

The team

The hub teams will comprise new specialist roles including a life coach (clinical psychologist), a communications support worker (speech therapist) and a number of key portfolio leads for specialist roles within the service. This will include a family circles worker (to help rebuild relationships between young people and their families), education, training and employment support, placement support and homelessness support. Crucially these specialists will all be trained and managed within the same common approach to working with young people.

Accommodation options

The integrated service will ensure young people have access to a range of accommodation options developed as a key part of the hub approach. This includes residential care home beds, emergency residential beds, foster family placements, supported accommodation, supported lodgings and bespoke placements. These

options, some of which are often denied to our more troubled young people, will be flexible and based on the needs of the individual.

Ways of working

A key worker will provide the security and stability through which young people can develop problem solving and life skills and so improve their outcomes. The services young people need will wrap around them, with the option of moving services to meet their needs whilst remaining within the hub and retaining an intensive level of support. This will result in a reduction in separate referrals, for example to CAMHS or health services. The model's integrated management, culture and training will mean that there will be a single entry to the range of services that young people need.

Our shared practice model places signs of safety as the core approach to assessment and planning with young people. It creates a staff culture that is focussed on solutions and ensures all staff can

deliver a range of evidence based interventions. This shared practice model will drive staff recruitment, supervision, training and appraisal.

Regular case planning meetings (RAISE - risk analysis and interventions solutions evaluation) will provide the forum for bringing together key partners to manage risk and develop interventions to improve outcomes.

The hub teams, including life coach and communication support worker, will work with young people and their families to understand the issues affecting them. From this a clear plan can be identified i.e. rehabilitation and returning to their own home or longer term support through the hub.

A timeline for an intervention will be developed during a young person's journey with regular review periods to show progress. This will result in an action plan developed with the young person to provide clarity around what needs to be achieved, when and by whom.

Any intervention will aim to reduce risks, build on strengths and is a fundamental reason why the No Wrong Door innovation will drive improved outcomes for young people.

For more information about No Wrong Door in North Yorkshire contact Janice Nicholson on 01609 535695 or email nowrongdoor@northyorks.gov.uk

Contact us

North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays).

Tel: **01609 780780** email: customer.services@northyorks.gov.uk
Or visit our website at: www.northyorks.gov.uk

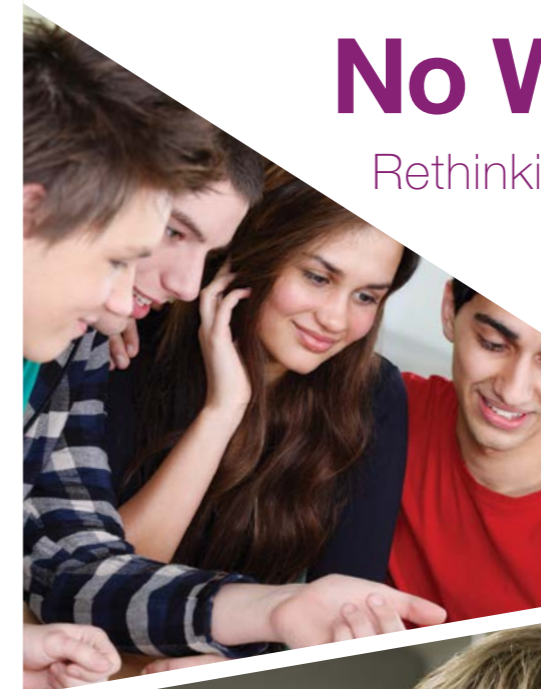
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No Wrong Door

Rethinking care for adolescents
- information for professionals



No Wrong Door in North Yorkshire

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The North Yorkshire No Wrong Door innovation ensures that, through one key worker, young people can access the right services at the right time in the right place to meet their needs and allows them to build trusting and consistent relationships with key professionals.

Developing an integrated service for our more complex and troubled young people will ensure that their needs, no matter how diverse, are addressed within a single team of skilled and dedicated workers. The integrated team will stay with the young person throughout their journey, be it to prevent care, within the care system or out of it. It ensures young people have a dedicated, highly trained team around them, are supported as they move towards independence and never feel as though they are passed from service to service.

The No Wrong Door model will operate from two hubs, one in Harrogate and the other in Scarborough. It brings together a variety of accommodation options, a range of services and outreach support under one management umbrella.

It will provide consistent relationships with continuity of a key worker ‘sticking with’ young people as they move to more independent accommodation. It will for the first time bring together a common approach to working with the most hard to reach young people, across different staff specialisms through common training and management.

What the No Wrong Door innovation will achieve

The overall outcomes of the No Wrong Door model will be to:

- improve young people’s safety and stability;
- reduce vulnerabilities;
- engage young people in education, training and work readiness;
- improve emotional wellbeing;
- reduce criminal activity;
- raise levels of engagement; and
- reduce costs to the local authority, the NHS and the Criminal Justice system.



“ This will include a family circles worker (to help rebuild relationships between young people and their families), education, training and employment support, placement support and homelessness support. ”



To achieve these outcomes, the No Wrong Door model is underpinned by the following distinctive characteristics.

- A single service providing consistent support to young people wherever they move to, maximising the opportunity for planned, positive transitions.
- Prevention of hand-offs between services at points of crisis, with the hub manager having responsibility for a wide range of accommodation options.
- Young people at the heart of planning and decision making.
- Support focused on strengths and achievements as opposed to deficits to develop self-esteem, self-worth and resilience.
- A multi-disciplinary service working to common approaches using signs of safety, restorative practice and therapeutic crisis intervention.
- A culture which provides persistent high challenge and high support to young people.
- A team which does not ‘give up’ and supports young people to reduce high risk behaviour.
- A key worker relationship maintained throughout the young person’s journey including during moves between hub placements.
- Young people who feel empowered to build and restore relationships.

Implementing this model will create the opportunity for substantially better outcomes for young people, including those who are leaving care, ensuring more young people are able to manage the transition to universal or mainstream services.

For those in residential care No Wrong Door will allow them to maintain a relationship of key carers well beyond the physical move from a residential home. A key aspect of this model is the maintenance of those key carer relationships throughout a young person’s journey.