

Northamptonshire Housing Protocol

HOMELESS 16 & 17 YEAR OLD YOUNG PEOPLE

Housing Protocol for the assessment of 16 and 17 year old young people who present as homeless and are in need of accommodation or accommodation-related support

Effective from: 11 November 2015

This document was reviewed and updated (to incorporate minor changes and officers' up to date contact details) in December 2017



**Northamptonshire
County Council**



**East
Northamptonshire
Council**

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1. INTRODUCTION

Purpose of this Protocol

- 1.1 No single agency has sole responsibility for homeless 16 and 17 year old young people.
- 1.2 Children's Social Care and local Housing Authorities have statutory duties to these young people, and other statutory and voluntary agencies provide a range of services to them.
- 1.3 The purpose of this Protocol is to ensure that, in Northamptonshire, partners continue to work together to provide a consistent and co-ordinated response to 16 and 17 year old young people (including teenage parents and pregnant teenagers) who present as homeless and are in need of accommodation or accommodation-related support.
- 1.4 It will also help to promote and safeguard the wellbeing of the young person and prevent homelessness, returning young people to their family wherever possible. If a return home is not possible, the objective is to find the most suitable accommodation for the young person and to help them to remain in that accommodation until they are ready, if appropriate, to move on to more suitable accommodation.

Reflecting government guidance

- 1.5 This Protocol reflects the government guidance '**Provision of Accommodation for 16 and 17 year olds who may be homeless and/or require accommodation**' issued in 2010 following the House of Lords 2009 judgment, G v LB Southwark.
- 1.6 The government guidance clarifies that the local authority's duty under Section 20 of the Children Act 1989 takes precedence over its duties under the relevant Housing Act legislation in providing for children (young people) in need who require accommodation.
- 1.7 The government guidance also states that the powers of local authorities to provide accommodation under Section 17 of the Children Act 1989 cannot be used to substitute for their duty to provide accommodation under Section 20(1) of the Children Act 1989 to homeless 16 and 17 year olds who are assessed as being a child (young person) in need. Children's Social Care does not, therefore, have the option of choosing under which provision it should provide accommodation for homeless 16 and 17 year olds.
- 1.8 This Protocol sets out the roles and responsibilities of Children's Social Care and local Housing Authorities. A summary of the legislation and guidance is attached (Appendix A).

Signatories to this Protocol

- 1.9 This Protocol has been developed and agreed by Northamptonshire County Council, Northamptonshire's seven local Housing Authorities (Corby Borough Council; Daventry District Council; Kettering Borough Council; Northampton Borough Council; East Northamptonshire District Council; South Northamptonshire District Council; Borough Council of Wellingborough) and Northamptonshire's Youth Offending Service.
- 1.10 It describes the joint working arrangements that have been agreed by the signatories.

A consistent, co-ordinated response

- 1.11 The majority of 16 and 17 year old young people who present as homeless do not become homeless because they are dealt with by a supported return home to family or friends, or by supported access to sustainable accommodation.
- 1.12 Children's Social Care and local Housing Authorities have statutory duties in relation to 16 and 17 year old young people who present as homeless, and a range of other statutory, voluntary and community sector agencies also provide services for these young people.
- 1.13 This Protocol aims to build upon this good practice and will:
 - Improve working relationships between organisations and assist their understanding of one another's roles and responsibilities;
 - Improve the way in which young people are referred to, and access, accommodation and support services;
 - Achieve greater consistency with support plans and access to services;
 - Clarify where young people are accommodated while awaiting a Children's Social Care assessment; and
 - Standardise processes and procedures that are then easier to follow.

Principles underpinning this Protocol

- 1.14 All of the signatories to this Protocol have agreed the following principles:
 - The safety and welfare of the young person is paramount;
 - Every effort will be made to prevent homelessness, wherever possible, through early intervention and effective multi agency working;
 - Agencies will work together to assess and meet the needs of 16 and 17 year old young people, and they will share information effectively;
 - Unless there is clear evidence to the contrary (because, for example, continuing to reside in their family home would place the young person at risk of violence or other significant harm), the starting point will be that all children and young people are best off with their immediate families.
 - Where young people are unable or unwilling to return to their immediate families, they should be helped to explore the feasibility and merits of staying with other family members where their needs can be met;
 - Young people will be kept informed of all progress and decisions made;
 - Where a 16 or 17 year old young person is homeless or at risk of becoming homeless, a Lead Professional will work with them; and
 - As Bed and Breakfast accommodation is not generally suitable for 16 and 17 year old young people, it will only ever be used in an emergency or on a short term basis while suitable accommodation is identified and made available.

Review of this Protocol

- 1.15 This Protocol will be reviewed one year after the date it comes into effect.
- 1.16 Organisations and services involved with this Protocol are asked to provide feedback and performance information that can be collated and shared to improve services and inform and support collective commissioning intentions in Northamptonshire.

2. OVERVIEW OF THE ASSESSMENT PROCESS

- 2.1 As shown in the flowchart on Page 10, there are four key stages in Northamptonshire's process for assessing 16 and 17 year old young people who present as homeless and are in need of accommodation or accommodation-related support:

Stage 1 – Initial interview with the young person

Stage 2 – Referrals between the local Housing Authority and Children's Social Care

Stage 3 – Single Assessment by Children's Social Care

Stage 4 – Outcome of the Single Assessment

Stage 1 – Initial interview with the young person

- 2.2 When a 16 or 17 year old young person contacts Children's Social Care or the local Housing Authority and says that they are homeless or that they are at risk of becoming homeless within the next 28 days, the organisation that they contact first (Children's Social Care or the local Housing Authority) will interview them.
- 2.3 If the local Housing Authority establishes that the young person is Looked After (under Section 20 of the Children Act 1989) – or is already known to Children's Social Care and has had a recent intervention or assessment during, say, the last 3 months – the young person will be referred immediately to Children's Social Care to assess their needs. If Children's Social Care considers that the young person requires accommodation immediately, this will be provided by Children's Social Care pending further assessment.
- 2.4 Although it is likely that additional enquiries will need to be made after the interview, the purpose of this initial interview is to start gathering information about the young person and their circumstances in order to determine whether or not a duty is owed to them, whether or not they can be supported to return home (or to live with responsible adults in their wider network of family and friends if they cannot return home) and whether or not they are capable of coping (with support) in suitable accommodation.
- 2.5 If Children's Social Care has reason to believe that the young person is (or may be) homeless, it will ensure that a Single Assessment is completed within 10 working days.
- 2.6 If the local Housing Authority has reason to believe that the young person is (or may be) homeless or that the young person may become homeless within the next 28 days, it will ensure that a formal homelessness application is completed within 3 working days.

- 2.7 Areas to be covered during the initial interview will include:
- The young person's current situation and why they are presenting as homeless;
 - Background history, family composition and accommodation history, including whether or not they are already known to Children's Social Care and/or other agencies, and whether or not an Early Help Assessment (or an Assessment undertaken under the previous Common Assessment Framework) is in place;
 - Existing and potential support networks, including friends and extended family;
 - Confirmation of the age and immigration status of the young person;
 - Resilience and protective factors;
 - Immediate concerns about the vulnerability of the young person, such as learning disabilities, mental health issues or child protection/safeguarding;
 - Risks to themselves and/or others, including staff;
 - Communication needs (including interpreter services) and advice and information about their entitlements to ensure they are in a position to make informed choices;
 - Advocacy needs, including the offer of an independent advocate, to ensure the young person is in a position to make informed choices;
 - The young person's views about their situation and their need for accommodation.
- 2.8 The Law Network has produced an excellent, easy to read guide for young people that can be found at: www.lawcentres.org.uk/asset/download/356.pdf
- 2.9 As part of their enquiries, Children's Social Care and/or the local Housing Authority will want to make contact with the young person's parents or carers, and with other agencies as appropriate, to gather relevant information and to explore whether or not it is possible and safe for the young person to return home. In some circumstances (where forced marriage, trafficking or sexual abuse are suspected, for example), it will not be appropriate to contact the young person's parents or carers as this may put the young person at risk. Housing staff who are concerned that making contact with parents or carers may place the young person at risk for any reason, must seek guidance from Children's Social Care before making that contact.
- 2.10 Where it is not possible and safe for the young person to return home, other options will be explored by Children's Social Care and/or the local Housing Authority, including the placement of the young person with members of their extended family or friends.
- 2.11 If the young person is homeless on the day that they make contact, the organisation that they contact first (Children's Social Care or the local Housing Authority) will be responsible for providing the young person with suitable emergency accommodation on that day.

Stage 2 – Referrals between the local Housing Authority and Children’s Social Care

- 2.12 Although all of the signatories to this Protocol have agreed that the organisation that is first approached by the young person (Children’s Social Care or the local Housing Authority) will interview the young person and make the initial enquiries, it is essential that all referrals are necessary, appropriate and arranged in an efficient and timely manner.
- 2.13 If the local Housing Authority interviews the young person first and is satisfied that they are homeless or may become homeless within the next 28 days, it will make an immediate referral to Children’s Social Care, requesting a Single Assessment.
- 2.14 If Children’s Social Care interviews the young person first and is satisfied that they are homeless or may become homeless within the next 28 days, it will make an immediate referral to the local Housing Authority, requesting that arrangements are made for the young person to be interviewed and to complete a homelessness application.
- 2.15 Safe receipt of all referrals will be acknowledged by the relevant organisation (Children’s Social Care or the local Housing Authority) by the end of the next working day.
- 2.16 Even though it is the responsibility of local Housing Authorities to assess and determine all homelessness applications, the outcome of homelessness applications submitted by 16 or 17 year olds (including teenage parents and pregnant teenagers) will depend, in part, on the outcome of the Single Assessment, by Children’s Social Care, and whether any duty is owed to the young person under Section 20 of the Children Act 1989.

Stage 3 – Single Assessment by Children’s Social Care

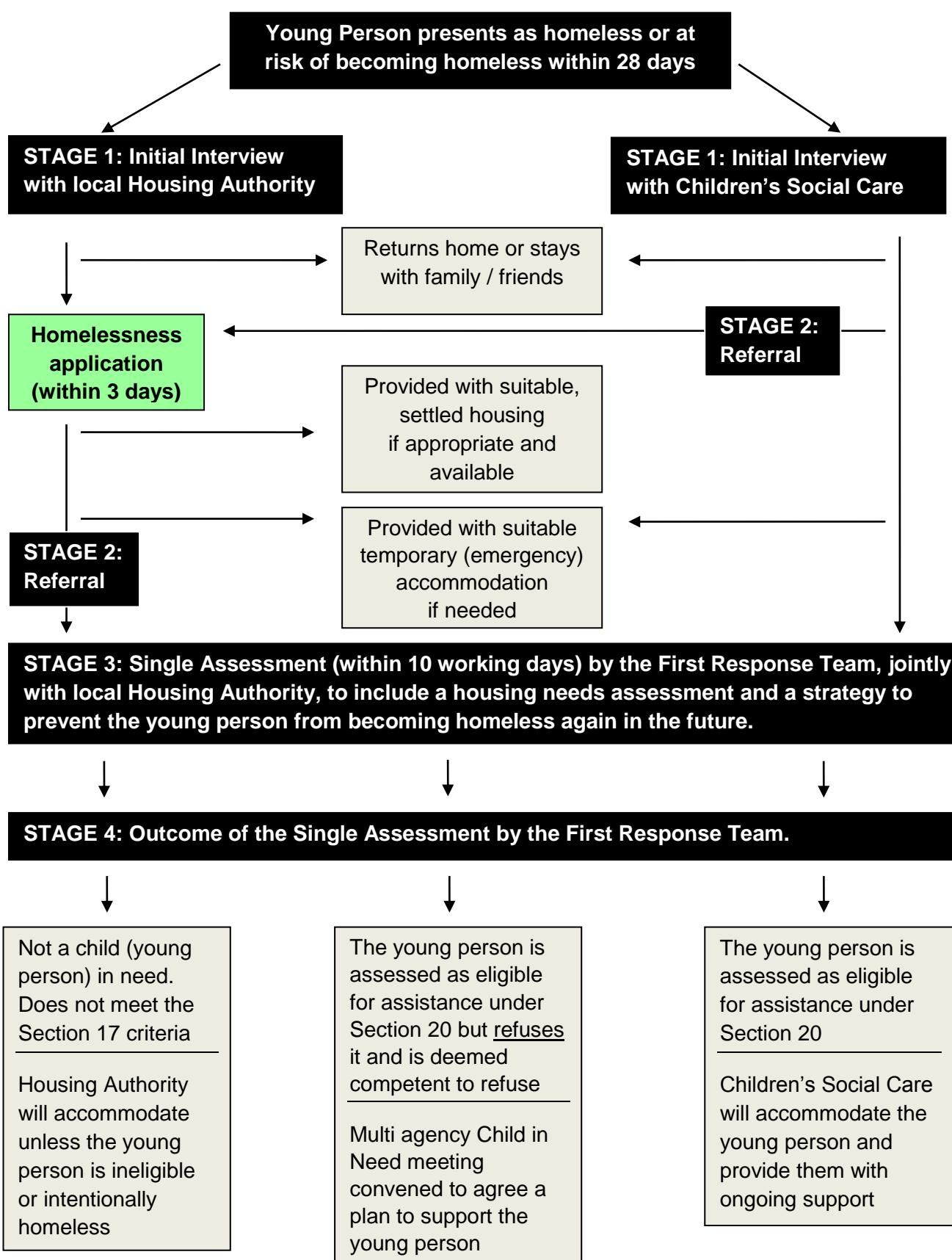
- 2.17 Irrespective of which organisation (Children’s Social Care or the local Housing Authority) is first approached by the 16 or 17 year old young person, Children’s Social Care will undertake an Single Assessment within 10 working days of it becoming aware that the young person is homeless or at risk of becoming homeless within the next 28 days.
- 2.18 If the young person states on the day that they make contact that they are homeless and in need of emergency accommodation, the organisation that they contact first (Children’s Social Care or the local Housing Authority) will be responsible for providing the young person with suitable emergency accommodation on that day.
- 2.19 Although Children’s Social Care will always take the lead in carrying out the Single Assessment, everyone recognises that the best outcomes for young people will only be achieved if the Single Assessment is undertaken jointly by Children’s Social Care and the local Housing Authority.
- 2.20 The Single Assessment will identify the young person's needs and inform a plan for the young person. Children's Social Care will lead the joint assessment, with contributions from partner agencies, and undertake the assessment concurrently with the statutory homelessness assessment undertaken by the local Housing Authority.
- 2.21 The information gathered (by Children’s Social Care or the local Housing Authority) during the initial interview with the young person will help inform the Single Assessment and the decisions made, including any package of support.

- 2.22 During and after the Single Assessment, Social Workers will continue to explore the possibility of the young person returning to family, their extended family or to friends and, where this is a safe option, they will positively support this.
- 2.23 Appropriate consideration will be given to the young person's informed choice and their level of resilience and resourcefulness to manage in the accommodation provided, alongside their vulnerability. The Single Assessment will inform the decision as to whether the young person meets the criteria for section 20, whether the young person is a child (young person) in need under Section 17 of the Children Act 1989, and whether the young person is owed a duty under the Housing Act 1996 or is intentionally homeless.
- 2.24 It is essential that the young person is fully consulted about, and understands the implications of, being accommodated by Children's Social Care under Section 20 of the Children Act 1989 and therefore becoming a Looked After Child. Professionals conducting the assessment must provide realistic and full information about the support that the young person can expect as a Looked After child and subsequently, if the criteria are met, as a care leaver.
- 2.25 Children's Social Care and the Local Housing Authority must ensure that the young person is informed of their entitlements and receives accurate information about what assistance may be available to them if they do not become Looked After, and how any entitlement for assistance will be determined. In particular, the possible risk of being assessed as intentionally homeless in the future, and the implications of this for further assistance with accommodation, should be made clear to the young person.
- 2.26 During the Single Assessment, answers will also be sought to the following questions:
- Is the applicant's age confirmed as 16 or 17?
 - Is the applicant a child (young person) in need? [S17 of the Children Act 1989]
 - Does the young person appear to be in need of accommodation?
 - What has happened to cause the young person to be in need of accommodation? [Section 20(1) (a) – (c) of the Children Act 1989]
 - Is the applicant a child (young person) in need whose welfare is likely to be seriously prejudiced if Children's Social Care does not provide them with accommodation? [Section 20(3) of the Children Act 1989]
 - What are the young person's wishes and feelings regarding the provision of accommodation and how much weight (having regard to the young person's age and understanding) is to be given to those wishes and feelings? Children's Social Care's assessment should include an evaluation of the young person's competence to make a decision as to whether to become Looked After.
 - Does anyone with Parental Responsibility who is willing to provide accommodation for the young person object to Children Social Care's intervention?
 - Does the young person agree to being accommodated?

Stage 4 – Outcome of the Single Assessment

- 2.27 The Single Assessment will be undertaken within 10 working days of Children's Social Care being contacted by the young person or receiving a referral from the local Housing Authority.
- 2.28 In many instances, the Single Assessment will determine that the young person is in need under Section 17 of the Children Act 1989 but does not require accommodation because they can stay at home or with their extended family or friends. It will inform the package of support to facilitate and maintain the return home, and prevent future homelessness.
- 2.29 Where the young person is unable to return home or stay with their extended family or friends, the Single Assessment may conclude that:
- The young person is homeless and in need, is without resource and wishes to become Looked After, so **will become Looked After** under Section 20 of the Children Act 1989. Children's Social Care will provide suitable accommodation; **or**
 - The young person is homeless and in need, but is resourceful and has made an informed choice to decline to become Looked After, so will be supported under Section 17 of the Children Act 1989 but **will not become Looked After**. A multi agency Child in Need meeting will be convened to ensure that the young person's needs are met; **or**
 - The young person is homeless, but is capable and resourceful and does not meet the criteria of Section 17 or Section 20 of the Children Act 1989 so, as long they are eligible, unintentionally homeless and have a local connection, their housing needs **will be met under the homelessness legislation**. A multi agency Child in Need meeting will be convened, however, if the young person's housing needs cannot be met under the homelessness legislation because, for example, the young person is deemed to be 'intentionally homeless'.
- 2.30 Children's Social Care must provide the young person – and the local Housing Authority, if it is involved – with written confirmation of the outcome of the Single Assessment, together with the reasons for the decision and the process that the young person (and Housing Authority) needs to follow to appeal against the decision or submit a complaint.

Flowchart for 16 or 17 year old young people presenting as homeless



3. WORKING TOGETHER TO ASSESS, ASSIST AND SUPPORT YOUNG PEOPLE

Young people in a secure custodial setting

- 3.1 Where a young person is in a secure custodial setting and is due to be released from custody but has nowhere to be released to, the Youth Offending Service will notify Children's Social Care and the relevant local Housing Authority simultaneously and convene a multi agency meeting to decide on the best course of action for release.
- 3.2 Although young people on remand have Section 20 status automatically, this is not always the case where the young person has been sentenced to custody. Some young people will have Leaving Care status, so will be managed and supported by Children's Social Care.
- 3.3 As sentenced young people have a known date of release, planning for their release needs to start one month before release. The Youth Offending Service can assist with video conferencing facilities, where needed, in order to support this process.

Completion of a homelessness application

- 3.4 When a 16 or 17 year old young person approaches (or is referred to) the local Housing Authority and it appears that they are homeless or at risk of becoming homeless within the next 28 days, the local Housing Authority will interview them and complete a homelessness application under Part 7 of the Housing Act 1996 (as amended).
- 3.5 A homelessness application must be completed as soon as practicable, and within 3 working days of the young person approaching (or being referred to) the local Housing Authority. This timescale reflects the fact that, for some young people, the first contact with the local Housing Authority may be through its Out of Hours Service.
- 3.6 It will be for the local Housing Authority to make appropriate enquiries to determine whether or not any duty is owed to the young person under the homelessness legislation.

The importance of information sharing

- 3.7 The success of this Protocol is dependent on the efficient and effective sharing of information between organisations.
- 3.8 Although all service users are asked for their permission to have their details recorded and shared – and may withdraw their permission at any time – all staff need to be aware of their information sharing obligations in relation to the safeguarding of young people, and be familiar with national guidance and Northamptonshire's Integrated Working Guidance.
- 3.9 When sharing or receiving information, agencies must acknowledge that any information relating to a service user is sensitive and must be kept confidential at all times.
- 3.10 Although some 16 or 17 year old young people may refuse to give their permission for Children's Social Care to provide the local Housing Authority with a copy of the Single Assessment – or, indeed, other assessments – Children's Social Care, in the interests of safeguarding the young person's welfare, may decide that it needs to override the refusal to consent and share with the relevant local Housing Authority at least the outcomes of those assessments.

- 3.11 Likewise, the local Housing Authorities must share with Children's Social Care at least the outcome of the young person's homelessness application.
- 3.12 Both agencies must therefore make it clear to the young person where the agencies consider it necessary to share information with each other, and what information they will share, notwithstanding the young person's refusal of consent.

Provision of emergency accommodation

- 3.13 If there is reason to believe the young person may be eligible for assistance, may be homeless and may be 16 or 17 years of age, the local Housing Authority will have an immediate duty to secure interim accommodation for them (section 188(1) of the Housing Act 1996 Act) – if accommodation is not already being provided by Children's Social Care under the Children Act 1989 – pending a decision on whether or not the local Housing Authority owes the young person any substantive duty under the homelessness legislation.
- 3.14 Before arranging emergency accommodation, the local Housing Authority will explore the opportunities for the young person to return home or stay with other family or friends, even on a temporary basis, as this will prevent or delay homelessness.
- 3.15 The accommodation that is provided must be suitable for the young person and, when considering its suitability, the local Housing Authority must take into account the fact that 16 and 17 year old young people who are homeless and estranged from their family will be particularly vulnerable and in need of support. The Secretary of State has directed that Bed and Breakfast accommodation is unsuitable for 16 and 17 year olds and should only be used in an emergency where there is no suitable alternative accommodation available.
- 3.16 After establishing what accommodation is available – including, where appropriate, supported lodgings, supported housing, hostels and vacant social rented housing – the local Housing Authority will provide the young person with the details of the accommodation, check that they are happy to move into the accommodation and ensure that, if they need it, Children's Social Care offers them the necessary help to get there.

Out of hours service

- 3.17 Where 16 or 17 year old young people present as homeless outside of office hours, the priority must be the safety and well being of the young person. If needed, accommodation will be provided until the young person can be interviewed on the next working day.

Teenage parents and pregnant teenagers

- 3.18 A risk assessment must be carried out for every 16 or 17 year old parent and pregnant 16 or 17 year old young person (even where they have a partner who is aged 18 or over) who is going to be placed in temporary accommodation.
- 3.19 If the case is open, or has been open for the last three months, Children's Social Care has a responsibility to undertake a single assessment. In many situations, there may be a need to undertake assessment even without a history of Children's Social Care involvement and this be undertaken by Social Care or Early Help.

- 3.20 Where the risk (to the young person or a third part) is assessed as being high, Children's Social Care and the local Housing Authority will jointly consider not just other housing options but also ways in which the risks can be mitigated.
- 3.21 Locality is a particular issue in relation to teenage parents. If they are housed away from their support networks, it can have a detrimental effect. Young parents should be able to access extra support to try to avoid breakdown of any arrangements.
- 3.22 Although the 16 or 17 year old young person may become Looked After as a result of being homeless, their child may not necessarily need to do so. It is important that individual assessments are undertaken on both the young person and their child.

Paying for emergency accommodation

- 3.23 It is the responsibility of Children's Social Care, under Section 17 of the Children Act 1989, to pay for the young person's emergency accommodation until at least the date it completes its Single Assessment. This will cover any immediate crisis.
- 3.24 Although the local Housing Authority will secure and pay for emergency accommodation if the 16 or 17 year old young person is already homeless and contacts them first (before Children's Social Care), it will only pay for accommodation until the beginning of the next working day because Children's Social Care will then assume responsibility for payment.
- 3.25 The identity of the organisation responsible for the cost of providing emergency accommodation after the Single Assessment will depend not just on whether or not Children's Social Care assesses the young person as being a child (young person) in need and/or eligible for assistance under Section 20 of the Children Act 1989 but also on whether or not the young person wants to be Looked After and accepts or refuses Children's Social Care's offer of assistance. It will also depend on the outcome of the young person's homelessness application.
- 3.26 On completion of the Single Assessment, responsibility for the cost of providing emergency accommodation will rest with the following organisation:
- **Children's Social Care** – if it is decided that the young person is a child (young person) in need and is eligible for assistance under Section 20 of the Children Act 1989, and the young person accepts that offer of assistance
 - **Local Housing Authority** – if it is decided that the young person is not a child (young person) in need or the young person refuses Children's Social Care's offer of assistance under Section 20 of the Children Act 1989
- 3.27 If the young person is not accommodated by Children's Social Care under Section 20 of the Children Act 1989 and proceeds with their homelessness application, they may still need to ask Children's Social Care for help in securing suitable accommodation if the Housing Authority's duty to accommodate them (under the homelessness legislation) is ended because, on completion of its enquiries, it decides that the young person is not eligible (due to their immigration status), they are 'intentionally homeless' or they are unable to demonstrate a local connection.

Financial support for the young person

- 3.28 Depending on their circumstances, the young person may be able to claim Severe Hardship or Income Support. However, in order to do this, they will need to satisfy the DWP / Jobcentre Plus that they are estranged from their family.
- 3.29 Prospects will be able to provide the young person with advice and support to re-enter Education, Employment and Training, including advice on benefits claims.
- 3.30 If a young person is unable to secure crisis benefits, Children's Social Care will provide the young person with reasonable living expenses, as a last resort, in accordance with its duties under Section 17 of the Children Act 1989. Where it is necessary to access living expenses, partners should contact the Children's Social Care local office.
- 3.31 If financial support is requested by a Housing Authority, Children's Social Care must notify the young person and the Housing Authority, in writing, of the outcome of the assessment.
- 3.32 In the event that a request for financial support is turned down, Children's Social Care must provide the young person – and the Housing Authority, if it made the request – with written confirmation of the reasons for its decision and the process that the young person (or Housing Authority) needs to follow to appeal against the decision or make a complaint.

Local connection / ordinary residence

- 3.33 Where the 16 or 17 year old young person is not ordinarily resident in Northamptonshire, the priority will be to assist them to return to their home area (unless there are exceptional circumstances such as the young person being placed at risk of significant harm if they return to their area of ordinary residence). When the young person returns to their area of ordinary residence, the local authority for that area will take responsibility for completing the assessment processes outlined in this Protocol.
- 3.34 To enable the young person to return to their home area, Children's Social Care will provide them with the bus fare or a travel warrant.
- 3.35 The information gathered during the initial interview and the follow-up enquiries made in the area where the young person came from should be sufficient to establish their local connection with the other area and their reasons for seeking help here rather than in their 'home' district. These enquiries may be able to establish whether it is possible for the young person to return to the area with which they may have a stronger local connection.
- 3.36 With young people from abroad, enquiries will be made to establish a local connection. Those who do not have a local connection with another local authority area will be regarded as ordinarily resident in the area where they are seeking support
- 3.37 Where local connection disputes arise and cannot be resolved immediately, these disputes must not be allowed to prejudice the young person's welfare, and further advice should be sought from relevant Senior Managers and/or Legal Services.

Young people placed in the area by other local authorities

- 3.38 When young people are placed in accommodation in an area by other local authorities, particularly in Bed and Breakfast accommodation, the placing local authority will ensure that the young person has a Lead Professional to co-ordinate a package of support and lead on a risk assessment. The details of the Lead Professional will be known to the young person and to the agencies/services with whom the young person comes into contact.

Options where it is decided there is no homelessness duty

- 3.39 The most likely reason for the local Housing Authority deciding that a 16 or 17 year old young person is not homeless will be that their parents or carers are prepared to allow them to return home. As the protection of the young person is paramount, no young person will be expected to return to a situation in which they would be at risk of suffering significant harm.
- 3.40 If family relationships appear to present a barrier to a return home but do not constitute significant harm, agencies should attempt to mediate with the young person and their family in order to support a return home.
- 3.41 If the local Housing Authority decides that a young person is not homeless, it will not owe them any further duty under the homelessness legislation. Children's Social Care will only offer further assistance if the young person is assessed as meeting the criteria for services under the Children Act 1989.
- 3.42 In these circumstances, however, the commissioned support provider (together with Prospects and/or the Youth Offending Service if they are already involved) will work with the young person to explore other housing options available to them.
- 3.43 Where Children's Social Care has accepted a duty to provide the young person with accommodation (under Section 20 of the Children Act 1989) and the young person has accepted the accommodation, the local Housing Authority will inform the young person that they are not homeless and that their homelessness application will be closed.

Options where it is decided that the young person is 'intentionally homeless'

- 3.44 If the local Housing Authority decides that, as a result of something they have deliberately done or failed to do, the 16 or 17 year old young person has become homeless 'intentionally' within the meaning of the homelessness legislation, they will be issued with a written decision which sets out the reasons for the decision, confirms the date that any temporary accommodation that is being provided will be withdrawn, and informs the young person of their legal right to request a formal review of the decision within 21 days.
- 3.45 A copy of this decision will be sent to Children's Social Care.
- 3.46 As Children's Social Care has a responsibility to assist 16 or 17 year old young people who are homeless and have been found 'intentionally homeless', its staff will work with partners to provide the young person with a package of help and support. This might include, for example, a request for a review of the homelessness decision and, in exceptional circumstances, a County Court appeal on a point of law.

Early Help assessment

- 3.47 If it is deemed appropriate from the findings of the Single Assessment that the matter is able to be stepped down to an Early Help Assessment – to produce a holistic assessment of the young person's needs – Children's Social Care will meet with the young person, their parents / carers and relevant organisations with a view to developing a multi-agency plan that sets out the services and actions required to meet the young person's needs.
- 3.48 The assessment will give appropriate consideration to the young person's informed choice, their level of resourcefulness and their vulnerability. A Lead Professional will be appointed to co-ordinate the plan and, in appropriate cases, a multi agency team will be drawn from a range of agencies to support the delivery of the co-ordinated package of support.
- 3.49 Children's Social Care must provide the young person – and the local Housing Authority, if it is involved – with written confirmation of the outcome of the Early Help Assessment, together with the reasons for the decision and the process that the young person (and Housing Authority) needs to follow to appeal against the decision or submit a complaint.
- 3.50 Each Early Help case will be reviewed after an agreed length of time.
- 3.51 As a Countywide Group is going to be established to monitor the use and effectiveness of this Protocol, it is essential that Northamptonshire County Council's Early Help Team holds copies of all Early Help Assessments relating to homeless 16 or 17 year old young people.

4. ROLES AND RESPONSIBILITIES

Children's Social Care

- 4.1 16 and 17 year old young people who are homeless (or at risk of becoming homeless within the next 28 days) and in need of accommodation or accommodation-related support can approach Children's Social Care direct.
- 4.2 If this happens, the appropriate Area Team will provide the initial response and make a referral to the Multi Agency Safeguarding Hub (MASH). Depending on the urgency of the situation, the Area Team will normally contact the MASH by telephone.
- 4.3 Children's Social Care is likely to become involved in all cases where:
 - A young person approaches Children's Social Care direct
 - A young person is known to Children's Social Care and has had a recent intervention or assessment during, say, the last 3 months
 - A young person is identified as having more complex needs than just housing and life skills support needs, and these complex needs have been established either during the completion of the Early Help Assessment or at a Team Around the Child (TAC) meeting
 - A young person has indicated to a partner organisation that they are homeless or likely to become homeless
 - A young person has been assessed as 'intentionally homeless'

- 4.4 The level of service offered to the 16 or 17 year old young person will be established following the Single Assessment carried out by the MASH.
- 4.5 If the needs and circumstances of the young person require further assessment and intervention from Children's Social Care, these will be provided within the frameworks of Children in Need / Child Protection procedures, with consideration being given to the guidance offered in April 2010 in respect of homeless 16 and 17 year olds.
- 4.6 Where appropriate, the young person may be provided with financial support under Section 17 of the Children Act 1989.

Local housing authorities

- 4.7 16 and 17 year old young people who are homeless (or at risk of becoming homeless within the next 28 days) and in need of accommodation can approach the relevant local Housing Authority (district or borough council) direct.
- 4.8 The Housing Options / Housing Needs / Homelessness Service will interview the young person (as described earlier in this Protocol) and liaise immediately with the local Children's Social Care office to establish whether the young person is known to them.
- 4.9 If the local Housing Authority establishes that the young person is Looked After (under Section 20 of the Children Act 1989) – or is already known to Children's Social Care and has had recent involvement with them during, say, the last 3 months – the young person will be referred immediately to Children's Social Care to assess their needs. If the young person requires accommodation, this will be provided by Children's Social Care.
- 4.10 If it has reason to believe that the young person may be eligible for assistance, may be homeless and may be 16 or 17 years of age, the Housing Authority will have an immediate duty to secure interim accommodation for them – if accommodation is not already being provided by Children's Social Care under the Children Act 1989 – pending a decision on whether it owes the person any substantive duty under the homelessness legislation.
- 4.11 Before arranging emergency accommodation, the Housing Authority will explore the opportunities for the young person to return home or stay with other family or friends, even on a temporary basis, as this will prevent or delay homelessness.
- 4.12 Although the Housing Authority will secure and pay for emergency accommodation if the 16 or 17 year old young person is already homeless and contacts them first (before Children's Social Care), it will only pay for accommodation until the beginning of the next working day when Children's Social Care will assume interim responsibility for payment pending the outcome of the Social Care assessment.
- 4.13 The accommodation that is provided must be suitable for the young person and, when considering its suitability, the Housing Authority must take into account the fact that 16 and 17 year old young people who are homeless and estranged from their family will be particularly vulnerable and in need of support. The Secretary of State has directed that Bed and Breakfast accommodation is unsuitable for 16 and 17 year olds and should only be used in an emergency where there is no suitable alternative accommodation available.

- 4.14 On completion of its enquiries, the Housing Authority will decide whether or not the young person should be offered more settled accommodation, either in social rented housing or in the private rented sector. However, they will not be rehoused in this way if it is decided that they are not homeless, they are not eligible (because of their immigration status), they are ‘intentionally homeless’, they do not have a local connection with the area, or Children’s Social Care and the young person have agreed that the young person will be accommodated under Section 20 of the Children Act 1989.

Prospects

- 4.15 Prospects delivers the Targeted NEET Prevention Service on behalf of Northamptonshire County Council, focussing on specifically vulnerable young people aged 13-19 (25 for those with Special Educational Needs/Disabilities [SEND] and 21 for care leavers) who are, or are at risk of, not engaging in Education, Employment or Training (NEET). If a homeless 16 or 17 year old young person approaches Prospects for help, Prospects will advocate for them on their behalf and provide them with advice and support to re-enter Education, Employment and Training, including advice on benefits claims. Prospects works in partnership with Children’s Social Care, the Young Offending Service and local Housing Authorities to support young people.

Commissioned support providers

- 4.16 Under existing arrangements, funding has been made available to commissioned support providers to deliver advice and support to young people going through the Protocol process as part of generic or specific floating support services. It is intended that this service complements, rather than replaces, the roles being fulfilled by the other partners.
- 4.17 The main elements of the commissioned providers’ role are to:
- Support the young person through the Single Assessment process if the young person presents directly to them
 - 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 (before and after any assessments)
 - Work with Children’s Social Care to assist young people who are deemed to be ‘intentionally homeless’
 - Work with young people who are deemed to be ‘not homeless’
 - Dovetail support with floating support schemes, as appropriate

Youth Offending Service (YOS)

- 4.18 The Youth Offending 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.
- 4.19 The YOS works with young people up to the age of 18 and offers support to enable its service users to access suitable accommodation, education, training and employment and other services.

- 4.20 Under this Protocol, the YOS will provide the initial response to all homeless 16 and 17 year old young people who are already working with YOS on other issues, and it may get involved in Team Around the Child / Family meetings where the young person has had recent involvement. This will be determined on a case-by-case basis.

5. GOOD FAITH DEFINITIONS

Intentional homelessness

- 5.1 People may be deemed to have become homeless 'intentionally' if their homelessness is the consequence of a deliberate act or omission by them, unless this was made in good faith and in ignorance of a relevant fact.
- 5.2 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 will be investigated.
- 5.3 It is recognised that some young people who are deemed to be homeless due to their own behaviour will need special consideration by Children's Social Care and Housing.
- 5.4 All of the signatories to this Protocol are agreed that young people should be allowed to make mistakes and still receive a service. However, some behaviour, which has led to a young person being asked to leave the family home, may be deemed to be so serious as to warrant an 'intentional homelessness' decision. All applicants have the right to request a review of their homelessness decision and can challenge the decision through the Courts.
- 5.5 It is agreed that 16 or 17 year old young people will not be viewed as intentionally homeless if:
- They have been physically or sexually abused within their current accommodation or have been at risk of suffering significant abuse; or
 - They are escaping from severe conflict, violence or threats of violence within their current accommodation.

Section 20 of the Children Act 1989

- 5.6 Experience has shown us that most homeless 16 and 17 year old young people will not apply for assistance under Section 20 (or will refuse an offer of assistance) if they are advised that the accommodation they will be offered under Section 20 will be situated a long way away from where they are living at the moment.
- 5.7 It is essential that, if Section 20 accommodation is offered, Children's Social Care does everything reasonably practicable to ensure that the young person is only offered accommodation that is situated in, or close to, the area in which they have been living.
- 5.8 By offering homeless young people suitable accommodation, Children's Social Care will ensure that young people are able to access services that are appropriate for their needs and avoid a situation where they have opted out of Section 20 services and then find it really difficult to access housing when they reach the age of 18 because they do not enjoy the same status as those that have been looked after, accommodated or fostered.

6. PARTNERS AND SIGNATORIES

Partners involved with this Protocol

6.1 The following organisations and services are involved with this Protocol process:

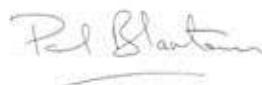
- Northamptonshire Police
- Children's Social Care in each geographical area: Kettering / Corby, Wellingborough / East Northamptonshire, Northampton, Daventry and South Northamptonshire
- Housing Options / Housing Needs / Homelessness Services in the seven local Housing Authorities in Northamptonshire
- Youth Offending Service and Prospects

Signatories to this Protocol

Alex Hopkins
Director of Children's Services
Northamptonshire County Council



Paul Blantern
Chief Executive
Northamptonshire County Council



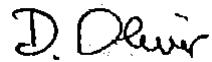
Norman Stronach
Chief Executive
Corby Borough Council



**Ian Vincent
Chief Executive
Daventry District Council**



**David Oliver
Chief Executive
East Northants District Council**



**David Cook
Chief Executive
Kettering Borough Council**



**Signed on behalf of David Cook by
Martin Hammond, Deputy Chief Executive**

**David Kennedy
Chief Executive
Northampton Borough Council**



**Sue Smith
Chief Executive
South Northants District Council**



**John Campbell
Chief Executive
Borough Council of Wellingborough**



APPENDIX A – THE LEGISLATIVE FRAMEWORK

- 1.1 Young people in need of housing require Children's Services, local Housing Authorities and other local agencies to work together if they are to receive appropriate services.
- 1.2 This need for co-operation is recognised in legislation and accompanying guidance which highlights an expectation from government that Children's Services and local Housing Authorities forge proactive links with one another to ensure they comply fully with the inter-relating pieces of legislation and prevent failures in responsibilities and standards of care.
- 1.3 There was case law in 2011 *TG v Lambert* which made it clear that Children's Social Care and local Housing Authorities must work together to ensure that homeless 16 or 17 year old young people are able to access services.
- 1.4 This Appendix starts with the Children's Social Care legislation (the Children Acts of 1989 and 2004) and then focuses on the Homelessness legislation (Part 7 of the Housing Act 1996, as amended). It also contains details of the House of Lords rulings and the subsequent guidance issued jointly by Department for Education and the Department for Communities and Local Government in April 2010, both referenced in this Protocol:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/8260/Provision_20of_20accommodation.pdf

Children's Social Care legislation

Children Act 1989

- 1.5 **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.
- 1.6 A 'child in need' is defined as someone who is aged under 18 and:
 - Is unlikely to achieve or maintain (or to have the opportunity of achieving or maintaining) 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
- 1.7 **Section 17(5)** allows Social Services Departments to call upon other agencies (particularly voluntary and community organisations) to provide services on their behalf.
- 1.8 A Section 17 assessment may ascertain that someone is capable of living independently and able to accessing appropriate support when needed; this would indicate that housing is the main issue rather than provision of care and support.

- 1.9 **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/her
 - being lost or having been abandoned
 - the person who has been caring for him/her being prevented from providing suitable accommodation or care
- 1.10 The Southwark ruling clarified that "...children's services authorities should presume that any lone, homeless child should be provided with accommodation under Section 20 (1) of the Children Act 1989, unless the child is not 'in need'. Section 20 assistance can be refused by a young person, however, because it is a voluntary arrangement.
- 1.11 **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.
- 1.12 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. Clause 2 states "an authority whose help is so requested shall comply with the request if it is compatible with their own statutory or other duties and obligations and does not unduly prejudice the discharge of their functions .."
- 1.13 Department of Health 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

- 1.14 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 should play an increasingly important part in formalising processes between agencies.

The homelessness legislation

Housing Act 1996

- 1.15 Part 6 and Part 7 of the Housing Act 1996 (as amended) set out the legal framework for assisting homeless people and allocating social rented housing.

Section 175

- (1) A person is homeless if he has no accommodation available for his occupation, in the United Kingdom or elsewhere, which he:
 - (a) Is entitled to occupy by virtue of an interest in it or by virtue of an order of a court;
 - (b) Has an express or implied licence to occupy; or
 - (c) Occupies as a residence by virtue of any enactment or rule of law giving him the right to remain in occupation or restricting the right of another person to recover possession.
- (2) A person is also homeless if he has accommodation but:
 - (a) He cannot secure entry to it; or
 - (b) It consists of a moveable structure, vehicle or vessel designed or adapted for human habitation and there is no place where he is entitled or permitted both to place it and to reside in it.
- (3) A person shall not be treated as having accommodation unless it is accommodation which it would be reasonable for him to continue to occupy.
- (4) A person is threatened with homelessness if it is likely that he will become homeless within 28 days.

Section 189 (Amended by the Homelessness Act 2002).

A person is in priority need if they or their partner are pregnant, they have dependent children, are vulnerable due to old age, mental illness or handicap or physical disability or other special reason, or are homeless as a result of an emergency.

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

- (1) This section applies where the local housing authority is satisfied that an applicant is homeless, eligible for assistance and has a priority need, and the local housing authority is not satisfied that he became homeless intentionally.

This section has effect subject to section 197 (duty where other suitable accommodation available).

(2) Unless the authority refers the application to another local housing authority (see section 198), it shall ensure that accommodation is available for occupation by the applicant.

(3) (Amendment) The authority are subject to the duty under this section until it ceases by virtue of any of the provisions of this section.

Homelessness Act 2002

1.16 This Act amended Parts 6 and 7 of the Housing Act 1996.

1.17 The main changes which affect homeless 16 and 17 year olds are set out below. This section has effect subject to section 197 (duty where other suitable accommodation available).

- 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; and
 - People who are vulnerable as a result of violence, being in the armed forces or in prison

1.18 The Homelessness (Priority Need for Accommodation) (England) Order 2001 lists those at priority need for accommodation. This includes 16 and 17 year olds.

Legal judgments – homeless 16 & 17 year old young people

1.19 In recent years, a number of judgments have been handed down by the House of Lords in cases concerning the inter-relationship between the duty under Section 20 of the Children Act 1989 and the duties under Part 7 of the Housing Act 1996 in the case of young people aged 16 or 17 who require accommodation.

1.20 The most recent of these judgments has been *R (G) v Southwark [2009] UKHL 26* found at <https://publications.parliament.uk/pa/l200809/ljudgmt/jd090520/appg-1.htm> but these have also included *R (M) v Hammersmith and Fulham [2008] UKHL 14*.

- 1.21 There was case law in 2011 *TG v Lambert* which made it clear that Children's Social Care and local Housing Authorities must work together to ensure that homeless 16 or 17 year old young people are able to access services.
- 1.22 The House of Lords 2009 judgment, *G v LB Southwark* ("the Southwark Judgment") also confirmed that the 'Children's Act has primacy over the Housing Act in providing for Children in Need, and instead places more emphasis on the Code of Guidance which is not law nor can it precede law.
- 1.23 Furthermore the 2009 judgment makes it clear that the "duties of local children's services authorities to accommodate children in need cannot be circumvented by referring the child to the housing authority". It is acknowledged, however, that the active involvement of local Housing Authorities is useful for information sharing and partnership working.
- 1.24 These judgments have restated and clarified the established legal position that the duty under section 20 of the Children Act 1989 Act takes precedence over the duties in the Housing Act 1996 in providing for children in need who require accommodation, and that the specific duty owed under Section 20 of the Children Act 1989 Act takes precedence over the general duty owed to children in need and their families under section 17 of the Children Act 1989.

Government guidance

- 1.25 In April 2010, the Department for Education and Department for Communities and Local Government jointly published Guidance to children's services authorities and local housing authorities about their duties under Part 3 of the Children Act 1989 and Part 7 of the Housing Act 1996 to secure or provide accommodation for homeless 16 and 17 year old young people in respect of the **Provision of Accommodation for 16 and 17 year olds who may be homeless and/or require accommodation**.
- 1.26 This guidance replaced the guidance in Circular LAC (2003) 13 on *Accommodating Children in Need and their Families*, issued by the Department of Health, which refer to how lone 16 and 17 year olds should be accommodated under the Children Act 1989.
- 1.27 The guidance is found at:

<https://www.gov.uk/government/publications/provision-of-accommodation-for-16-and-17-year-olds-who-may-be-homeless-and-or-require-accommodation>

- 1.28 Both the Judgments and the Guidance emphasise the continuing duty of housing and children's services to collaborate in the discharge of their duties to children and young people. It is also made clear that 16 and 17 year olds are too vulnerable to leave home and live independently. Wherever possible, all agencies need to help these young people living at home with their parents or to return home if it is safe for them to do so.

- 1.29 Where there are exceptions (where the risk to the young person or the family members is such that they cannot remain living together), it is expected the family will seek suitable alternative living arrangements for the young person within the wider family if possible. Those with Parental Responsibility for the young person will be expected to exercise this responsibility at least until the young person is 18.
 - 1.30 All young people under the age of 16 remain the exclusive responsibility of their parents, and if in need, Children's Social Care. If a homeless young person under the age of 16 approaches any of the signatories to this Protocol, Children's Social Care should be contacted immediately in order that an assessment can be undertaken.
 - 1.31 This Protocol process involves several stages as detailed in the flowchart on Page 8. All homeless 16 and 17 year olds will be subject to the Children's Social Care Single Assessment Process irrespective of how close they are to their 18th birthday and, if deemed not to be in need of Section 20 Accommodation, then a step down to the Early Help Assessment process will begin in an effort to ensure that continued support is secured at the most appropriate level.
 - 1.32 The Early Help Assessment – having been superseded by the Single Assessment but stepped down to the associated Team Around the Child / Family meeting – should identify the young person's ongoing housing and support needs. The Early Help Assessment can be carried out by any of the named agencies involved with this Protocol but will initially be led by the Social Worker who conducted the Single Assessment.
 - 1.33 In most instances, a number of agencies will be required to work together to meet the needs of a young person. In such cases, a Team Around the Child / Family meeting will be called and a support package put in place to support that child.
 - 1.34 The outcomes for young people will be reviewed after an agreed length of time through twice yearly meetings between Children's Social Care, the seven local Housing Authorities a representative from the Early Help Team, relevant support providers and, where appropriate, young people.
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APPENDIX B – USEFUL CONTACT DETAILS

This Appendix contains the contact details of Children's Social Care, the Youth Offending Service, the Borough and District Councils, and Prospects. It will be updated, each year, in April and October.

NORTHAMPTON COUNTY COUNCIL CHILDREN'S SOCIAL CARE

NAME	ROLE	CONTACT DETAILS
Kerrie Scraton	Strategic Manager Safeguarding and Children's Services – NORTH & SOUTH Emergency Duty Team MASH / RISE / CSE / FRT / S47	KScraton@Northamptonshire.gov.uk 01604 368925
Sara Graves	Service Manager MASH / FRT / S47	SGraves@Northamptonshire.gov.uk 07718 099626
Helen Middleton	Service Manager	HeMiddleton@northamptonshire.gov.uk
Susie Charles-Hoon	Team Manager FRT 1	SCharles-hoon@northamptonshire.gov.uk 01604 362843/ 07718 393587
June Gregory	Team Manager FRT 2	Jugregory@northamptonshire.gov.uk 01604 367487 / 07872 101049 Team Number: 01604 363015
Michelle Prendergast	Team Manager FRT 3	MPrendergast@northamptonshire.gov.uk 07738 636338
Jane Hadley	Service Manager	JHadley@northamptonshire.gov.uk 01604 362098
Out of Hours)		01604 626938
Jane Moran	Team Manager Emergency Duty Team (Out of Hours)	JMoran@northamptonshire.gov.uk 01604 626938

EARLY HELP & PREVENTION TEAM

NAME	ROLE	CONTACT DETAILS
Janet Dowling	Strategic Manager	JDowling@northamptonshire.gov.uk 07831 959105
John Kelly	Team Manager	JKelly@northamptonshire.gov.uk 07810 854109
Louise Moseley	Team Manager	LMOseley@northamptonshire.gov.uk 07721 128661
Julie Sadler	Team Manager	JSadler@northamptonshire.gov.uk 07471 036438
Paula Smith	Support Service Team Manager	PauSmith@northamptonshire.gov.uk 07718 393576

YOUTH OFFENDING SERVICE

NAME	ROLE	CONTACT DETAILS
Mike Hodgson	Head of Service	MHodgson@northamptonshire.gov.uk 01604 364118
Out of Hours Service (if an Emergency)	Social Services Out of Hours Team	01604 626938

PROSPECTS

NAME	ROLE	CONTACT DETAILS
Paula Bright	Operations Manager	Paula.bright@prospects.co.uk 01604 630033
Julie Jeffery	Team Manager	Julie.jeffery@prospects.co.uk 01604 630033
Clare Tanser	Team Manager	Clare.tanser@prospects.co.uk 01604 630033
Out of Hours Service (if an Emergency)		No Out of Hours Service

**CORBY BOROUGH COUNCIL
HOUSING SERVICES**

NAME	ROLE	CONTACT DETAILS
Samantha Dickson	Housing Options Manager Housing Advice, Homelessness & Prevention	Samantha.dickson@corby.gov.uk 01536 464617
Jacqui Page	Housing Strategy Manager	Jacqui.page@corby.gov.uk 01536 464294
Out of Hours Service (if an Emergency)	Control Centre	01536 400088

**DAVENTRY DISTRICT COUNCIL
HOUSING SERVICES**

NAME	ROLE	CONTACT DETAILS
Kim Graham	Housing Options Manager	Kgraham@daventrydc.gov.uk 01327 302235
Maria Taylor	Community Manager	Mtaylor@daventrydc.gov.uk 01327 302229
Out of Hours Service (if an Emergency)	Provided by Northampton Borough Council	01604 837999

**EAST NORTHANTS DISTRICT COUNCIL
HOUSING SERVICES**

NAME	ROLE	CONTACT DETAILS
Louise Bagley	Housing Services Officer	Lbagley@east-northamptonshire.gov.uk 01832 742040
Carol Conway	Housing Strategy and Delivery Manager	Cconway@east-northamptonshire.gov.uk 01832 742078
Out of Hours Service (if an Emergency)	Provided by Homes Direct	07500 785142

KETTERING BOROUGH COUNCIL HOUSING SERVICES

NAME	ROLE	CONTACT DETAILS
Claire Davis	Homelessness Manager	Claire.davis@kettering.gov.uk 01536 534193
Daniel Hannam	Housing Solutions Manager	daniel.hannam@kettering.gov.uk 01536 534240
Out of Hours Service (if an Emergency)		01536 416005

NORTHAMPTON BOROUGH COUNCIL HOUSING SERVICES

NAME	ROLE	CONTACT DETAILS
Emma Forbes	Housing Options and Advice Manager Housing Advice, Homelessness, Rough Sleeping and Temporary Accommodation.	EForbes@northampton.gov.uk 01604 838719
Phil Harris	Head of Housing and Wellbeing	PHarris@northampton.gov.uk 01604 837871
Out of Hours Service (if an Emergency)		01604 837999

SOUTH NORTHANTS DISTRICT COUNCIL HOUSING SERVICES

NAME	ROLE	CONTACT DETAILS
Sharon Pinnock	Team Leader Housing Options Housing Advice, Homelessness, Rough Sleeping, Temporary Accommodation & Allocations/Nominations	Sharon.pinnock@southnorthants.gov.uk 01327 322207
May Read	Strategic Housing Manager	May.read@southnorthants.gov.uk 01327 322369
Out of Hours Service (if an Emergency)		0800 160 1022

**BOROUGH COUNCIL OF WELLINGBOROUGH
HOUSING SERVICES**

NAME	ROLE	CONTACT DETAILS
Kay Gilbert	Team Leader (Housing Options)	Kgilbert@wellingborough.gov.uk 01933 231716
Trish McCourt	Assistant Principal Housing Officer	Pmccourt@wellingborough.gov.uk 01933 231807
Out of Hours Service (if an Emergency)		01933 229777

This Appendix was last updated in December 2017