

Briefing Paper to the Children, Young People, Families & Learning Overview and Scrutiny Commission

Wards:

17th November 2025

Young People Scrutiny Engagement Group Feedback

Briefing Paper of the of Director of Legal Services and Partnerships

1. Purpose of the Paper and Summary

1.1. To report to the Children, Young People, Families and Learning Overview and Scrutiny Commission, outcomes and feedback from the most recent meetings of the Young People Scrutiny Engagement Group.

2. Background

2.1. The Young People Scrutiny Engagement Group was established in June 2024 to provide an opportunity for young people to consider issues discussed across all the Council's Scrutiny Commissions and provide feedback and challenge from a young person's perspective.

2.2. Following an interim period of bedding in and adapting to a new way of working, outcomes from the Young People Scrutiny Engagement Group are now evident and will be reported back to the Children, Young People, Families and Learning Commission monthly to ensure that current activity is captured and shared appropriately with any appropriate actions taken.

3. Issues for Consideration

3.1. The Young People Scrutiny Engagement Group (Action 4 Us) Care Leavers met on Wednesday 15th October 2025. This meeting focused on a discussion around Council Housing Repairs. A number of young people attended the meeting along with an elected member, the Young People's Regeneration Champions, the Group Manager and the Personal Advisor for Room 42.

3.2. Also in attendance at the meeting, to discuss the topics on agenda were the Corporate Director for Children, Young People and Family Services, Assistant Director Neighbourhoods and Housing, Head of Service

(Contracting and Investment), Resident Engagement Strategy Manager and Tenant Experience, Influence and Support Manager.

3.3. The young people delivered a presentation detailing the following:

3.3.1. Being a care leaver was incredibly challenging, and the transition into independent housing often brings a lot of stress and uncertainty. Care leavers have access to an enhanced housing offer from the Council, which includes decoration of a property.

3.3.2. Care leavers had experienced various issues including delays in houses being ready after a successful bid, communication issues around timescales and receiving keys, poor condition of properties, and delays to repairs on problems that had been reported.

3.3.3. A survey was conducted to gather feedback from care leavers which highlighted substandard living conditions, delays and decoration issues, challenges when reporting repairs, an impact on their daily life and a lack of faith in the complaints process.

3.4. The care leavers proposed that a Young People's Housing Champion be appointed that would help to rebuild the trust amongst care leavers and provide a point of contact to improve on the communication concerns expressed, based on the model of the "Room 42 Regeneration Champions".

3.5. The care leavers proposed that the Champion would also provide a bridge between housing, Kingstown Works Limited (KWL) and young tenants and provide an opportunity to engage young residents, advocate for them in housing and repair issues, and provide support in navigating the housing systems.

3.6. It was agreed that:

3.6.1. There was a need to communicate the concerns and issues raised with KWL directly, therefore an additional meeting would be setup with KWL and Hull City Council Neighbourhoods and Housing Service to allow for the young people to present their issues.

3.6.2. Care leavers were to be provided with a contact list of Neighbourhoods and Housing Council Officers should young people need a point of contact if communications were failing.

3.6.3. An additional meeting would be setup between the Resident Engagement Strategy Manager, the Tenant Experience, Influence and Support Manager and the care leavers to discuss further opportunities to engage with care leavers.

3.6.4. A flow chart with key contacts at each stage of the process be developed and distributed to the young people and Personal Advisors when taking up a tenancy to ensure effective communication can take place.

3.6.5. The Neighbourhoods and Housing Service return to the next meeting of The Young People Scrutiny Engagement Group (Action 4 Us) Care Leavers to feedback on the issues raised.

4. Next steps

4.1. The Children, Young People, Families & Learning Overview and Scrutiny Commission note the outcomes of the meeting and that the next meeting of The Young People Scrutiny Engagement Group (Action 4 Us) Care Leavers will take place on Wednesday 21st January 2026.

4.2. All actions agreed with young people will be recorded and followed up periodically to ensure that the young people are kept informed of progress (see Appendix 1).

Corporate Director Legal Services and Partnerships

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Officer Interests: None

Background Documents: -