

CAMBRIDGESHIRE & PETERBOROUGH

MONTHLY REPORT FOR MARCH 2017

SIX MONTHLY MONITORING REPORT – OCTOBER 2016 TO MARCH 2017

Staffing

- Julie Prior, Director of Children and Adults
- Alison Gelder, Service Manager
- Sian Williams and Rebecca Fensome, Senior Advocates
- Josephine Saunders, Salaried Advocate
- Bank of Self-Employed Advocates (SEA's)
- Social Work Students – None at Present.

Staff Training

Staff Member	Training Attended	Date
Rebecca Fensome	Gang Exploitation Awareness	2/3/17
All Staff	NYAS – Independent Person at Secure Reviews	9/3/17
Alison Gelder/Sian Williams	LSCB – Tough Love Performance	17/3/17
Alison Gelder/Josephine Saunders/Rebecca Fensome	NYAS –Child Protection Webinar	20/3/17
Alison Gelder	LSCB Annual Conference	28/3/17
Sian Williams/Josephine Saunders	Home Office/Barnardo's – Trafficking Children	28/3/17

A total of 15 different training courses have been attended by staff during the first six month period of the contract with a wide range of subject matters.

Management or Disciplinary Issues

- Cambridgeshire – none.
- Peterborough – none.

Complaints

- Cambridgeshire – none.
- Peterborough – none.

Promotions, Publicity and Networking

Cambridgeshire		Peterborough		Jointly	
27/3/17	Complaints Team	10/3/17	Peterborough Missing Panel Meeting	3/3/17	EDT Visit, Godmanchester
				6/3/17	TVCP Partners Meeting
				30/3/17	NYAS/CDA Link Up Meeting



A total of 19 promotional visits have taken place during the first six months of the contract, presenting our services to young people, professionals and foster carers.

ADVOCACY ACTIVITY

Referral Rates

Key;

IBA – Issue Based Advocacy

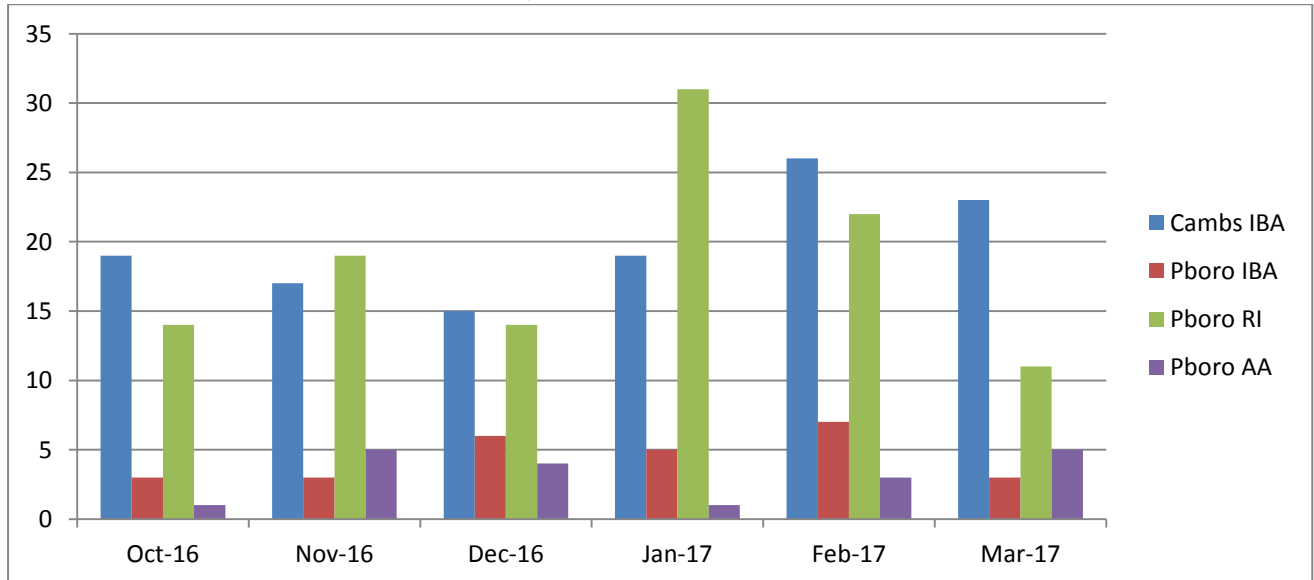
RI – Return Interviews

AA – Age Assessments

Cambridgeshire							
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
IBA/130 (pro-rata of 260)	19	17	15	19	26	23	119

Peterborough							
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
IBA/50 (pro-rata of 100)	3	3	6	5	7	3	27
RI/40 (pro-rata of 80)	14	19	14	31	22	11	111
AA/10 (pro-rata of 20)	1	5	4	1	3	5	19
Total	18	28	24	37	28	19	157

Total Number of Referrals Oct 16 to Mar 17;



Cambridgeshire

The above shows that we are slightly under target for IBA referrals for Cambridgeshire during this monitoring period, which was expected. Referral rates have been fairly consistent throughout the six months with the most referrals during February and March 17, as we have begun to publicise the service more in line with our promotional plan.

Peterborough

The overall target for IBA/RI/AA cases pro-rata for the monitoring period is 100 referrals; we have completed 154 referrals. The IBA target is under however both the RI and AA targets are over.

IBA target – An average of 8 referrals per month is expected to meet the pro-rata target of 50 referrals in the first year. We have received 27 referrals which is just over half of the expected target. We will continue to address this in the new monitoring period with continued publicity of the service.

RI target – As previously reported, Return Interviews are over the expected pro-rata target of 40 referrals, with 111 received (71 referrals over).

AA target – As previously reported, Age Assessment referrals are also over the expected pro-rata target of 10 cases for the year, with 19 received (9 referrals over).

Level of Engagement

We do not operate waiting lists. Cases are to be allocated within 24 hours.

Cambridgeshire						
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Referrals Engaged Upon	100%	94%	100%	95%	100%	91%
Not Engaged Upon	0%	6%	0%	5%	0%	9%

For the monitoring period an average of 97% of cases were engaged upon. For the few that weren't;

- 2 were no longer required
- 1 group manager approval not given
- 1 is yet to be allocated

Peterborough						
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Referrals Engaged Upon	100%	100%	96%	100%	100%	95%
Not Engaged Upon	0%	0%	4%	0%	0%	5%



For the monitoring period an average of 98.5% of cases were engaged upon. For the few that weren't;

- 1 was not approved by ART, therefore not eligible.
- 1 was a duplicate referral.

Total Young People

We may work with a young person more than once during the monitoring period. Below shows the total young people we worked with and the percentage of which had used NYAS before.

Cambridgeshire						
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Total YP's	17	17	15	19	26	23
NYAS previously	48%	47%	20%	63%	38%	52%

Peterborough						
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Total YP's	11	17	20	18	17	15
NYAS previously	68%	84%	62%	83%	59%	42%

For the monitoring period, an average of 45% for Cambridgeshire and 66% for Peterborough have returned to NYAS again after using our services previously. A higher percentage will have used our services more for Peterborough as we have more young people referred for subsequent return interviews following several missing episodes.

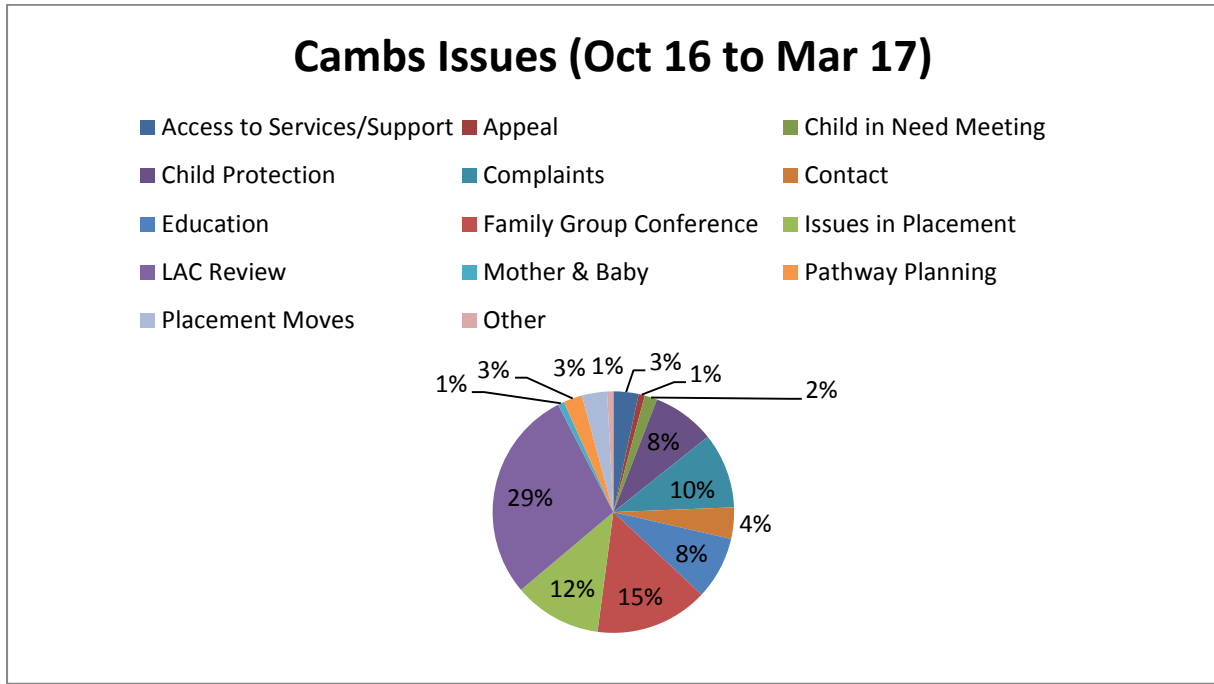
(IBA) Referral Issues – Oct 16 – Mar 17

During the monitoring period, a total of 276 referrals have been received into the service collectively, with 119 for Cambridgeshire and 157 for Peterborough. The types of issues referred into the service are listed below;

Cambridgeshire												
	Oct-16		Nov-16		Dec-16		Jan-17		Feb-17		Mar-17	
Access to Services/Support	2	11%							1	4%	1	4%
Appeal											1	4%
Child in Need Meeting							2	11%				
Child Protection			2	12%	2	13%	1	5%	2	8%	3	14%
Complaints	1	5%	1	6%	3	20%	1	5%	3	11%	3	14%
Contact	2	11%			1	7%	1	5%			1	4%
Education			2	12%			1	5%	6	23%	1	4%
Family Group Conference	4	21%	5	29%	3	20%	2	11%	1	4%	3	13%
Issues in Placement	1	5%	2	12%	3	20%	2	11%	6	23%		

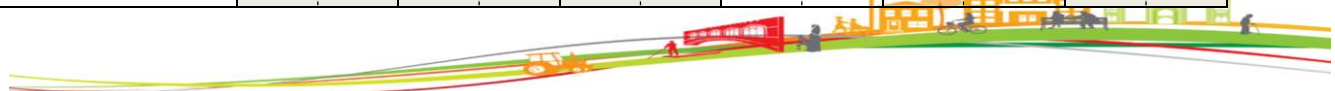


LAC Review	6	31%	4	23%	3	20%	6	32%	7	27%	8	35%
Mother & Baby							1	5%				
Pathway Planning	2	11%					1	5%				
Placement Moves	1	5%	1	6%			1	5%			1	4%
Other											1	4%

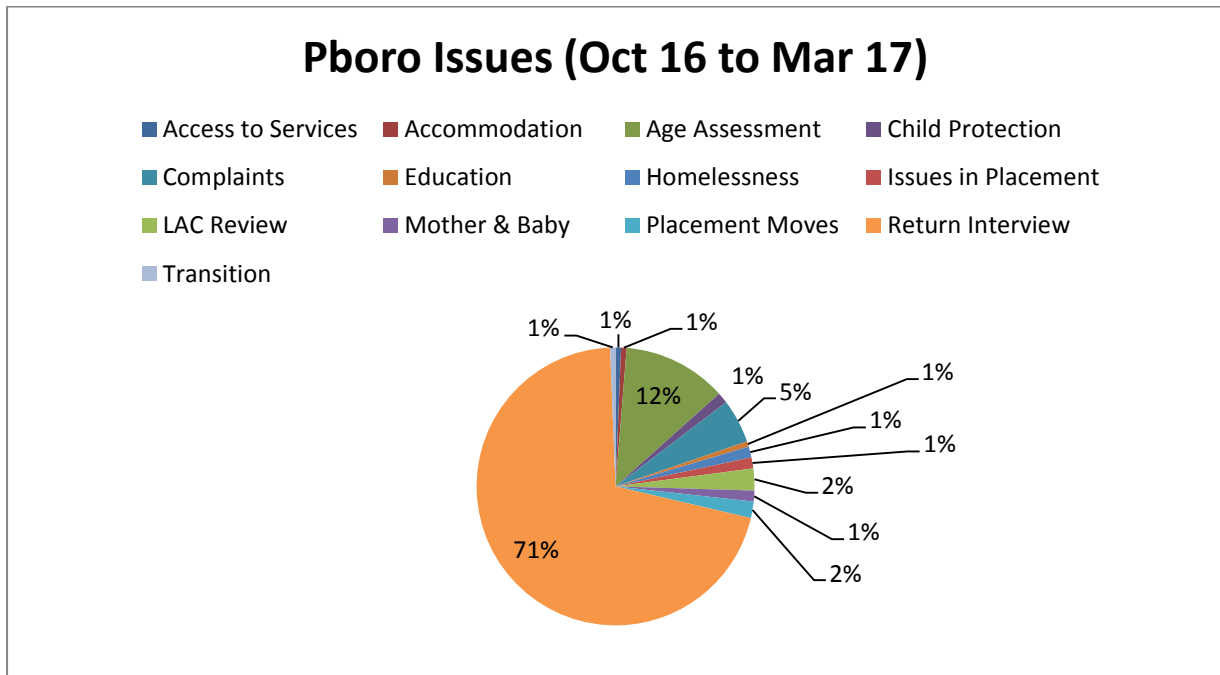


The above shows that during the monitoring period, we have worked with a variety of children and young people on a variety of different presenting issues. The top three issues that we have been referred are for LAC Reviews (34 referrals or 29%), then for a Family Group Conference (18 referrals or 15%) and finally for Issues in Placement (14 referrals or 12%).

Peterborough												
	Oct-16		Nov-16		Dec-16		Jan-17		Feb-17		Mar-17	
Access to Services									1	3.5%		
Accommodation											1	5%
Age Assessment	1	6%	5	18%	4	17%	1	3%	3	11%	5	27%
Child Protection	1	6%			1	4%						
Complaints			2	7%			3	8%	2	7%	1	5%
Education									1	3.5%		
Homelessness	1	6%			1	4%						
Issues in Placement	1	6%			1	4%						
LAC Review			1	4%	2	8%			1	3.5%		
Mother & Baby					1	4%			1	3.5%		
Placement Moves							2	5%	1	3.5%		



Return Interview	14	76%	19	71%	14	59%	31	84%	22	64.5%	11	58%
Transition											1	5%



The above shows that during the monitoring period, we have worked with a variety of children and young people on a variety of different presenting issues. The top three issues that we have been referred are for Return Interviews (111 referrals or 71%), followed by Age Assessments (19 referrals or 12% and then Complaints (8 referrals or 5%).

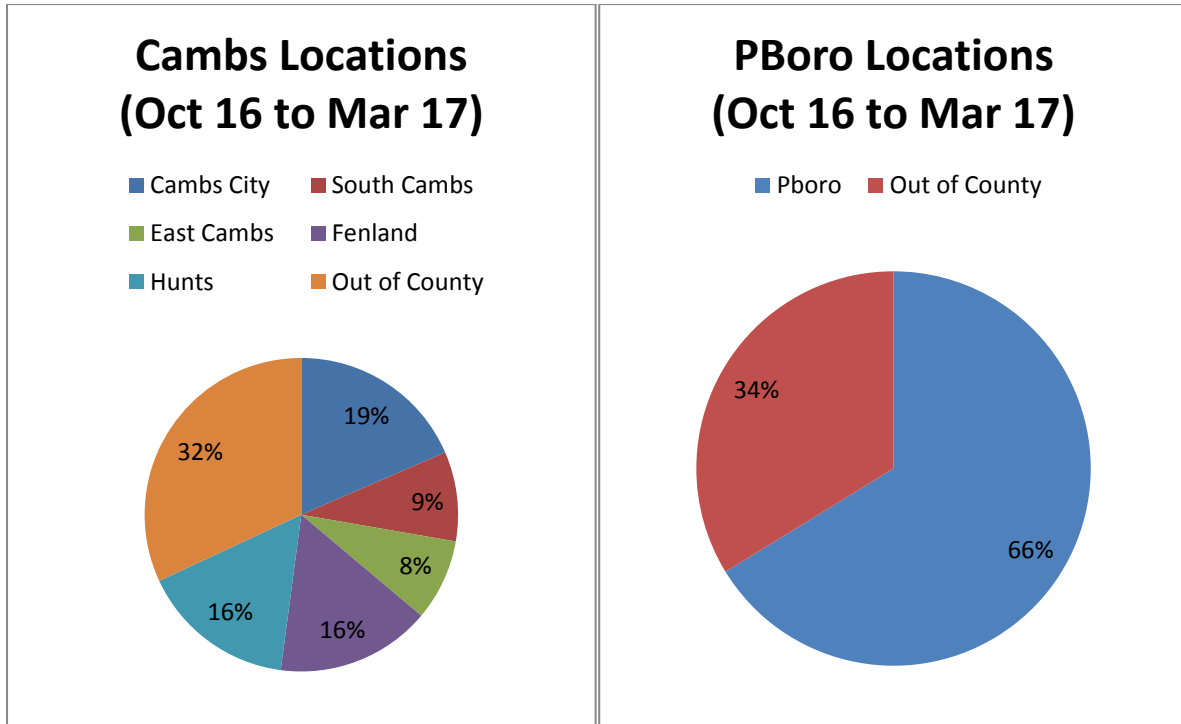
Locations of Young People

Cambridgeshire												
	Oct-16		Nov-16		Dec-16		Jan-17		Feb-17		Mar-17	
Cambs City	2	11%	6	34%	2	13%	3	16%	4	15%	5	22%
South Cambs			2	12%			2	11%			7	30%
East Cambs	2	11%	3	18%	2	13%			3	12%		
Fenland	3	14%	3	18%	4	27%	5	26%	4	15%		
Hunts	6	32%			1	7%	6	31%	1	4%	5	22%
Out of County	6	32%	3	18%	6	40%	3	16%	14	53%	6	26%

We can see that we are working with a range of young people from different locations within Cambridgeshire itself and also out of county. Most young people during this monitoring period have been out of county (38 referrals or 32% with the least referred location being East Cambs (10 referrals or 8%).

The types of issues relating to out of county young people are also quite varied, but the top 2 issues are for education and placement issues during this monitoring period.





Peterborough												
	Oct-16		Nov-16		Dec-16		Jan-17		Feb-17		Mar-17	
Peterborough	13	72%	20	71%	18	75%	25	68%	14	50%	12	63%
Out of County	5	28%	8	29%	6	25%	12	32%	14	50%	7	37%

From the above we can see that we are working with a high number of young people both in the City and out of authority area. The main issue referred to us for both in and out of county is for return interviews.

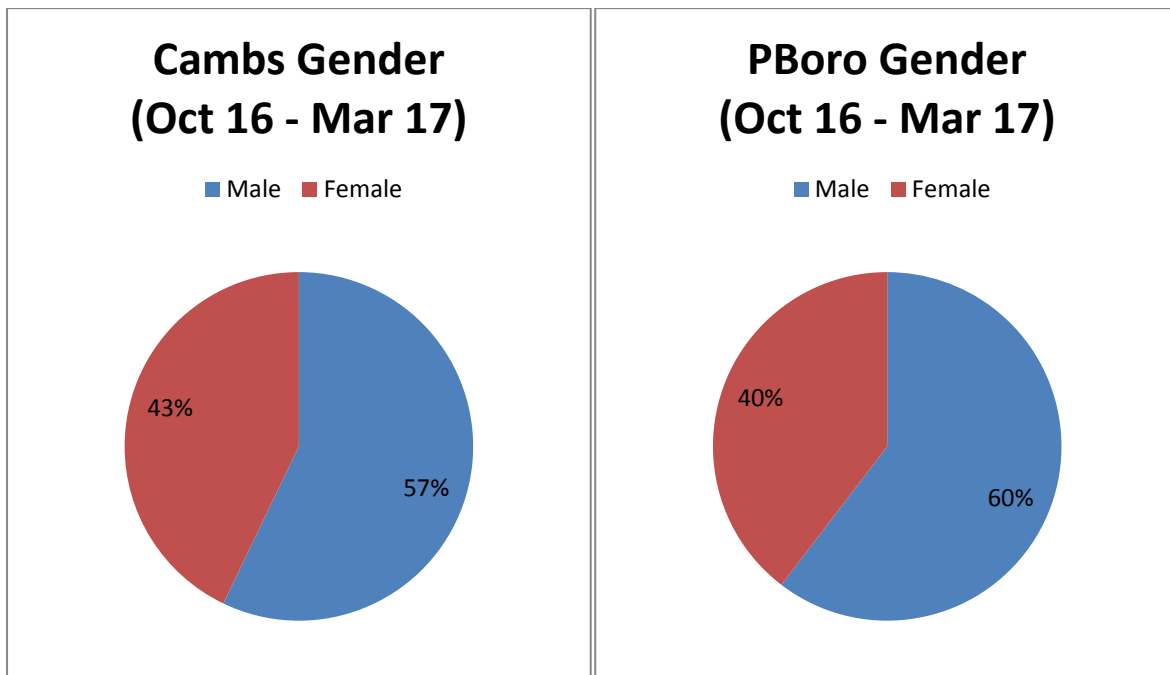
The above also shows a good percentage of out of county young people accessed our service for both authorities during this monitoring period (32% Cambridgeshire and 34% Peterborough).



Gender Breakdown

During the monitoring period, we have worked with the following;

Cambridgeshire												
	Oct-16		Nov-16		Dec-16		Jan-17		Feb-17		Mar-17	
Male	12	63%	11	65%	5	33%	10	53%	18	69%	12	52%
Female	7	37%	6	35%	10	67%	9	47%	8	31%	11	48%



Peterborough												
	Oct-16		Nov-16		Dec-16		Jan-17		Feb-17		Mar-17	
Male	9	50%	18	37.5%	11	46%	28	76%	16	57%	11	58%
Female	9	50%	10	62.5%	13	54%	9	24%	12	43%	8	42%

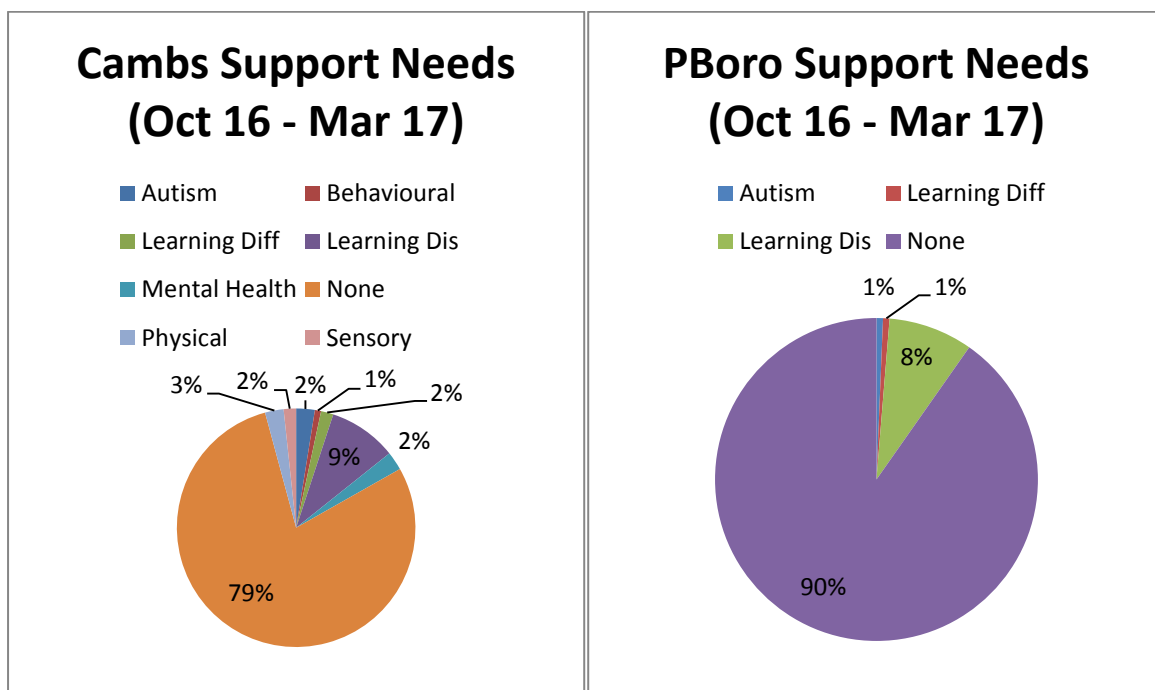
Overall the above/below shows that we worked with slightly more males than females during the monitoring period for both authorities with both being of a similar percentage comparison.



Primary Support Needs

During the monitoring period, we have worked with a variety of young people with different support needs as below;

Needs	Cambridgeshire	Peterborough
Autism	3	1
Behavioural issues	1	
Learning difficulty	2	1
Learning disability	11	13
Mental health	3	
None	94	139
Physical ill health	3	
Sensory impairment	2	



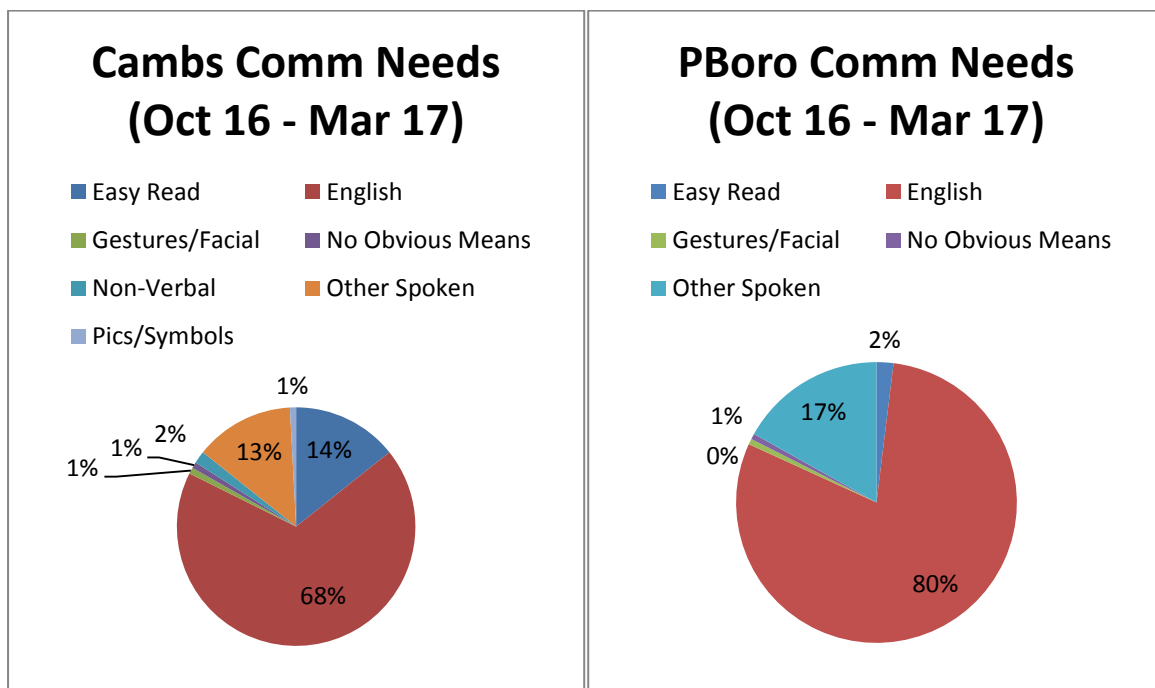
Overall most young people we worked with had no primary support needs, or did not disclose them to us if they did. Of the support needs listed above, we worked with a higher number of young people with a learning disability (9% for Cambridgeshire and 8% for Peterborough) of the overall total.



Communication Needs

During the monitoring period, we have worked with a variety of young people with different communication needs as below;

Needs	Cambridgeshire	Peterborough
Easy read	17	3
English	81	123
Gestures or facial expressions	1	1
No obvious means of communication	1	1
Non-Verbal	2	
Other spoken language	16	26
Pictures or symbols	1	



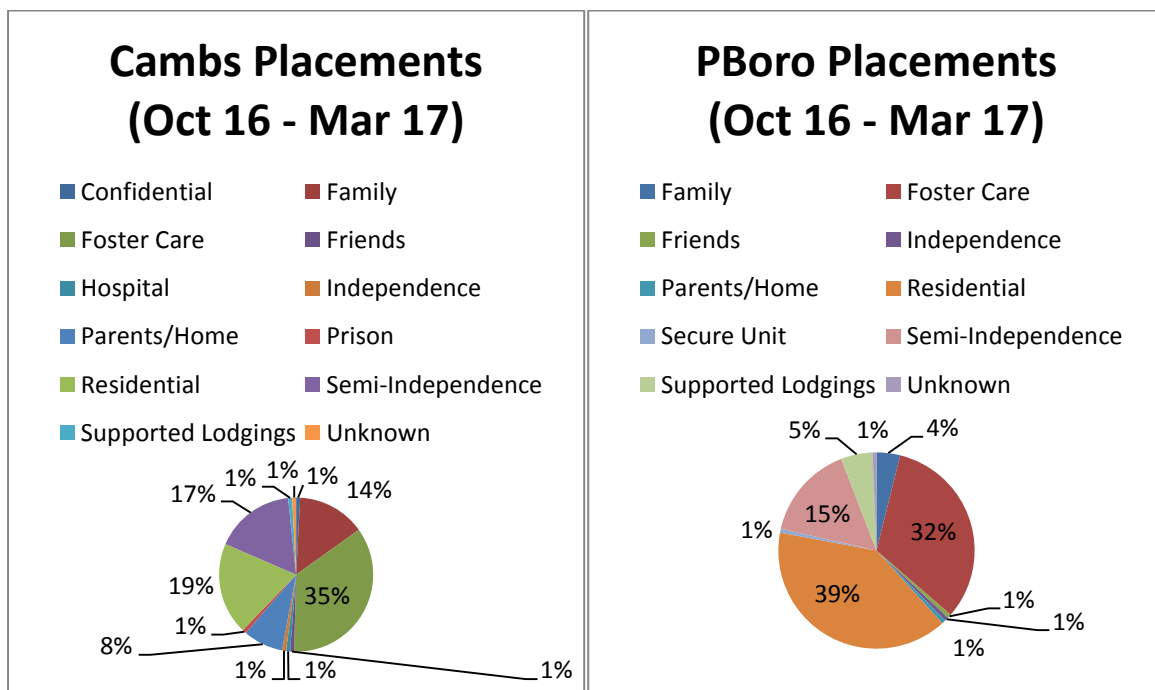
Overall most young people communicated with us using English, however for both authorities we did work with quite a few young people where English wasn't their first language (13% Cambridgeshire and 17% Peterborough).



Placement Type

During the monitoring period, we have worked with a variety of young people from different placement types as below;

Placement Type	Cambridgeshire	Peterborough
Confidential	1	
Family	17	6
Foster Care	42	50
Friends	1	1
Hospital	1	
Independence	1	1
Parents/Home	10	1
Prison	1	
Residential	23	61
Secure Unit		1
Semi-Independence	20	24
Supported Lodgings	1	8
Unknown	1	1



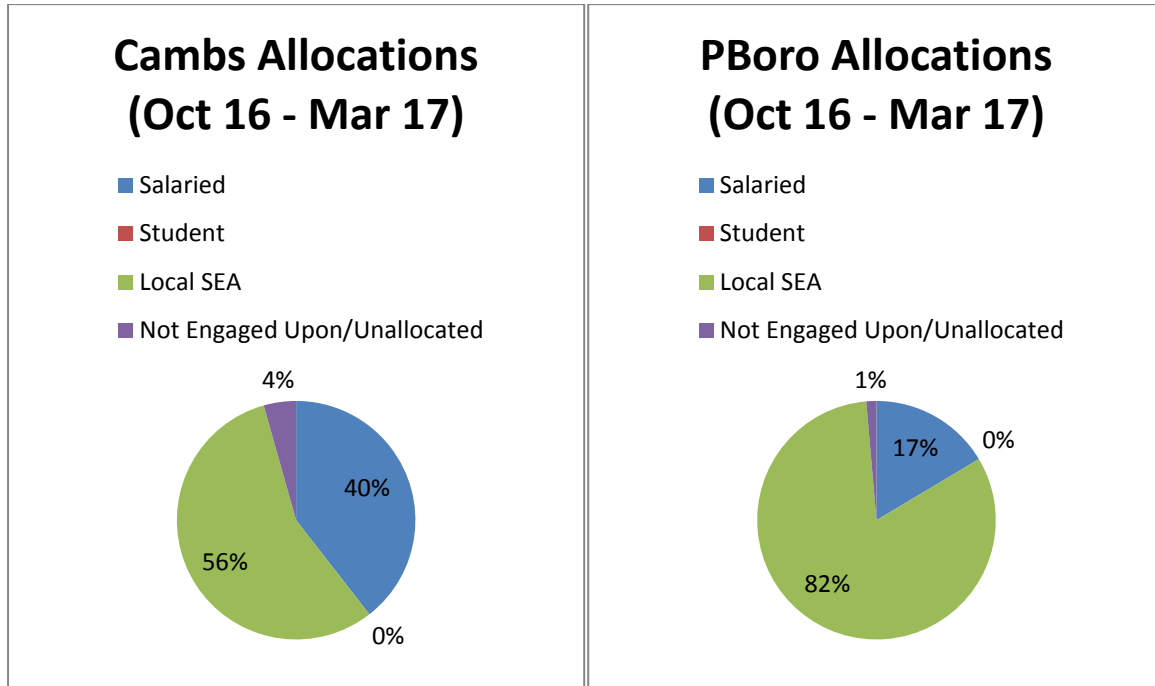
For both authorities, the majority of young people referred to us were living in residential accommodation (35% Cambridgeshire and 39% Peterborough) however young people were also living in a variety of different placement settings.



Allocation Type

Senior Advocates hold a small caseload and the salaried advocate holds a full caseload. Self-employed staff will take on cases often at short notice, especially return interviews. This is why the SEA percentage for Peterborough is higher. Please note this was not all recorded during October 16.

Allocation Type	Cambridgeshire	Peterborough
Salaried	45	24
Student	No student this monitoring period	
Local Self Employed Advocate (SEA)	64	120
Not Engaged Upon/Unallocated	5	2



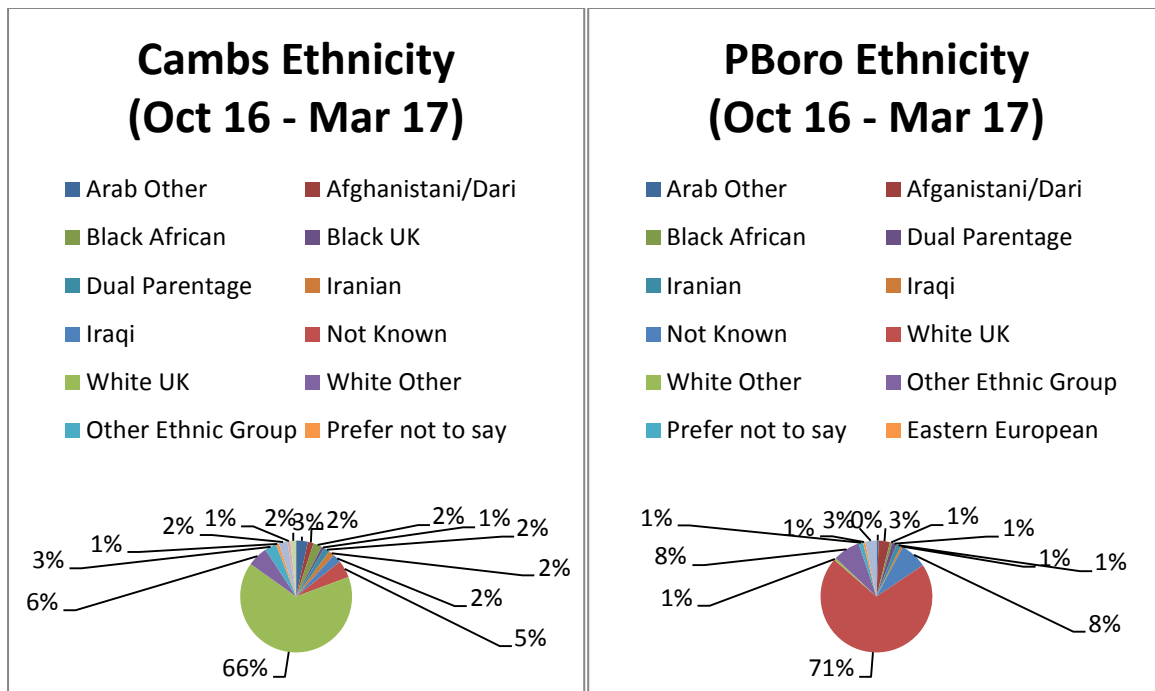
Overall our local self-employed staff took on the majority of the casework referred to us this monitoring period. Our salaried advocate holds a full caseload and senior advocates hold a small caseload.



Ethnicity Breakdown

During the monitoring period, we have worked with a variety of young people from different ethnic backgrounds as below;

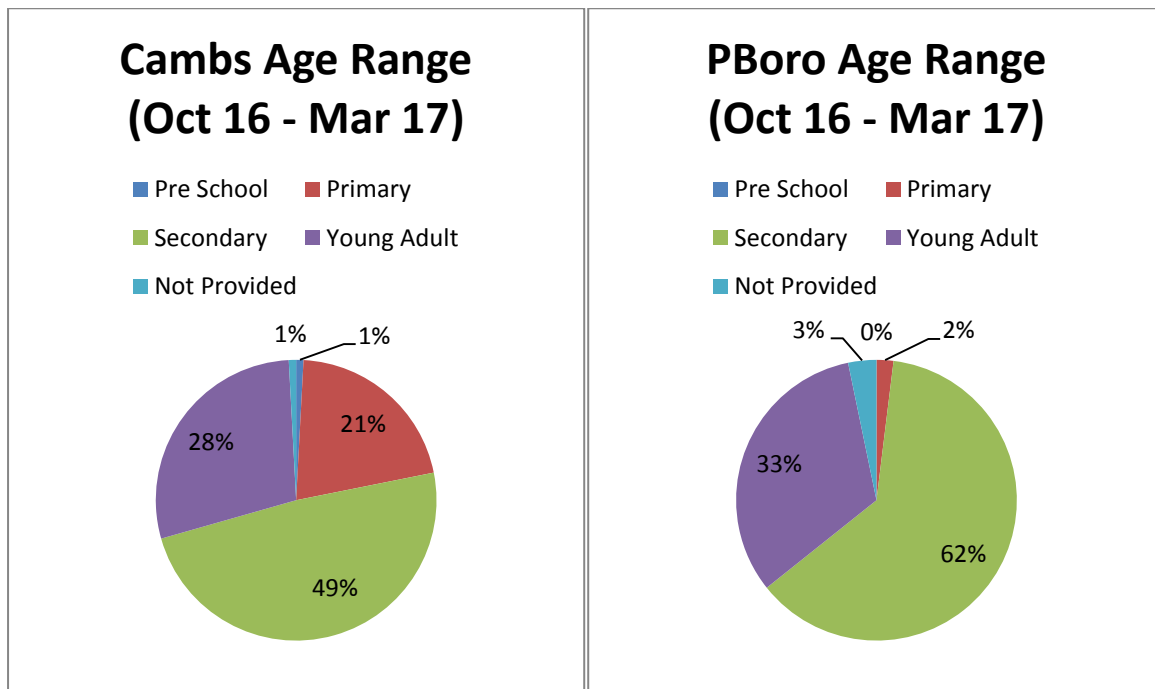
Ethnicity	Cambridgeshire	Peterborough
Arab Other	4	1
Afghanistani/Dari	2	5
Black African	3	1
Black UK	1	
Dual Parentage	2	2
Iranian	2	2
Iraqi	3	1
Not Known	6	12
White UK	78	109
White Other	7	1
Other Ethnic Group	4	12
Prefer not to say	1	2
Eastern European	3	1
Asian	1	
Vietnamese		5
Kurdish	2	



Age Range

We have worked with a variety of children and young people within differing age groups during the monitoring period;

Age Range	Cambridgeshire	Peterborough
Pre-School <3	1	
Primary 4-11	25	3
Secondary 12-16	58	96
Young Adult 17+	34	50
Not Provided	1	5



We continue to work with the most young people who are of secondary school age. We are working with a good percentage of young adults also, and are continuing targeting this age group to increase referrals, especially for care leavers and those going through transition.

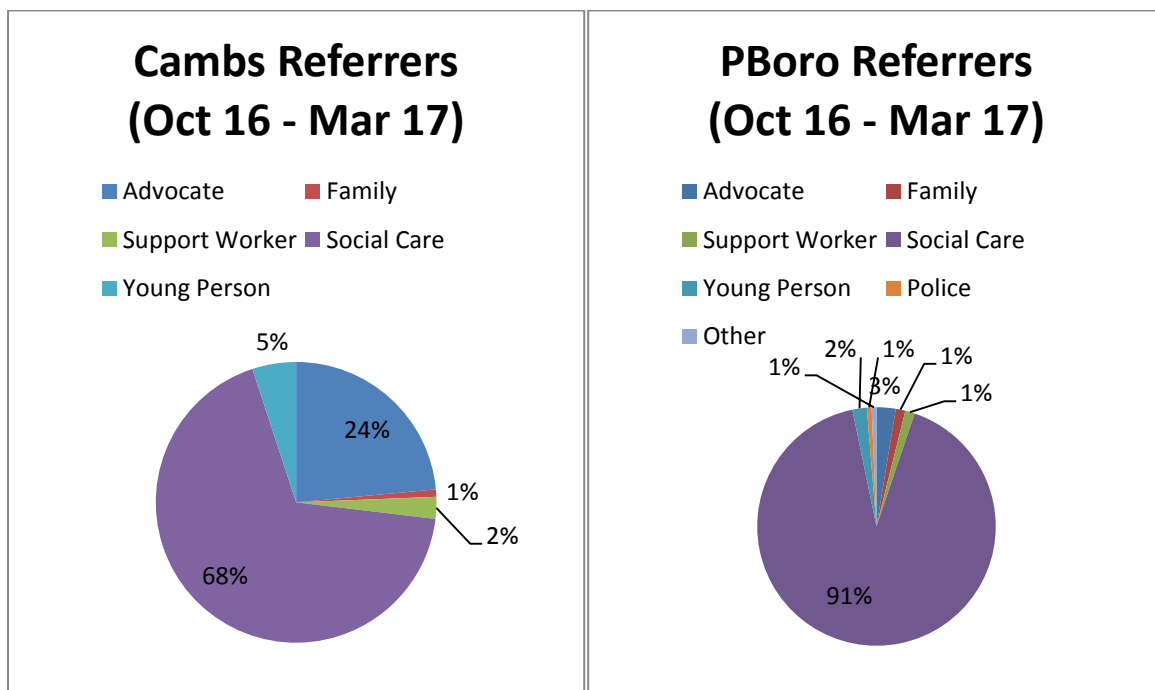
We are not working with many young people of primary school age for Peterborough, however this is likely to be that because in the main we are working on Return Interviews and these are predominately more reflected in the secondary ages and young adults due to missing episodes.



Referrer Source

Anyone can make a referral to NYAS as long as they have consent from the young person, and there is an issue that they require support with. The follow shows where our referrals have come from during the monitoring period;

Enquiry Source	Cambridgeshire	Peterborough
Advocate	28	4
Family	1	2
Support Worker	3	2
Social Care	81	141
Young Person	6	3
Police		1
Other		1



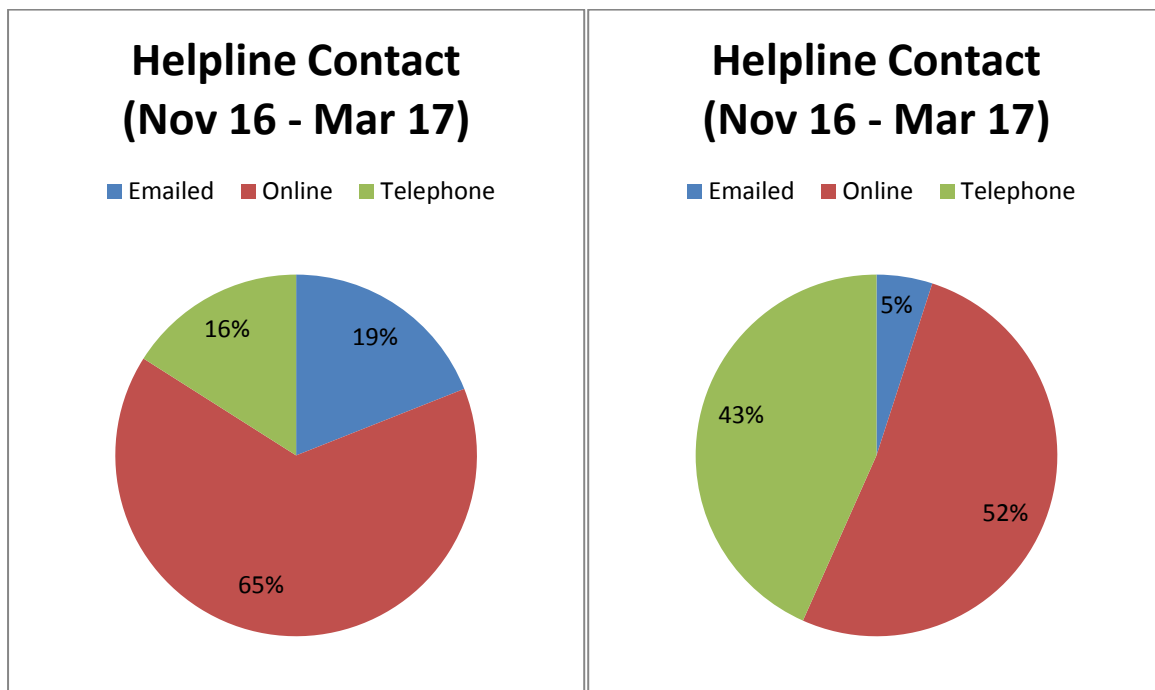
Advocates will make referrals on behalf of a young person they've already worked with, at their request, therefore these are the same as a self-referral from a young person only the young person is instructing their advocate to contact our helpline on their behalf. These will only be for young people who have had an advocate before. Advocates cannot make referrals for young people they do not know.



Means of Contact to Helpline

The preferred method for making a referral to NYAS for professionals is via the Online Referral Form. Children, young people and family members may contact the helpline directly to ask for advice or to make a referral however. The below is data just for November 16 through to March 17 as October was not recorded.

Means of Contact	Cambridgeshire	Peterborough
Emailed	19	6
Online Referral Form	65	62
Telephone	16	52



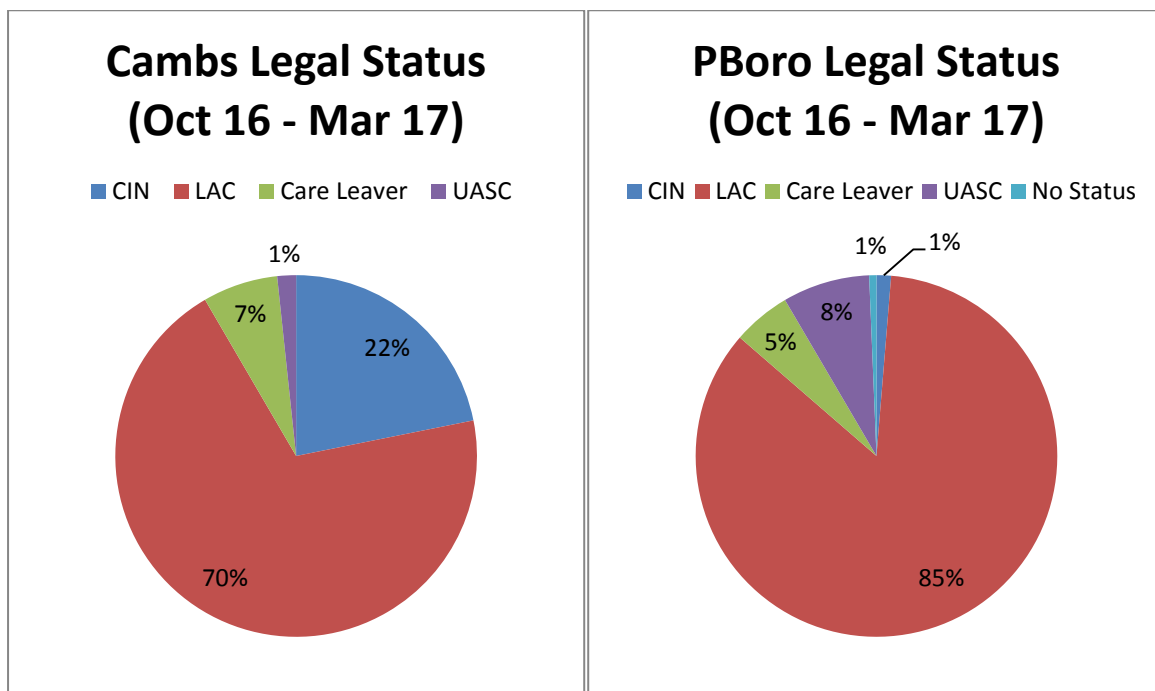
The online referral form is the easiest way to make a referral and this is encouraged.



Legal Status

We aim to work with the majority of look after children, as they have a statutory right to advocacy. However we have worked with other young people with different legal status's too;

Legal Status	Cambridgeshire	Peterborough
Child in Need	26	2
Looked After Child	83	131
Care Leaver	8	8
Unaccompanied Asylum Seeking Child	2	12
No Status		1



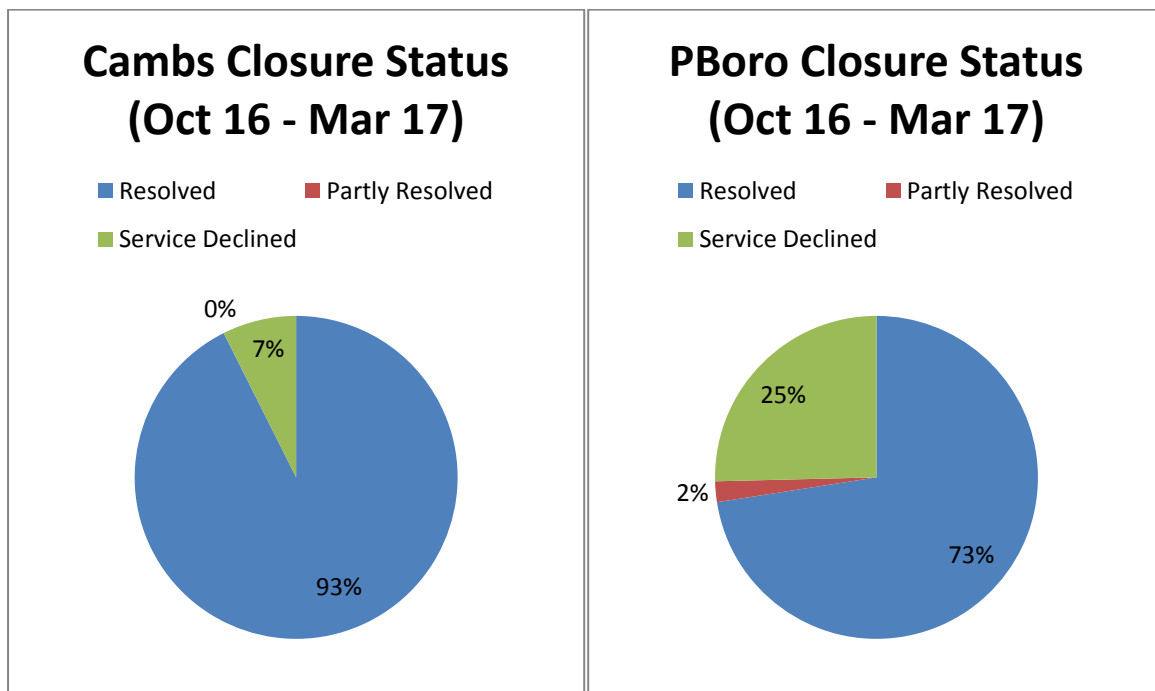
The above clearly shows that we are working with looked after children in the majority. Numbers for Care Leavers and UASC are low and we will be working with the social care teams to ensure these young people are aware of our service.



Closed Cases

During the monitoring period, the following cases have been closed;

Cambridgeshire – Total Closures 135						
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
No of Closures	30	19	21	18	14	33
Of which, Closure Status;						
Issues Resolved						125
Issues Partly Resolved						
Service Declined						10



Peterborough – Total Closures 193						
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
No of Closures	45	38	29	30	33	18
Of which, Closure Status;						
Issues Resolved						140
Issues Partly Resolved						4
Service Declined						49

A high percentage of cases overall for both authorities were resolved upon closure. This means that the young person felt their issue had been resolved and they felt heard.

There is a higher percentage of Service Declined for Peterborough due to the lack of engagement from a young person around Return Interviews.



Feedback Quotes (March 2017)

Cambridgeshire		
Young Person	Complaint	"Thank you for your support, I did not feel listened to and did not expect anything to happen from this complaint. I am very happy that I have had an outcome and that I have been listened to."
Young Person	PEP Review	"It makes me feel much better when I have had somebody to talk to and help me think about things."
Young Person	LAC Review	"Thank you very much Natalie I know you are on my side and try your best for me."
Young Person	Placement Issues	"It is great YP has access to a service like NYAS because for so long he has not been listened too or his best interests been at the centre of decisions made about him."
Foster carer	LAC revivew	"Thank you for all your hard work. I don't think they would have had this outcome without you high lighting her vulnerability. We cannot thank you enough"
Young person	Mother and baby	"Thanks so much for your support. Talking to you really helped me come to the right decision and now I know how to challenge social care on my own and to have what I want be heard."
Young person	LAC review	"Thank you for explaining everything - I feel I've understood more from you than I have the whole time I've been in care."

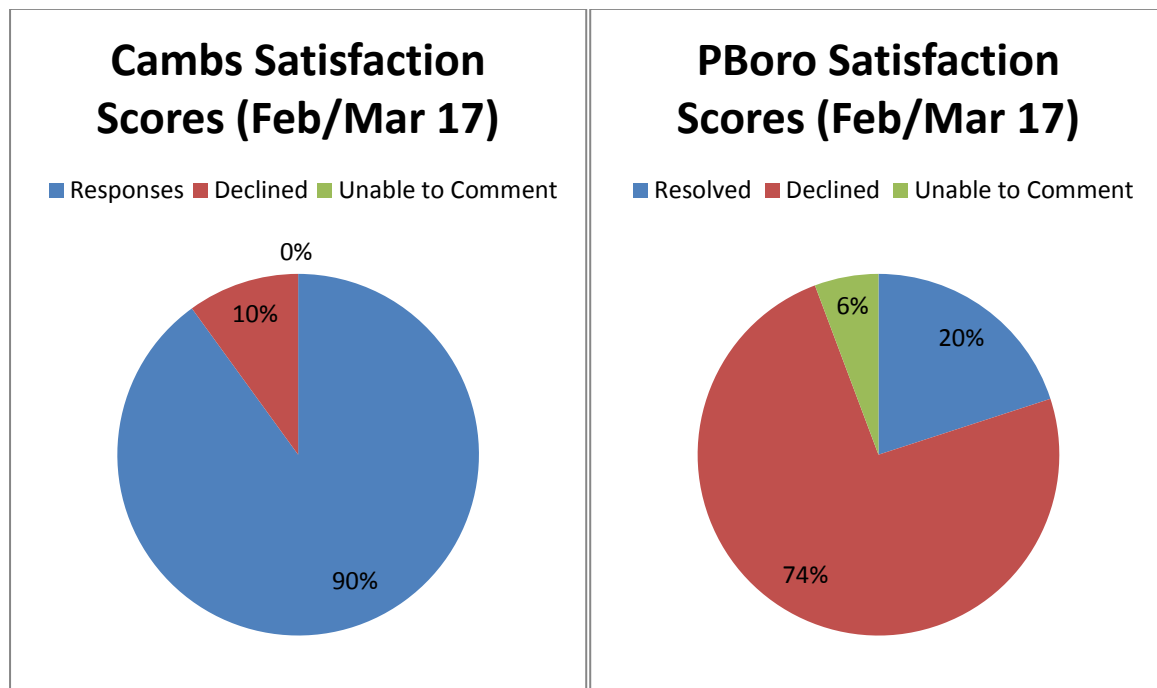
Peterborough		
Parent	Transition	"It's really reassuring to know that you are there to protect her rights and ensure that her voice is heard through all of this process."
Young person	LAC review	"Thanks for helping me say what I needed to say. Sometimes things get so muddled in my head and it's good to have you there to help me explain what I want to say."
Young person	Complaint	"Thanks for helping me to understand what they were saying – it stopped me getting angry."



Young People Satisfaction Ratings

Upon closure of an issue, the advocate will ask the young person if they are happy with the service they have received from NYAS. The numbers below have been taken for the months of February and March 2017 only;

Satisfaction Ratings	Cambridgeshire	Peterborough
Numbers that Fed Back	36	7
Declined Response	4	26
Unable to Comment		2
Totals	40	35



Of the 36 responses for Cambridgeshire and 7 responses for Peterborough received giving a satisfaction rating, 100% stated they were very satisfied with the service.

You will see above that some young people declined to comment, but were asked. Declined rates are higher for Peterborough as more return interviews were declined by the young people, therefore they couldn't comment on the service as they hadn't engaged in the interview itself.

The two Peterborough cases where the young people were unable to comment were due to language barriers preventing them from providing this.

There may not be the same amount of feedback given as cases closed, as some are from the same young person, and their comments are not counted more than once in response to the same time of asking (eg if they had more than once case open at the same time).



Case Studies (names changed to protect identity)

Cambridgeshire

Presenting Issue from Young Person

A referral was received to work with Peter to support him to share his wishes and feelings for his LAC review. Peter is 14 but struggles during his LAC reviews and has often been very challenging after the meetings. His placement staff and social worker felt it was best if he wasn't invited to his LAC review but that his IRO spoke to him after to let him know what was discussed in a more controlled way. As he wasn't invited, it was felt that it was important his voice was still heard.

Summary of Intervention

The advocate that was allocated to Peter had worked with him in the past and Peter agreed to work with this same advocate. Peter can often struggle to communicate and when the advocate met with him, Peter initially didn't want to engage. He pulled his cap down and pulled his jumper to cover his face. When the advocate spoke to him or asked him a question, Peter would just shrug his shoulders. The advocate checked if Peter wanted to speak to her and he again shrugged his shoulders. As the advocate knew Peter, she felt that Peter did want to talk but would often struggle with 1:1 discussions. The advocate then suggested that they just chill out for a bit together and forget talking about the LAC. The spent about an hour doodling pictures, talking about TV, pop culture and gaming. Gradually Peter dropped his jumper and the advocate could see his face. The advocate dropped into their conversation LAC topics, like how things were at his placement, school, and contact with his brother. Peter was able to answer these questions in a more relaxed way. After about an hour, the advocate commented that Peter had said some really important things about his life right now and how he might be able to get some of the answers to his questions at the LAC review. Peter said he was fine with not going as he always found them difficult but it would be good if what he had said could be read out. The advocate noted a few of his comments and questions and read them out to Peter. He was happy with what was written and wanted it to be shared at the LAC review.

Outcome

With Peter's agreement, the advocate sent his wishes and feelings to his IRO. She confirmed she would read them out in the meeting and then speak to Peter after the LAC review to let him know what had been discussed and hopefully answer all his questions. The advocate contacted Peter after the LAC review and he said his questions had been answered and that it was useful to speak to an advocate so that he could still be involved in his LAC, even though he didn't want to attend.



Case Studies (names changed to protect identity)

Peterborough

Presenting Issue from Young Person

Tom is a care leaver however he will not engage with the leaving care team. He has a learning difficulty and has been involved with the Youth Offending Service. He has been evicted from his flat and after a brief time at an emergency hostel is now at risk of being street homeless. Despite this threat he still won't engage with any service.

Summary of Intervention

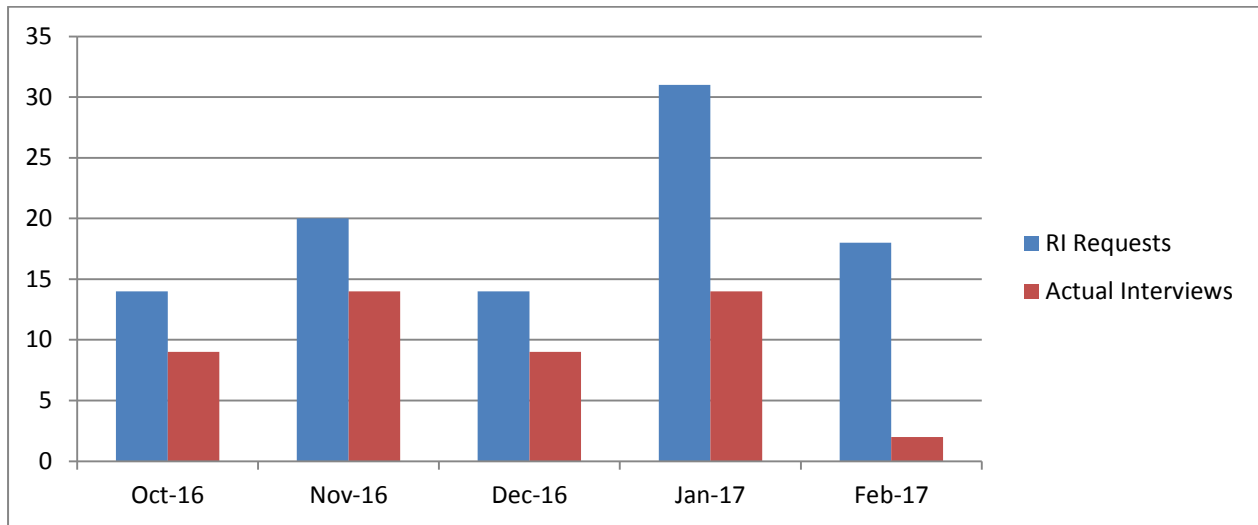
The advocate arranges to meet Tom at a local Costa. Tom arrives and is happy to talk about his issue. He agrees that the advocate can contact the leaving care team, his mother and adult social care and feedback to him. It is difficult to maintain contact with Tom but through a mixture of calls, texts and liaising with his Mum, Tom keeps engaging with the advocate and turns up for an assessment with adult social care and some of the subsequent meetings. The advocate is able to gather his wishes and feelings and support him to express these. She is also able to follow up meetings when he is refusing to attend and encourage him to keep engaging by keeping sight of the end goal – his own flat.

Outcome

As a result of Tom's engagement with the advocate and consequently his work with services, his wishes, feelings and views are expressed and Tom is allocated a new flat with daily support available. Tom is pleased with the outcome and although he is not keen on being involved with services he realises the benefits of engaging with them.



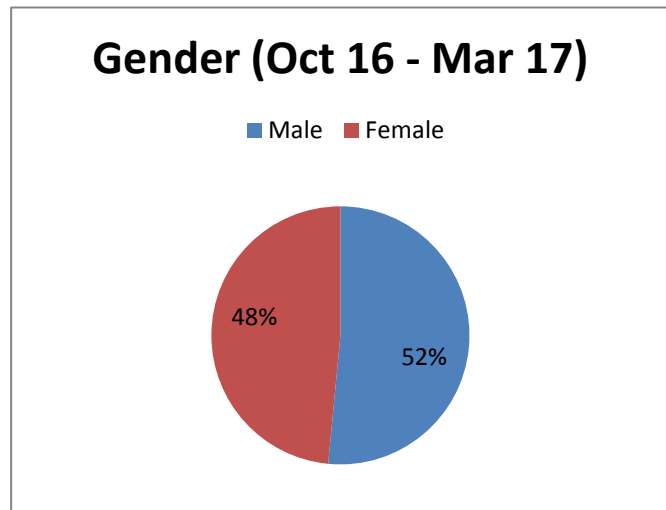
RETURN INTERVIEWS (Peterborough only)



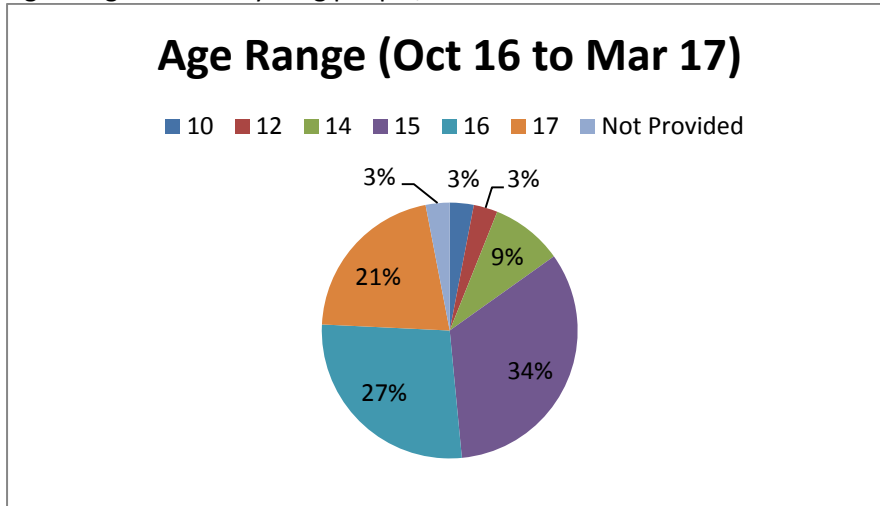
Peterborough							
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
RI Referrals	14	19	14	31	22	11	111
Actual Interviews	9	13	9	14	2	1 (3 TBA)	48

General Summary

- During the monitoring period, a total of 111 referrals were made for a return interview, which 48 actual interviews taking place. This is a take up rate of 43%.
- Of the 111 referrals, 4 were duplicate referrals.
- We worked with some young people more than once. During the monitoring period, we worked with 33 young people.
- Gender – 17 were female and 16 were male.

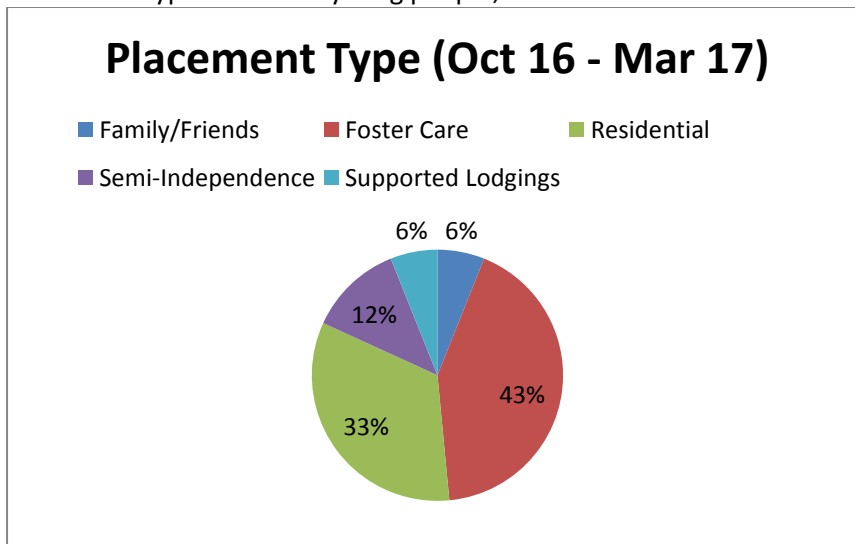


Age Range of the 33 young people;



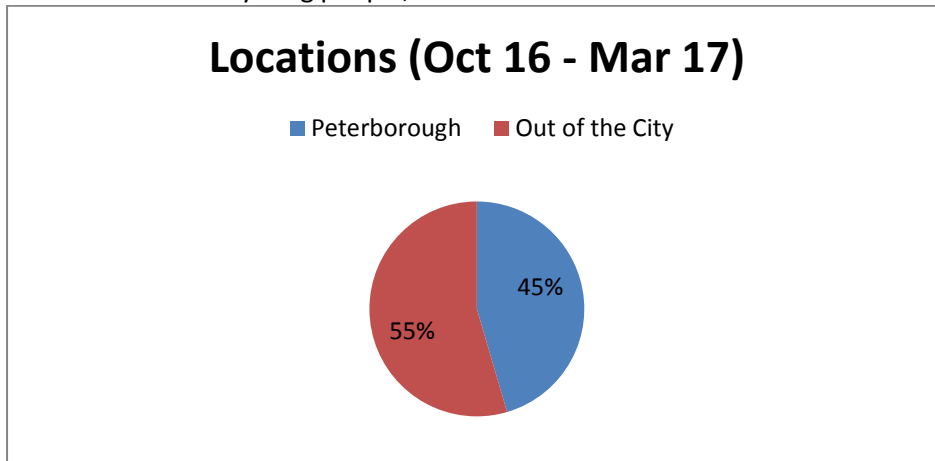
Age Range	Number of Young People
10	1
12	1
14	3
15	11
16	9
17	7
Not Provided	1

Placement Types of the 33 young people;



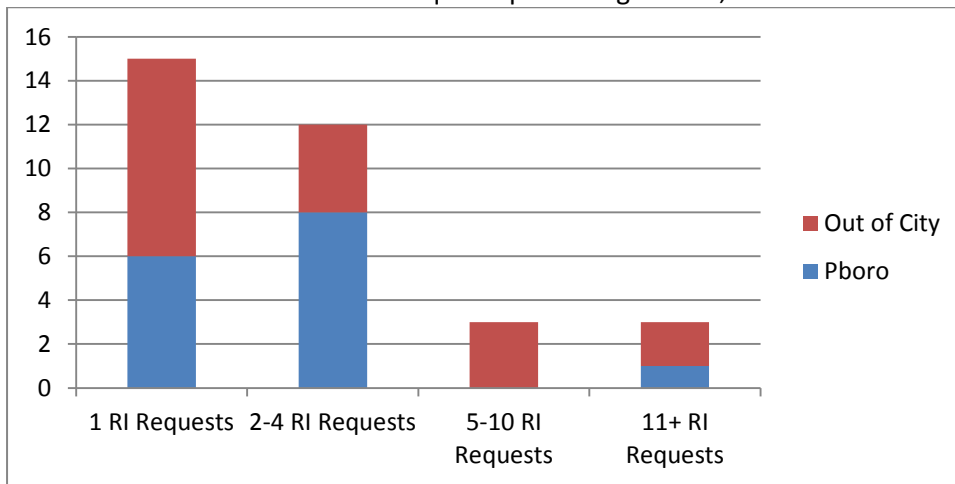
Placement Type	Number of Young People
Family/Friends	2
Foster Care	14
Residential	11
Semi-Independence	4
Supported Lodgings	2

Locations of the 33 young people;

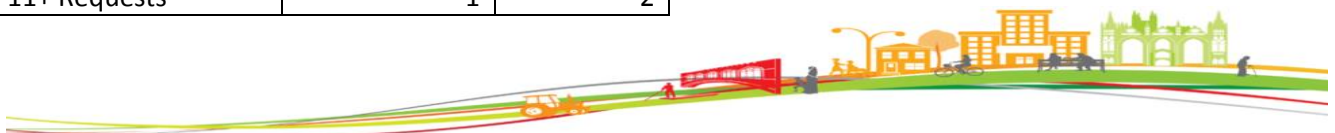


Location	Number of Young People
Peterborough	15
Out of the City	18

Breakdown of Return Interviews required per Young Person;

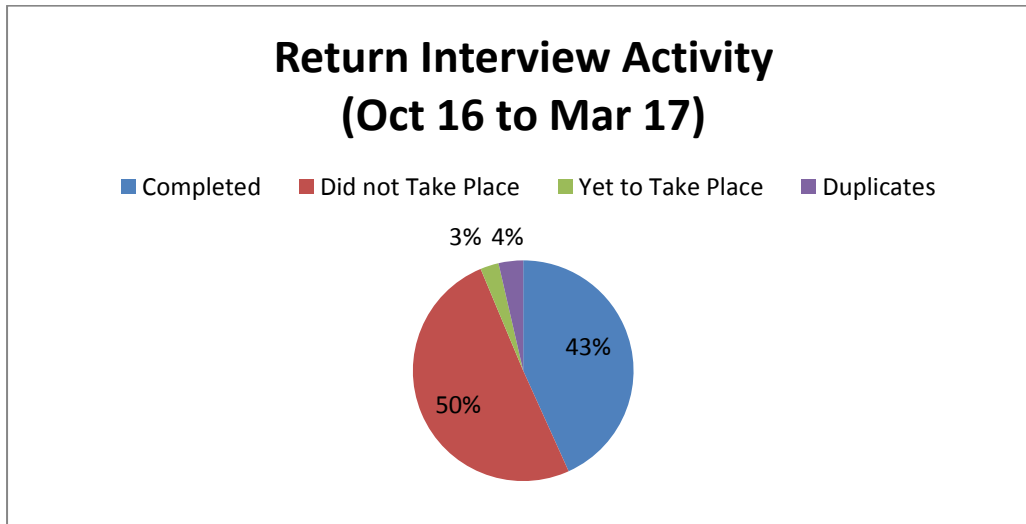


Interviews Required	Peterborough	Out of City
1 Request	6	9
2-4 Requests	8	4
5-10 Requests	0	3
11+ Requests	1	2



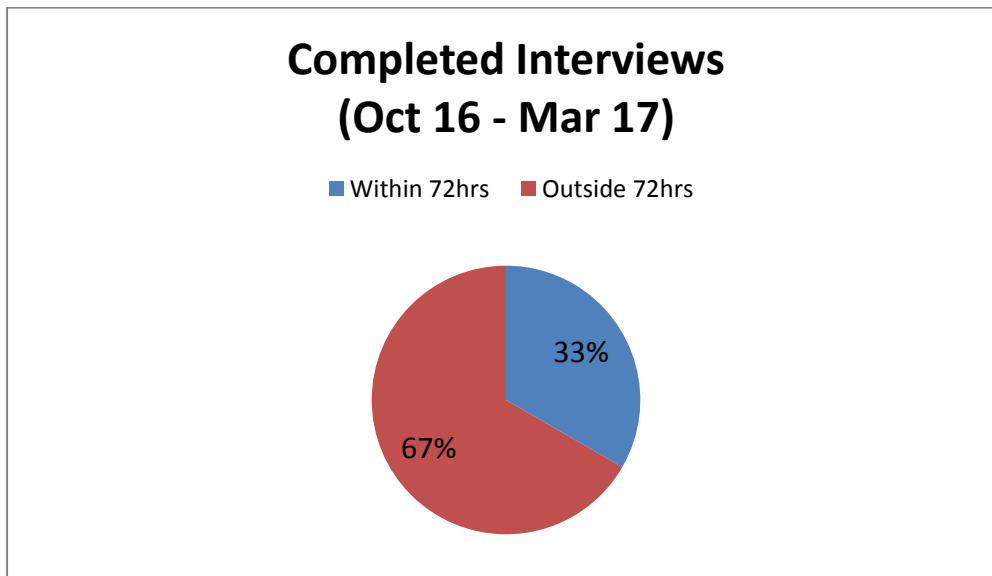
The one young person who was in Peterborough who had 11+ requests had 12 missing episodes. Of the two young people who were out of the city who had 11+ requests, one had 11 missing episodes and the other had 15 during the monitoring period.

Of the 111 return interviews, 4 were duplicates, 48 were completed, 56 did not take place and 3 are yet to take place;

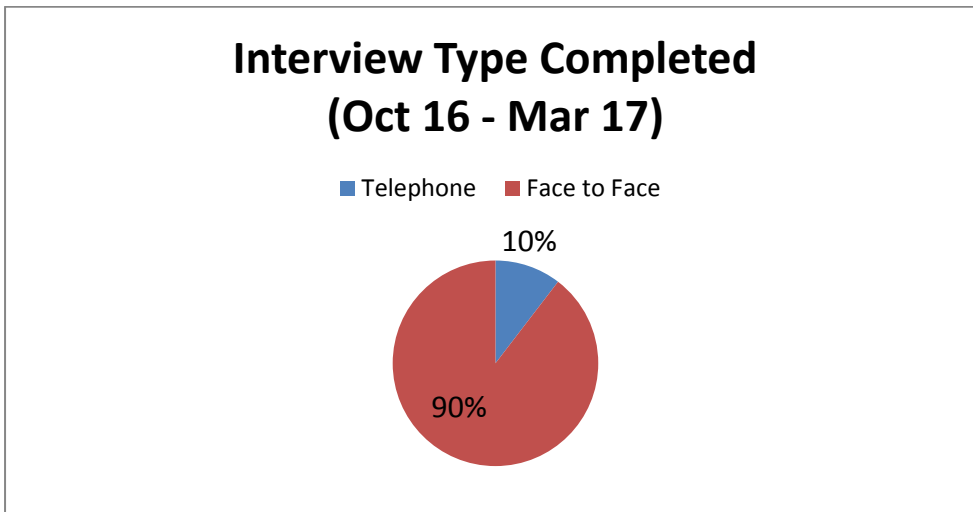


72hr deadline – All young people who are looked after must be offered the chance to see someone independent to conduct their return interview. They may decline but need to be offered this each time.

Of the 48 completed interviews, 16 were completed within the 72hr timescale and 32 were not.

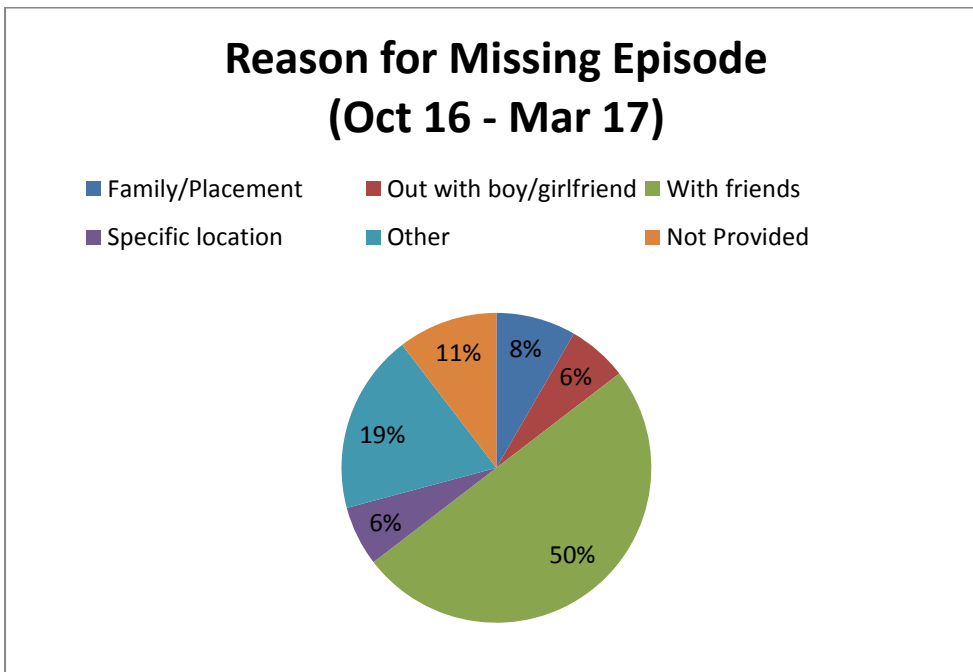


Of the 48 interviews completed, 43 were face to face and 5 were over the telephone;



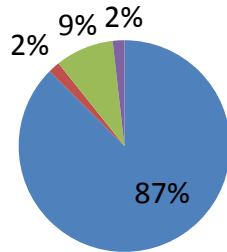
Of the 48 interviews completed, the following reasons were provided by the young people;

- 4 Family/Placement breakdown/argument
- 3 Out with boyfriend/girlfriend
- 24 Out with friends
- 3 Specific Location
- 9 Other
- 5 Not provided



Interviews Not Completed Feb - 17

■ Declined by YP ■ Refused by Parent ■ No Longer Required ■ YP Missing Again



- 56 interviews did not take place;
 - 5 were no longer required
 - 49 were declined
 - 1 interview was refused by a parent (Social Worker informed)
 - 1 young person was missing again.



RESIDENTIAL VISITING ADVOCACY (RVA)

Cambridgeshire;

Victoria Road – Monthly Visits, Advocate Natalie Briscoe.

Visits are going well and the staff are always supportive and encourage the children and young people to access the service. Recently they contacted the visiting advocate to support a young person with their wishes and feelings about their placement and also supported a previous resident who continues to visit the home regularly to contact their NYAS advocate for support with a new issue. There has been a high turn volume of residents coming and going and each visit currently focuses on promoting the service.

London Road – Monthly Visits, Advocate Natalie Briscoe.

The home has seen a change with some residents moving onto adult provisions and a new resident joining London Road in February. Staff are always available to discuss and advise on the best ways to interact and communicate with the residents. Staff also provide an overview of the residents day and moods at the start of visits. The home is currently looking for the final members to fulfil their staff team.

Woodland Lodge – Fortnightly Visits, Advocate Rebecca Fensome.

There is always a fun atmosphere and the young people appear to enjoy their stays. There are activities on offer to the young people when they are at Woodland and also lots of trips out planned. The young people always seem engaged. There is also space for young people to 'relax' and staff respond to individual young people's needs. Staff and young people are always very welcoming and open to our visits. Young people are happy to talk to the advocate and engage with her. Staff are always helpful in sharing knowledge to help us get to know young people. Staff are good at sharing knowledge in a respectful way i.e. we go out of ear shot so we are not talking about a young person in front of them. Staff have good relationships with young people and work hard to get to know them well.

Haviland Way – Monthly Visits, Advocate Rebecca Fensome.

Visits have been going well and the advocate has been able to make some good observations of the young people and staff. It's clear that staff know them well and provide a fun atmosphere but there are clear boundaries in place which the young people respond well to. The young people are sometimes not wanting to engage with the advocate although they seem comfortable with her presence and able to engage when they want to. We have been able to observe that the young people are accessing their community well with a wide variety of activities. There are always new pictures on display to show what the young people have been doing. For the next two months visit, the advocate has been in discussion with staff about combining these so we can join young people on a visit out in the community.

UASC Drop In – Monthly

These are to be set up during the next monitoring period.



Peterborough;

Cherry Lodge – Monthly Visits, Advocate Karen Austin.

The visits have been going well. Staff are warm and attentive to all the young people. They enable young people to have privacy when needed and also balance their individual needs like their medication etc. Communication can be difficult with some young people but Karen has been able to observe that they are all happy and relaxed. The young people tend to respond more to the advocate joining in activities, especially sensory based ones. They are happy and engaged. The advocate observed that one young person recently had their allocation stopped as they moved areas and funding needed to be reapplied for. Once the young person could return to Cherry they were keen to stay overnight but had to start with a tea visit first. They found this difficult as they wanted to spend more time at Cherry. This example highlights that young people enjoy their stays here.

Clare Lodge – Fortnightly Visits, Advocate Jo Saunders.

Visiting fortnightly, two lounges per visit is generally appearing to be going well. Young people range from engaging weekly to more intermittent sessions. General discussions held in individual lounges with staff also at times. It is difficult to engage the young people in anything other than conversation, given the nature of the setting. We encourage access to advocacy and issues range from complaints not being listened to, lack of mobility (as staff levels seems to be an issue) and young people not feeling they should be at Clare Lodge.

The Manor – Monthly Visits, Advocate Karen Austin.

There have been some issues when arranging visits. Staff are not told that the advocate will be visiting and then when the advocate arrives there is some confusion, or visits have to be cut short as they are going out on trips. This has happened consistently over the last few months. When the advocate has been able to visit, the young people seem very happy and relaxed. They are engaged in activities and there is a wide variety of activities available to them. The advocate will be providing more NYAS literature to be displayed at the Manor for young people to engage with.

