

18+ Care Leavers Service Action Plan January 2019



This plan focuses on actions arising from the feedback given from the Care Leavers Survey (October 2018) and from the learning following a visit to the Care Leavers Service from Roger Gough and Matt Dunkley in November 2018.

| Concern(s) | Action/comment | Lead | Progress update/Timescale |
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| Lack of access to courses in mid and north Kent colleges. | Unfortunately, the Care Leavers Service does not have the ability to change the current course availability but will endeavour to work with both colleges to identify future planning for appropriate courses and access for our Care Leavers. | Rachel Calver | Care Leavers Service has 2 Education, Training and Employment (ETE) workers who are working with Kent colleges to identify some options and possible solutions for the foreseeable future. Timescale: Achieved |
| Financial support for train travel between Dover and Ashford to attend colleges. | Each Personal Advisor can request travel support for their Care Leaver. Should the young person be disadvantaged by having to travel to college by bus, then rail travel opportunities will be investigated and supported. | Rachel Calver | Care Leavers Service will provide financial support to our Young People who are travelling across Kent through either bus or train travel. Timescale: Achieved |

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| How many UASC 18+ Young People are travelling to London for their education? | Unfortunately, it is difficult to capture this information from our current Liberi reporting system. As a result, we are currently working on alternative processes to capture this information. | Rita Boboye | Care Leavers Service are working with the Management Information Unit to be able to obtain and report this information. Timescale: July 2019 |
| Educating our UASC Young People around crime prevention. | There is a need to help our unaccompanied asylum-seeking children and young people (UASCYP) understand some of our laws and social expectations. It is possible that, on occasions, our UASCYP are offending due to not understanding some areas of our law. | Rita Boboye | Workshops have taken place and further workshops are being arranged and held with KRAN in Canterbury. The UASCYP Champions are also supporting this action, through peer mentoring unaccompanied young people. Timescale: Achieved but there will be an ongoing offer/programme of workshops |
| Accommodation - lack of locks on rooms in shared accommodation, especially those provided by Ready Homes. | If we are complying with fire regulations, our Young People should be able to lock their rooms, if this is requested. | Andrew McDonald | To agree an arrangement with Ready Homes and Commissioning to take this matter forward. Timescale: May 2019 |

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| Lack of access to social housing in Medway. | There is a housing pressure within Medway, in terms of access to Social Housing. This is a matter of demand for such housing and the number of people in search of social housing. | Andrew McDonald | <p>We need to focus on our Care Leavers accessing the private rented sector, underpinned by our Rent Guarantor Scheme.</p> <p>This will be one area of focus following our successful Controlling Migration Funding (CMF) bid.</p> <p>Timescale: Pilot Rent Guarantor Scheme ends July 2019, following evaluation there will be a key decision regarding inclusion of an ongoing scheme as part of the Local Offer.</p> |
| Lack of experience among our Personal Advisor staff group. | <p>We have had a successful recruitment campaign over the last 9-months.</p> <p>It is true that we very rarely get applications from anyone with previous Personal Advisor experience.</p> <p>Therefore, we often need to train our incoming Personal Adviser's to enable them to fully understand the role.</p> | Paul Startup | <p>We are reviewing our induction of our Personal Advisers, and this has improved greatly. The incoming Personal Advisers will acquire experience by doing the job and through a comprehensive induction programme.</p> <p>Each Personal Advisor will have a TCP appraisal and action plan with service targets aligned to the Care Leavers Business Plan. The performance of Personal Advisers will be overseen by individual Team Managers.</p> <p>Timescale: Induction programme complete; aim for permanent PA staff group by September 2019</p> |

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| Developing a Care Leavers Young Parents project. | Identify a lead Team Manager to work on a project for working with young parents within the service. We need to ensure that the work we plan with our young parents is communicated across the service. | Debbie Taylor Rachel Calver | The development of this work is underway, working in consultation with our care leaver young parents, to identify a robust support package. Timescale: July 2019 |
| Review auditing tool for pathway plans | We need to develop an audit tool and an internal auditing process, based on the feedback from the survey from Young People wanting to be more actively involved in their pathway planning. | Paul Startup | Paul Startup will look at suitable audit tools and work with MIU and the Safeguarding Unit, to develop an audit tool that is consistent across Integrated Children's Services. We particularly need to focus on the engagement of our female Care Leavers within our pathway planning. Timescale: September 2019 |
| More Young People at Corporate Parenting Panel Meeting(s). | We will achieve this, by agreeing dates for the Corporate Parenting Panel(s) for 2019 to include dates within school/college holidays. | Paul Startup Jo Carpenter | A Corporate Parenting Panel takeover day will be arranged for summer 2019, to include our Care Leavers. Timescale: Achieved – 25 th July |

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| <p>Personal Advisers are to check voicemail messages are set up and give correct numbers.</p> <p>To review all template communication letters to Young People and ensure consistency in use. Explaining purpose of each contact type.</p> | <p>Head of Service will undertake an audit on the voicemails of Personal Advisers.</p> <p>To review current letter templates in use and update for the service.</p> <p>To ensure Local Offer includes contact details for the service.</p> | <p>Paul Startup</p> | <p>Head of Service and business support have undertaken some random testing between December 2018 and February 2019.</p> <p>Agreement has been given for Personal Advisers to have smart phones which will improve communication by having instant access to emails and being able to respond quickly to our Young People.</p> <p>Timescale: Achieved</p> |
| <p>Pathway Plans are currently being reviewed at present, looking at different options.</p> <p>We aim to review how pathway plans are completed and explained to the young person, to ensure they understand the purpose of it and to give young people options as to how it is completed with them.</p> | <p>This is a piece of work that is being led by the Head of Service.</p> <p>The work involves further development of our 'lighter touch' pathway plan; further consultation with Practice Development Officer, MIU, Liberi lead worker and the service.</p> | <p>Paul Startup</p> | <p>Paul Startup has developed a further draft of the personal pathway plan. This is being progressed in consultation with the Young Adult Council and from the survey feedback.</p> <p>Timescale: December 2019</p> |
| <p>Placement feedback from young people on helping them understand licence/tenancy agreements. To include</p> | <p>The plan is for the accommodation team to be relocated in the Total Placement Service by 1st April</p> | <p>Andrew McDonald</p> | <p>The impact upon the service will need to be reviewed after the accommodation posts move over to the Total Placement Service.</p> |

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| <p>explanation for why in some types of accommodation they can't have friends to stay overnight, and how this is agreed with the young person.</p> | <p>2019, to achieve consistency of placements for our Care Leavers.</p> <p>The issue of tenancy agreements will be planned for within the new service.</p> | | <p>Therefore, given the current timetable set out for the movement across of the accommodation posts, a review will take place by September 2019.</p> <p>Timescale: 1st April 2019, review September 2019</p> |
| <p>Lack of information and promotion of the Rent Guarantor Scheme and entitlements including the language barrier for UASC.</p> | <p>Local Offer Published December 2018.</p> <p>Critical information now on the Kent Cares Town website. VSK Apprentices supporting the design of an "easy read" entitlements document that can be both online and a leaflet, translated into different languages.</p> | <p>Paul Startup</p> | <p>We have placed details on the website, and we include information about the entitlements and schemes we offer within our transition pack for Care Leavers.</p> <p>We have not widely advertised the Rent Guarantor Scheme at this stage, as this is a pilot for up to 25 Young People. After evaluation of the scheme, if this is agreed as an ongoing offer, it will be widely published and updated within our Local Offer.</p> <p>Timescale: Pilot Rent Guarantor Scheme ends July 2019; following evaluation there will be a key decision regarding inclusion of an ongoing scheme, as part of the Local Offer.</p> |