

READING BOROUGH COUNCIL

REPORT BY EXECUTIVE DIRECTOR FOR ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

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| TO: | POLICY COMMITTEE | | |
| DATE: | 23 SEPTEMBER 2021 | | |
| TITLE: | AWARD OF CONTRACT - ACCOMMODATION WITH SUPPORT FOR YOUNG PEOPLE YMCA READING | | |
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1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 Reading Borough Council (RBC) currently commissions YMCA Reading to deliver a contract to the value of £318k to provide 40 units of accommodation to young people aged 16 - 25. This includes specific vulnerable groups including unaccompanied asylum seekers (UASC), homeless 16/17-year olds, Children Looked After (CLA) and those leaving care. Four units are dedicated to supporting young mothers and their babies. The current contract expires on 30th September 2021.
- 1.2 As part of a new commissioning exercise RBC and Brighter Futures for Children (BFfC) have undertaken a full needs analysis of the accommodation and support needs of those aged 16 - 25. This excludes those who require semi-independent living arrangements that are independently commissioned by BFfC. In light of this a review of the service provided by the incumbent provider, YMCA Reading has also been undertaken. The intention is for RBC and BFfC to jointly commission the contract with YMCA Reading.
- 1.3 Due to limited options for alternative accommodation provision RBC undertook without prejudice scoping and negotiations with YMCA Reading. Subsequently, a Contract Procedure Rules (CPR) waiver has been drafted and approved which allows RBC to enter into a direct contract award with YMCA Reading. A three-year initial contract period is proposed, with an extension period of up to 24 months.

2. RECOMMENDED ACTION

- 2.1 That Policy Committee approve a contract award for the provision of Accommodation with Support for Young People for a period of three years, with the option to extend up to a maximum of 24 months, to YMCA Reading in accordance with the approved CPR waiver.

3. POLICY CONTEXT

- 3.1 The Council is committed to reducing homelessness for young people and care leavers in Reading and this is outlined in both its Rough Sleeping and Homelessness Strategies.
- 3.2 RBC's local housing authority has a duty to assess and accommodate if there is reason to believe an individual is homeless, eligible for assistance and in priority need. Those in priority need include young people aged 16-17, those leaving care and any young person with significant health issues that means they are vulnerable. Across all RBC departments there is a wider corporate parenting responsibility owed to children under the age of 18.
- 3.3 Depending on their specific circumstances young people aged under 18 may be eligible for assistance from Children's Social Care and/or the local housing authority. Local authority duties to young people and care leavers are set out under the following legislation:
- Children Act 1989 (as amended by the Children (Leaving Care) Act 2000, the Adoption and Children Act 2002 and the Children and Young Persons Act 2008)
 - Children Act 2004
 - Housing Act 1996 Part 7 (as amended by the Homelessness Act 2002, the Localism Act 2011 and the Homelessness Reduction Act 2017)
 - Children and Social Work Act 2017
- 3.4 Reading has a joint working protocol between RBC Housing and BfC for the assessment of 16- and 17-year olds. One of the protocol's objectives is to prevent young people from being referred, back and forth, between the two statutory bodies.
- 3.5 Any accommodation provided by either RBC Housing or BfC must be suitable for the young person's needs. Bed and breakfasts are considered unsuitable emergency accommodation for 16- and 17-year olds where case law advises that they should be placed into accommodation where appropriate support is available.

4. THE PROPOSAL

(a) Current Position:

- 4.1 YMCA Reading is the only DEGNS (Housing Needs) commissioned accommodation with support service specifically for young people in Reading aged 16 - 25. It provides 40 self-contained units, 12 of which share 3 cluster kitchens. The Service provides 24/7 staffed accommodation with support for single people aged 16-25 who have medium to high needs and specialist accommodation for mothers with babies.
- 4.2 RBC Housing hold the main contract for the 40-bed accommodation service, but referrals and performance monitoring are managed jointly between RBC Housing and BfC commissioners. This reflects the overlapping duties which Housing and BfC have towards young people.
- 4.3 RBC Housing provides the full budget for the main contract at £318,363 per annum. BfC fund the rent and service charge element for certain groups that are not entitled to claim Housing Benefit. BfC directly commission an emergency provision resource at YMCA, under a £10k block contract.
- 4.4 The Service's initial contract period was 2013-2016. An extension was granted until 2019 and since 2019, an interim contract has been granted year-on-year. The current contract term expires on 30 September 2021.

Needs Analysis

- 4.5 In order to determine future provision a review of accommodation and support options for young people aged 16-25 has been undertaken by RBC Housing with contribution from BfC commissioners. The focus was upon those who do not require semi-independent supported living commissioned by BfC, but who require accommodation with medium - higher level support prior to moving on into independent living. A fuller account of this analysis is in Appendix A.
- 4.6 The review determined that there is a clear need for accommodation for young people requiring higher levels of support in accommodation due to having multiple needs. This includes those who have found it challenging to sustain accommodation and move on into independent living.
- 4.7 The review also determined that, there are fewer supported accommodation options for those at the younger end of the cohort and services should focus on them, for which the current capacity (40 units) is required. There is a continued need for a local service in Reading for young people that sits outside of the semi-independent supported living framework commissioned by BfC.
- 4.8 It was also identified that there is a need for a locally accessible option for young people for whom the shared house environment typical of semi-independent settings is not a preference for them. This needs to be a service that provides accommodation with 24/7 on-site support and staffing, or at the very least, a service that provides access to staff support 24/7 within the Reading area, supporting BfC sufficiency requirements to place locally. This type of accommodation enables RBC and BfC to:
- a) meet homelessness need.
 - b) provide local Children Looked After (CLA) with a medium-high level of support and accommodation.
 - c) avoid the use of unsuitable emergency or temporary accommodationⁱ.
 - d) adequately safeguard young people to which there is a corporate parental responsibility.
- 4.9 The needs analysis considered different models of delivery in relation to the needs of the cohort, the available local accommodation provision and the financial envelope to commission future services for young people. It was considered that the current set up (40 bed unit) offered the best value for money whilst continuing to meet the needs of young people.
- 4.10 Following the review of YMCA Reading provision against young peoples' needs, it was determined that YMCA Reading could continue to provide accommodation with support for young people following a negotiated review of the terms of contract. YMCA currently effectively meets the needs of young people in Reading, however additional requirements and gaps were identified, including the need for more targeted management of move on from the provision, increased focus on prevention of evictions and more integrated support for higher needs client group.
- 4.11 A waiver to CPR 10(1) was drafted and signed off on 26th May 2021 by the Executive Director of Economic Growth and Neighbourhood Services and Assistant Director for Procurement and Contracts. The rationale for this waiver was the lack of available suitable property in Reading to deliver the service (see section 4.18 onwards) and the costs associated with the development of an entirely new service.

(b) Option Proposed

- 4.12 It is proposed that RBC awards a three-year contract to the YMCA, with an extension period of up to 24 months, the overall contract value £270,000. This is at cost of £248,000 to RBC which is a reduction of £70,000 on the existing contract.

The longevity of contract enables stability and the ability to deliver the agreed service within the revised and reduced funding envelope. It also enables added value elements to be sustained and developed further.

BFFC intend to contribute £22,212 p.a. (approved by BFFC Executive Committee 15/03/21) to reflect outcomes specifically for young people where there are duties owed by them. BFFC have previously funded and intend to continue to fund the emergency provision space at YMCA Reading which benefits from the added value of on-site 24/7 staffing provision provided by the main contract.

4.13 The proposed contract is for an accommodation with support service for young people to be delivered under a revised specification, objectives, commissioning and monitoring arrangements which ensure value for money. This proposal identifies changes to improve the service that young people aged 16-25 receive and address gaps in current provision. The Service will need to deliver in alignment with Reading's wider 18+ Homelessness Support Services that were recommissioned in October 2018 and in accordance with BFFC 16+ standards framework.

4.14 To ensure value for money was achieved, RBC and BFFC entered into without prejudice direct negotiations with YMCA Reading. In addition to the current service provision and delivery 40 units of accommodation, the following changes have been included in a newly agreed Service Specification delivering additional value to the contract:

- **Increased focus upon prevention of eviction of 16-17-year olds** - particularly those who are not accommodated under section 20 of the Children Act (as amended). Closer tracking and support are needed for this cohort.
- **Mental health specialism to be incorporated into main contract support hours.** 20 hours per week for an in-house Life Skills Counsellor and counselling provision. This provides mental health support that can otherwise be difficult to access where CAMHS and CMHT have high thresholds and long lead in times. Specialist mental health support at the YMCA Reading has been delivered as temporary and added value but will now be framed as a core deliverable within the contract.
- **Commitment to develop trauma and psychologically informed environment (PIE)** and ways of delivering support. This will include specific training for staff and reflective practice and a focus upon adverse childhood experiences.
- **Lowered age criteria from 16-25 to 16-24** to ensure that the Service's youngest cohorts are safeguarded, and support is targeted. Needs analysis and service review shows that no-one aged over the age of 23 has been newly placed into YMCA Reading in the last three years. Move-on is planned prior to someone's 25th birthday.
- **Wrap around support integrated into the main support contract.** Support for higher needs clients will be dynamically scaled-up and down in accordance with needs.
- **Specification to clearly define move-on expectations and strategy.** This includes setting expectations with clients at move-in and targeted provider/commissioner planning. This is particularly relevant for young people entering employment to ensure swift and affordable move-on to minimise rent arrears and debt.

4.15 **Contract monitoring and commissioning arrangements:**

4.16 Joint commissioning between RBC and BFFC enables continued commitment from both services to: achieve smooth transitions for young people, drive value from the contract, enable more dynamic service monitoring and work jointly with the provider to drive service improvements.

4.17 At BFFC Executive Committee on 15th March 2021 BFFC confirmed (a) commitment to adopt a joint commissioning approach for future young people's provision and (b) agreement to proceed with a proposal for a negotiated direct contract award to YMCA Reading on the same contract term and extension period for the emergency accommodation facility.

4.18 The following revised and enhanced monitoring framework and newly agreed Terms and Conditions and Service Specification will be agreed with YMCA Reading to ensure that the contract is delivering full value:

- **Joint contract/signatories comprising RBC and BfC** including apportioned payment schedule for the main contract and the emergency space facility. Shared monitoring arrangements to be included in the same joint contract Terms and Conditions.
- **Fully revised, honed and focussed KPIs** and quarterly monitoring reports.
- **Increased emphasis on the provider showing an active demonstration of ongoing service development activity** with strong partnership working, service user involvement and focus upon early intervention and prevention. This will include, regular file audits and case study examples to identify improvements, provision of quarterly report on initiatives explored such as funding opportunities, good practice implemented and service promotion and an annual strategic review and report that includes capture of service user feedback and action planning.
- **Commitment to review scheme referrals and placements within a multi-agency problem solving panel** including commissioners from RBC and BfC, YMCA Reading and relevant external agencies. This approach has been proven to work in Reading e.g. the Access Panel for Homelessness Support Services. It would aim to provide a collaborative problem-solving environment, improve relationships and communication between commissioner/provider and wider partners. It would target clients who are not LAC or care leavers for whom statutory support is not provided.

(c) **Other Options Considered**

4.18 The alternative option to directly awarding this contract would be to test the market with an open procurement exercise. The main reason this was not considered to be a suitable option was because the availability of suitable property is a limiting factor, meaning that direct negotiation with the YMCA would result in better value and quality.

4.19 It is not policy for the YMCA to allow alternative providers to operate from their buildings. Therefore, use of this building under any open tender is not an option. This is a support only contract award and any tendering parties would be required to bring their own property portfolio to their bid, for which there is very little availability in Reading.

4.20 For context, RBC Housing Needs undertook a full procurement exercise in 2018 for the recommissioning of 18+ supported accommodation services in Reading. From this it is known that buildings of similar size to the YMCA provision are not available. Additionally, RBC Housing Needs have scoped the availability of buildings for grant fund applications since March 2020 for those accommodated from the streets into B&B during the pandemic. No suitable building was identified and therefore, the new 40 modular unit site at the Cattle Market Car Park is being developed to meet this need.

4.21 RBC have also scoped the acquisition of dispersed 3-4 bed units for other grant fund applications. Acquiring and bringing dispersed units on-line in Reading, to meet the need of 40 individuals, would be highly challenging in the current market for either RBC or any organisation submitting under an open tender and would come with additional cost. This model would also come with greater support costs associated with the dispersal of the accommodation as the economies of scale of that is realised with 40 units in one building would be lost.

4.22 It is recognised that an open tender could allow a provider to develop/propose a dispersed accommodation model. Capital set-up costs could be significantly lowered using leased HMO units to accommodate those supported under the contract. However, this approach would:

- cost more per unit under the support contract and therefore reduce capacity/potentially halve future young person's provision;
- be unlikely to meet increasingly complex need, especially youth mental health needs in the aftermath of the pandemic;
- not be staffed 24/7 where a 40-bed unit provides economies of scale, especially considering the funding reduction outlined in section 3.1. This increases risk to young people around cuckooing, county lines and wider ASB and vulnerabilities/risks to young people in Reading;
- require more complex contract management; and
- potentially reduce VfM where new or over-ambitious housing associations are expanding stock, driven by venture capital investment, hence recent regulatory sanction of said providers.

4.23 Post pandemic, there are potential options for the regeneration of empty commercial spaces, but this would entail capital costs to anyone submitting a bid to a full tender, or capital costs to RBC to make a suitable unit available. The capital costs for the modular units are circa £50k per unit, approx. £2.2m for the full 40-unit site.

4.24 It was determined that it is extremely unlikely that in undertaking an open tender exercise for this contract that an alternative interested provider could procure, fit out and mobilise equivalent accommodation at a cost and quality which would meet, or exceed, the potential ongoing provision available through YMCA Reading.

5. CONTRIBUTION TO STRATEGIC AIMS

5.1 The proposal will align with the overall direction of the Council and meet Corporate Plan priorities by:

- Ensuring access to decent housing to meet the needs of local young people aged 16 - 24
- Protecting and enhancing the lives of vulnerable children and young adults through the proposed accommodation with support

5.2 The proposal contributes to the Council's strategic aim to promote equality, social inclusion and a safe and healthy environment for all.

5.3 Secure and stable accommodation with support options for young people aged 16 - 24 ensures that young people in Reading can receive targeted support to overcome barriers from childhood and perhaps other disadvantage such as substance misuse, mental ill-health and offending histories. With support, homeless young people can enter employment, education or training and transition into independent living.

5.4 Social value

5.4.1 YMCA Reading would support Reading's Social Value Policy aims by being an initiative that supports local skills and employment and supports digital inclusion. Education, employment and training (EET) are main deliverables under the support contract and the organisations added value elements. YMCA Reading provides Wi-fi to all residents as added value and embeds digital education in all EET activities. Social value will be included as a strategic service aim in any new contract and is to be included in YMCA Reading's Annual Strategic Review.

6. ENVIRONMENTAL AND CLIMATE IMPLICATIONS

6.1 The Council declared a Climate Emergency at its meeting on 26 February 2019 (Minute 48 refers).

6.2 The YMCA, as a global charity, states its commitment to advancing conservation to reduce the effects of climate change through youth-led education programmes and advocacy initiatives that improve environmental awareness. They believe that every

young person can contribute to reducing environmental degradation and its consequences. YMCA programmes support young people to coordinate sustainable practices and to advocate on issues relating to the environment and climate change. There are 70 worldwide YMCAs working on environment related issues and this includes 2,400 programmes involving over 232,000 people.

- 6.3 The agreed accommodation with support Service Specification between RBC, BfC and YMCA Reading will ensure that young people are supported to have a level of awareness around climate change and to develop sustainable practices that can be continued into independent living. The proposal to award YMCA Reading this contract for accommodation with support for young people supports the Council's ability to respond to the Climate Emergency and in achieving a carbon neutral Reading by 2030. This proposal aligns with the Council's Climate Change Strategy and associated action plan.

7. COMMUNITY ENGAGEMENT AND INFORMATION

- 7.1 Consultation/community engagement has not been undertaken prior to this report for recommended action/decision. As outlined fully in section 9.3 a waiver business case was signed off to approve a deviation from the Council's Contract Procedure Rules (CPRs). The deviation was as outlined in section 9.3. An open public consultation, having achieved sign-off on the CPR waiver, would not have been genuine, transparent or intended to influence the decision being sought in this Committee Report.
- 7.2 BfC and RBC staff were asked for independent feedback by Council officers and YMCA Reading undertook service user feedback regarding the current service that they provide. Although not a full and open consultation, key stakeholders were involved and a summary of this can be found in section 3 of Appendix A.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to:
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 8.2 An Equality Impact Assessment (EIA) is not relevant to this decision and it has been determined that the decision will not/could not have a differential impact on: racial groups; gender; people with disabilities; people of a particular sexual orientation; people due to their age; people due to their religious belief.

9. LEGAL IMPLICATIONS

- 9.1 The current contract term expires on 30 September 2021 and if agreed the new contract term is due to start from 1 October 2021. It will be necessary for the Council & Brighter Future of Children to enter into a new contract jointly with YMCA Reading for the new term of the service.

9.2 Homelessness Legislation

Under Part 7 of the Housing Act 1996, as amended, local authorities have a statutory responsibility to secure accommodation for homeless households in priority need who are unintentionally homeless and to whom a homelessness duty has been accepted i.e. a 'main homelessness duty'. This main homelessness duty continues until a

settled housing solution is found for the homeless household or until the duty otherwise ends. Local authorities must ensure that advice and assistance is available free of charge to households which are either homeless or threatened with homelessness. The legal implications associated with the duties owed to the client group affected by this report's decision are outlined in sections 3.2 - 3.7 of this report.

9.3 Procurement

The procurement for Accommodation with Support for Young People and entering into a direct negotiation and contract award with YMCA Reading breaches CPR 10(1) which states "where an estimated value of a contract exceeds the current EU thresholds then the contract shall be tendered in accordance with the Public Contracts Regulations 2015 or the Concessions Regulations 2016 as appropriate". For this decision to be recommended a waiver to CPR 10(1) was drafted and signed off on 26th May 2021 by Frances Martin, Executive Director for Economic Growth and Neighbourhoods and Kate Graefe, Assistant Director for Procurement and Contracts.

10. FINANCIAL IMPLICATIONS

10.1 Reading Borough Council (RBC) currently commissions YMCA Reading to deliver a contract to the value of £318k.

10.2 As part of a package of savings across Council departments, savings were agreed from young people's services of £70k at Council on 23rd February 2021, provided such a saving was consistent with the Council's legal duties. The proposals in this paper will deliver that saving in part in 21/22 and in full in 22/23.

10.3 Within the proposed contract, the cost to Reading Borough Council is £248,000 p.a. resulting in a 70K cost reduction and saving to the Council.

10.4 The overall proposed contract value is £270,000 p.a. BFFC intend to contribute £22,212 p.a. and this has been approved by BFFC Executive Committee (15/03/21). BFFC have previously funded and intend to continue to fund the emergency provision space at YMCA Reading which benefits from the added value of on-site 24/7 staffing provision provided by the main contract. The income will come as a contribution from BFFC.

10.5 The new contract is planned to start half way through 21/22 and so will deliver a saving of £35k in that year, but that will rise to £70k in 22/23. Contract values do not and are not intended to include an annual inflationary uplift and this is noted by YMCA Reading.

10.4 Value for Money (VFM)

As referred to in the report at 4.14 direct negotiations have allowed RBC to achieve cost savings of 70K to this contract, whilst continuing to deliver the current service provision and the delivery of 40 units of accommodation. In addition, negotiations have agreed the delivery a range of improvements to the Service which mean better outcomes for young people and will support agencies across the Borough to deliver more effectively for this cohort.

10.5 Risk Assessment

No key financial risks have been identified with this proposal.

11. BACKGROUND PAPERS

11.1 YMCA Reading - Summary Report. Parenting Panel on 23 February 2017.

APPENDIX A - REVIEW OF SERVICE AND NEEDS ANALYSIS

1. Homelessness and young people

- 1.1 There is a clear continued need for housing with support for young people in Reading. There was a 47% increase in homelessness approaches from young people aged 16 - 24 in Reading between 2018/19 and 2020/21. There has been an increase in the volume of young people requiring higher levels of support in accommodation - including those who have found it challenging to sustain accommodation and move on into independent living from either current YMCA Reading provision, or from other age-generic supported housing commissioned by RBC for homeless clients.
- 1.2 Annual rough sleeping count figures and an analysis of those found bedded down, show a low incidence of rough sleeping for those aged 16 - 24 suggesting upstream prevention work and interventions for younger groups across BfFC and Housing are effective. This has been reflected in there being little demand for emergency accommodation from this age group throughout the pandemic ('Everyone In' between March - August 2020 and Winter Provision since December 2020).

2. Reading's need for a specific young person's service

- 2.1 The availability of local, dedicated 24/7 staffed supported accommodation provision for young people enables RBC and Brighter Futures for Children (BfFC) to meet homelessness need, to provide local Children Looked After (CLA) with a medium- high level of support and accommodation and to avoid the use of unsuitable emergency or temporary accommodationⁱⁱ.
- 2.2 Current support provision and future support provision needs to broadly meet the housing and support needs of those aged 16 - 24 years old. However, it needs to meet the needs of the following *specific* client groups for whom the local housing authority and/or BfFC have a statutory responsibility under the Children Act 1989 or the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017):
- 16- and 17-year olds to whom either BfFC or the Local Housing Authority will owe a statutory duty, including Unaccompanied Asylum Seekers (UASC)
 - 16- and 17-year olds who require an emergency housing response (emergency provision service)
 - 18 - 24-year olds who are vulnerable, or may be care leavers
 - 16 - 24-year olds who have a baby where the child (and potentially the mother) is under the supervision of BfFC
- 2.3 An analysis of all outcomes from YMCA Reading between 1 April 2018 and 31st March 2021 showed that:
- Outcomes for under 18-year olds:** When placed by BfFC remained at the Service for, on average, nine months post turning 18 which suggests stability is maintained for young people reaching adulthood.
 - Moving to independent accommodation:** 39% of all young people moving on from the service moved into independent accommodation e.g. social housing or private rented accommodation via the Rent Guarantee Scheme. For this cohort tenancy sustainment outcomes are strong. Approximately 80% of young people who moved on from the Service before July 2019 were still in this accommodation 18 months later.
 - Unplanned exits (evictions and abandonments):** 33% were evicted or abandoned their accommodation. Whilst active licence management and potential sanctions are needed in 24/7 supported accommodation settings, this was identified as an area for improvement in future commissioning.
 - Reasons for unplanned exits:** There are higher rates of behaviour related evictions due to anti-social behaviour and non-engagement for those aged 16/17 (44%). This is related directly to those who are assessed as non-LAC and not able to access the full support package a LAC is offered by BfFC under s.20 and as a care leaver.

- **Emergency provision:** The unit has been recently underutilised. However, this usage pattern could reflect better prevention outcomes.
- 3. Service use and officer feedback**
 - 3.1 Anonymised survey feedback from YMCA Reading service users in 2019/2020 indicated that most residents find the Service and staff supportive and safe, assisting them well towards independence.
 - 3.2 Feedback from RBC and BFfC officers collated in January/February 2021 indicated that:
 - YMCA Reading have made positive investment in dedicated counselling resources for residents to enable access to needed mental health support
 - YMCA Reading are committed to establishing strong local partnerships to support residents' steps towards independence within the sport, skills and faith arenas
 - There is scope for improvements in the support provided to young people with practical life skills to achieve independence and in managing the impact of more chaotic young people in the wider cohort accommodated at the Service
 - 4. Identified gaps in service and projected need across RBC and BFfC**
 - 4.1 Since the Homelessness Reduction Act was implemented in April 2018, homelessness approaches for 16 - 24-year olds have increased by approximately 25% year-on-year, indicating a continued need for accommodation with support for this age group.
 - 4.2 BFfC anticipate a continued service requirement at present levels for lower needs 16-17s and mother and baby placements.
 - 4.3 YMCA Reading provide a Service that enables the following positive outcomes for young people: transition for lower needs 16 - 17s to leave care; mother and baby provision for young parents aged 18+ and provision for those aged 18 - 24 with lower needs. These outcomes can be affected by a smaller cohort of residents who have higher, unmet needs.
 - 4.4 Young people with higher needs have fewer suitable provisions in currently commissioned homelessness support services. Willow House is commissioned for those aged 18+, but this service offers accommodation for those who can have entrenched rough sleeping, drug and alcohol needs and offending histories. Launchpad are commissioned to meet the needs of those with lower support needs working towards independent and their HMO properties are often used as move-on opportunities for YMCA Reading.
 - 4.5 The cohort of young people with higher support needs include adverse childhood experiences, learning and/or communication difficulties, unmet mental health needs, substance misuse difficulties and transient housing history (including care leavers). This group would benefit from intensive wrap-around support providing psychologically informed interventions, in a setting with pro-active housing management including evenings and weekends. Needs analysis of the younger cohort suggests a need for up to five higher needs support placements per annum to better meet need.
 - 4.6 An analysis of overall pathways and outcomes for young parents placed into temporary accommodation by RBC indicates that tenancy sustainment outcomes could have been improved in about 35% of cases.

ⁱ Joint MHCLG/ DfE guidance guides that bed and breakfast accommodation is not suitable for any 16 or 17 year old. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/712467/Provision_of_accommodation_for_16_and_17_year_olds_who_may_be_homeless.pdf

ⁱⁱ Joint MHCLG/ DfE guidance guides that bed and breakfast accommodation is not suitable for any 16 or 17 year old. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/712467/Provision_of_accommodation_for_16_and_17_year_olds_who_may_be_homeless.pdf