County Durham joint protocol for homeless 16 and 17 year olds

Comprehensive agency guidance notes for partners

April 2006
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Introduction
Purpose of the guide
This manual is intended to be a practical guide about the new joint protocol for homeless 16 and 17 year olds in the county. This manual is intended for use by front line workers and service managers in organisations who are signed up to the protocol. It outlines the agreed joint working arrangements between agencies.

What is a joint protocol?
This joint protocol is an agreement that establishes the roles and responsibilities of different agencies towards homeless 16 and 17 year olds. It outlines the respective statutory responsibilities of the seven district housing departments and Durham County Council Social Care and Health.

In addition, it details the practical joint working arrangements between housing departments, Social Care and Health and other agencies that can assist with the housing and support of homeless 16 and 17 year olds in the county.

A joint protocol has been in existence in Sedgefield for nearly five years. This new protocol builds on the work already carried out there, the lessons learnt and expands the protocol across the county to ensure all homeless 16 and 17 year olds receive the same level of service regardless of where they live in the county.

Why have a joint protocol?
No single agency has full responsibility towards homeless 16 and 17 year olds. Both Social Care and Health and housing departments have statutory duties towards this vulnerable client group. See section on the legislative context for more details.

Alongside this other statutory and voluntary agencies also provide a range of services to these young people. Without clear agreement on respective roles and responsibilities, young people are often passed between agencies and do not receive the appropriate or most timely services.

What are the benefits to having a joint protocol?
The joint protocol will lead to:
- clearer understanding of roles and responsibilities for workers, wider agencies and clients
- a reduced risk of young people falling through the net
- better working relationships between agencies
- young people accessing the most appropriate accommodation and therefore preventing future homelessness
best use of limited resources and time.

**Who does the joint protocol cover?**
This joint protocol covers homeless 16 and 17 year olds only. It does not cover young people leaving local authority care. There are already systems in place for these young people.

**Who is homeless?**
Young people can be classed as homeless if
- they have nowhere to live
- they are based in temporary accommodation such as a hostel, bed and breakfast, hotel or squat
- they cannot stay in their home because of violence or the threat of violence
- they are staying temporarily with friends or relatives who are unable or unwilling to accommodate them in the future
- they have somewhere to live but it is not reasonable to expect them to stay there.

Young people can also be classed as homeless if they are likely to become homeless within 28 days.

**What happens to care leavers?**
Responsibility for assisting care leavers rests with Social Care and Health’s Young People’s Service. All care leavers are allocated a young person’s advisor within Social Care and Health who work with them to find suitable accommodation and offer support to them once they have found this.

**What happens to young people under 16?**
Homeless young people under the age of 16 are automatically the responsibility of Social Care and Health. Therefore any young person under 16 years should be referred to them as a priority.
An overview
The legislative context

Young people in housing need require Social Care and Health, local housing authorities and other local agencies to work together if they are to get appropriate services. This need for co-operation is recognised in legislation and accompanying guidance, which highlights an expectation from government that Social Care and Health and local housing authorities forge proactive links with each other to ensure they can comply fully with the inter-relating pieces of legislation and prevent failures in responsibilities and standards of care.

Housing Act 1996 Parts VI and VII set out the legal framework for assisting homeless people and allocating housing.

Section 175 A person is homeless if they have no accommodation available in the UK or elsewhere, or if they cannot secure entry to it, or it is not reasonable for them to occupy it.

Section 189 A person is in priority need if they or their partner are pregnant, have dependent children, are vulnerable due to old age, mental illness or handicap or physical disability or other special reason, or are homeless as the result of an emergency. (Amended by Homeless Act 2002).

Section 191 A person becomes homeless intentionally if they deliberately do, or fail to do, something that causes them to lose their accommodation.

Section 185 A person is not eligible for assistance if they are a person from abroad who is ineligible for housing assistance, or they are subject to immigration control.

Section 193 Local authorities have a duty to secure accommodation for two years (amended by Homelessness Act 2002) if the person is found to be eligible for assistance, in priority need and unintentionally homeless.

DETR Guidance on the Housing Act 1996 recommended that housing and SSDs should have joint protocols in place to ensure that each play a full role in providing support to the client group.

Homelessness Act 2002 amended Parts VI and VII of the Housing Act 1996. The main changes which impact upon young people are:
• a duty on all local housing authorities to develop a strategic approach to tackling homelessness
• a new duty to provide long term accommodation for unintentionally homeless people in priority need
• the extension of the priority needs groups to include:
  - 16 and 17 year olds, whose support networks have broken down irrevocably and who are not owed a duty by social services as a relevant child* or a child in need+
  - 18 to 21 year olds leaving care who are former relevant children*, people aged 21 or over who are vulnerable due to being looked after, accommodated and fostered by the local authority, who are not relevant students
  - people who are vulnerable as a result of violence, being in the armed forces or in prison
* see Children (Leaving Care) Act for definition
+ see Children Act for definition

Children Act 1989
Section 17 places a general duty on social services authorities to safeguard and promote the welfare of children within their area who are in need, by providing a range and level of services appropriate to those children’s needs.

A child in need is defined as someone who is aged under 18 and:
• is unlikely to achieve or maintain a reasonable standard of health or development without the provision of appropriate services by a local authority, or
• whose health or development is likely to be significantly impaired or further impaired without the provision of appropriate services by a local authority, or
• who is disabled

Section 17(5) allows SSDs to call upon other agencies (particularly voluntary and community organisations) to provide services on their behalf.

Section 20(1) states that every local authority shall provide accommodation for any child in need within their area who requires accommodation as a result of:
• there being no person who has parental responsibility for him
• being lost or having been abandoned
• the person who has been caring for him/her being prevented from providing suitable accommodation or care

Section 20(3) states that accommodation shall be provided for any child in need who has reached the age of 16 and whose welfare the authority considers is likely to be seriously prejudiced if they do not provide her or him with accommodation.
Under **section 27** of the Children Act 1989, a social services authority can ask a housing authority to help in delivering services for children in need. The housing authority must comply with such a request to the extent that it is compatible with their own statutory duties and other obligations.

DoH Guidance on the Act recommends that close liaison between social services departments and housing is necessary and may be best achieved through the establishment of formal arrangements.

**Children Act 2004**

In autumn 2003 the Government published the Every Child Matters Green Paper. This led to the Children Act 2004. The emphasis in the Act is on the increasing need for agencies to work together and establish procedures to enable the sharing of information about children and young people at risk. This means that joint protocols between agencies will play an increasingly important part in formalising processes between agencies.

**A brief overview of the process**

The protocol process involves several stages as detailed in the accompanying diagram. All homeless 16 and 17 year olds will be given an initial assessment to identify their housing and support needs. This can be carried out by any of the named agencies partner to the protocol.

Where more than one agency is required to work together to meet the needs of a young person, a panel meeting will be called and a support package put in place.

Under the protocol not every homeless 16/17 year old is directed for a homelessness assessment. Only where this is the best option for the young person will this be carried out.

The outcomes for young people will be reviewed after an agreed length of time.
An overview of the joint protocol process

Lead Responsibility with initial agency

Support providers take coordinating role

Support providers review cases

**Initial assessment by one of the named partners**

**Initial agency responds to needs identified**

**Initial agency calls panel meeting with relevant partners (support providers must be present)**

**Support package put in place**

**Other services put in place (e.g. referral to Mediation service)**

**Intentionally homeless**

**SCH work in partnership with support provider agency**

**Review of case and process**

**Complete monitoring form and return to CP**

**Contact family**

**Referral to mediation service**

**Arrange emergency accommodation (as necessary)**

**Monitor use of emergency accommodation**

**Homelessness assessment by housing dept.**

**Homeless**

**Support / Accommodation provided**

**Support Provider offers advice and assistance**

**Not homeless**

* Unless a more appropriate lead is agreed upon
The joint protocol partners
Below is a list of the key agencies involved with the joint protocol process:

- Children in Need teams, Social Care and Health
- Homelessness departments of district housing authorities
- Connexions County Durham
- Youth Engagement Service
- A nominated voluntary sector agency in each district
  - SHAID covers Derwentside/ Chester-le-Street
  - Moving On covers Durham City
  - DISC covers Easington, Sedgefield, Teesdale and Wear Valley

How are referrals made?
All homeless 16 and 17 year olds will be referred to, or present to, one of the agencies listed above to instigate the joint protocol process.
**Stage one: the initial response process**

The aim of the initial response is to identify and meet the immediate needs of the young person whilst ensuring they are engaged in the assessment process, which will enable their needs to be assessed and appropriate mechanisms put in place for support and accommodation.

The initial response incorporates a brief assessment of the young person’s situation and past experiences. It will highlight any additional needs the young person may have other than accommodation needs. The past history, support needs and accommodation needs of a young person all act as an indicator of the support services which may need to be involved. This will be carried out by the agency to which the young person presents. This initial agency will retain lead responsibility for the young person during this first stage. The initial assessment will be conducted by the agency to which the young person presents.

All partner agencies will use the common initial assessment tool which has been developed as part of the protocol. Where appropriate the initial assessment tool should be used instead of, rather than in addition to, the agency’s own assessment paperwork.

The table below details the key elements of the initial response and the agreed role of each partner agency in delivering their response.

<table>
<thead>
<tr>
<th></th>
<th>Social Care and Health</th>
<th>Housing</th>
<th>DISC/Moving On/SHAID</th>
<th>Youth Engagement service*</th>
<th>Connexions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Take referral and complete initial form</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>2.</td>
<td>Make contact with family to explore return home options</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️ With YP permission</td>
<td>✔️</td>
</tr>
<tr>
<td>3.</td>
<td>Arrange emergency accommodation</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>Liaise with local housing dept or vol. sector</td>
</tr>
<tr>
<td>4.</td>
<td>Help to claim benefits</td>
<td>Liaise with Connexions</td>
<td>Liaise with Connexions</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>5.</td>
<td>Living expenses for immediate use if benefit claims unsuccessful and no other sources of finance available.</td>
<td>✔️</td>
<td>Liaise with SCH</td>
<td>Liaise with SCH</td>
<td>Liaise with SCH</td>
</tr>
<tr>
<td>6.</td>
<td>Call panel meeting with agencies needed (identified on initial assessment form)</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

* Indicates agreed responsibility by agencies. * Youth Engagement Service works with existing clients only.
In order for the protocol to work effectively it is imperative that responsibility should not be passed between agencies unless specified above.

1. **Take a referral and assess the needs of a young person**
   When a 16 or 17 year old presents to you as homeless, you should complete the *initial assessment form*. This helps establish the young person’s housing situation and will also highlight any other issues that may affect the young person e.g. offending history/ care leaver/ support needs. It will indicate which agencies need to be involved with the young person. Accompanying the initial assessment form is a homelessness monitoring form. This should be completed and returned to Centrepoint at the address given on the form.

2. **Make contact with the family**
   This needs to happen to explore the options for a return home, even if it is just a temporary return with a planned exit to follow. Research shows that 16/17 year olds are better off at home unless at risk of harm.

3. **Arrange emergency accommodation**
   This involves exploring options for temporary accommodation for the same night. In the first instance agencies need to explore options for a temporary return home or stay with other family or friends if appropriate.

   **Only** if arrangements between family and friends cannot be made should emergency accommodation be arranged. To arrange emergency accommodation:

   - Ensure the young person is happy to be placed in emergency accommodation
   - Contact the local homelessness officer/ housing office to check if there is availability in the local authority’s own homelessness units
   - If there is not temporary accommodation available from the local housing department you will need to try and source other accommodation
   - You should contact the Team Manager in Social Care and Health’s Children in Need team and a Housing Manager at the District/Borough council to seek agreement for the placement. (This ensures any shortfall between benefits and charges are met)
   - The young person will need assistance to get to the emergency accommodation
   - The young person will need to complete a housing benefit form to ensure the payment of rent is covered.
4. Getting an income for the young person
Benefits will be claimed on behalf of young people to cover the crisis situation. The named agencies (Youth Engagement Service, Connexions and voluntary sector support providers) will offer support and expertise through this period. They will also help the young person to make longer-term benefit claims.

Depending on circumstances, Severe Hardship or Income Support may be claimed by the young person. For payment to be made it may be necessary for Job Centre Plus or Income Support to prove that the young person is estranged from their family. Further information or assistance is available from your local Connexions centre, however Connexions is not responsible for making assessments or payments.

All young people will be actively encouraged and supported to claim housing benefit to cover the costs of any emergency accommodation. This will help ensure that expenses incurred through the protocol, such as rent, are kept to a minimum.

5. Arranging living expenses for a young person
If a young person is unable to secure crisis benefits, Social Care and Health may be able to provide living expenses for the young person until benefits are arranged. This should only be used as a last resort. Where it is necessary to access living expenses partners are required to contact Social Care Direct stating it is a young person going through the joint protocol. A referral will then be made to the relevant team and the request processed.

It may be necessary to arrange assistance for a young person to collect their living allowance.

6. Call a panel meeting
If it is deemed necessary from the initial assessment for several agencies to be involved in a case then you will need to organise a panel meeting. The young person and their carers/parents should also be invited to the meeting.

Responding out of hours
If a homeless 16 or 17 year old presents out of hours they should be directed to the Emergency Duty Team, Social Care and Health or the local authority housing department out of hours team.
Panel meeting guidance

Scope of panel meetings
A panel meeting should be arranged for all young people with support needs where their needs cannot be met otherwise.

The purpose of the meeting is to make a collective decision on the young person’s case and agree the most appropriate way forward for the individual based on their situation and needs.

Who should arrange the panel meeting?
Whichever agency the young person presents to and carries out the initial referral/assessment should arrange the panel meeting.

When should the panel meeting happen?
Within three to five working days of the young person presenting as homeless and being assessed under the joint protocol.

Who should be present?
The initial assessment/referral should identify which key agencies need to be involved with the case and attend the panel meeting. This should include the young person, relevant agencies, the voluntary sector support provider and anyone else the young person requests to attend. An invitation should be made to the parents/carers.

What should happen in advance of the panel meeting?
The young person should be prepared about what to expect at the panel meeting. Copies of the initial assessment form should be circulated to all panel members in advance of the panel meeting.

What will happen at the panel meeting?
The panel meetings should be structured so a consistent format is followed to allow those involved to establish the key facts on the individual’s circumstances and ensure the most appropriate response to their needs is made. Paperwork for panel meetings has been devised and should always be used to record the discussion and decisions made and the young persons views.

The agency providing support to the young person should record the discussion/decisions of the panel using the authorised paperwork.
What happens after the panel meeting?
The actions/timescales listed should be adhered to and progress monitored by the identified lead agency (usually the voluntary sector support provider).

Stage two: support
Lead responsibility now passes to the voluntary sector support provider (unless there is a more appropriate lead identified).

The lead agency will work with the young person and other identified agencies to co-ordinate services and reach a satisfactory outcome for the young person. Where identified as the best option for the young person, a homelessness assessment will be arranged. The young person should be accompanied to the interview. A copy of the initial assessment form should be forwarded to the homelessness officer concerned.

If the young person is not satisfied with the result of their homelessness application they have the right to have the decision reviewed, this must be requested within 21 days of when they are told of the decision. Further information can be obtained from the housing department.

It may be appropriate at this stage of the process to make a referral to the mediation service (Support2Talk) even where a return home is not an option.

What if the young person is found not to be statutorily homeless?
If a young person is found not to be statutorily homeless then the housing department has very limited duties owed to the young person. Equally, unless there were exceptional circumstances Social Care and Health are unlikely to find the young person to be a child in need and therefore they too have limited duty owed to the young person.

In these circumstances the voluntary sector support provider (plus Connexions/YES if they are already involved in the case) will work with the young person to explore other housing options available to them.

It is envisaged that the most likely reason a young person is to be found not homeless will be that the parents/guardians will offer for the young person to return home. Clearly, child protection issues must be paramount in these cases and no young person will be expected to return to a potentially abusive situation.
If family relationships are not abusive but present a barrier to a return home, agencies are advised to refer the young person to the mediation service for support in returning home.

**What happens if the young person is found to be intentionally homeless?**
The housing department will fully record the action and circumstances leading to the intentional decision. Social Care and Health will be made aware of the decision.

Social Care and Health have responsibility to assist young people aged 16/17 who are homeless and found to be so intentionally. They will work alongside their voluntary sector colleagues to try and assist the young person.

All young people have a right to a review of the homelessness decision within 21 days of being notified. It may be that as part of the support package delivered to a young person a request for review will be made. In some exceptional circumstances this could also be followed by an appeal against the original decision.

**Stage 3: review**
Lead responsibility rests with the voluntary sector support provider. They will review the case after an agreed length of time and provide feedback to the county wide monitoring group. This is why it is essential that copies of all initial assessment forms are forwarded onto your identified provider.
Evaluation of the protocol
The County Durham joint protocol is initially a county wide pilot for two years. During this time the monitoring group (the progression of the steering group) will review periodically how well the protocol is working. They will be seeking feedback from both front line staff and management.

The success of the protocol will be measured on the numbers of young people prevented from becoming homeless and the successful sustainment of tenancies of young people who have been through the protocol.

At the end of the two-year pilot the protocol will be independently evaluated and a recommendation made on its future.

Concerns
Where disagreements occur about referrals, service provision or the conduct and behaviour of staff from either service, the individual staff member should discuss these in the first instance with their own line manager. The manager will then determine an appropriate course of action in the context of the disagreement, from a range of options.

- Providing effective supervision and support to the staff member to re-establish good working relationships or negotiate a compromise acceptable to both services
- Organising a meeting between line managers to re-establish good working relationships or negotiate a compromise acceptable to both services
- Discussing concerns with senior management to explore strategic solutions or compromise.
- A record of the disagreement will be forwarded to the Joint Protocol Monitoring Group.

Information sharing
The effective working of the joint protocol relies on the sharing of information between agencies; it is of paramount importance that those agencies clearly acknowledge that any information relating to a service user is of a sensitive nature and must be kept confidential at all times. All service users are asked for their permission to have their details both recorded and shared and may withdraw their permission at any time. Please refer to the information sharing protocol which accompanies the joint protocol.
What is the role of partner agencies?

Children in Need Teams, Social Care and Health

Homeless 16 and 17 year olds may present directly to Social Care and Health. In these cases the appropriate Children in Need team will provide the initial response and take responsibility to make the necessary contact with other agencies.

Social Care and Health will become involved in all cases where:
- a young person directly presents to them
- young people are known to Social Care and Health (and there has not been a significant lapse\(^1\) in time since this involvement)
- young people are identified as having more complex needs than just housing and life skills support needs.
  (For example, chaotic lifestyle with substance misuse issues, refer to the eligibility criteria for further details)
- Where a young person is deemed intentionally homeless.

The level of service offered by Social Care and Health will be dependant on the needs of the young person but will be compatible to the duties owed under the Children in Need procedures.

District/Borough Housing Departments

Homeless 16 and 17 year olds can present directly to the housing authority. In these cases, the housing department (or homelessness section if there is one) will provide the initial response.

Housing will become involved in all cases where 16 and 17 year olds are presenting as homeless and a homelessness assessment is deemed to be the most appropriate route.

The council’s homelessness service provider will assist in placing the homeless 16 or 17 year olds in temporary accommodation when requested to do so by a partner agency, unless they have already fulfilled their duty to the young person.

Housing will have a duty to secure suitable accommodation for homeless 16 and 17 year olds where they are found to be unintentionally homeless and in priority need and a return home is not an option.

It is not part of this protocol that every young person is automatically given a homelessness assessment. It is recognised

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\(^1\) Over three months is deemed to be a significant lapse in time
that this is not always the best course of action for the young person.

**Connexions County Durham**

Connexions are a universal service offered to all young people aged between 13 and 19. They are important partners in the joint protocol because of their accessibility for young people.

If a homeless 16 or 17 year presents to Connexions, they will provide support to them as detailed in the initial response. They will need to liaise with other agencies for specialist help for emergency accommodation and living expenses. Connexions’ particular area of expertise is assisting young people with benefit claims and income maximisation. Housing departments and Social Care and Health and YES will call on Connexions’ expertise with this if needed.

**The voluntary sector support provider**

Under the joint protocol arrangements funding has been made available to employ voluntary sector support providers to deliver advice and support to young people going through the protocol process. This service is to complement rather than replace the roles being fulfilled by the other partners.

The agencies are DISC, Moving On and SHAID.

The main elements of the voluntary sector role are
- to conduct the initial assessment where young people present directly to them
- to help with arrangements for emergency accommodation where necessary
- offer support to young people placed in temporary accommodation
- offer advice and support to young people throughout the process (pre and post assessments)
- to work with Social Care and Health to assist young people found to be intentionally homeless
- to work with young people found to be not homeless
- dovetail support with floating support schemes where appropriate.

**Youth Engagement Service**

The Youth Engagement Service is a prevention service and criminal justice agency that works with young people at risk of offending and with young people who have offended. The YES works with young people up to the age of 18 years old. They offer support to their service users to access suitable accommodation, education, training and employment and other services.
Under the protocol the YES will provide the initial response to all homeless 16 and 17 year olds who are already working with them on other issues.

They may get involved in panel meetings where the young person has had recent involvement. This will be determined on a case by case basis.

**Agreed working definitions**

**Initial response**
This is the initial assessment carried out by the agency where a young person originally presents. It includes arranging emergency accommodation for the young person if necessary, contacting the parents/carers, organising living expenses and taking information about the young person’s situation.

**Active referral**
This means making contact with an agency prior to the young person contacting or visiting the agency. It includes the forwarding of the relevant joint protocol paperwork. Wherever possible staff should accompany the young person to other agencies for interviews, where they are deemed necessary.

**Arrangements for emergency accommodation**
Before a young person is referred for emergency accommodation all appropriate options for the young person to stay temporarily with family or friends will be explored.

**Priority need**
Under the homelessness Act 2002, all homeless 16 and 17 year olds are in priority need unless they fall within the categories below;

*Eligible children:* these are young people aged 16 and 17 who have been looked after by Social Care and Health for at least 13 weeks (need not be consecutive weeks) since the age of 14 and who are still looked after on or after their 16th birthday.

*Relevant children:* these are young people aged 16 and 17 who have been looked after by Social Care and Health for at least 13 weeks (need not be consecutive weeks) since the age of 14 and who have left care.

Responsibility for both eligible and relevant children rests with Social Care and Health.
Child in need
Defining a child in need is essential to identify if the involvement of social care and Health is necessary. The following criteria are used to establish whether a young person is a child in need:
• at risk or threat of violence
• at risk or threat of sexual or emotional abuse
• at risk of financial or sexual exploitation
• at risk of severe conflict in home situation (eg drugs, psychiatric illness in parents)
• at risk of severe material neglect (inadequate provision of shelter, warmth, food)
• has a disability
• eligible, relevant or former relevant who will be/is in need of accommodation

Homeless
The following criteria are used to establish if a young person is homeless
1. no responsible adult willing to provide suitable accommodation
2. young person has been physically or sexually abused within current accommodation or is at risk of abuse
3. young person has been evicted or will be evicted within 28 days
4. young person is escaping from severe conflict, violence or threat of violence within current accommodation
5. young person moves into the district who is the responsibility of another local authority or County Durham district, but for whom 2 and 4 (above) apply
6. young person is about to leave an institution (e.g. penal establishment)
7. Homeless at home being thrown out at the end of the month needs to be accepted as homeless.

Intentionally homeless
People make themselves homeless intentionally where homelessness is the consequence of a deliberate action or omission by them (unless this was made in good faith in ignorance of a relevant fact). A deliberate act might be a decision to leave their previous accommodation even though it would have been reasonable for them to stay there. A deliberate omission might be the non-payment of rent that led to rent arrears and eviction. Every young person’s situation will be assessed individually and the circumstances surrounding them investigated.

It is recognised that some young people who are deemed to be homeless due to their own behaviour will need special consideration
by both Social Care and Health and Housing. Under the joint protocol all departments agree that young people should be allowed to make mistakes and still receive a service. However, some behaviour, which has lead to a young person being asked to leave the family home, may be deemed to be serious enough to warrant an intentional decision. Intentionality is subject to a review of the circumstances in each individual case.

It is proposed that no young person should be viewed as intentionally homeless if (s)he:

- has been physically or sexually abused within current accommodation or has been at risk of abuse.
- is escaping from severe conflict, violence or threats of violence within current accommodation
- moves into the district and is the responsibility of another local authority or County Durham district, but for whom 2 and 4 (above) apply
- is about to leave an institution (e.g. penal establishment depending on circumstances.)

**Other agreements**

**B&B costs**

Under the protocol Social Care and Health and the housing departments have agreed to split the cost of emergency accommodation equally between them. This 50/50 split is on the basis that, where available, housing benefit will be claimed to cover the housing costs of any emergency or temporary accommodation. The shortfall between charges and benefits received will be subject to the 50/50 agreement.

It is for this reason that partners MUST seek permission from BOTH a Team Manager in Social Care and Health AND a housing manager before placing a young person in temporary or emergency accommodation.
Useful contacts
Social Care Direct/Emergency Duty Team 0845 8505010

Chester-le-Street homelessness Department 0191 3872043
Out of hours 0191 3887588
Derwentside Homelessness Department 01207 218000
Out of hours 01207 218642
Durham City Council Homelessness Department 0191 3018481
Out of hours 0191 3018499
Easington Housing Options 0191 5270501
Out of hours 0800 0320835
Sedgefield Borough Council Homelessness 01388 816166
Out of hours 01388 721822
Teesdale District Council 01833 690000
Out of hours 01833 690000
Wear Valley District Council 01388 742101
Out of hours 01388 720588

Connexions County Durham
Consett 01207 502795
Bishop Auckland 01388 603468
Peterlee 0191 5867551
Chester-le-street 0191 3883019
Durham City 0191 3849766
Sedgefield 01388 724100

Youth Engagement Service North 0191 3895904
Youth Engagement Service South 01325 372808
Youth Engagement Service East 0191 5186301

DISC 0191 3783718
Moving On 0191 3831559
SHAID 01207 218850

List of documentation
1. initial assessment
2. consent form
3. young person’s guide to the protocol process
4. young person’s guide to information sharing
5. panel meeting action plan form
6. homelessness monitoring form
7. information sharing protocol