

1625 INDEPENDENT PEOPLE

What to expect from MAPS

MAPS is the place for young people threatened with homelessness. We have a team made up of a few different agencies who all have roles in preventing homelessness.

Is it for all young homeless people?

No. What you can get from MAPS will depend on your age, where you are from, whether you have children, the level of support need you have and whether you have someone else who is supposed to help you.

- **AGE** – MAPS is for 16–21's. Some 22–24's can be referred if they meet special criteria (see website)
- **Children** – MAPS only works with parents or pregnant young people aged 16–17.
- **Local Connection** – MAPS is set up by Bristol City Council for young people from Bristol. If you do not fit with the rules which say who is from 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 talk to you – usually on the same day you make contact. They will start by asking a few questions to check whether you are eligible for our service. Some of these might be sensitive questions. If they think you are not eligible – they will try to give you information about someone else who can help you.

If you are likely to be in one of the groups we can work with, they will make an appointment to go through a full triage assessment with you. This will be within 3 working days of your first contact. This will involve asking questions about where you are staying now and why you must leave. 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 either:

- 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

If, after the triage assessment, we are able to work with you, you may be allocated to an AMS (Assessment, Mediation & Support) Worker on the following Wednesday*. (If you have nowhere to go before that you will see a duty worker). If you are allocated an AMS Worker, they will contact you (usually within the next two weeks) and arrange to see you. When you meet, they will talk through your options and make a plan. This might involve:

- Talking more to the person who has asked you to leave and maybe 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 within your family and friends.
- If at some stage remaining at home looks unlikely – 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 remain at home

We will support you to:

- Talk to your family so that they understand you 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 to emergency accommodation if you are eligible. You might 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. It may take many 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.