GWYNEDD

SUPPORTING PEOPLE STRATEGIC PLAN
2015 – 2018

SUPPORTING PEOPLE
SUPPORTING INDEPENDENCE

CONTENTS

FOREWORD

The primary purpose of the Supporting People programme is to help people remain as independent as possible by delivering quality housing related support. The programme in Gwynedd continues to work towards preventing homelessness. However, we are facing unprecedented cuts in funding and have already seen the budget reduce from £6.3m to £5.6m. This reduction in funding and recent changes to legislation requires a fundamental reappraisal of some services and we are committed to do this in an open and transparent manner, in consultation with Service Providers.

This document replaces the 2013 – 2015 Supporting People Commissioning Plan and provides a summary of the strategic intentions for the next 2 years. The document is intended to be a summary and is not an exhaustive analysis of data and evidence.

Partnership working is at the core of Supporting People and this plan highlights the links to the work of other Strategic Partnerships involving the Council and other Partner agencies. It reflects and responds to the housing related priorities in the fields of Homelessness, Social Care, Health, Criminal Justice and Community Safety.

In developing our vision and setting our priorities we have considered the response to previous plans, changes to the welfare system, the recently published Housing Bill Wales, the Renting Homes White paper, the Ten Year Homelessness Plan 2009 -2019, direction provided by the Regional Collaborative Committee and the current economic climate.

We continue to work in a challenging period and the plan should therefore be viewed as a working document that may have to be modified in response to changing needs and financial demands.

The Gwynedd Supporting People Planning Group welcomes input from all service users, providers and other stakeholders and we would be happy to receive comments about the programme in order to help us deliver a continually improving programme.

Arwel Wyn Owen
Gwynedd Council
Senior Housing Manager
Chair of the Supporting People Planning
Group

1.   STRATEGIC PRIORITIES

Overview

The Supporting People Programme provides housing-related support to help vulnerable people to live as independently as possible and prevent them from becoming homeless.

The Welsh Government invests over £5.6 million (2014/15) in Gwynedd's Supporting People Programme. During 2013 / 14 the programme supported in excess of 2000 vulnerable people to access and maintain both temporary and permanent accommodation to live as independently as they can. The programme aims to help people to maintain or sustain their accommodation by providing housing related support as early as possible. The ethos of Supporting People is to enable people to develop independent living skills and therefore support has a 'doing with' rather than a 'doing for' approach.

The programme supports a range of vulnerable service user group's e.g. households fleeing domestic violence, people threatened with or getting over a period of homelessness, people with mental health needs, substance misuse needs, young people requiring support, older people in sheltered accommodation or people with a learning disability.

Strategic Vision for Supporting People

Helping people find and keep a home that meets their needs and encourages independence in a healthy and safe environment.

Aims

The Supporting People Programme aims to:

- help vulnerable people live as independently as possible
- provide people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing
- prevent problems in the first place or provide help as early as possible in order to reduce demand on other services such as health, social services, police and the justice system.
- provide help to complement the personal or medical care that some people may need
- put those who need support at the heart of the programme
- ensure quality services, which are delivered as efficiently and effectively as possible through joint working between organisations that plan and fund services and those that provide services
- provide funding for support based on need
- promote equality and reducing inequalities.

Strategic Direction

Strategic direction is led by the draft Single Integrated Plan for Anglesey and Gwynedd, which incorporates the vision and action plan of the Local Services Board for both counties – draft *Single Integrated Plan 2013 – 17.*

This new document replaces a number of different partnership initiatives from both counties namely:

- Improving Gwynedd Together - Gwynedd Community Strategy
- The Children and Young People's Plan
- The Health, Care and Wellbeing Strategy
- The Community Safety Plan

This is informed and supported, by other key strategies that have cross cutting priorities that impact and shape the delivery of the Supporting People programme:

- *The Gwynedd Housing Partnership Strategy 2013 – 17*
- *Gwynedd Homelessness Strategy 2010 - 13*

The strategic aims of the Supporting People Strategic Plan are linked to these Strategies and are based on shared and emerging themes that work towards addressing the priority areas identified in the draft *Single Integrated Plan 2013 – 17* **as** follows:

Prosperous Communities

- Children and young people receive effective support to fulfil their potential
- Communities work together to support individuals in need
- People have relevant skills to secure employment
- People in financial need receive good support and advice
- The Welsh language is thriving.

Healthy Communities

- People in Anglesey and Gwynedd are healthy and active
- Communities are more independent and able to manage their own well-being
- Children and families receive early intervention to meet their needs
- Adults live independently within their community

Safe Communities

- Victims of domestic abuse can be confident of receiving assistance and appropriate response when needed.
- Domestic Abuse is given appropriate attention in our communities as an unacceptable crime.
- Support and services available for people who misuse alcohol and/ or drugs.
- Agencies work together to reduce effects of alcohol and substance misuse in our communities.

- Agencies work together to respond effectively to anti-social behaviour in our communities.

All key strategies require the input of Supporting People for a range of housing related support services that complement and enhance existing initiatives. The Supporting People programme provides the opportunity for vulnerable people to improve their health, reduce their social care needs and lessen the risk of some people offending, re-offending, behaving anti socially or losing their tenancies and become homeless.

The Supporting People programme can prevent the need for more costly intervention by other services such as Health, Social Care, Criminal Justice and Homelessness and works with Providers to identify opportunities to reconfigure services that improve or increase service provision to those eligible for support. Research has shown significant cost benefits linked to other budgets such as Health, Independent Living, Social Care, Homelessness, Crime and general benefits of the programme.

The Supporting People National Outcomes Framework reflects shared key themes i.e. promoting personal and community safety, independence and control, economic progress and financial control, health and wellbeing.

These outcomes measure and evidence the impact the SP programme has on service user's lives and wider policy agendas.

Overall, the Supporting People programme aims to meet shared strategic objectives by:

- Assisting vulnerable people who require support to achieve, maintain, or maximise their opportunity to live independently and successfully in their own community.

- Help reduce dependency on statutory services.

- Supporting tenants or home owners, intent on enjoying their home and community, to undertake tasks and fulfil responsibilities in respect of their home, and to themselves and others in that community.

- Focusing on services that are based on the greatest need and impact to service users.

- Ensuring that the service users are supported to work towards attaining positive outcomes wherever possible.

- Joining up with other services to meet service users overall support needs that will help:

  - Maintain and maximise their independence
  - Access information in order to make informed choices
  - Prevent homelessness and tenancy breakdown
  - Assist to reduce crime and fear of crime
  - Reduce social exclusion and isolation
  - Improve health and wellbeing
  - Improve financial and economic control

> ➤ Reduce unnecessary or premature admissions to hospital, prison or other types of institutional care.

National Drivers

The Housing (Wales) Act 2014

On 8 July 2014, the National Assembly for Wales passed the Housing (Wales) Bill. The Bill received Royal Assent on 17 September 2014 and formally became the Housing (Wales) Act 2014.

It is intended that the legislation will result in:

- fewer households experiencing the trauma of homelessness

- better, more targeted, prevention work

- increased help, advice and information for households who receive limited assistance under the current legislation

- more focus on the service user, helping them to address the causes of homelessness and make informed decisions on finding solutions to their housing problem.

- more effective use of the private rented sector as a solution to homelessness;

- a stronger emphasis on co-operation and multi-agency working, and

- greater protection provided for children in households who are homeless or threatened with homelessness as well as additional help for children leaving care.

The main changes to homelessness legislation will take effect from April 2015.

The new Act will also support the private rented sector by requiring landlords and agents to register and become licensed, this is expected to come into force in autumn 2015.

It is also intended that the Act will result in the provision of more Gypsies and Traveller sites in response to identified need, with full commencement of the new provisions by March 2016.

In summary, it intends to:

- improved standards and management in the private rented sector by the introduction of a mandatory registration and licensing scheme.

- reduce levels of homelessness by placing its prevention at the centre of local authority duties to help people at risk.

- help to increase housing supply, by encouraging owners to sell or rent long term empty properties.

As commissioners, these changes will influence service development and ensure that priority is given to homeless prevention and associated services in accordance with statutory guidance released by the Welsh Government.

Consequently, this may lead to the protection of the old SPRG type services which historically provide temporary support and accommodation to those people who are homeless or about to become homeless. This may impact financially upon those statutory services and budgets which in the past were defined as long term Community Care and Older Persons services such as Learning Disabilities, Mental Health or Sheltered Housing projects.

The Ten Year Homelessness Plan 2009 -2019

The Welsh Government **Ten Year Homelessness Plan 2009 – 2019** is intended to drive national focus and response on the causes of homelessness. The Plan advocates the development of sustainable housing solutions for all, homelessness reduced to a minimum, homeless prevention through early identification and intervention, as well as universal access to services. Where homelessness cannot be prevented, to minimise the trauma of the experience through swift and appropriate service responses.

The strategic aims underlying the Ten Year Homelessness Plan, which encompass the broader vision, are:

- preventing homelessness wherever possible;
- working across organisational and policy boundaries;
- placing the service user at the centre of service delivery;
- ensuring social inclusion and equality of access to services;
- making the best use of resources.

Welfare Reform

The Government has recently updated the Welfare Reform Bill, which has seen several changes including alterations to Housing Benefit and the Local Housing Allowance (bedroom tax) regulations. The changes are intended to reduce the amount of money spent on benefits, encourage people back into employment and simplify the benefits system

The changes will undoubtedly mean that some people will experience difficulties in meeting their rent payments. The impact of these changes are difficult to quantify, however, the Welsh Government have acknowledged that the changes will have a significant impact and have provided funding for the employment of a Landlord and Tenant Liaison Officer in Gwynedd.

These changes can impact on Supporting People commissioning priorities, which will need to focus on services that can support people to sustain their tenancies and prevent them from becoming homeless.

Renting Homes (White Paper) – May 2013

The Welsh Government has launched a white paper proposing a new legal framework for renting a home in Wales

If passed by the National Assembly for Wales, the Renting Homes Bill will change most housing tenancy contracts to one of two main types:

- A 'secure contract', based on the local authority secure tenancy, which will be used mainly for long term housing by councils and housing associations.
- A 'standard contract', which will be similar to the current assured shorthold tenancy used mainly in the private rented sector.

Together, these contracts will replace several existing types of rental contract and help to ensure equality and flexibility across the different types of rented housing.

As well as making the law easier to understand, the other benefits of the proposals include:

- Dealing more effectively with domestic abuse and the anti-social behaviour of some households through having a 'prohibited conduct' term in every contract.
- Removing differences on grounds for eviction for those renting from housing associations by bringing them into line with those for local councils.
- Making it easier for people to join or leave joint rental contracts.
- Easier arrangements for short-term renting.
- Helping young people by making renting easier for 16 and 17 year olds.
- Standardising the right to take over a housing association or council tenancy when the current tenant dies, and giving a new right to a long-term resident carer.
- A requirement in all contracts for the landlord to maintain the property and to ensure there are no serious health and safety risks.
- Reducing costs by having a simpler legal framework.
- Making it easier for landlords to recover abandoned properties.
- Making it harder for bad landlords to undercut good ones.

For the first time, the Welsh Government are proposing to make special provision for supported housing. Supported housing accommodates some of the most disadvantaged and excluded members of society, but the current legal framework doesn't recognise the particular challenges that can arise in these settings. The Renting Homes proposals seek to establish a dedicated legal framework for supported housing, taking into account the particular challenges associated with this provision.

It aims to help vulnerable people to move from supported housing to housing independence, while giving the providers of such housing a practical legal framework to achieve this goal.

The Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act became law on 1 May 2014. It provides the legal framework for improving the well-being of people who need care and support, and carer's who need support, and for transforming social services in Wales.

The White Paper 'Sustainable Social Services for Wales: A Framework for Action' highlighted a number of challenges faced by public services in Wales including demographic changes, increased expectations from those who access care and support as well as continuing hard economic realities. The Act aims to address these issues and in doing so, give people greater freedom to decide which services they need while offering consistent, high quality services across the country.

The Act will transform the way social services are delivered, promoting people's independence to give them stronger voice and control. The Act will promote equality, improve the quality of services and enhance access to the provision of information people receive. It also encourages a renewed focus on prevention and early intervention.

Some of the functions within the new Act have similarities to the support services funded by the Supporting People programme so it will be essential to consider the implications of the Act on Supporting People.

Tackling Poverty – Building Resilient Communities

In *Building Resilient Communities: Taking forward the Tackling Poverty Action Plan* the Welsh Government (WG) identifies Supporting People as having a role in mitigating the impact of poverty by helping to ensure fair access to healthcare, housing, financial, digital services and improving housing related services for vulnerable people.

Nationally, Supporting People grant funding assists 70,000 people to live independently and sustain their accommodation; and helps to provide employment by funding 10,000 full-time equivalent jobs in support services.

Building Resilient Communities identifies the Communities First programme to empower communities as WG's starting point for achieving change. In order to make communities healthier, wealthier, more skilled and better informed, this programme identifies three main objectives: Prosperous communities, Learning Communities, Healthier Communities.

In Gwynedd, Supporting People contributes to these national priorities by ensuring that appropriate and effective housing related support services are provided to meet identified needs of our most vulnerable citizens.

Finance

In Gwynedd, grant funding has reduced from £6,476,381 in 2010/11 to £ 5,616,070 in 2014/ 15, an overall reduction of approximately 13%. Future estimations indicate further reduction of 10.2% in 2015/1/6. Whilst a cut in funding was expected, the estimated levels will require the decommissioning of some services and a significant reduction to others.

To summarise - As commissioners, these changes will influence:

- Service development by ensuring that priority is given to homelessness and homeless prevention.

- The protection of the old SPRG type services which historically provide temporary support and accommodation to those people who are homeless or about to become homeless.

- The financial impact on those statutory services and budgets which in the past were defined as long term Community Care and Older Persons services such as Learning Disabilities, Mental Health or Sheltered Housing projects.

Supporting People - Strategic Priorities

Given that the need for substantial savings and that we anticipate significant shortfalls moving forward it is necessary for Gwynedd Council in collaboration with partners and providers to consider how we can make best use of existing budgets and try to minimise or mitigate the impact on service users. Our strategy in this respect will be to try and achieve efficiencies and to protect core services which provide effective, high quality, provision in an efficient manner. We will also endeavour to priorities services which prevent homelessness and address local needs and priorities.

The future of the programme in Gwynedd will depend on the best use of resources and a willingness from all stakeholders to work together in partnership.

The ethos of co-production is already recognised as the way forward and this is demonstrated by the development of the Regional Collaborative Committee, which is starting to review and improve service provision across North Wales.

The unique character of Gwynedd, in terms of rurality and limited housing provision will influence future commissioning priorities. The protection of accommodation based services e.g. hostels, refuges and supported housing will be paramount in ensuring that those who find themselves homeless and in need of emergency or higher levels of support can be accommodated.

The service review process highlighted the possible need for generic low level floating support, which could deliver a more cost effective and preventative service in the longer term.

The Aylward review advocates that service provision for Older People moves towards 'needs based' rather than 'tenure based' services and this is an area that will be developed and is already in the process of change, with some RSL's operating 'needs based' pilot schemes.

There is a need to actively shape the Provider market to encourage competitive or joint tendering. Commissioners must consider the economies of scale to be gained by joint commissioning and the benefits of merging cross border service provision.

Commissioning Statement - Overarching Principals

Gwynedd Council's strategic commissioning principles for the Supporting People Programme Grant will be consistent in that:-

a) Cuts will be delivered strategically, and if possible, avoid flat rate cuts.

b) Consideration will be given to the quality and effectiveness of individual services and we will not usually re-tender unless services are failing to deliver their service specification.

c) Consideration will be given to which services provide housing-related support and whether some could be funded more appropriately from other public service budgets. Supporting People services are viewed as enabling, focussing on developing a person's independence as opposed to establishing a long-term dependency i.e. 'doing with' as distinct from 'doing for'.

d) Management and administration fees will be reviewed and monitored to ensure consistency and to ensure that as much funding as possible is directed to support front-line services.

e) We will seek to achieve savings through efficiency measures that consider:

- collaborative regional or sub regional working
- joint commissioning and contracting of services that are delivered across local authority boundaries
- partnership working with Providers and Stakeholders

f) Maintaining services which prevent homelessness will be a priority.

g) The equality impact of any funding decisions will be evaluated.

h) We will engage with service providers on how we administer cuts with the aim that this may generate constructive suggestions and joined-up solutions.

i) Services should focus on delivering support based on 'need' rather than 'tenure'.

j) Service delivery must be able to demonstrate cost effectiveness and value for money.

k) Where possible protect 'supported housing' i.e. accommodation that has support included in the tenancy.

l) Develop generic low level floating support services.

m) Consider re-modelling or de-commissioning services that do not offer value for money.

n) The Supporting People Planning Group will consider the de-commissioning of similar services and re-commissioning with a single Provider in order to realise cost efficiency savings.

2. IMPLEMENTING EFFICIENCIES AT A LOCAL LEVEL

In order to manage the continued reduction of grant funding in the most efficient and effective manner, whilst still focussing on homelessness and homeless prevention, the following strategies have be applied:

- Ensure that all current provision is delivered to service users who are eligible for support.

- Where support has ended and where appropriate, reinvestment has / will be withdrawn and the savings will be used towards the cuts.

- Where appropriate, services have been or will be remodelled using the Cost Guidance template.

- The monitoring and reviewing of service delivery has highlighted the need for a more generic approach to the delivery of Floating Support services. It is feasible that some Floating Support services may be de-commissioned and replaced with generic cost effective Floating Support services.

- Access to 'brick and mortar' accommodation is extremely scarce, therefore it is strategically prudent to retain / protect service provision that includes hostels, refuges, supported housing and shared housing.

- Contracts are reviewed and unit costs / hourly rates re-negotiated where appropriate.

- Additional management and administrative burdens have been absorbed by the Supporting People team i.e. transfer of the old SPRG funding to LA's and implementation of the Regional collaborative Committee.

- Joint contracts for learning disability and mental health projects between Adult Services and Supporting People.

- Gwynedd and Anglesey SP teams working in partnership to develop joint contracting arrangements where Providers work across both counties.

- Co-production with Providers to identify better ways of working and realise efficiencies through smarter service delivery.

- Project costs to be reviewed to ensure consistency across all Providers.

3. SUPPLY, NEED AND SERVICE GAPS

The attached **Appendix 1 – 'Summary of Current Support Services, Gaps in provision, Commissioning and Decommissioning Intentions /Priorities'** provides a more detailed overview per service user group of the current position in terms of supply, demand and future developments.

Information and data using local Performance Indicators, Needs Mapping Data, Service Reviews, Outcomes monitoring and meetings with Support Providers was used as evidence to support commissioning and decommissioning assessments.

The general themes that impact on the programme have remained largely unchanged since the first plan was prepared in 2003, with data measuring estimated need against current supply.

Needs Mapping Data

A total of 542 NME forms were received between April 2013 and March 2014. The table below shows the number received per client group.

Needs Mapping Exercise - Lead Need
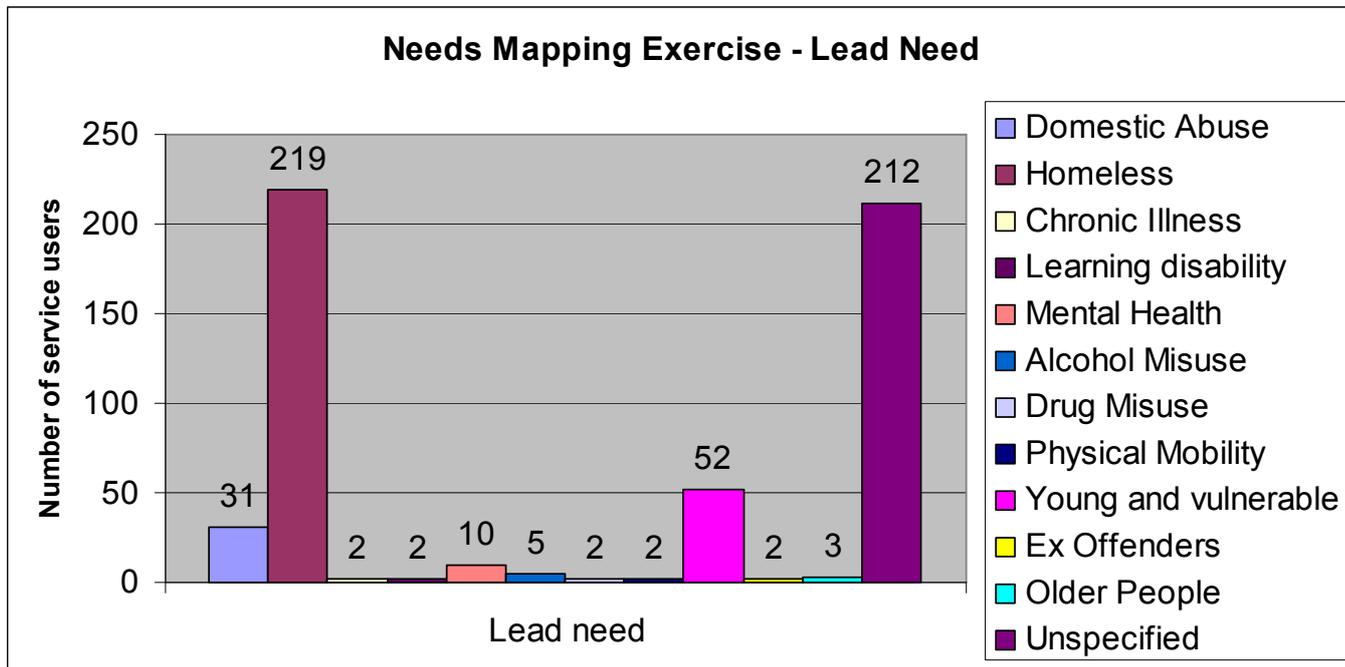
The majority of NME forms (47%) were from people between the ages of 16 – 24, with 27% of forms received from 25 – 40 year olds, 23% from 41 – 60 year olds and 3% from people aged 61+.

52% (284) were from women and 48% (258) from men. The percentage of forms completed by people from the Armed Forces was 0.7% (4).

The overall supply, need, service user feedback and gap analysis indicated that:

- Service users are, in the main, satisfied with the quality of the housing related support provided via Supporting People funding.

- It is generally accepted there is a need to increase housing related support services throughout the County. The geographical distribution of the population calls for innovative models of service delivery to improve access to such services.

- It is also accepted that people prefer self-contained accommodation to hostel type provision, even though such provision may have a role for short term and emergency housing while needs are assessed.

- There is a general lack of suitable accommodation i.e. 1 and 2 bed roomed accommodation, for all supporting people priority groups, especially single persons in the 16 - 24 age group, together with the necessary floating support services that would allow them to 'move-on' to permanent accommodation and maintain their homes.

- All Supporting People Plans to date have identified the problem of finding "move-on" accommodation for people accommodated in temporary supported housing, which leads to a bottle-neck in service provision and a knock-on effect of reducing the resources available to new entrants.

- It is recognised that the main supply of suitable accommodation will remain with Registered Social Landlords, who play a vital role in the provision of affordable accommodation throughout the county.

- There is a need to increase Private Landlord provision.

- Service provision concentrates on hostel, shared housing or floating support models of provision. There is a need to diversify and offer alternative models of support i.e. supported lodgings, foyer type accommodation, Night Stop and Homes for Life.

- Changes to the Welfare system may be the catalyst for other types of accommodation models i.e. house sharing.

- Support for parents in relation to the management of their children's behaviour is essential if they are to successfully retain their tenancy and prevent homelessness.

- The increasing number of people presenting with debt and arrears.

- In some areas, a lack of contact with statutory services.

- The need for transitional support between prison and resettlement.

4. NATIONAL OUTCOMES FRAMEWORK

The Welsh Government, local authorities and support providers have been working in partnership to develop a National Outcomes Framework. The aim of the Outcomes Framework is to help understand what Supporting People services achieve and measure the impact support interventions have on those who receive services.

The purpose of the Framework is:

- to adopt a system to collect meaningful outcome information.
- to use the information to measure, maintain and improve the quality of services provided.
- to recognise the effectiveness of the Supporting People Programme.
- to demonstrate that the support links to the wider policy agenda and strategic objectives.

The collection of outcomes based data has been compulsory for Supporting People funded services since 1st April 2012. All providers are required to complete the Outcomes information on a spreadsheet developed by the Welsh Government. A North Wales Outcomes web based system has been operational since April 2013.

From April 2014, the Welsh Government requires Local Authorities to measure the 'Journey Travelled' of service users supported by the Programme. This is facilitated by the requirement to record at the point of entry, data on all those admitted to the SP Projects. By the end of the support period it will be possible to measure how the support has impacted on the service user. The progress will be measured and the evidence will be verifiable.

The Outcomes Collection for 2014/2015 will remain the same as previous. All Service Providers are required to report at six monthly intervals on the progress of their service users. There are four key themes and eleven individual domains to report upon. These are:

Promoting Personal and Community Safety
• Feeling Safe
• Contributing to the safety and wellbeing of themselves and others

Promoting Independence and Control
• Managing accommodation
• Managing relationships
• Feeling part of the community

Promoting economic progress and financial control
• Managing money
• Engaging in education / learning
• Engaging in employment / voluntary work

Promoting Health and Wellbeing
• Physically healthy
• Mentally healthy
• Leading a healthy and active lifestyle

Outcomes Data Collection 2013 /14

The Outcomes database provides information in 2 formats.

- Details the outcomes achieved on exiting the service (Service Ends).
- An overview of outcomes being achieved for those still receiving support (Service review).

The Service Review report noted that the top 4 highest number of Outcomes where recorded for the following service user groups:

Long Term Support -   People over 55 years of age (466)
                   -      People with a physical disability (264)
                   -      People with a learning disability (193)
                   -      Community Alarm Services (177)
                   -      People with mental health issues (104)

Short Term Support -   People fleeing domestic abuse (112)
                   -      People with alcohol issues (56)

- Young people (56)
- People with substance misuse issues (32)
- Single parents (29)

Both the Service End and Service Review reports confirm that the majority of service users had support issues around:

- Managing accommodation
- Managing money
- Feeling safe

The least important issue for service users was education and learning.

Service Ends (Appendix 2)

A total of 782 people left the service during 2013/14.

The overall progress made against each Outcome area at the end of support is shown in the table below.

Outcome Area	Number of service users for whom this is an issue	Highest Percentage	Level Reached
Feeling safe	546	27%	Step 5 – Optimising independence
Feeling Part of the Community	302	38%	Step 5 – Optimising independence
Managing money	556	30%	Step 5 – Optimising independence
Managing accommodation	665	25%	Step 4 – Supported Achievement
Managing relationships	374	27%	Step 3 – Working towards goals
Physical health	344	27%	Step 3 – Working towards goals
Mental health	322	33%	Step 3 – Working towards goals
Leading a Healthy and Active Lifestyle	346	32%	Step 3 – Working towards goals
Safety and Wellbeing of Self and Others	504	24%	Step 3 – Working towards goals
Education and Learning	217	30%	Step 3 – Working towards goals
Volunteering and Employment	240	32%	Step 3 – Working towards goals

The majority of service users had support issues around:

- Managing accommodation (85%)
- Managing money (71%)

- Feeling safe (70%)
- Safety and wellbeing of self and others (64%)

The least important issue for service users was education and learning.

<u>Length of Support</u>

Those that exited the service had been supported for the following periods:

• 6 months or less	50.2%
• 6 – 12 months	19.5%
• More than 12 months	15.8%
• 30 days or less	9.2%
• 1 week or less	2.7%
• Same or next day	2.6%

NB: Outcomes are not collected for older people who are in receipt of Community Alarm services only.

Overall, the Outcomes indicate that a significant number of service users are being supported to reach their target outcomes, in the areas that affect their lives the most.

5.   CONSULTATION

The joint **Anglesey / Gwynedd Supporting People Provider Forum** is the principal vehicle for consultation with providers on all aspects of the Supporting People programme. Forum members have historically had the opportunity to comment on the Operational Plan during its development and drafting i.e. needs mapping meetings for each service user group and updates at Forum meetings and this has continued during the development of the Local Strategic Plan.

The opportunity to comment is also offered to statutory sector providers (Social Services, Housing, Probation, and Health) and lead officers / stakeholders responsible for other key influential Strategies.

Consultation about Supporting People services continues with a broad range of service users through the monitoring and reviewing process and with stakeholders through various meetings, task and finish groups and forums.

In order to ensure that service users provide a meaningful contribution in the development of the Supporting People programme in Gwynedd, we seek to engage with service users and gather their views and opinions through a range of consultation/involvement methods.

- Talking face to face with service users, in the security of their own home, provides an informal and private setting for discussion, as part of the monitoring and review process.
- Meetings held at the Support Providers offices or projects.
- Service User questionnaires enable us to reach a larger group of service users.

Their views have enhanced our understanding of current needs and how well support and other services combine to deliver effective outcomes.

However, it also has to be acknowledged that not all service users will wish to participate or share their experiences within a formal or informal consultation process and this decision has been respected.

The following table illustrates the comments gathered, many offer an insight into the common themes and issues raised by service user's.

Client Group	Feedback
Domestic Abuse (women and men)	Need to improve awareness and raise the profile of WA groups. Some service users felt that Women's Aid was not targeting all social groups and need to improve their marketing strategy. Service users expressed their preference to small type refuge provision, claiming larger refuges did not promote physical or emotional support. Service users were happy with the level and flexibility of the floating support service. Service users would like to see the development of a compulsory support/counselling service for older children (aged 11+) (although not directly funded by the SP programme). • **"I have been impressed with the individuals who work for the service that I have met".** • **"Good at communicating information and signposting".** • **"Floating support is well managed".** • **"Employees have attended meeting appropriately and have brought relevant information to the meeting".** • **"good telephone contact".** • **"more funding required for the services".** • **The service could be improved by "receiving more financial donations".** • **"the continuity of service has been excellent"** • **"staff advise you what to do, they don't tell you".** • **"Staff advise you 'what your options are'…".** • **"the support that I've been given so far has been excellent."** • **"I think this scheme is a brilliant idea to give back their freedom and independence."** • **"Domestic abuse is still a taboo subject, the public need to be made aware of the problems".** • **"peer support is important, as there is a strong sharing of experiences".** • **"perpetrators are very good at manipulating**

	the system". • **"support was / is available whenever needed".**
Learning Difficulties	Some service users would like to live alone, some like to share. Service users are generally happy with the level of support provided. Concerns were raised with regard to the location of some properties, being isolated and outside the local community. Housing points system does not recognise the needs of all service users. Frustrated at the length of time it takes to access suitable accommodation. Information sharing is poor and not user friendly. Some of the service user's comments: • **"I can trust staff with my problems"** • **"I would like to go out more …. I work with staff ok…..I go out with staff lots of times"** • **"I am happy"** • **"I'm having support but would like someone to come more often"** • **"I am very happy and satisfied with the help given by all the staff"**
Mental Health	Service users are generally happy with the level of support provided. Service user's comments: • **"Would like more support so I could do more"** • **"Good work"** • **"To know the support is there every week makes me feel good"**
Substance Misuse (including alcohol issues)	Would like to move on to supported housing. There was a lack of communication between various agencies and the Council's Housing Department. • **"I don't know what I would have to do without the support"** • **"With their help I feel a desire to change my lifestyle"** • **Yes I am able to live independently – I'm still anxious but have improved"** • **"At this point I'm too weak and vulnerable to live independently"** • **"The support given means I am able to go out and learn that I have choices"** • **"Being able to discuss things and share problems, hearing about the different agencies and activities available to reduce my alcohol dependence"** • **"I feel everything to do with my support is**

	helping" • **"I need this service to continue. As its helped me to take control of my family financial problems and to look to the future"** • **"It's reassuring to be able to converse in my mother tongue"** • **Wish to thank support worker for his support and sustenance. His help has been priceless**
Physical / sensory disabilities	Service users are generally happy with the level of support provided. The main problem concerned the lack of accessible public transport. Service users wanted to see more activities and opportunities within their local communities
Young people with support needs	Generally happy with the service provided. Disappointed that offers of accommodation were usually for 'hard to let' properties. Frustrated at the length of time it takes to access suitable accommodation and it's often far from their extended family members. Can only work 16 hours a week before housing benefit is reduced. Service user's comments: • **"I'd have had no idea how to manage bills without them"** • **"They know a first home is quite scary"** • **"Trust – I trust her totally – I could tell her anything"** • **"It prepares you really well for the big wide world"** • **"It helped me to understand financial abuse and how to deal with it"** • **"Has helped me to identify problems and new ways to tackle them"** • **"No need advice on budgeting"** • **"The support has really helped me I would be on the streets without the support"** • **"Has helped me with the relationship with my son and family"** • **"Gained enough confidence to move into employment"**
Criminal Offending issues	Ideally they would like a house or flat of their own, preferred not to share. Hostel accommodation was not viewed as ideal, but better than nothing. Service users were less bothered about size or location, they just wanted a roof over their heads. A huge feeling of uncertainty amongst service users, they felt they were being supported, only to fail once their temporary accommodation agreement came to an end. They felt the system failed to encourage motivation. Why

	bother to go through the whole process of resettlement, when there's no accommodation at the end of it. Service users would like to see temporary tenancies extended beyond 2 years. They didn't think 2 years was long enough to resettle considering the problems some people had experienced. There was a lack of communication between various agencies and the Council.
Single people with support needs aged 25 – 54) – Homelessness.	Experienced problems accessing suitable accommodation and appropriate support. No privacy in hostel accommodation. Not enough social housing where required. Service user's comments: • **"Staff are here to help you sort things out"** • **"The staff are well trained and professional – they can tell when you are feeling down"** • **"It's a good place to gather thoughts before moving on"** • **"It's more like a shared house that a hostel – a home from home"** • **"They are 'real people' who make a real difference"** • **"I feel like I'm making loads of progress"** • **"Staff are always supportive – I have a good relationship with the staff, they are here to help to develop skills"** • **"Support helped me to find a flat"** • **"Helped to get in college"** • **"Support helped me to get better flat for me and** • **"Helped me to get in touch with other services"** • **"Sorting stuff out – bills, debt."** • **"Built my confidence"** • **"There was nothing that did not work well"** • **"Yes without a doubt, I feel more confident. There are things I couldn't do on my own"** • **"Helped me with appointments… Helped me to live independently"** • **"Knowing if and when I need support its there"** • **"I have been treated well and at the moment I would like to remain in the service as it gives me security"** • **"Just to say my life has increased a lot better since arriving"**
Chronic Illness	The Regional HIV and Aids Body Positive project has identified issues surrounding the lack of knowledge by housing staff, in terms of a person's status and rights under the Disability Discrimination Act 1995 and Equalities Act 2010.

Single parent families with support needs	Required 2 bedded accommodation. No privacy in hostel accommodation. More outreach services required. Not enough social housing where required. • **" I feel like a totally new person"** • **"From the support provided, everything has worked well"** • **"Big help with Housing issues"** • **"Excellent service, which should be rolled out nationally"** • **"There was nothing that did not work well from the support provided"**
Older People (55+)	Some would welcome 24 hour Warden cover. Others did not require the service. Some thought Assistive Technology was a very good idea, as long as it was not too intrusive. Service users are generally happy with the level of support provided. The role of the Warden could be changed to include other duties. Service user's comments: • **"Adequate support, however in an emergency don't feel the cord system is enough"** • **"I feel that access to Wi-Fi would be very helpful. Many of us are now IT literate, but cannot afford ISP"** • **"Quite happy with the present situation"**

The findings reinforced the needs data and service gap analysis in terms of unmet needs and confirmed that:

• Service users are, in the main, satisfied with the quality of housing related support provided.

6. FUTURE PRIORITIES

Within a financial climate of funding reductions and an indication from the Welsh Government that the Supporting People budget in Gwynedd could reduce by 10.2% in 2015 / 16,   the Local Strategic Plan seeks to identify those service user groups in greatest need and how those needs can be met. Balancing the budget will dominate development work.

An assessment of need was completed using data and information gathered from the Supply, Needs Mapping, Local Performance Indicators and Service Gap analysis.   The following priority areas emerged:

Homelessness and Homelessness Prevention Priority Service User Groups

Very high priority   - Domestic Abuse (women and men)
                                        - Criminal Justice
                                        - Young & Vulnerable
                                        - Single Parents

High priority   - Substance Misuse
                                        - Single People with support needs aged 25 – 54

Medium priority   - Generic Floating Support
                                        - Learning Disability

Low priority   - Mental Health
                                        - Physical Disability
                                        - Chronic Illness
                                        - Care Leavers
                                        - Families with support needs
                                        - Older People

Appendix 1 - *Summary of Current Support Services, Gaps in Provision, Commissioning and Decommissioning Intentions/Priorities* provides an overview of the current priorities in Gwynedd.

Regional Commissioning Plan

The above priorities are shared with the Regional Collaborative Committee and are reflected in the priorities of the Regional Commissioning Plan.

Both the RCP and Gwynedd SP Strategic Plan have common areas of priority which include vulnerable young people, domestic abuse and substance misuse as priority service user groups.

Shared work priorities include:

- Ensuring that older people services are developed according to 'need' rather than 'tenure'.

- Ensuring that the funding for learning disability services is appropriate and equitable.

- Ensuring that Service user involvement is developed at a local level and is integrated into the commissioning process.

- Work in partnership with neighbouring counties to commission common areas of service delivery.

7. SERVICE CONFIGURATION

The priorities for SPPG funding aim to target service provision for people who are **Homeless, experience Domestic Abuse, are Ex-Offenders, Young and Vulnerable, have Substance Misuse issues or are Single Parents.**

The next few years will undoubtedly bring pressures that may threaten service delivery and impair the level of co-operation and trust developed between the Supporting People team, service users, providers and stakeholders.

Future planning and development must be designed, co-ordinated and delivered to ensure that the support needs of those service users who are the most vulnerable are met.

This 2 Year Plan will provide a direction of travel for short to medium term development, commissioning and decommissioning of Supporting People services.

The proposals for service development and remodelling are included in the **Summary of Current Support Services, Gaps in provision, Commissioning and Decommissioning Intentions / Priorities (Appendix 1)**

8. EQUALITY IMPACT ASSESSMENT

The Equality Act 2010 requires public authorities to give due consideration to the effects that our decisions (including financial decisions) may have on people on the basis of:

- race
- sex
- disability
- gender reassignment
- sexual orientation
- religion or belief
- age
- marriage or civil partnership
- maternity and pregnancy

N.B. For the purpose of mainstreaming, we will also give attention to the Welsh language in addition to the protected characteristics noted above.
The Council's strategy to cope with this challenge is to place the emphasis on efficiency savings to ensure that citizens, and particularly those groups who are already fragile, are as protected as possible from cuts to services.
The purpose of a equality impact assessment is to comply with the statutory requirement noted above; to encourage fair and balanced decisions by researching and highlighting any effects our plans could have in relation to any one (or more) of the protected characteristics.

The equality assessment gives due attention to the duties of the Act which ensures that the local authority:

- Eliminates discrimination, harassment and illegal victimisation and other behaviour that is abolished under the Act.

- Promotes equal opportunities between people that share a protected characteristic and those who do not.
- Fosters good relationships between people who share a protected characteristic and those who do not.

The table below considers the effect on service delivery in relation to the protected characteristics and SP vulnerable groups:

Data collected using the Needs Mapping Information 2012/13

Protected Characteristics	Impact on Service Delivery
Race	2012/13 Needs Mapping information indicates that 98% of people confirmed their ethnicity was White, 2% of people were from other ethnic groups. There may be instances where Race may affect the type of provision required e.g. specific language needs, the need for accommodation for large families. **The potential impact is assessed as Low.**
Sex	Needs Mapping information confirms that 52% of people presenting with support needs are women. A reduction in SP funding would disproportionately affect those services that are specifically for women i.e. Domestic Abuse services. There would be a significant impact on service delivery for this group. **Employment -** Some services are predominately staffed by women i.e. **Domestic Abuse, Older People**. However, there is no data on the age range of staff. There is a risk that these services would experience a higher level of impact due to staffing issues. **The potential impact for Domestic Abuse services is assessed as high.**
Disability	Supply and Needs mapping information indicates a relatively low number of people requiring services. However, those who are eligible receive support packages that are comparatively high cost. A reduction in services for people with a *Learning Disability* may mean that support is paid from the Social Care or Health budgets. **The potential impact is assessed as high.**
Gender reassignment	Needs mapping information is unreliable and numbers collected indicate a very low % recorded (0.05%). There is no specific service provision. **The potential impact is assessed as Low.**
Sexual orientation	Needs mapping information is unreliable and numbers collected indicate 58% of people are Heterosexual and 37% did not specify. There is no specific service provision. **The potential impact is assessed as Low.**
Religion or belief	88% of people indicated no religion, 7% were Christian and the remaining 5% were from other religions. No specific service provision. **The potential impact is assessed as Low.**
Age	Supporting People fund services for people from the age of 16 years and above. Approximately 65% (2014/15 Spend plan figure) of service provision is for older people, albeit low level/low cost service

	provision. A reduction in services for **Older People** may mean that support is paid from the Social Care or Health budgets. **The potential impact is assessed as low to medium.**
Marriage or civil partnership	The majority of service provision is delivered to single people. Needs mapping information is unreliable and numbers collected indicated that 15% of people lived with their partners. No specific service provision. **The potential impact is assessed as Low.**
Maternity or pregnancy	Some services are predominately staffed by women i.e. **Domestic Abuse, Older People.** However, there is no data on the age range of staff. There is a risk that these services would experience a higher level of impact due to this staffing ratio. **The potential impact is assessed as medium.**
Welsh Language	Evidence from the Monitoring and Reviewing Process indicates the majority of service users are Welsh speaking. Service specifications require that support is provided in the service user's preferred language of choice. Should any service be reduced the impact would be low to medium, as the service specifications of remaining services stipulate that support <u>must</u> be provided in the service users preferred language. **The impact is assessed as Low to medium.**

9. SPEND PLAN 20014 - 15

Client Spend Category (The category to which the service is primarily focused)	£	Percentage of the Overall Budget
Women experiencing Domestic Abuse	535,652	9.5%
Men experiencing Domestic Abuse	62,238	1.1%
People with Learning Disabilities	2,238,455	39.6%
People with Mental Health Issues	213,256	3.8%
People with Substance Misuse Issues	147,207	2.6%
People with Criminal Offending History	53,902	1.0%
People with Physical and/or Sensory Disabilities	9,049	0.2%
Young People with Support Needs (16 to 24)	550,260	9.8%
Single Parent Families with Support Needs	201,990	3.6%
Single People with Support Needs not listed above (25 to 54)	880,077	15.6%
People over 55 years of age with Support Needs (this category must be exclusive of alarm services)	323,497	5.8%
Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)	322,220	5.7%
Alarm Services (including in sheltered/extra care)	93,112	1.7%
TOTALS	**£5,630,915**	
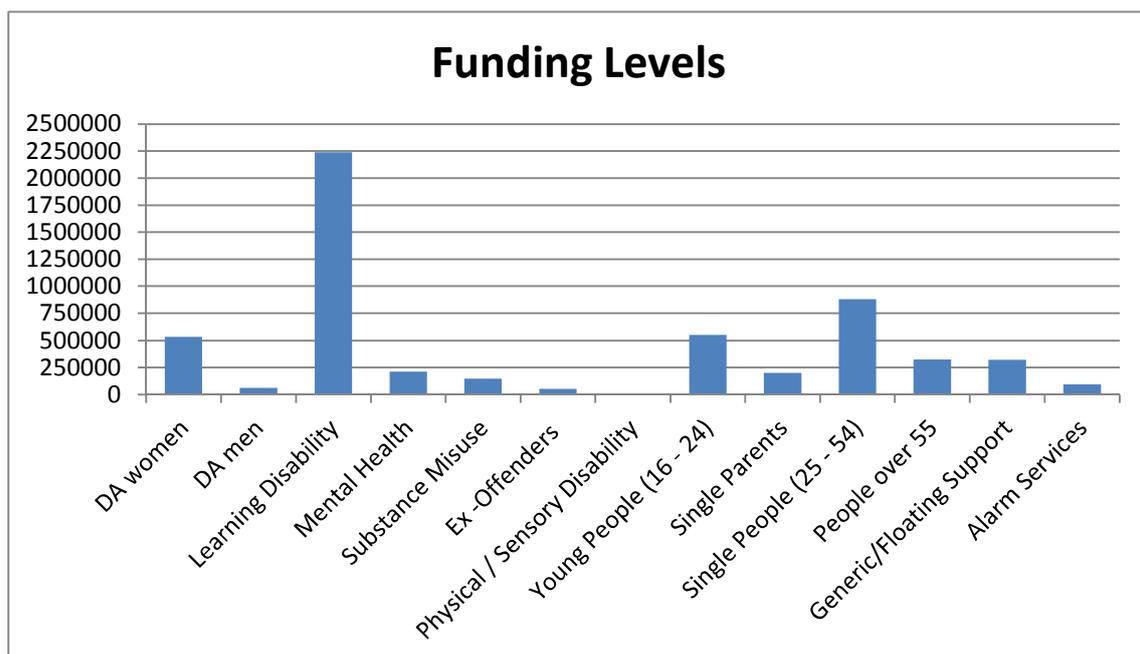
Funding Levels

Appendix 1

Summary of Current Support Services, Gaps in Provision, Commissioning and Decommissioning Intentions/Priorities.

(Note: Although service provision is specific to Lead Need, many providers work across several service user groups.)

General Summary

Overall, the greatest demand for supported housing is from vulnerable people who find themselves in need of emergency short term temporary accommodation i.e. because they have become homeless, are fleeing domestic abuse, are young and vulnerable, have substance misuse, ex-offending or mental health issues.

By far, the most significant reason for support and accommodation is due to family or relationship breakdown, followed by notice of eviction, condition of property and mortgage/rent arrears.

Typically, the age range most likely to require support is between 16 and 24 years of age. People aged 25 to 40 years of age are the 2nd largest group requiring support, but are still significantly fewer than the main group.

Those vulnerable people seeking support tend to be non-transient, staying within their locality rather than moving from one area to another.

The gender mix is equal, but some projects may support more women than men and vice versa.

Needs Mapping and Performance Monitoring Returns both indicate that support needs are outstripping supply and in some cases the ratio is significant e.g. domestic abuse, ex-offenders, young & vulnerable and single parents indicating ratios of between 1:7 and 1:11.

Statistics and empirical evidence continues to substantiate the need for more appropriate and affordable accommodation, as well as floating support services that prevent homelessness and alleviate pressures on other services.

Those vulnerable people who require long term or even permanent support e.g. people with a learning disability, older people, people with a physical/sensory disability, mental health issues etc. are often already known to Adult Services and may be in receipt of statutory care. There is a continuing need to provide support services that complement the statutory sector, as statistics indicate a steady increase in population up to 2020. However, in comparison to emergency short term interventions the demand and throughput is relatively low.

Women experiencing Domestic Abuse

Current housing related services and provision
South Gwynedd – Domestic Abuse Services South Gwynedd 1 x 3 bed refuge provision 1 x 18 units Floating Support **North Gwynedd – Bangor Women's Aid** 1 x 4 bed refuge accommodation 1 x 7 Floating Support **Hafan Cymru** 1 x 5 supported housing 1 x 3 supported housing 1 x 5 supported housing

Gaps in Service Provision - current unmet needs and likely future housing and support needs.
• There is a continuing high demand for domestic abuse services. • There is a need for more floating support, especially in Arfon and Dwyfor. • The ability to accommodate men/women with a physical disability. • Is there a need for specific provision for older people? • Move towards developing self-contained accommodation to reduce the management problems associated with sharing a property i.e. self-contained refuge provision. • Unemployed people aged 25+ find it difficult to access and afford 'move on' accommodation i.e. often their housing points are not enough to secure the offer of a tenancy or the Housing Benefit does not adequately cover the cost of renting the property. • There is a perceived need for low level floating support for people with borderline learning disabilities. • The need to develop a 'One Stop Shop' service in the Arfon area. DASSG already operate a service in south Gwynedd. • Provision of a 24 hour staffed refuge that can provide emergency accommodation. • BAWSO statistics indicate that 34 people (2013/14) from BME communities in Gwynedd made referrals for support. • Consider the development of specialist services to support those from the BME community.

Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a very high priority service user group. Given the level of cuts expected during 2015 / 17, if funding became available additional service provision to be limited to the development of floating support services that are delivered by partnership working between providers. Future floating support service development will specify services for women and men.

Men experiencing Domestic Abuse

Current housing related services and provision
South Gwynedd – Domestic Abuse Services South Gwynedd 1 x 6 units Floating Support

Gaps in Service Provision - current unmet needs and likely future housing and support needs.
• There is a continuing high demand for domestic abuse services. • The need for more floating support. • The ability to accommodate men/women with a physical disability. • Is there a need for specific provision for older people? • Unemployed people aged 25+ find it difficult to access and afford 'move on' accommodation i.e. often their housing points are not enough to secure the offer of a tenancy or the Housing Benefit does not adequately cover the cost of renting the property. • There is a perceived need for low level floating support for people with borderline learning disabilities.

Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a very high priority service user group. Given the level of cuts expected during 2015 / 17, if funding became available additional service provision to be limited to the development of floating support services that are delivered by partnership working between providers. Future floating support service development will specify services for women and men.

People with Learning difficulties

Current housing related services and provision
Advocacy - 124 units of floating support Seren – 6 units of floating support Seren – 4 units of shared housing Council Provider Unit – 25 units of floating support Council Provider unit – 23 shared housing accommodation Allied Homecare – 3 units of floating support Allied Homecare – 2 units of shared housing   Adult Placement Scheme – 7 shared housing accommodation Anheddau – 17 units shared housing Anheddau – 4 units of floating support Antur Waunfawr – 6 units shared housing Antur Waunfawr - 5 units floating support

Cartrefi Cymru – 13 units shared housing Cartrefi Cymru – 3 units of floating support

Gaps in Service Provision - current unmet needs and likely future housing and support needs.

- Data indicates that the number of people (aged 18 to 85+) with a learning disability will increase from 2,316 in 2013 to 2,394 by 2020.
- The development of supported living schemes that specifically assists selected tenants to move-on to less support intensive models.
- Increase community housing, both shared and single occupancy.
- Increase Floating Support (high, medium and low level support).
- Enable access to low level floating support to those people just under the LD spectrum.
- Complement the Active Support agenda that promotes independence - the development of an Independent Living Flat, that can be used for teaching life skills and assess a person's potential to live independently.
- The provision of emergency accommodation to mitigate against relationship or placement breakdown.
- The development of targeted, outcomes led, flexible support that prevents or delays people from progressing to higher levels of support, especially those with Autism, Asperger's, Mental Health issues or Dementia.
- Adult Services are developing 8 units of supported housing in the Meirionnydd area of Gwynedd. Of which 6 should be self-contained accommodation and 1 must be a shared house for 2 people with high needs. It is anticipated that this will open in March 2015.

Commissioning / De-commissioning Intentions (Priority areas for action)

Monitoring and reviewing information has identified the need to ensure that all service users are eligible for Supporting People funding. Both Supporting People and Adult services are working in partnership to address any inequalities in SP funding.

A 4 year Efficiency Savings Plan 2014 -18 has been agreed and is being implemented. However, the level of expected cuts to the SP budget will mean that the projected savings will have to be revised accordingly.

Any new commissioning priorities would have to be funded by monies released from the Efficiency Saving Plan that are surplus to the monies earmarked to offset the cut in grant funding.

Needs Mapping and PI's indicate manageable demand for supported accommodation and the data collated by the website www.daffodilcymru.org.uk shows that between 2013 - 2020 the number of people with a learning disability will have increased from 2,316 to 2,394. However, any immediate de-investment in provision will have a significant impact on Social Service baseline budgets. The Equality Impact Assessment found that those who are eligible receive support packages that are comparatively high cost. A reduction in services for people with a ***Learning Disability*** may mean that support has to be paid from the Social Care or Health budgets. Recommend that disinvestment is phased in over a period of 5 years to coincide with the reduction to the SP grant allocation.

People with Mental Health issues

Current housing related services and provision
Social Services - 22 floating support units Anheddau - 9 units of floating support Anheddau – 3 units of shared housing accommodation Allied Homecare – 2 unit of floating support
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
- Increased floating support   - Develop single occupancy Accommodation   - The need for specialist accommodation with support that fills the gap between intensive rehabilitation and community living   - Need to consider the role of shared housing in respect of the diverse nature of the client group.   - Identify the support needs of people presenting with the early signs of Dementia or Alzheimer's.
Commissioning / De-commissioning Intentions (Priority areas for action)
Needs Mapping and PI's indicate a low local demand for services. However, the website www.daffodilcymru.org.uk indicates that across Wales the number of people with mental health issues will increase by approximately 6% up to 2030. The 'knock on' effect from this service user group to health services, police, homelessness, substance misuse and domestic abuse services is well documented. Disinvestment in provision would have a negative impact on Social Care and Health budgets. However, due to the relatively low demand for services, a percentage reduction in grant funding will be applied to this service user group.

People with Substance Misuse issues

Current housing related services and provision
CAIS - 1 x 4 Move on units CAIS - 1 x 5 units Floating Support NACRO – 8 units of floating support (Doorstop)
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
- Increase the number of single person accommodation   - Increase the number of floating support units   - Develop and maintain substance misuse services in South Gwynedd.   - Need to link possible developments to other funding initiatives e.g. Community Safety etc. health
Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a high priority service user group. Needs Mapping and PI's indicate that 44 people required support. Service provision is limited to 17 units mainly located in the Bangor & Caernarfon area. Demand for support is outstripping supply by 1:3. There is a gap in provision not only in numbers but also in location of services throughout Gwynedd. The service would benefit from continued and new investment.

In order to protect service provision, recommend that any percentage cuts to the Supporting People grant are not passed on in full to this service user group.

Explore the feasibility of developing a joint commissioning strategy between Gwynedd and Anglesey with respect to the delivery of substance misuse services.

People with a Criminal Offending history

Current housing related services and provision
NACRO - 4 units supported housing   NACRO - 2 'move on' unit
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
- Data from Wales Community Rehabilitation Company (Probation) indicated that as at 04/08/2014 the accommodation status of 39 women and 277 men was 'no fixed abode', only 58 people indicated that they had a permanent address to return to albeit to a hostel, parents or their own accommodation. The highest proportion of people with NFA being young people between 18 – 20 years of age. Gwynedd has the highest number of offenders residing in temporary accommodation across North Wales.   - Increase the number of suitable supported accommodation, in locations that are appropriate.   - Develop small cluster self-contained units with access to Support Workers located on site.   - Increase the number of shared supported housing, where appropriate.   - Increase the availability of floating support.   - In order to comply with the new Housing (Wales) Act – continue to strengthen the transitional support for those people leaving prison to access housing, information/advice, support and resettlement.   - Need to strengthen the links with agencies and initiatives that specialise in accessing employment e.g. Working Links, Communities First   - Consider the impact that the new prison at Wrexham will have on local services.
Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a very high priority service user group.   Needs Mapping and PI's indicate that 39 people required support. Service provision is limited to 6 units mainly located in the Bangor & Caernarfon area. Demand for support is outstripping supply by 1:7 (this does not include the data from the CRC Service). There is a gap in provision not only in numbers but also in location of services throughout Gwynedd. The service would benefit from continued and new investment.   Service provision is minimal and there is significant demand for the service. Would benefit from new investment to increase services provision and a market assessment to identify potential new providers in this area.   In order to protect service provision, recommend that any percentage cuts to the Supporting People grant are not passed on in full to this service user group.

Explore the feasibility of developing a joint commissioning strategy between Gwynedd and Anglesey with respect to the delivery of ex-offender services.

People with a Physical and / or Sensory Disability

Current housing related services and provision
Council Provider unit – 3 units of floating support Cartrefi Cymru – 1 unit of floating support
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
• Assisted shopping service. • Housing with appropriate adaptations. • Lack of contact with statutory services. • The development of housing with appropriate adaptations (Extra Care).
Commissioning / De-commissioning Intentions (Priority areas for action)
Although services meet all criteria, currently and historically there has been limited demand for the service. Consequently, services are not considered to be a priority area and current data supports this decision.

Chronic Illness

Current housing related services and provision
Body Positive - currently, there is a regional 'pilot project' in operation up to March 2016.
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
• No future accommodation needs identified at present. • Ensure that links to Health are maintained, in order to monitor demand and future needs.
Commissioning / De-commissioning Intentions (Priority areas for action)
There has been minimal demand for the service (9 service users between April 2012 – Dec 2012). Consequently, services are not considered to be a priority area within the Local Strategic Plan.

Care Leavers

Current housing related services and provision
Action For Children – Caseload of 17 (as at April 2013). This project ends on the 31st March 2015.
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
• There were 104 Care Leavers receiving a service in 2013/14. • There are an additional 36 'Child In Need' who potentially could require supported accommodation at some stage. • There is a need for a range of support options, which provide services across the County. • To negate the impact of the changes to the Welfare System, the need to develop affordable accommodation i.e. 1 bedded single accommodation.

- More young people presenting with multiple needs and requiring intensive support.
- More Low level floating support required.
- There is a lack of Foster Carers for 16/17 year olds, which means there are young people being placed in accommodation rather than with foster placements.
- Consequently, young people are emerging from the care system with insufficient skills to live independently.

Commissioning / De-commissioning Intentions (Priority areas for action)
As from April 2015 there will be no dedicated Supporting People funded service for Care Leavers. There is a gap in provision not only in numbers but also in locations across the County. The service would benefit from continued and new investment. However, as Supporting People funding will reduce in the short term, the development of any new service provision is subject to the securing of new funds or remodelling of existing services according to strategic need.

Young People with Support Needs (16 – 24)

Current housing related services and provision
GISDA – 26 x direct access units GISDA – 16 units of floating support Cyfle – 5 units of floating support Cyfle – 2 units of floating support

Gaps in Service Provision - current unmet needs and likely future housing and support needs.
- The need to build on the current range of support options, that provide services across the County and meets increasing need i.e. 'drop-in' information centres, mobile units, Foyers or house sharing.   - The development of emergency short stay accommodation focussing on a return to home or extended family, where safe and appropriate.   - Consider the development of a 'Nightstop' type service that offers short term temporary accommodation to those with low support needs.   - To negate the impact of the changes to the Welfare System, the need to develop affordable accommodation i.e. 1 bedded single person accommodation, with low/medium level support.   - More young people presenting with multiple needs and requiring intensive support, in the most appropriate setting.   - More Low level floating support required, to maintain or prevent the threat of homelessness.   - Need to strengthen the links with agencies and initiatives that specialise in accessing employment e.g. Working Links, Communities First   - Increase the use of specialist family mediation services.

Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a very high priority service user group.

Needs Mapping and PI's indicate that 320 people were referred requiring support. Service provision is limited to 49 units mainly located in the Caernarfon, Blaenau Ffestiniog, Porthmadog and Dolgellau areas.

Demand for support is outstripping supply by 1:7.

There is a gap in provision not only in numbers but also in location, especially in the Bangor and Pwllheli area.

The service would benefit from continued and new investment.

However, as funding is likely to reduce in the short term, services must seek to streamline delivery and consider re-modelling to allow for flexibility and tailor support according to strategic need.

Single Parent Families with Support Needs

Current housing related services and provision
GISDA – 12 units of floating support GISDA – 8 units of Supported Housing Gorwel – 2 units of supported housing
Gaps in Service Provision - current unmet needs and likely future housing and support needs.
- Alarm service provision for very vulnerable individuals   - The need for more affordable and appropriate 'move on' accommodation.   - The need for single parent hostel type accommodation, located close to local facilities and specialising in parenting skills as well as housing support.   - The identification of affordable accommodation that can negate the impact of the changes to the Welfare System.   - The need to strengthen links with agencies and initiatives that specialise in supporting children and families e.g. Gwynedd Ni, Cwlwm (Family Mediation).   - The need to develop Family Intervention Projects that support the whole family rather than an individual.
Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a very high priority service user group. Needs Mapping and PI's indicate that 240 people were referred requiring support. Service provision is limited to 22 units mainly located in the Caernarfon, Blaenau Ffestiniog, Porthmadog, Pwllheli and Dolgellau areas. Demand for support is outstripping supply by 1:11. There is a gap in provision not only in numbers but also in location, especially in the Bangor and Pwllheli area. The service would benefit from continued and new investment. However, as funding is likely to reduce in the short term, services must seek to streamline delivery and consider re-modelling to allow for flexibility and tailor support according to strategic need.

Single People with Support Needs not listed above 25 – 54 years of age (Homelessness or potentially homeless)

Current housing related services and provision

Gwynedd Council – 1 x 8 bed Shared Temporary Accommodation
Gwynedd Council – 1 x 5 bed Shared Temporary Accommodation

NWHA – 1 x 12 bed Shared temporary Accommodation.
NWHA – 1 x 8 bed Shared Temporary Accommodation.
NWHA – 32 units of floating support

Grwp Cynefin – 12 units of floating support

Gorwel – 1 x 4 bed supported housing
Gorwel – 4 units of floating support

Agorfa Cyf. – 3 units of floating support

Gaps in Service Provision - current unmet needs and likely future housing and support needs.

- Short-term hostel accommodation for people in crisis is scarce, is not always located locally and often provides a limited level of support due to the short length of time a person is accommodated. A limited number of supported single or shared (with communal facilities) units of accommodation are required in various locations around Gwynedd. This poses significant challenges for how services are configured in order to be responsive to the changing demands posed by a range of user groups.
- Consider the development of a Night Shelter.
- Provider organisations may increasingly have to deliver their services to a range of service user groups in one locality.
- No provision for people who refuse to stop drinking e.g. a 'wet house' or taking non- prescribed drugs.
- Modernise existing bed sit accommodation.
- Consider Alarm provision for those who are very vulnerable.
- Increased preventative interventions before people become homeless.
- Develop a generic floating support service that offers low level floating support, to maintain a tenancy or prevent the threat of homelessness.
- Ensure that Providers and Service Users fully engage with the Housing Options Team to access 'move on' accommodation.
- The main group that present as homeless are 16-24 year olds.
- The enforcement of Sanctions and Single Room rent for under 35 year olds places greater pressures on the affordability of accommodation.
- There is a demand for more housing that is affordable and appropriate to need.
- There is a need to build on the current range of support options, which provide services across the County i.e. more 'drop-in' information centres, mobile information units.
- There is a need to educate people about being realistic in terms of what is available and affordable. Consider the development of house sharing projects.
- The development of emergency short stay accommodation focussing on a return to home or extended family, where safe and appropriate.
- Consider the development of a 'Nightstop' type service, which offers short term

- temporary accommodation to those with low support needs.
  - ▪ To negate the impact of the changes to the Welfare System, the need to develop affordable accommodation i.e. 1 bedded single person accommodation, with low/medium level support.
  - ▪ More young people presenting with multiple needs and requiring intensive support, in the most appropriate setting.
  - ▪ Need to strengthen the links with agencies and initiatives that specialise in accessing employment e.g. Working Links, Communities First
  - ▪ Increase the use of specialist family mediation services.
  - ▪ Unemployed people aged 25+ find it difficult to access and afford 'move on' accommodation i.e. often their housing points are not enough to secure the offer of a tenancy or the Housing Benefit does not adequately cover the cost of renting the property.
  - ▪ There is a perceived need for low level floating support for people with borderline learning disabilities.

During service reviews it was noted that more than one support provider appeared to be delivering floating support in the same area. This highlighted the possible need for generic low level floating support, which can be delivered to specific geographic areas by single providers. This model of service delivery may provide a more effective and cost efficient service in the longer term.

Commissioning / De-commissioning Intentions (Priority areas for action)
Considered a high priority service user group. Needs Mapping and PI's indicate that 356 people were referred requiring support. Service provision is limited to 88 units located in the Corris, Deiniolen, Bangor, Pwllheli, Dolgellau and outlying areas. Demand for support is outstripping supply by 1:4. The service would benefit from continued and new investment. However, as funding is likely to reduce in the short term, services must seek to streamline delivery and consider re-modelling to allow for flexibility and tailor support according to strategic need.

People over 55 years of age with support needs (this category must be exclusive of alarm services)

Current housing related services and provision
Abbeyfield – 2 units of warden supported provision Age Concern – 20 units of floating support Grwp Cynefin (Clwyd) - 19 units of warden supported provision Grwp Cynefin (Clwyd) - 30 units of Extra Care housing, Bala Grwp Cynefin (Eryri) - 40 units of warden supported provision NWHA – 26 units of warden supported provision NWHA - 40 units of Extra Care housing, Bangor (not operational until December 2014)

Polish Housing Ltd – 31 units of warden supported provision

Gwynedd Council – 2 units of floating support

Cartrefi Cymunedol Gwynedd – 240 units of warden supported provision

Gaps in Service Provision - current unmet needs and likely future housing and support needs.

- Supporting people guidance recommends that service provision for Older People moves towards 'needs based' rather than 'tenure based' services and this is an area that is already in the process of change, with some RSL's operating 'needs based pilot' schemes.

- Research undertaken locally highlights that (i) older persons in the community do not desire to enter residential care (to maintain privacy and personal space and control of life) (ii) The next generation of older people (the present 50-60 age group) largely aspire to adapt their own homes or move into bungalow (two bed roomed) accommodation in the event of physical health problems. National research commissioned by the Welsh Assembly Government `*The age related housing and domiciliary care and support requirements of older people in Wales – May 2003* ` highlights a 12% projected increase in people of retirement age in North Wales' authorities between 1998 and 2021.

- The largest provider of sheltered accommodation in Gwynedd is currently working towards achieving the Welsh Quality Housing Standard. Sheltered accommodation has been improved and some units changed from single to two bedded accommodation.

- Modernisation and development of the role of the warden to a more peripatetic role of support / care. One Provider has already piloted a Peripatetic Warden service, which offered the service to vulnerable people living in general housing as well as sheltered schemes. However, due to the reduction in grant funding, this has been 'mothballed' in order to ensure that tenants in sheltered accommodation maintain the existing service.

- Continue to develop and fund the move towards extra care housing i.e. Supporting People to make a financial contribution towards the cost of the Scheme Manager and Alarm provision.

- Continue to develop 1 and 2 bed bungalow provision.

- Continue to fund floating support in terms of supported shopping, maintaining and sustaining tenancies for as long as possible.

- Continue to develop robust links and partnership working with other agencies i.e. Social Services, Health and Age Cymru.

Commissioning / De-commissioning Intentions (Priority areas for action)

Needs Mapping and PI's indicate a relatively low demand for services, with sufficient supply for the current demand. The Equality Impact Assessment indicated a medium level risk to Older People if funding was reduced. Service provision is primarily Sheltered

Accommodation with Community Alarm and Warden services. There is also a financial commitment from SP to contribute towards the cost of a Scheme Managers for Extra Care Schemes. However, the relatively low priority in terms of Supporting People grant funding places the service at risk of being severely reduced over the next 2 years. Would benefit from continued investment to maintain existing provision.

Generic / Floating Support / Peripatetic (tenancy support services which cover a range of user needs)

Current housing related services and provision

Gwynedd Council - 120 units of floating support per annum (Tenancy Support)

Cartrefi Cymunedol Gwynedd – 118 units of floating support per annum (Tenancy Support)

Shelter – 14 units of floating support

Gaps in Service Provision - current unmet needs and likely future housing and support needs.

- Increasing demand for Tenancy Support within the private sector - Gwynedd Council's Tenancy Support service has developed a pilot project in the Dwyfor/ Meirionnydd area providing housing related support for private tenants. The service has initially proved very successful and be evaluated at the end of 2014/15. There has been no additional funding for the pilot, service expansion has been absorbed within the existing budget.
- Data from Intercultural Skills Link suggests an overwhelming demand for advice relating to Benefits, Housing, Employment and Debt are its main enquiries. There were 502 new enquiries during the period October 2012 – September 2013.

Commissioning / De-commissioning Intentions (Priority areas for action)

The Performance Monitoring information received from Shelter Cymru indicated a very high ratio of demand to supply i.e. for every unit of support there were 8 referrals requiring support in 2013/14. This compares with a ratio of 1:6 in 2011/12.

Changes to the Welfare system were expected to place further pressures on tenants and the above increase in demand appears to indicate this trend.

As the changes to the Welfare System continue to impact on people's ability to maintain their tenancies, the service would benefit from continued and new investment. Any cuts to grant funding should be minimised as far as possible.

Alarm Services (including Sheltered and Extra Care)

Current housing related services and provision

Abbeyfield – 2 units of alarm provision

Grwp Cynefin (Clwyd) - 39 units of alarm provision
Grwp Cynefin (Clwyd) - 30 units of alarm provision Extra Care housing, Bala

Grwp Cynefin (Eryri) - 141 units of alarm provision

NWHA – 91 units of alarm provision
NWHA - 40 units of alarm provision Extra Care housing, Bangor (not operational until December 2014)

Polish Housing Ltd – 31 units of alarm provision

Cartrefi Cymunedol Gwynedd – 472 units of alarm provision

Gaps in Service Provision - current unmet needs and likely future housing and support needs.

- Supporting people guidance recommends that service provision for Older People moves towards 'needs based' rather than 'tenure based' services and this is an area that is already in the process of change, with some RSL's operating 'needs based pilot' schemes.

- Continue to develop and fund the move towards extra care housing i.e. Supporting People to make a financial contribution towards the cost of the Scheme Manager and Alarm provision.

- Continue to develop 1 and 2 bed bungalow provision, with alarm provision.

- Continue to develop robust links and partnership working with other agencies i.e. Social Services, Health, Telecare and Age Cymru.

- Providers to work towards ensuring that current systems are compatible with new technology.

Commissioning / De-commissioning Intentions (Priority areas for action)

Needs Mapping and PI's indicate a relatively low demand for services, with sufficient supply for the current demand. The Equality Impact Assessment indicated a medium level risk to Older People if funding was reduced. Service provision is primarily Sheltered Accommodation with Community Alarm and Warden services. There is also a financial commitment from SP to contribute towards the cost of a Scheme Managers for Extra Care Schemes. However, the relatively low priority in terms of Supporting People grant funding places the service at risk of being severely reduced over the next 2 years. Would benefit from continued investment to maintain existing provision.

Appendix 2

Summary of Outcomes For Those Leaving the Service (Service Ends)

Lead Need

Client Group	
Domestic Abuse (women)	203
Young People	158
Generic / Floating Support	124
Single Parents	68
People over 55 years of age	40
Mental Health	35
People with a physical disability	34
Alcohol issues	29
Substance misuse issues	24
Domestic Abuse (men)	23
Alarm services	19
Ex Offenders	14
Care Leavers	14
Families with Support Needs	12
Single People age 25 - 54	9
Learning disability	8
Chronic illness	1

Progress Made Against Each Outcome Area

Outcome Area	Number of service users for whom this is an issue	Highest Percentage	Level Reached
Feeling safe	**546**	**27%**	**Step 5 – Optimising independence**
Managing accommodation	**665**	**25%**	**Step 4 – Supported Achievement**
Managing relationships	**374**	**27%**	**Step 3 – Working towards goals**
Feeling Part of the Community	**302**	**38%**	**Step 5 – Optimising independence**
Managing money	**556**	**30%**	**Step 5 – Optimising independence**
Physical health	**344**	**27%**	**Step 3 – Working towards goals**
Mental health	**322**	**33%**	**Step 3 – Working towards goals**
Leading a Healthy and Active Lifestyle	**346**	**32%**	**Step 3 – Working towards goals**
Safety and Wellbeing of Self and Others	**504**	**24%**	**Step 3 – Working towards goals**
Education and Learning	**217**	**30%**	**Step 3 – Working towards goals**
Volunteering and Employment	**240**	**32%**	**Step 3 – Working towards goals**

Information extracted from the end of service outcomes data confirms that the lead needs were domestic abuse, young people and generic support (homelessness). See Appendix 2. The majority of service users had support issues around:

- Managing accommodation
- Managing money
- Feeling safe
- Safety and wellbeing of self and others

The least important issue for service users was education and learning.

The progress made against each outcome area confirmed that service users had reached step 3 – working towards their goals in 7 areas of support, reached step 4 – supported achievement in 1 area and step 5 – optimised independence in the remaining 3 areas.

Service users had reached step 4 and 5 in the areas that demonstrated the greatest support needs – managing accommodation, managing money and feeling safe.