**Young People’s Supported Accommodation Service Quarterly Monitoring Report**

**Author name & job role:**

**Organisation:**

**Date Report Completed:**

**Service Package:**

**Locality:**

**Quarter No. & months covered:**

**Please provide a brief overview of the current issues impacting on service delivery:**

*Please provide the following information from the start of the contract and the quarter covered specifically by this report:*

|  |
| --- |
| ***Referrals****For all young people supported by this contract please provide a breakdown of the following:** *Number of declined referrals with reasons (location, exploitation, H&S, risk to self or others)*
* *Number of withdrawn referrals with reasons*
 |
|  |
| ***Voids****For each void room, please provide a breakdown of the following:** *number of days void and reasons (e.g. maintenance issues/ safeguarding)*
 |
|  |
| ***Move on Information****Please provide:** *a breakdown of move-on destinations for individual young people*
* *the type of resettlement support provided*
* *number of planned move-ons where young people achieved independence*
* *number of unplanned moves to include a breakdown of formal evictions and abandonment*
 |
|  |
| ***KPIs****Please outline the assessment and evaluation tools used to measure progress against outcomes for individual Young People in placement:** + - *To feel safe and protected from harm*
		- *To be supported to live healthier lives*
		- *To be equipped with the skills necessary to live independently.*
		- *To be supported to build appropriate and positive relationships and links to their local communities and family members (where it is safe)*

Please also provide information on the types of intervention used by staff: |
|

|  |  |
| --- | --- |
| **KPI Target 100% of Young People are Supported to:** | **Score this period** |
| 1. **Settle into new accommodation**
 | % |
| 1. **Develop general household skills**
 | % |
| 1. **Access education, work placements, employment and social activities**
 | % |
| 1. **Budget and manage their finances**
 | % |
| 1. **Maintain personal health**
 | % |
| 1. **Prepare for independent accommodation**
 | % |
| 1. **Manage individual personal and emotional matters**
 | % |

 |
| ***Out of Hours**** *Please provide details of what out of hours support is provided.*
* *Please outline how exploitation risks are monitored and minimised.*
* *Please provide information about urgent cover needs for this service and how future risks have been mitigated.*
 |
|  |
| ***Financial Issues**** *Please provide assurance that your financial forecast is on track. (Y/N)*
* *Please confirm all payments from OCC are up to date*
* *Please provide details of rent arrears for each room and steps taken to address this*
* *Please advise of any other financial issues affecting service delivery*
 |
|  |
| ***Accommodation*** |
| * *Please provide details of any maintenance work completed/scheduled*
* *Please confirm all YP have suitable accommodation that meets all requirements for occupation outlined in the contract specification.*
* *Please share any current health and safety concerns*
 |
|  |
| ***Partnership Working**** *Please can you describe steps you have taken with other professionals to improve the effectiveness of the service or improve outcomes for the service users.*
 |
| * *Please provide an overview of your working relationship with the housing provider. Have there been any issues?*
 |

|  |
| --- |
| ***Service Development and Added Value**** *Please describe any additional activity that you are providing that is adding value to this contract.*
* *Please outline any organisational development which may positively or negatively affect Young People in placement or service delivery under the contract.*
 |
|  |
| ***Feedback and Learning**** *Please provide examples of how you have consulted with the young people and other stakeholders and how feedback they provided resulted in changes/ improvements to service delivery.*
* *Please provide some key learning gained from the delivery of this service.*
 |
|  |
| ***Quality Assurance****Please provide details of** *any internal quality monitoring undertaken*
* *updates from the Council’s Quality Monitoring Review*
 |
|  |
| ***Compliments and Complaints****Please provide the following:** *The number and type of complaints received, and any action taken to resolve these complaints.*
* *The number of compliments received, and actions taken as a result.*
* *Confirmation that all YP understand how to raise concerns to OCC and the service provider*

*Please ensure that the Council is informed of serious complaints received by the Service Provider within 1 working day.* |
|  |
| ***Accidents and Incidents**** *Please summarise all reportable incidents and the actions taken to resolve the situation and prevent future recurrence.*

*Please ensure that the Council is informed of any accidents and incidents received by the Service Provider within 1 working day*. |
|  |
| ***Safeguarding****Please provide the number and type of safeguarding alerts and investigations which have occurred and the action in response.**Please ensure that the Council is informed of all safeguarding received by the Service Provider within 1 working day.* |
|  |
| ***Staffing****Please provide an overview of the following:** *Number of WTE posts at each level / grade*
* *Number of WTE staff vacancies*
* *Agency usage*
* *Information regarding any significant staff sickness issues which has impacted on service delivery*
* *Information on the reasons for any resignation or other termination of employment*
* *Training and development*
 |
|  |
| ***Business Continuity*** |
|  |
| ***Case Study*** *Please provide a short case study example that outlines the journey of a person who has benefitted from this service.* *Include some background information, the support received from internal and external services, challenges and successes and the outcomes identified/ achieved as a result.* |
|  |