



LSP IMPACT REPORT JULY 2019 – JUNE 2020

Accommodation & support services for young people in Lincolnshire





ABOUT LINCOLNSHIRE SUPPORT PARTNERSHIP

Lincolnshire Support Partnership (LSP) provides housing and support for young people aged 16 and 17, including care leavers up to 21, young people with complex needs and young parents. We work with young people to help them return home to their family or to move on to more independent accommodation.

LSP is made up of two key partners: Nacro, who leads the partnership, and LEAP. As a partnership, we provide services across Lincolnshire with an equality of access and high standard of service throughout.

WHAT WE DO

At LSP we provide young people with safe, secure and good quality accommodation and work with them to reach their full potential to live full, independent lives. We help young people understand how to sustain their accommodation, understand their rights and responsibilities, promote positive attitudes and change risky behaviour. We connect young people with appropriate services where they need additional or specialist support. We advise them how to maximise their income, including claiming any benefits they might be entitled to, and we encourage them into training, education and employment so that they can achieve economic stability. Our work with young people gives them every opportunity they need to bring about lasting change and to have a bright and positive future.

WHERE WE WORK

The LSP provide accommodation from 5 'hub' projects within:

- Boston Borough (Nacro)
- Lincoln City (Nacro/LEAP)
- South Kesteven (Nacro)



OUR STAFF

Our staff teams have the right values and attitude, helping them to relate to the young people they support and enjoy working with them. All staff are introduced to the LSP Values Charter, the core purpose of which is:

“To prevent homelessness and promote independence by providing a comprehensive support package in a safe environment.”

At LSP we believe in investing in our staff. We provide excellent training and support and want our teams to have long lasting careers with us, where they can develop their skills and use their experience to provide services that continuously improve.

To encourage cross-project working and ensure staff have a good understanding of LSP services as a whole, staff are encouraged to visit other services and attend county-wide working groups.

LSP staff have attended training on areas including:

- Safeguarding
- Health and Safety Awareness
- Fitness, Nutrition and Hydration
- County Lines & Exploitation
- PREVENT
- Modern Slavery
- Self Harm & Suicidal thoughts in Children & Young People
- Domestic Abuse Awareness
- Concealment & unwanted pregnancy and birth control
- LGBTQ+
- Covid-19 Emotional Wellbeing
- Psychological First Aid during Covid-19

WHO WE HAVE ACCOMMODATED AND SUPPORTED

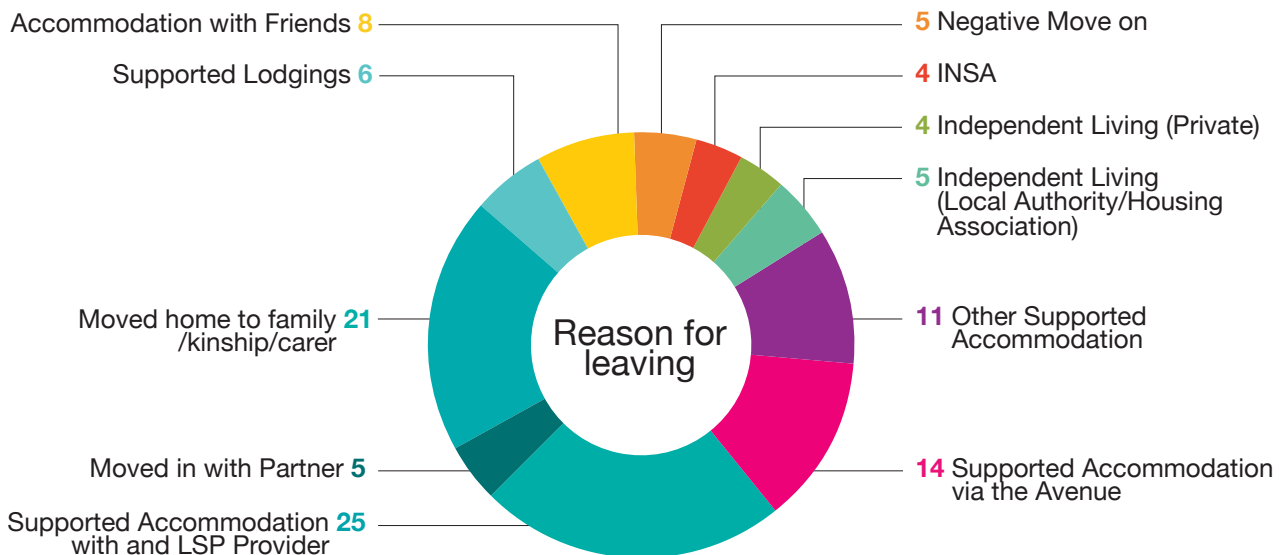
In 2019, we supported 147 young people across the county of Lincolnshire.



OUTCOMES FOR YOUNG PEOPLE

We have supported 108 young people to move on from our service. Of those, 21 successfully returned home to parents or wider kinship.

Destination of young people exiting the service:



LSP hold regular house meetings and informal social events, which young people are invited to be involved in and to use as a forum to raise issues and concerns about the service they receive, to explore what we do well and what we could do better. In turn, staff use these forums as an opportunity to address the young people as a group to discuss issues that affect them all and to acknowledge positive behaviour and achievements. External agencies and key stakeholders have been invited to these meetings across a number of projects. This way, they are able to support staff in addressing issues that impact the wider community and may be present within a service, and can give advice and guidance to young people where more specialist knowledge on a subject matter is required.

WHAT YOUNG PEOPLE SAY ABOUT US

“I have lots of really good discussions with all of the staff, and Sharon is just like being with my Nan, she’s lovely, I didn’t think I’d like it, but I do.”

PARTNERSHIP WORKING

We recognise that a lot of the young people have multiple needs. Alongside the support that LSP offers, these young people sometimes require specialist support and intervention to ensure their needs are met and aspirations are realised.

Not only does working with other agencies mean we can deliver a holistic support package, it also means the young people we work with can establish community-based support in readiness for their move on. Agencies we work with included the Youth Offending Team, Futures 4 Me Team, Social Workers, the Police, Anti Social Behaviour Teams, DWP, Health Visitors, School Nursing Team, CAHMS, We Are With You, P3, Barnardo’s, Princes trust and SAFE team.

In order to help inform the future development of LSP and celebrate its successes, we collate feedback from partner agencies on an ongoing basis and through our annual stakeholder questionnaire.

Staff have successfully created partnerships with Fare Share and KFC donation, helping organisations meet their own corporate responsibilities in terms of volunteering and reducing waste.

WHAT OTHER PROFESSIONALS SAY ABOUT US

“The work you all do is outstanding and you should feel complete and utter pride in what you do and what you achieve by working brilliantly with people who need your support.”

“The team are very understanding of the service users’ needs and communicate with them well. They seem very positive in their attitude towards young people and I was very impressed with their willingness to support the young person as needed.”

WHAT OUR STAFF SAY

“I feel privileged to work for Nacro and the LSP, working with our vulnerable young people, providing a place of safety and a home where there are people willing to listen and support, yes, its been a tough year, but I feel truly blessed to be apart of the service that cares, and supports our young people, watching them flourish whilst becoming more independent.”

“2020 has been one of the hardest years so far due to the Covid issue. The mental health issues that have impacted our young people have been obvious and stark especially during the first lockdown. With education stopping and movement restricted all of our young people commented frequently how hard dealing with the pandemic has been. As support workers we doubled down on making sure we keep conversation and interaction going with young people to support them through the tough year.”

COVID-19 – FROM THE FRONTLINE

Much earlier this year, staff were monitoring the initial stages of the pandemic, anticipating a fundamental transformation in the way they would be able to provide services:

“We have services where, contractually, staff need to be on site 24/7 and I needed to consider what would happen if there simply weren’t enough staff who were well enough to work. From early on, we tackled the crisis as a team. The crisis has definitely energised us to prioritise and problem solve.”

The first step was identifying which staff and service users were the most vulnerable, including those with underlying health conditions. They knew that some of their tenants would need extra support with getting shopping and medication and some high-risk staff would need to work from home at all times. Continuing to go into services, although essential in this line of work, is also a source of anxiety for staff. For the staff working alone in the 24/7 services, they put in place systems which alleviate stress. These include a buddy in the form of a colleague doing the same shift – but on the telephone – who they can talk to whenever needed, and also a change in shift patterns:

“Wherever possible, we have tried to share the workload so that those continuing to deliver 24/7 services work four days on, followed by four days off, which will allow them to unwind.”

We have seen how the impact of this crisis goes beyond the world’s collective health and into all aspects: social interactions, employment, hospitality, leisure, and housing. Where the health care systems are feeling the strain, accommodation services have also noticed a change:

“People are still becoming homeless and in some cases it is because of the strain that lockdown is placing on families.”

“Commissioners have been very supportive. They have helped us with sourcing PPE which means we have had enough since before the lockdown began, and also with food and toiletries for the young people.”

Initially the staff working in the young people’s service were concerned about how the younger service users might respond to the restrictions of lockdown. Staff spoke to them about the circumstances, explaining that:

“We might need to change the way we support them if the government put restrictions in place.”

These kinds of conversations will have played a huge part in how well the service users have mostly adapted, making the jobs of the support staff that little bit easier:

“I have witnessed our young people observing social distancing very well”.

In cases where there have been issues, they have continued to communicate on a personal level about the safety of their own families put at risk, but also on a wider level about government advice which “has encouraged them to respect the restrictions in place.”

One of the big positives of the current situation has been the sense of community that has come about. Facebook donations from members of the public have included board games and books to keep their service users occupied, whilst in some cases neighbours of their tenants have helped them with shopping and medication.

The complexity of this kind of service and support provided makes it fundamentally hard to completely mould it into pandemic-friendly systems of work. Staff must still go in and provide face-to-face support to some of the most vulnerable in society, but you can see that the teams have worked tirelessly to find approaches that minimise harm to any person involved and to maximise the help they can continue to give in the circumstances; they truly are hidden heroes.