this group of young people are also impacted upon by their asylum and residence status. The legislation and application of asylum rules are subject to ongoing revision. A notable exception is any young person who is granted 'indefinite leave to remain.' As a general rule the rights and entitlements of these former asylum-seeking children are the same as any other looked after, relevant or former relevant young person.
- 3.22 Services are provided by the SUAC (Services for Unaccompanied Asylum Seeking Children) from two teams covering east and west Kent.

## **4. Other organisations' roles and responsibilities**

### **Kent Youth Offending Service**

- 4.1 Kent Youth Offending Service (YOS) is a multi-agency partnership established by the Crime and Disorder Act 1998. The purpose of the Youth Offending Service is to prevent offending by children and young people. Kent YOS works with young people

aged between 10 and 17 years who are offending or at risk of offending, and who have been referred by either the police or courts.

- 4.2 The service has six geographically sited Youth Offending Teams (YOTs) and two specialist County teams who are responsible to the County Youth Justice Manager, who in turn is responsible to the County Youth Justice Board and the National Youth Justice Board. Each area Youth Offending Team comprises of officers from Social Services, the Police, Probation, Education and voluntary organisations.
- a national performance target covers accommodation for young offenders for YOS. Performance Measure 12;
  - all YOTs to have a named Accommodation Officer; and
  - all young people either subject to community intervention or on release from secure state have satisfactory accommodation to go to.
- 4.3 Any young person involved with the YOS will be subject to referral procedures contained in the YOS and LHA guidance.

### **Connexions Kent and Medway**

- 4.4. Connexions Kent and Medway is the government's information, advice and support services for all 13 to 19 year olds in England (or up to age 25 for those with a learning or physical or other disability). This includes guidance on choosing courses and careers, help on a broad range of issues for example health, teenage pregnancy and homelessness.
- 4.5. All young people have access to a Connexions Kent and Medway Personal Adviser, which for some will involve in-depth support. Personal Advisers work in schools, colleges, Connexions Kent and Medway Access Points and in the community.
- 4.6 All 16 to 17 year olds claiming Job Seekers Allowance (Hardship) must be registered with Connexions Kent and Medway, providing a link between some of the more hard to reach clients and specialist Personal Advisers.
- 4.7 Underpinning Connexions Kent and Medway's work is a partnership and multi-agency approach, which seeks to address the many challenges that face young people today.

### **Health**

- 4.8 Young people presenting as homeless may have unmet health needs. Emergency treatment should be accessed through the Accident and Emergency Department of the local hospital. Non-emergency treatment can be accessed as a temporary patient at a GP Surgery. If a young person experiences difficulty in registering with a GP they should contact Kent Primary Care Agency on 01622 655 000 who will arrange for them to be allocated a GP.
- 4.9 Young parents and their children may be particularly vulnerable and multi agency support is available through the Kent Teenage Pregnancy Partnership, which has a local group in each PCT area. If local details are not known they can be obtained by contacting the Teenage Pregnancy Partnership Team on 01304 222 284.

## **Voluntary Sector**

The voluntary sector fulfils a crucial role in the provision of services to young people. Many young people are more likely to initially approach a voluntary sector organisation for advice or support in dealing with housing related difficulties than their local housing authority or Social Services Department.

- 4.10 This protocol recognises the importance of voluntary sector services and seeks to fully involve the providers of these services as part of a holistic approach to delivering seamless services to homeless young people.
- 4.11 Around Kent there are a number of voluntary sector organisations providing support, advice and accommodation to homeless young people. It is vital that these services are used appropriately and to their full potential.

## **5. Procedure**

### **Initial approach made to housing**

- 5.1 If a young person approaches a Local Housing Authority (LHA) in the first instance, the authority will establish whether the young person:
- may be homeless and in priority need;
  - will be roofless that night; and
  - meets the agreed protocol criteria
- 5.2 If the above tests have been met, the LHA must ensure that accommodation is made available on an emergency basis to the young person pending investigations. If the young person refuses this offer of emergency accommodation, the duty of the LHA will end.
- 5.3 The LHA will seek to reconcile the young person with their family and will refer the young person to mediation services unless it is unsafe for the young person to return, for example, in cases involving violence or abuse as per the Homelessness Code of Guidance 2006.
- 5.4 The LHA will continue to accommodate the young person throughout the reconciliation and/or mediation process. If this is unsuccessful, the LHA will arrange for a full homeless application to be taken and will continue to accommodate the young person pending investigations into their homelessness. The young person will be accommodated in the first instance in emergency accommodation until suitable supported housing is secured by the LHA.
- 5.5 If the young person does not meet the protocol criteria then they will be given appropriate advice and assistance (which does not include provision of accommodation). They may be signposted to other relevant agencies for further advice or support to prevent or resolve their homelessness.
- 5.6 As part of the initial assessment the Housing Needs Officer will:
- establish whether the young person is the responsibility of the 16plus Service. If the young person was looked after on or after their sixteenth birthday then an immediate referral will be made by telephone to the local 16plus Team.

- If in doubt, ring the local 16plus Team and the referral can be made at the same time;
- establish whether the young person is the responsibility of the SUASC (Services for Unaccompanied Asylum Seeking Children). If so then a referral should be made to the relevant SUASC Team by telephoning the Duty and Assessment Team on 01304 222023;
- refer all 16 to 18 year olds who are not the responsibility of the 16plus Service or SUASC to the Kent County Duty Service (at the Ashford based call centre) by telephone on 01622 696 717 and follow this up by immediately faxing the referral and information sharing consent forms to 01233 652 261. (The referral form and information sharing consent form can be found at Appendix A and Appendix B.) ; and
- make a simultaneous referral, for all 16 to 19 year olds, to their local Connexions Kent and Medway Access Point, using the referral form for children in need within 48 hours.

5.7 Upon receiving this referral the Kent County Duty Service will:

- contact the young person's local Children and Families Team so that an initial assessment and risk assessment can be arranged; and
- payments under Section 17 of the Children's Act 1989 may be considered for essential items.

5.8 Upon receipt of the referral the Children and Families Initial Assessment Team will:

- contact the young person and offer an appointment for an initial assessment, which must be completed within seven working days. If child protection issues are identified by the Housing Officer, this assessment can be completed in less than the seven working days; and
- share the outcome of the initial assessment with the LHA within one working day after completion, by faxing a copy of the assessment to the Housing Needs Team.

5.9 Upon receiving the referral the Connexions Kent and Medway Service will:

- contact the young person to offer Connexions Kent and Medway services.

5.10 The outcome of the Children and Families initial assessment will be considered by the housing authority when reaching their homelessness decision and to aid their decision on what might be considered suitable accommodation. However, the decision rests with the LHA.

5.11 The LHA will notify the Children and Families Team Leader in writing within two working days of the outcome of their homelessness inquiries for all young people who have had a Children and Families' initial assessment.

5.12 If the young person is found to be intentionally homeless, Social Services and Connexions must be informed immediately this decision is made.

## **Approaches to Social Services' Children and Families Teams**

- 5.13 If a young person approaches the Children and Families Team first then:
- the young person will be directed to contact the County Duty Service (at the Ashford based call centre).
- 5.14 The call centre Duty Officer will then:
- check the Children and Families Information System, Integrated Children's System (ICS) and Youth Offending Service Information System (Careworks) to see if the young person is already known to services.
- 5.15 If this check reveals that the young person is the responsibility of the 16plus Service or the SUASC then the call centre duty officer will:
- make an immediate referral to the local Rainer Kent 16plus Team or SUASC Team by telephone.
- 5.16 If the young person is not the responsibility of the Rainer Kent 16plus Service or the SUASC then the call centre Duty Officer will:
- complete (as fully as possible, including any relevant information obtained via Careworks) the Kent Joint Young Persons Homelessness Protocol Housing Referral Form see Appendix C;
  - fax a copy of the referral form to the LHA in the area where the young person originates or now resides
  - send a simultaneous referral to the local Children and Families Team for an initial assessment and risk assessment; and
  - telephone the housing authority to notify them that the referral has been made.
- 5.17 Upon receipt of the referral the Children and Families Initial Assessment Team will:
- contact the young person and offer an appointment for an initial assessment, which must be completed within a seven working day timescale; and
  - share the outcome of the initial assessment immediately after completion with the local housing authority by faxing a copy of the assessment to the Housing Needs Team.
- 5.18 Children's Social Services' Children and Families Teams will retain responsibility for any young person, who after assessment by them, is judged to have high priority needs or where there are child protection concerns in accordance with the Kent assessment matrix. If appropriate the Children and Families Team may request the assistance of the LHA in accessing suitable accommodation for the young person. The LHA will provide any further advice required to enable the Children and Families Team to access suitable accommodation. This may be supported accommodation, private rented accommodation (in which case the young person will need support), or LA accommodation if appropriate and available, whereby the young person will also need support. The Children and Families Team will meet the cost of such accommodation.

## **Approaches to Rainer Kent 16plus Teams/SUASC**

- 5.19 If a young person approaches a 16plus Team/SUASC first then the Duty Officer will:
- establish immediately whether the young person is their responsibility. If they are, Rainer Kent 16plus Team/SUASC will accommodate the young person using the resources available to the team.
- 5.20 If the Rainer Kent 16plus Team/SUASC do not have responsibilities toward the young Person then:
- a referral will be made immediately to LHA and the Social Services' Department Duty Team using the Kent joint young persons homelessness protocol housing referral form in Appendix C.
- 5.21 If the Rainer Kent 16plus Team/SUASC have responsibility for the young person but are unable to access suitable accommodation then they may request the assistance of the LHA. The LHA will provide any further advice required to enable Rainer Kent 16 plus Team/SUASC to access suitable accommodation. The Rainer Kent 16plus Service/SUASC will meet the cost of such accommodation.
- 5.22 To do this the young person's allocated social worker will:
- complete the housing referral form in Appendix C;
  - fax this to the Housing Needs Team at the local housing authority along with:
    - a copy of the information sharing consent form;
    - a written request for assistance in accessing suitable accommodation for the young person;
    - details of the young person's care plan and named social worker; and
    - recommendations as to the type and location of accommodation that would adequately meet the young persons' needs.

## **Approaches to health, Connexions Kent and Medway, YOS and the voluntary sector**

- 5.23 If a young person who meets the protocol criteria approaches health services, Connexions Kent and Medway, YOS or a voluntary sector agency to ask for assistance due to homelessness then the agency approached will:
- complete the Kent Joint Young Persons Homelessness Protocol referral form in Appendix C;
  - fax a copy of the referral form and signed information sharing consent form to the LHA Housing Needs Team; and
  - the LHA will carry out the same process set out from 5.1
- 5.24 The referring agency should contact the LHA by telephone for updates on the homelessness investigation process.

## **6. Provision of support**

- 6.1 As part of the homelessness assessment the LHA and statutory and voluntary sector partners will work together in accordance with this protocol to establish the type and level of support that the young person will need to maintain their accommodation.

### **Floating support**

- 6.2 All young people who are accepted as homeless under the protocol will be referred for floating support services to the Supporting People Team as a minimum, by the LHA in keeping with the Floating Support referral protocol, phone 01622 694 953/694 825 or fax 01622 694 746. This includes young people placed in B & B's and other temporary accommodation.
- 6.3 The young person's floating support provider will be responsible for developing a support plan for the young person. This will include:
- details of the referrals made to other agencies;
  - who is involved in providing support to the young person; and
  - how often the young person will be seen and contacted by the floating support service
- 6.4 The Floating Support provider will ensure that a copy of the support plan will be given to, and kept by, the LHA or housing association landlord to assist in maintaining the temporary accommodation/tenancy.

### **Connexions Kent and Medway**

- 6.5 All young people aged 16 to 19 years (and up to 25 years in some cases) will have been referred by the local housing authority to the Connexions Kent and Medway service who will allocate the young person a named Personal Advisor (PA). The PA will link with the young person in an appropriate manner for example by mobile phone, at an Access Point or in a mutually agreed safe place).
- 6.6 The Connexions Kent and Medway PA will:
- monitor the progress of the homelessness investigation;
  - notify the local housing authority if the young person's housing placement is breaking/breaks down or the young persons circumstances change; and
  - develop an action plan with the young person.
- 6.7 The action plan will include:
- ways to involve any other agency working with the young person e.g. YOS;
  - guidance on training, job seeking, career options;
  - address any health related needs e.g. drug/alcohol issues, mental health and general well being;
  - give specific details on support for pregnant teenagers/teenage parents; and

- address gaining general life skills.
- 6.8 With the young person's consent, the contents of this action plan will be shared with other agencies working with the young person where appropriate to assist in maintaining the young person's tenancy or temporary accommodation. A written copy to be provided to the LHA within two working days of the action plan.

### **Voluntary sector**

- 6.9 All young people to whom the LHA does not owe a full re-housing duty will be referred to the most appropriate local housing advice/support service. Whichever voluntary sector service is involved at this point will endeavour to secure accommodation/support for the young person.

## **7. Resolution of disputes**

- 7.1 Where agreement cannot be reached the case will be referred to the Housing Needs/Options Manager in the LHA (see list of LHAs attached in Appendix C) and the Team Manager (or if necessary the relevant Service Manager) in social services, health or relevant voluntary sector organisation. On the very rare occasions where there is still no agreement, the respective senior managers of the organisations will agree the final position.

## **8. Monitoring**

- 8.1 LHA Housing Needs/Options Managers will be responsible for collation and feedback to Kent Homelessness Officers' Group every six months at pre-meetings.
- 8.2 Social services' District Managers will be responsible for collating feedback at their meetings with their local team managers.
- 8.3 Social services' District Managers and LHA Housing Needs/Options Managers to have quarterly contact in order to monitor the protocol.
- 8.4 Connexions to give feedback to LHA Housing Needs/ Housing Options Managers.
- 8.5 All feedback to be given by LHA Housing Needs/Housing Options Managers to Joint Policy and Planning Board for Housing via the Joint Planning Manager on a six monthly basis.

### **8.6 Review**

The protocol will be reviewed periodically to ensure that it is up to date and appropriate.

## Appendix A

### **Initial assessment and referral form for children in need to Social Services**

This form is to be used by all agencies and individuals when referring a child to Social Services. The information given will be accepted as part of Social Services initial assessment of the child under the DOH assessment framework procedures.

The more information received by Social Services at the first point of contact, the more likely it is that appropriate services will be delivered at the earliest opportunity to help children and families in the best interests of the child.

1. ***Please ensure that Sections 1,2 and 3 are fully completed (if known). This is essential in enabling us to respond appropriately to the child/ren's needs.***

Child's first name/s		Child's surname		
Any alternative name				
Date of birth	Gender M/F	Religion	First language	
Name of parents/carers				
Home address		Any other relevant addresses		
Post code		Post code		
Phone number/s				
Ethnic origin [ <i>Please x one box only</i> ]				
<b>White</b>		<b>Mixed</b>		<b>Asian or British Asian</b>
<b>Black or Black British</b>		<b>Other ethnic groups</b>		
White British	White and Black Caribbean	Indian	Caribbean	Chinese
White Irish	White and Black African	Pakistani	African	Other Ethnic
White Other	White and Asian	Bangladeshi	Black Other	
	Mixed Other	Asian Other		
Other significant family members/adults				
<b>Name</b>	<b>Relationship</b>	<b>Date of birth</b>	<b>Contact details</b>	

**2. Contact information:**

*[Please add others you think may be relevant]*

	<b>Name</b>	<b>Address</b>	<b>Phone</b>
GP			
School			
School nurse			

**3. Reason for referral and any comments on what the family needs from Social Services:**

*[Please specify current concerns and state how long you have known the child and in what capacity, that is as parent, teacher, doctor, etc. For professional workers: if you wish to include letters/reports, chronologies, body maps or centile charts please attach a further page.]*

**4. Relevant information (if known) regarding the child:**

*[Including development, health, behaviour, social skills, schooling/special educational needs, other special needs, strengths and weaknesses, any other information.]*

**5. Relevant information (if known) regarding the parents and the wider family:**

*[Including relationships, friendships, behaviour, emotional support, stability, safety, health and other issues.]*

**6. Relevant information (if known) regarding environmental factors:**  
*[Including housing, who is working in the household, financial situation, community and social involvement.]*

**7. Any other relevant information:**  
*[Including previous referrals.]*

**8. Other agencies involved:**  
*[Please specify if known.]*

**9. Parent's or child's views:**  
*[See guidance notes before completion.]*

**10. Is there a perceived risk of violence or other matters that could place those making contact with this family in danger (such as an unsafe neighbourhood, persons of a violent nature, an untethered dog, etc.)?**

Yes/No

**11. Consent:**  
*[See guidance notes before completion.]*

***I agree to the information in this referral being passed to Social Services.***

**Name of parent/legal guardian [please print] .....**

**Signature of parent/legal guardian .....**

**Date**

**Consent not sought because :**

to do so may place the child or an associated person at risk of significant harm.

to do so may compromise evidence or an investigation.

to do so may hinder the prevention or detection of a crime.

this is an urgent referral and it is not possible/appropriate to seek consent.

**12. Referrer:**

Name and status.....

Contact details.....

Signature.....Date.....

## Kent joint young persons homelessness protocol information sharing consent form

I give my permission for:

Kent County Council – Children’s Social Services

and/or

Rainer Kent 16plus Team

and/or

Connexions Kent and Medway

and/or

..... housing authority

and/or

..... primary care trust

and/or

..... voluntary agency

and/or

..... other agency (please specify)

to share any necessary information and make any necessary enquires about me in relation to this referral (this includes sharing the outcome of any assessment or enquiries).

<p><b>Name:</b>.....</p> <p><b>Signature:</b>.....</p> <p><b>Date:</b> .....</p>
--

The terms ‘necessary information’ and ‘necessary enquiries’ mean that the agencies on the list will only share information or ask for information about you that they need in order to:

- assess their responsibilities to you;
  - decide on the type and location of accommodation that will be secured for you;
- and
- decide with you on the type and duration of support that will be put in place for you.

All information will be processed and used in accordance with the Data Protection Act 1998.

## Kent joint young persons homelessness protocol housing referral form

Completed forms should be returned to the relevant local housing authority –  
see section 5.

**This is a referral being made under the protocol.**

*Please ensure you answer the questions as fully as possible and obtain the young person's permission to share information using the 'Information Sharing Consent Form'*

### Section one – Young person's details

Name:	
Contact phone number:	
Date of birth:	National Insurance number:
Last settled address:	Name and address of parent/guardian:
Reasons for homelessness:	
Homeless tonight? (please circle)                      Yes/No	

### Section two – 'looked after' status

Was the young person 'looked after' on, or after, their sixteenth birthday? (please circle)

Yes            No            (if no, go to section three)

If yes, was this by? (please tick)

Kent County Council – Children's Social Services  
or another local authority


Name of authority:.....

**Appendix C (cont)**

Name of Social Worker (if known):

Contact address:

Phone number:

Email:

**Section three – further information about the young person**

Are there any health problems, including mental health/learning disabilities? If yes, please give details:

Are there any known substance misuse issues? If yes, please give details:

Does the client pose any known risk to themselves or to others?  
If yes, please give details:

## Appendix C (cont)

Please give details of any other information you have that would assist the local housing authority's enquiries:


### Section four – Referrer's details

Referrer's name:	Phone. no:
Agency:	
Address:	
E-mail:	
Referrer's signature:	

### Section five – returning the referral form

Please fax a copy of this form to the Housing Needs team at local housing authority where your clients last had a settled address, and telephone the team to confirm receipt, and then post the original copy of the form. Contact details are shown below.

## **District Housing Authority Contact Details:**

### **Ashford Borough Council**

Housing Services Team  
Ashford Borough Council  
Civic Centre  
Tannery Lane  
ASHFORD TN23 1PL  
Tel: 01233 330 688  
Fax: 01233 330 425

### **Canterbury City Council**

Housing Options Team  
Canterbury City Council  
Military Road  
CANTERBURY CT1 1YW  
Tel: 01227 862 142  
Fax: 01227 453 780

### **Dartford Borough Council**

Dartford Housing Services  
Civic Centre  
Home Gardens  
DA1 1DR  
Tel: 01322 343 822  
Fax: 01322 343 084

### **Dover District Council**

Housing Needs Section  
Dover District Council  
White Cliffs Business Park  
DOVER CT16 3PQ  
Tel: 01304 872 265  
Fax: 01304 872 316

### **Gravesham Borough Council**

Housing Needs Team  
Gravesham Borough Council  
Civic Centre  
Windmill Street  
GRAVESEND DA12 1AU  
Tel: 01474 337 366  
Fax: 01474 33 7762

### **Maidstone Borough Council**

Housing Needs Section  
Maidstone Borough Council  
London House  
5-11 London Road  
MAIDSTONE ME16 8HR  
Tel: 01622 602 440  
Fax: 01622 682 938

### **Sevenoaks District Council:**

Social Housing  
Sevenoaks District Council  
Council Offices  
Argyle Road  
SEVENOAKS TN13 1HG  
Tel: 01732 227 000 - Ask for social housing  
Fax: 01732 227 154

### **Shepway District Council**

Housing Options Team  
Coast and Countryside  
Housing Services  
Shepway Housing Centre  
3-5 Shorncliffe Road  
FOLKESTONE CT20 2SQ  
Tel: 01303 853 700  
Fax: 01303 853 774

### **Swale Borough Council**

Housing Options  
Swale House  
East Street  
SITTINGBOURNE ME10 3HT  
Tel: 01795 417 511  
Fax: 01795 417 265

### **Thanet District Council**

Housing Options Section  
Thanet District Council  
P O Box 9  
Cecil Street  
MARGATE CT12 1XZ  
Tel: 01843 577 277  
Fax: 01843 290 906

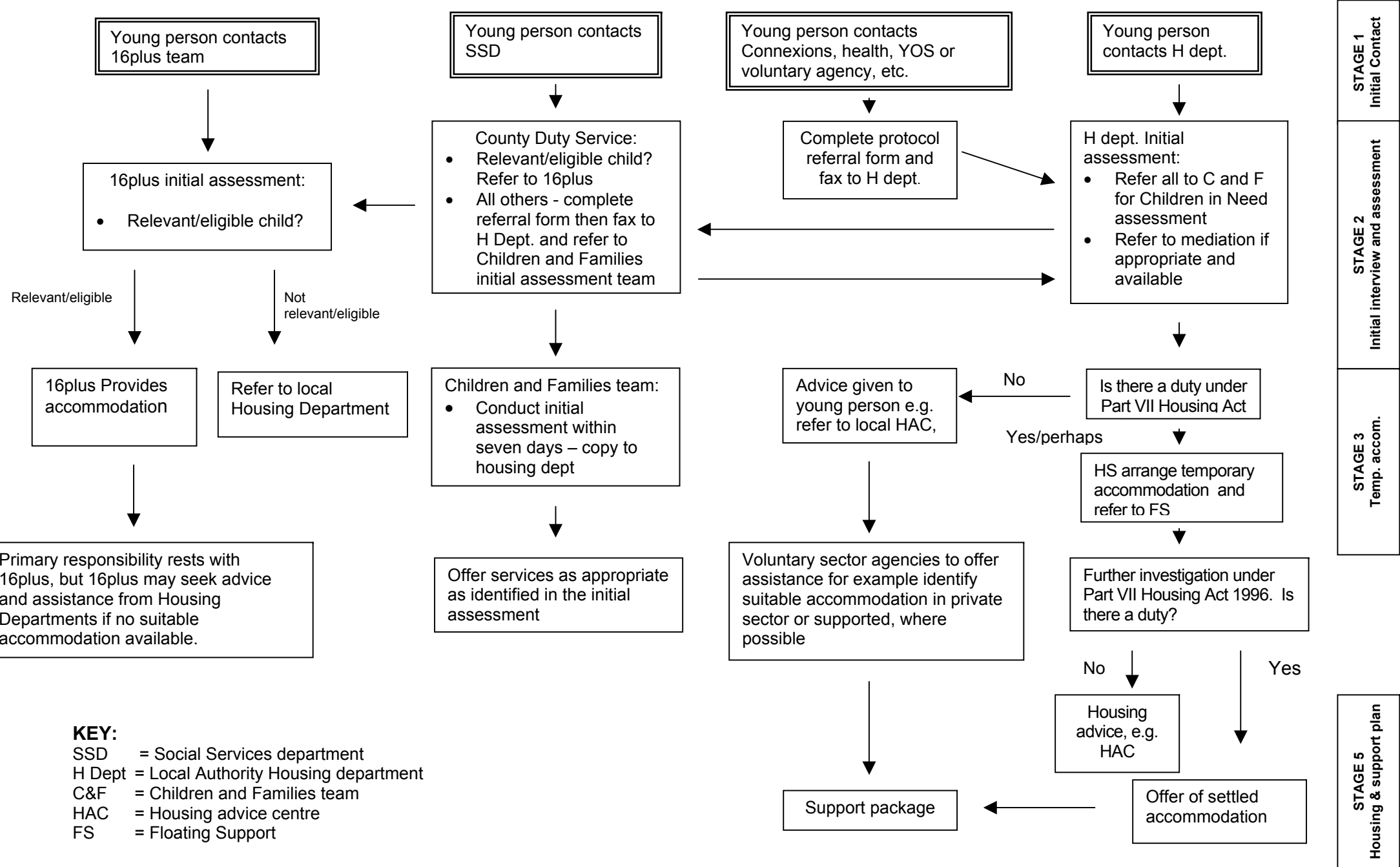
**Tonbridge & Malling Borough Council**

Housing Needs Team  
Tonbridge & Malling Borough Council  
Gibson Building  
Gibson Drive  
Kings Hill, WEST MALLING ME19 4LZ  
Tel: 01732 876 208  
Fax: 01732 841 421

**Tunbridge Wells  
Borough Council**

Housing Needs Team  
Tunbridge Wells BC  
Town Hall  
Mount Pleasant Road  
TUNBRIDGE WELLS  
TN1 1RS  
Tel: 01892 554 140  
Fax: 01892 548 053

# Kent joint protocol for homeless young people flow chart



**KEY:**  
 SSD = Social Services department  
 H Dept = Local Authority Housing department  
 C&F = Children and Families team  
 HAC = Housing advice centre  
 FS = Floating Support

## USEFUL TELEPHONE NUMBERS

### Local Authority Housing Departments

<b>Name</b>	<b>Tel: No</b>	<b>Fax</b>
Ashford Borough Council	01233 330 688	01233 330 425
Canterbury City Council	01227 862 142	01227 453 780
Dartford Borough Council	01322 343 822	01322 343 084
Dover District Council	01304 872 265	01304 872 316
Gravesham Borough Council	01474 337 366	01474 337 762
Maidstone Borough Council	01622 602 440	01622 682 938
Sevenoaks District Council	01732 227 000	01732 227 154
Shepway District Council	01303 853 700	01303 853 774
Swale Borough Council	01795 417 511	01795 417 565
Thanet District Council	01843 577 277	01843 290 906
Tonbridge & Malling Borough Council	01732 876 208	01732 841 421
Tunbridge Wells Borough Council	01892 554 140	01892 548 053

### Health

Registering with a GP	01622 655 000	
Kent Teenage Pregnancy Partnership	01304 222 284	

### Social Services

Kent County Duty Service	01622 696 717	01233 652 261
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### Services for Unaccompanied Asylum Seeking Children

Duty and Assessment Team	01304 222 023	
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### Supporting People

Floating Support	01622 6949 53/694 825	01622 694 746
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