



Part of the  One Touch Health Group

CASE STUDY

Derby City Council

Supported Accommodation



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Background:

Steven Stockley and his team were tasked with rolling out a brand-new service under the Department for Education (DfE) guidelines. The service focused on providing support for young people transitioning out of residential care into independent living. This initiative was part of a broader government pilot scheme that had been implemented across various regions. However, there were no established benchmarks or comprehensive procedures in place to guide the transition.



The team faced several challenges:

The initiative was in its infancy, with limited market precedents or guidelines to refer to. They were responsible for drafting procedures from scratch, which was time-consuming and complex. The new service required compliance with recent legislation, including the Ofsted registration of supported accommodations. They needed to ensure that policies were in line with new regulations (The Supported Accommodation (England) Regulations 2023) yet adaptable enough to suit their local provisions.

Challenges Before Implementing tri.x

Procedure creation from scratch:

The primary challenge was creating entirely new policies and procedures to comply with the newly introduced legislation for supporting young people transitioning from care. The team had little reference material or established practices to build upon.

Time and expertise restraints:

Time and expertise restraints: Steven's team lacked the internal resources to write the comprehensive policies and procedures needed in a timely manner. Although they had existing protocols for transitioning young people, the new legislation required more sophisticated and legally compliant procedures.

Need for consistency and compliance:

The team had to ensure that all staff across Derby City followed a consistent approach to provide the best possible opportunities not only for care leavers within the local authorities footprint but also for young people returning from out-of-area placements. The accommodation needed regulation to comply with new legislation.



Implementing tri.x Discovery and Selection

Steven and his team were familiar with tri.x due to the councils existing relationship with tri.x but on a personal note his previous experience in the charity sector gave him confidence as tri.x was used for policy management. Steven found tri.x to be a trusted and reliable solution, used by many local authorities and independent agencies. When transitioning to his role at the local authority, he reassured his team that tri.x was a tried-and-tested product that could help them streamline their policies for the new service.

Benefits of tri.x portal



Derby's City Councils decision to implement tri.x was based on several key factors:



Simplified Procedure Development:

tri.x provided Steven's team with a pre-existing framework for drafting procedures, covering all the necessary legislative requirements. This allowed the team to "localise" the procedures for their specific needs, rather than starting from scratch.



Ease of Use and Customisation:

Steven found it extremely simple to modify the pre-set procedures to suit their local requirements, such as language changes to better communicate with young people in care. The system's ease of customisation saved significant time and effort.



Time Saving:

By using tri.x, Steven's team avoided the time-consuming process of writing procedures themselves. They could focus on proofing and approving the procedures instead, which was essential given the short timeline they were working under.



Consistency and Compliance Tracking:

The tri.x portal allowed Steven to assign reading tasks to his team and track their compliance, ensuring that all staff were following the same procedures. This level of oversight was crucial for maintaining a consistent approach across all their young people in care.

Measurable Outcomes:

On-Time Ofsted Registration:

The team was able to meet their goal of having all properties registered by the required deadline. This was achieved with minimal issues, thanks to the quick implementation and adaptability of tri.x procedures.

Reduced Administrative Burden:

With tri.x handling much of the procedure creation and compliance management, the team saved a considerable amount of time, which was crucial for Steven as he was managing two roles simultaneously.

Improved User Experience:

Steven noted that even staff who transitioned from other departments found the tri.x portal easier to navigate than their previous systems.

Support and Communication:

The communication and support provided by the tri.x team, especially from the tri.x Lead Consultant, were critical to the successful implementation of the new procedures. Any queries or updates were handled promptly, ensuring the project stayed on track.

Conclusion:



The introduction of the tri.x portal was a game-changer for Steven Stockley and his team. Not only did it provide a ready-made solution for policy creation, but it also streamlined compliance and monitoring processes, ensuring a consistent, young-person-focused approach to care. tri.x's flexibility, ease of use, and the strong support provided by its team helped the local authority meet its legislative requirements on time, with minimal disruption.

In Steven's words, "If anybody's going to understand the policy landscape, it's tri.x." This confidence in the system played a key role in the team's ability to deliver a high-quality service for young people transitioning from residential care to independent living.

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