

What to expect from MAPS

MAPS is the service for Bristol young people 16-21 who are homeless or at risk of homelessness.

We have a team made up of a few different agencies including 1625IP and Bristol city Council Housing and Social Worker teams. Young people can self-refer, or professionals on behalf of them. Parents can contact us for advice and guidance. We will try to prevent homelessness and support you to make any moves to independence in a planned way.

Is it for all young homeless people?

What support MAPS can offer will depend on your age, where you are from/have lived in the past, whether you have children, the level of support need you have and whether you have someone else who is supposed to help you with accommodation.

- **Age** – MAPS is for 16-21's. Some 22-24's can be referred by another professional if they meet special criteria for needing youth services.
- **If you have children or are pregnant** – MAPS only works with parents or pregnant young people aged 16-17. We can signpost you if you are 18+ and pregnant or already a parent.
- **Local Connection** – MAPS is funded by Bristol City Council for young people with a local connection to Bristol. If you do not fit with the rules which say who has a local connection to Bristol you may be offered a more limited service e.g. be given advice on where to go for help. You may not be allocated a worker.
- **Lead Professional** – If you already have a worker who is responsible for planning your housing e.g. a Leaving Care PA or a social worker – you will be advised to contact them. They can talk to MAPS about housing if needed.

What will happen when I first make contact with MAPS?

A Triage Worker will try to contact you. They will start by asking a few questions to check whether MAPS is the right service for you. Some of these might be sensitive questions. If they think you are not eligible – they will try to give you information about the service that can support you and signpost you there.

If you are eligible for MAPS support they will make an appointment to go through a full triage assessment with you. This will involve asking questions about where you are/were staying and why you must leave, your work, income, education and health needs. Usually, we will want to talk to the person who is asking you to leave. This is to find out whether they might be willing to:

- Let you stay if things were to change
- Let you stay longer if you have a plan to move out

If you give us good reason to believe that talking to this person will put you at risk – we may not do so. If you don't give us permission to talk to the person who has asked you to leave, and we don't consider you to be at risk – we may not be able to help you with housing.

The Next Steps

After the triage assessment you may be allocated to a Support Worker on the following Wednesday. If you have nowhere to go before that you may see a duty worker.

If you are allocated an Support Worker, they will contact you (usually within the next two weeks) and arrange to see you. When you meet, they will talk through your circumstances, wishes and options and then make a support plan.

This might involve:

- Talking more to the person who has asked you to leave and setting up a meeting with them where you both look at how you can improve things between you.
- If you cannot stay where you are longer – helping you to look at other temporary options with your family and friends.
- If remaining at home looks unlikely or unsafe – we will look into your housing options. These will depend on your age and the support you need with things in your life e.g. health, behaviour etc.
- Your work with the AMS worker is likely to be short term (around 3 months) and involve you being given tasks to do yourself.
- You may not be allocated an AMS worker if you don't have to leave where you are in the short-term. We may have to prioritise those who must leave more urgently. If this is the case we will give you advice and information on your options for housing and support.

If you can remain at, or return home we will support you to

- Talk to your family so that you understand one another better
- Understand what your family need you to do so you can remain at home
- Link up with other services which might help you e.g. support with education or with your wellbeing.
- Understand better what your housing options are and how to work towards a planned move.

If you cannot remain at home

- We will refer you for a Homelessness Reduction Act assessment with Bristol City Council, which may result in your getting emergency accommodation if you are eligible, homeless and in priority need. You will not have much choice about where this is or who you are sharing with.

- If you need supported housing and are eligible, we will put you on a waiting list for the most appropriate service. It may take weeks or even months before a vacancy comes up.
- If you are not eligible for emergency accommodation – we will look again with you at places you might be able to stay within your family or friends while you wait for a vacancy.

Please get in touch and one of our team can offer advice and see if we are able to help you.