



# Planning for the Future

2016-2019

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# 1. Introduction

The past twelve months have seen some major changes to the supporting people programme with the introduction of new legislation and a move towards greater integration of the Welsh Government anti poverty programmes. Some of the most relevant new legislation is listed below.

- Housing Act 2014
- Future Generations Act 2015
- Social Services and Well Being Act 2014
- Violence against Women, domestic abuse and sexual violence Act 2015
- National Pathway for Homeless services to children and young people and adults in the secure estate

We have also been fortunate in the protection of the Caerphilly supporting people budget of £6,232,790, We have achieved major improvements in terms of reducing our reliance on bed and breakfast and proactively preventing the number of people approaching our homeless department, we are increasing the funding for mental health services and ensuring that our services are being directed to those in greatest need of housing support. We have co-located a number of support workers from different specialisms within our housing advice centre.

We continue to maximise benefits and reduce people's debt, whilst working with agencies that increase people's skills and offer opportunities for employment.

New initiatives are being introduced that seek to explore the option of shared living, improving the lives of rough sleepers and working with Families First in targeting young people in early teens with regard to advice and assistance around potential homelessness.

We have also supported the LEAP project whereby a mental health support worker is attached to 5 GP practices in the north of the valley and are looking at. Options regarding working closer with neighbourhood care networks.

We are proceeding with co-locating support workers with housing staff in Holly Road, Risca and on two of our largest and most deprived housing estates at Lansbury Park and Graig y Rhacca.



# 2. Working in Partnership

Increasingly from Welsh Government there is a message emphasising the need to work in partnership and align programmes of work to achieve economies of scale and lessen the disruption caused to our vulnerable clients in terms of producing seamless services to assist the citizen.

The Caerphilly Supporting People Team is working both locally and regionally to achieve the above outcomes and the following are some examples of how that work is progressing:-

## Locally

Anti Poverty alignment – Caerphilly is seeking to ensure that services that seek to raise people out of poverty are better coordinated and this includes bi monthly meetings of anti poverty programme leads, establishment of an Anti Poverty Board, stream lining referral and assessment process and jointly commissioning contracts where appropriate. Most supporting people providers attended CCBC Anti Poverty Collaboration Group information event on 17th November, 2015 at Llancaiach Fawr Manor House.

Homeless Prevention – Support workers from a number of specialist disciplines are being collated with the local authority's homelessness service, increasingly the emphasis is on preventing homeless occurring and offering timely support to avoid crisis's occurring.

## Regionally

### Regional domestic abuse

Gwent are a pilot area for the tackling Violence against Women, Domestic Abuse, Sexual Violence. A Gwent Board is being established upon which will sit supporting people representatives, information bulletins are being distributed regularly and Caerphilly will be hosting a specialist 8 bed refuge in Risca.

### Regional Substance Abuse

One of the Key Actions in the draft 2016-18 substance misuse delivery plan is to: 'Prevent homelessness by helping people with substance misuse problems sustain tenancies'. Close links have been established with the Gwent Substance Misuse Area Planning Boards to maintain strong links to ensure joined up services. The Caerphilly supporting people team works closely with Gwent Drug & Alcohol Service and Drugaid to improve services.

### Regional Collaborative Committee

The Supporting People Regional Collaborative Committee continues to meet bi-monthly, scrutinise the activities of the Gwent Supporting People teams and lead on ensuring the direction and quality of housing support services in Gwent.

# 3. Need, Supply and Service Gaps

Caerphilly Supporting People constantly monitor the level of need exhibited by people who live within the county; this is collected through Needs Mapping forms and events, liaison with statutory services and discussions with the voluntary sector.

The level of demand for our services, waiting lists and observed gaps in services all help to inform our commissioning strategy, build a picture of demand and ensure that the services we offer meet the current and developing needs of the county's population.



As an example 2015/16 – 1634 referrals for floating support were received, this is 1515 more than 2014-15. Much of our developmental programme is being driven by changes to the legislative structure, with introduction of Housing Act, Social Services and Well Being Act and Future Generations.

It is always important to monitor the changing demographics and ensure that services are prepared for change and to adopt best practice to deliver the outcomes we want for our clients.

A number of measures have been instituted to identify need and identify service gaps, some examples are shown below.

## Caerphilly SIP/ Anti Poverty Board

An Anti Poverty Board has been established with Caerphilly County Borough Council to oversee the implementation and manage the changes for the alignment of the Welsh Government anti poverty programmes of communities first, families first, flying start and supporting people, this process ensure collaboration between the programmes in terms of identifying need and commissioning and also feeds into the Single Integrated Plan

## Debt/Financial inclusion services

We are continuing to monitor the impact of the welfare reform changes and their implications for the most vulnerable within our valley communities. Debt is becoming a major issue in terms of the affordability of accommodation for people within the county. These complex benefit changes are having a disproportionate impact on valley communities.

## Bed and Breakfast and Young People

Concerns have been expressed about the usage of bed and breakfast within the county with particular reference to the placement of young people, Welsh Government consultant Anna Whelan conducted a workshop – March 2016 developing a 'Positive Pathway' approach to Housing Options and Support for Young People in Caerphilly. The assistance offered has greatly supported the authority in tackling this problem and the usage of bed and breakfast is greatly reduced.

## Reports and Best Practice

We continue to monitor the various reports that are being produced regarding the effects of legislation and how examples of best practice can assist our providers in delivering quality support services.

## Financial inclusion

- Citizens Advice Caerphilly & Blaenau Gwent Annual Report 2014/15
- Advice trends in Wales 2014-2015 – CAB
- The impact of the UK Government's welfare, personal tax and minimum wage reforms in Wales – Welsh Government
- Disability and poverty – New Policy Institute
- Evaluation Feasibility study of the prospect of developing a viable housing model for those entitled only to access the shared accommodation rate – Cambridge Centre housing and planning research
- Removal of the Spare Room Subsidy: Final Report – Department of work and pensions
- The Impact of Proposed Tax, Benefit and Minimum Wage Reforms on Household Incomes and Work incentives – Institute for Fiscal Studies
- Together for Mental Health Delivery Plan: 2016-19 – Welsh Government
- Adverse Childhood Experiences – Public Health Wales
- Mitigating the Effects of the Welfare Reforms in Gwent – Money Advice Project

## Health

- Public Health Wales Observatory Overview
- Well-being of Future Generations (Wales) Act 2015
- Common data set Well-being of Future Generations (Wales) Act 2015
- Making a Difference: Investing in Sustainable Health and Well-being for the People of Wales – Public Health Wales

## Ex Offenders

- National Pathway for Homelessness Services to Children, Young People and Adults in the Secure Estate – Welsh Government

## Homelessness

- National rough sleeper count, November 2015 – Experimental statistics – Welsh Government
- Guidance for Local Authorities on the Allocation of Accommodation and Homelessness – Welsh Government
- A brand new start: homelessness and the Housing (Wales) Act
- The Well Being value of tackling homelessness – HACT
- Policy briefing: Key trends from six months of Welsh homelessness data - Shelter

## Older People

- Supporting People: Older People's Services - Welsh Government
- Health, work and health related worklessness – LGA and Public Health England
- Provision for Young Care Leavers at Risk of Homelessness – Public Policy Institute of Wales

## Young People

- Young and Homeless 2015 – Homeless Link

## Domestic Abuse

- Annual Plan - National Adviser for tackling Violence against Women, other forms of Gender based Violence, Domestic Abuse and Sexual Violence

## 4. Consultation evidence

Listening is a core principle of commissioning services; we try to ensure that we are seen as a commissioning service that listens to the views of providers, planners and most importantly service users.

We also speak to advocacy services to determine the views of their members; recently we met with Caerphilly Peoples First services to ask about the accommodation needs and preferences of people who have a learning disability.

We also consult with the local community regarding any concerns they may express to ensure that they are aware of our services and the outcomes we are seeking to achieve and to assist in community integration.

We continue to listen to the opinions of the users of the services we commission; integral to our monitoring process is the requirement to listen directly to the views of service users, looking for examples of good practice and areas where perhaps we can improve.

Some of the comments about our services from service users

- “I have been in Parkview for nearly two years and am currently going through the Move On process. Before I came to Park View I didn’t know that places like this existed. They are very supportive and provide good house activities that promote health and wellbeing”.
- “My support agency have helped me with absolutely everything – I have completed Courses through for my Mental Health i.e. Mental Health First Aid, Confidence Building etc. They have helped me gain control of my finances; they assisted me with the paperwork for Benefit Claims, Appeals / Tribunals. I will be looking to downsize my current tenancy though UWHA however I’m not ready at present; however my support agency will help me achieve this when I’m ready. They advise you to take baby steps and all of a sudden you feel ready to carryout tasks independently. I am now able to contact benefit agencies independently and I would never have been able to do before”.



- “My support agency has been able to advise and explain my entitlement to welfare benefits and thereafter to give me support in completing forms/advising on deadlines to submit forms, which I would have found daunting to undertake myself and would most probably have given up; with the consequence that I would still be struggling to live financially from day to day.

Support in liaising/communicating with other professional parties as I feel frustrated and anxious when I have to speak upon the telephone with the Department of Works and Pension and any other professional authorities. My support worker is very proactive in chasing up any outstanding matters. I, along with many other members of the public do not like to admit we are struggling to cope with our finances and what, if any, benefits we are entitled too whilst in employment or during periods of unemployment. To have access to this support has completely changed my life for the better. I am in gainful employment working twelve hours a week, but because of my disabilities was unaware of my entitlement/eligibility to any benefits”.

- After leaving the forces I resided in North Wales, unfortunately I went through a relationship breakdown and had to stay at my Sister’s in the Caerphilly area. When I became homeless I presented to Housing Advice and they advised me that I had a place at Maes Y Dderwen. I can’t fault the staff here; they go out of their way to help you. They have helped me with the following;
  - Finances – I had a large Overdraft which was incurring massive amount of charges – Staff helped me to resolve this.
  - Helped me to claim my benefits.



## 7. Commissioning Programme 2016-19

Model of service provision	Number of Units	User group whose needs are being met	Timescale 2016/17	Timescale 2017/18	Timescale 2018/19	Estimated Funding Per Annum	Comments
Supported Housing – Ty Shorte, Bargoed	<b>8</b>	Mental Health		<b>2016/17</b>		<b>70k</b>	Planned to open in February 2017. Staffed extended hours but not 24 hour, out of hours CCTV linked to core scheme at Ty Osborne.
CAB – Confident with Cash -Commenced in April 2015	<b>TBA</b>	All Groups	<b>April 2015</b>	<b>Retendering April 2017</b>		<b>40k</b>	Pilot of CAB floating support officer visiting clients with support worker – Project will be subject to tender process in partnership with Caerphilly Families First
Supported Houses (To supplement refuge provision)	<b>TBA</b>	Domestic Abuse	<b>Ongoing</b>			<b>TBA</b>	As per recommendations in modernisation of domestic abuse services – Gwent Pilot  First 4 bed property opened in April 2014. Continuing discussion with social landlords to identify properties suitable for DA Families
Refuge – Complex Needs	<b>8</b>	Domestic Abuse		<b>Planning Application Early 2017</b>	<b>2018</b>	<b>TBA</b>	Regional Project – Possible site identified in Risca – Initial meeting with support providers regarding design specification – Planning in January 2017
Young Single person supported housing – Maes y Derwen	<b>18</b>	Young People	New Client Group October 2016			<b>140k</b>	Opened 2014, originally used as generic homeless hostel, young people to be moved from Countryman in October 2016
SAFE Project, Risca	<b>6</b>	Young People	<b>November 2016</b>				Charter property being refurbished – Reopened in October 2016
Countryman Project, Blackwood	<b>13</b>	Young People	<b>October 2016</b>			<b>0k</b>	Project to be decommissioned in October 2016
Llys Tabernacle, Rhymney – Supported housing	<b>13</b>	Generic Homeless	<b>To open October 2016</b>			<b>130k</b>	Converted block of flats in Rhymney into 24 hour supported housing, utilising staff from decommissioned Countryman scheme
Bargoed Probation project – Supported housing	<b>7</b>	Young People		<b>To Open 2017/18</b>		<b>TBA</b>	2 bed unit for leaving care and 5 bed unit to replace decommissioned YP project in Cardiff Rd, Bargoed
Rough Sleepers Service	<b>50</b>	Generic Homeless	<b>To be tendered in 2016</b>			<b>70k</b>	Pilot Project proved successful supporting night shelters and rough sleepers and non-priority single people 1st December contract will commence.
Patch based support workers		Generic	<b>Holly Rd 2015, LP &amp; GYR 2016</b>			<b>45k</b>	Pilot - Support workers to be co-located with Housing teams at Holly Road, Risca and Lansbury Park and Graig y Rhacca
Emphasis worker		Young People	<b>Commenced 2016</b>			<b>25k</b>	Post funded by Families First – Works with YP below 16 and youth services
Phoenix project		Rough Sleepers	<b>Commenced 2016</b>			<b>23k</b>	Pilot - Phoenix centre in Caerphilly, Drop in for rough sleepers, contribution to support worker

Model of service provision	Number of Units	User group whose needs are being met	Timescale 2016/17	Timescale 2017/18	Timescale 2018/19	Estimated Funding Per Annum	Comments
LEAP worker, Rhymney		Mental Health	<b>Commenced 2016</b>			<b>25k</b>	Pilot - Mental Health support worker collocated with LEAP team, serving 5 GP practices in Rhymney area.
Learning Disability Supported Living		TBA Learning Disabilities	<b>Commenced September 2016/17</b>	<b>To continue 2017/18</b>		<b>TBA</b>	Need to ascertain correct funding level for housing related support in learning disability schemes – Two banding system introduced to be followed with commencement of assessment of those with High/Low Housing needs.
Floating Support for Ashfield Road, Newbridge		LD		<b>2017</b>		<b>30K</b>	Dedicated floating support worker possibly from existing service to support the 8 individuals within this scheme.
Floating Support		Older People, mental health, Sub Misuse Single people Vulnerable families				<b>TBA</b>	Option of utilising existing cost/volume contracts to cater for slippage or 'Tendering Framework' for spot purchasing.
Joint tendering option appraisal			<b>From April 2016</b>			<b>TBA</b>	Working with Families First and Homelessness to consider options for joint funding, utilising FF grant and transitional funding.
Shared Lives ( Former Adult placement scheme, now regional service				<b>To commence April 2017</b>		<b>30K</b>	Cover Gwent as regional project – funded one members of staff – Subject to report to Social Services
Transitional funding Posts				<b>To commence April 2017</b>		<b>TBA</b>	Options being considered for existing housing support posts within homeless unit currently funded by transitional funding to be transferred to supporting people funding
Low level mental health floating support				<b>To commence April 2017</b>		<b>25k</b>	Retendering of low level mental health floating support service
Specialist financial inclusion project				<b>To commence April 2017</b>		<b>60k</b>	Retendering of specialist financial inclusion service including ESA/ PIP appeals
BAWSO				<b>To commence April 2017</b>		<b>25k</b>	Exploring option of existing spot contract service to be incorporated into Regional contract



# Caerphilly Supporting People Spendplan - 2016/17 - Total £6,232,790,000

Client Spend Category (The category to which the service is primarily focused)	Service Type												
	Fixed Site (Accommodation Based)						Floating (Community Based)						
	Client Units	Less than 6 Months	Client Units	6 to 24 Months	Client Units	24 Months plus	Client Units	Less than 6 Months	Client Units	6 to 24 Months	Client Units	24 Months plus	
	Numbers	£	Numbers	£	Numbers	£	Numbers	£	Numbers	£	Numbers	£	
Women experiencing Domestic Abuse.	16	312,692					29	125,000					437692
Men experiencing Domestic Abuse.													
People with Learning Disabilities.					143	1,161,754					37	80,000	1241754
People with Mental Health Issues.					27	350,000			155	370,000			720000
People with Alcohol Issues.													
People with Substance Misuse Issues.					8	165,000			30	114,000			279000
People with Criminal Offending History.									17	36,132			36132
People with Refugee Status.													
People with Physical and/or Sensory Disabilities.											28	80,000	80,000
People with Developmental Disorders (i.e. Autism).													
People with Chronic Illnesses (including HIV, Aids).													
Young People who are Care Leavers.													
Young People with Support Needs (16 to 24).					36	647,369			52	167,218			814587
Single Parent Families with Support Needs.					2	15,000							15000
Families with Support Needs.	13	250,000							59	215,000			465000
Single People with Support Needs not listed above (25 to 54).	28	330,000			51	198,536							528536
People over 55 years of age with Support Needs (this category must be exclusive of alarm services).					956	270,738			181	434,000			764738
Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)							25	60,000	484	774,379			834379
Alarm Services (including in sheltered/extra care).					923	75,972							75972
Expenditure which does not directly link to the spend plan categories above.													
<b>TOTALS</b>	<b>57</b>	<b>892,692</b>			<b>2,146</b>	<b>2,884,367</b>	<b>54</b>	<b>185,000</b>	<b>958</b>	<b>2,110,731</b>	<b>65</b>	<b>160,000</b>	<b>6,232,790</b>



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