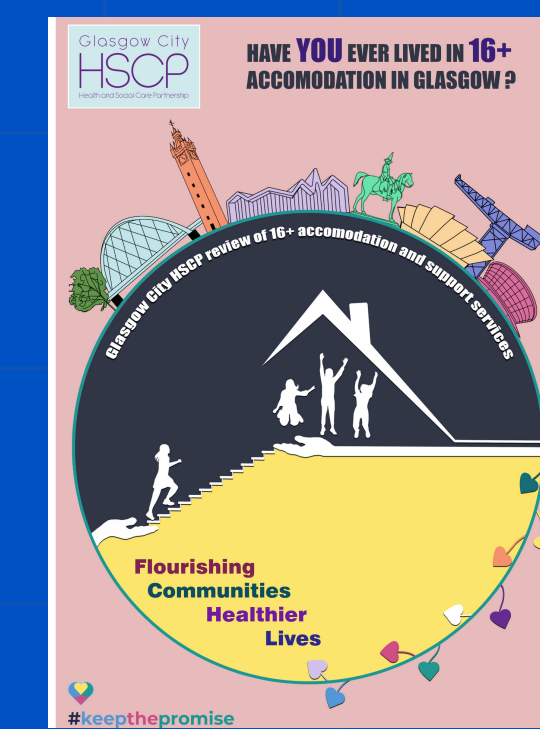




REIMAGINING OUR 16+ ACCOMMODATION & SUPPORT SERVICES IN GLASGOW

OUR JOURNEY SO FAR...



We are moving through each of the Discovery (complete), Define (complete), Develop (ongoing) & Deliver (April 2024) stages.

OUR SERVICE DESIGN APPROACH

We know too many of our young people **do not feel prepared** as they move from childhood to adulthood. Our vision for 16+ accommodation and support in Glasgow is to meet the needs of all our young people and enable them to thrive.

How we will do this

- Understand the needs of all of our young people
- Give young people the right support at the right time
- Provide accommodation and support that are based on individual need
- Promote nurturing consistent relationships
- Embedding trauma responsive practice
- Young person's participation in the review and design of services
- Taking the time to understand the problem before we design the solution

We have adopted the Scottish Approach to Service Design to reimagine support. We used the following methods during our discovery phase to undertake a detailed analysis of our services and stakeholder mapping:

- Young people surveys
- Service reviews & visits
- Focus groups w/ residents
- Audits of Housing Protocol

We have established a Practice Redesign Forum with key stakeholders, including young people to reimagine our support.

WHAT YOUNG PEOPLE HAVE SAID...

What young people want...

- Supportive, friendly staff
- Effective assistance with developing independent living skills and providing emotional support
- Staff involve young people in activities
- Having own space and privacy
- Relaxed atmosphere that is comfortable
- Good locality with good transport links
- A small unit
- Placements kept open for the possibility of young people returning
- Good relationships with other residents is encouraged
- Good choice of food

What young people don't want...

- Staff resorting to calling the police hastily before trying to de-escalate situations
- Disruptive residents
- Lack of personal space or privacy
- Residing in unsafe neighbourhoods
- Staff favouritism
- Lack of food choice
- Rules and restrictions around visitors and use of utilities
- Unhomely environments and uncomfortable beds
- Poor maintenance of accommodation
- Having to pay for utilities
- Young people's perspectives being overlooked in decision making

CURRENT OUTCOMES

What young people have said...

"No matter what you're going through, the staff are always there for you. They make it a comfortable environment to live in, and will always watch a movie and do activities with you."

"I built up the courage to trust the staff. If it wasn't for them, I wouldn't be here today."

"There's always staff available 24/7, if staff aren't working there's always someone to call"

Outcomes

- Only **half of young people exiting** the service transition to their **own tenancy** or positive destinations (55 of 111 placements)

- Many **young people opt to discontinue support and return home** to family or partners, which they were removed from initially (49 of 111)

- Nearly **10%** of young people commit offences and end up in **custody** (10 of 111)

- **Young asylum seekers** achieve the **most favourable outcomes**, with 67% progressing to positive destinations

EMERGING PROMISING PRACTICE

Examples of promising practice

- **Core and Cluster model** can work well for young people. It gives young people **consistency in relationships**, with the **same support workers** supporting them in the **core service** and moving on to support them in a **supported tenancy**. There is **often the option** for the young person to move back to the core service when they are in need of more support.
- Use of **visual charts and timetables** to support young people's daily organisation, particularly useful for those with **specific learning needs**
- Encouraging relationship building in **local communities** through participation in **local activities**
- Understanding and **tailoring support** for young people who are **neurodiverse**
- Onsite **counsellor**, and **in-house psychological support**

We are excited to move into the next stages of Develop & Deliver and look forward to shaping services to ensure better outcomes for our young people.



#keepthepromise

For further information on the 16+ Accommodation Review, contact: Rebecca.Cochrane@glasgow.gov.uk

