**Cumberland Young People’s Positive Housing Pathway:**

**Urgent Referrals Procedure**

**August 2023**

# PATHWAY AMBITIONS

Our ambition for the young people in our service is that they:

* Receive the right help at the right time.
* Receive a service that is personalised to their needs, from a service offer which is consistent across the county.
* Go on to experience a bright and fulfilling future, free from the risk of homelessness.

Our ambition for the service is that, from the first point of contact with a young person who is experiencing homelessness or is at risk of homelessness, everyone working in this service area sees the potential in that young person and plays their part in moving that young person from a point of crisis, to give them hope for the future.

# REFERRALS TO THE PATHWAY

The Gateway Group is the single point of access for Cumberland into the Young People’s Positive Housing Pathway (PHP). It will discuss and allocate referrals into the Pathway; these referrals will be for emergency accommodation, short-term accommodation, homeless prevention and/ or flexible support. The Group will oversee all the stages of the Pathway from referral to termination of support. It will be solution focussed; it will facilitate multi-agency discussions based around the needs of the young person and the sustainability of the support. The Gateway Group will meet fortnightly.

We recognise that there will be referrals into the Pathway, which are urgent and cannot wait for the next Gateway Group meeting. A core principle for the Pathway is that business processes should not delay a young person in need accessing accommodation and for this reason, we have developed this Urgent Referrals Procedure. This will enable the referral to proceed and a retrospective discussion to be held at the next Gateway Group meeting.

# Urgent Referral Process

Young Person is homeless tonight with no family/friends option.

Online First Contact Script completed fully by referrer and submitted.

Youth Homelessness & Housing Officers pick up and process the referral (if Nightstop selected, referral automatically goes to them).

Youth Homelessness & Housing Officer forwards to Accommodation Providers and completes referral to next available Gateway Group meeting.

Relevant Youth Homelessness & Housing Officer co-ordinates discussion between Pathway Accommodation Providers including Nightstop.

Contact Safeguarding Hub - 0300 240 1727, or complete Single Contact Form, attaching First Contact Script.

If not homeless tonight, Hub create a MASH episode and request information from relevant agencies within 48 hours.

If homeless tonight, Hub send to District Teams for assessment within 24 hours. District Support & Protect Team allocates for Child & Family Assessment.

Child & Family Assessment evidences consideration of how the young person’s support needs will be met with due consideration being given to S17 and S20.

## Accommodation secured

Youth Homelessness & Housing Officer informs allocated Social Worker and updates Gateway Group tracker.

## Unable to secure accommodation

Youth Homelessness & Housing Officer to inform Safeguarding Hub and allocated Social Worker. Youth Homelessness & Housing Officer updates Gateway Group tracker. Re-referral to gateway Group completed, if necessary.