ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	**Executive Committee**
Date:	**14.2.17**
Subject:	**Approval of Supporting People Progamme Grant Commissioning Strategy and Spend Plan**
Portfolio Holder(s):	**Cllr Aled Morris Jones**
Head of Service:	**Shan Lloyd Williams**
Report Author: Tel: E-mail:	**Arwel Jones, Principal Development Officer, Housing Services** **01248 752064**
Local Members:	

A –Recommendation/s and reason/s

1. Approve the recommendations of the Supporting People Commissioning Plan 2017-20 and,

2. Approve the allocation of funding per service area, as outlined on page 47 of the Supporting People Commissioning Plan document.

Reasons

1.0   Introduction

1.1   The Supporting People Programme is a policy and funding framework initiative by the Welsh Government that provides housing related support for a range of diverse but equally vulnerable groups of people. The services provided do not include the funding of the accommodation or care or health provision.

1.2   A letter received from the Welsh Government in December 2016, declared an indicative sum for Anglesey for 2017-2018 of of £2,643,866. This will become effective from 1.4.17.

1.2   The Supporting People Programme focuses on the planning, commissioning and monitoring of supported accommodation and floating support services which are delivered by various providers across a range of tenures that include accessible and affordable housing, council stock, housing association stock, private rented, sheltered

accommodation, owner occupied, assisted living, supported tenancies, and extra care housing.

1.4   Typical types housing related support provision include:

- Assisting someone who is homeless or at risk of homelessness within 56 days to find somewhere to live.
- Provide a package of support to equip the vulnerable person to maintain a tenancy and mitigate the risk of a tenancy breakdown and or eviction.
- Provide assistance with rent arrears, debt management and budgeting skills.
- Support the service user to claim welfare benefits, and assist and enable the individual to continue to receive eligible benefits and deal with relevant agencies.
- Assist the service user to maintain the security of their accommodation e.g. explaining how to lock up and manage appropriate access.
- Encourage and motivate the service user to maintain any appointments, relevant to improving their ability to manage themselves in their accommodation.
- Encourage and motivate the service user to develop social skills and to acquire the necessary confidence to feel part of the community and participate in activities of interest.
- Promote, encourage and motivate the service users to develop the necessary life skills such as cooking, cleaning, and laundry.
- Provide the necessary support to enable a service user to access appropriate education, training and/or employment opportunities.
- Provide advice relating to move on and permanent housing opportunities.

1.3   One of the Supporting People funding requirements is the need to prepare a Commissioning Plan to inform Welsh Government and all partners and key stakeholders of our commissioning intentions and priorities. In accordance with Welsh Government Guidance the proposed Plan covers the 2017/20 commissioning Cycle, and is reviewed annually.

1.4   The Welsh Government has protected the Supporting People Programme Grant funding levels for 2017/18 across Wales, and has temporarily suspended the redistribution programme which has seen funding for North Wales reduced by in excess of 23% over the previous 5 years.

1.5   Despite the Cabinet Secretary indicating that the current funding arrangements for the Communities First Programme   is under review, the Welsh Government remain committed to ensuring that alignment across the remaining Tackling Poverty Programmes which include Supporting People, Flying Start, Families First and Vibrant and Viable Places is improved, resulting in more efficient use of funding and reducing

duplication where possible. The VVP porgramme is due to end in March 2017, and we understand there will be an opportunity to bid for a new grant programme in the future – details we expect to be announced in the next few months.

1.6   Historically, Supporting People has invested heavily within the provision of support for People with Learning Disabilities, with in excess of 33% of the total funding allocated towards the needs of this service area. This was reduced to circa 27% during 2016/17. Further work was undertaken in the form of service reviews during 2016. Emphasis was placed on scrutinizing the eligibility of the Supporting People funded **(non-statutory)** tasks, being undertaken by service providers. It was established that provision was in fact heavily weighted towards care functions **(statutory)** rather than housing related support. In line with recommendations made by the Regional Collaborative Committee to ensure that only eligible tasks were being funded by the Supporting People Grant, a recommendation was made to the multi agency Local Planning Group to cap the level of housing support provision per person at a maximum of 15 hours per week. The Planning Group which has governance responsibilities for the Programme within each Local Authority and consists Heads of Housing, Children and Adult Services, along with Senior Managers from Betsi Cadwaladr University Health Board, the National Probation Service Wales, and two service provider representatives have since approved the proposal, and providers have been informed of the reduction in funding from April 2017.

1.7   The approval of the above mentioned proposal ensures that the terms and conditions of receiving the grant are satisfied. However, the reduction of £287,000 of Supporting People funding within learning disability provision does impact negatively upon Social Services budgets, as a statutory duty to provide in accordance with the assessed care needs of the individual remains unchanged.

1.8   Work continues to be ongoing between Supporting People (Housing Services) and Adult Social Care to reconfigure provision for learning disabilities, which will witness the outsourcing of the current internal provision during 2017/18. Additional work will also be undertaken to reconfigure current support and care provision which is already externalized to third sector providers. It is envisaged that a co-produced approach, which will enable the local authority to work closely with service providers, service users and their families and wider key stakeholders such as health, advocacy and third sector organizations. This will enable us to develop a fit for purpose and sustainable model of delivery for the medium and longer terms.

1.9 The Supporting People's Workplan includes a programme of reviews which are conducted at three yearly intervals. During 2017, detailed reviews which normally take 3 months each to complete will be undertaken for the following service areas.

- Housing Services – Homeless Prevention Service (potential for 2-year extension, in accordance with performance and contract compliance).
- Domestic Abuse Services
- Services for Vulnerable Young People
- Services for Vulnerable Single Parents

1.10 In addition it is our intention in accordance with European Procurement Rules and the Council's Constitution to undertake a full tender exercise for

- Housing First Services currently provided by The Wallich
- Vulnerable Young People
- Learning Disabilities in conjunction with Adult Social Care
- Vulnerable Young People (Aged 16-24)

1.11 Dependent upon the strategic direction of the Welsh Government, consideration will also need to be given to undertaking a tender exercise for domestic abuse. Welsh Government has recently appointed regionally located Domestic Abuse Advisors, and although their final intentions are yet to be disclosed it has been suggested in some areas that current Supporting People funding that is allocated for this service area may be transferred into the regional pot. Conversely, should current arrangements remain, it is expected that a tender process be held, which could see services for domestic abuse and vulnerable single parents merged, which could result in improved value for money and an increase in the number of units developed across to assist people who experience domestic abuse.

1.10. With the exception of the Coedlys Core and Cluster Project and the floating support service for young families, which were all commissioned in 2013, services for young people have not been market tested since being directly commissioned by Welsh Government. It is therefore necessary, following the completion of a strategic review during 2017 that a full tender process for the 40 units, which in addition to the afore mentioned include the 9 bedded hostel in Holyhead, the 2 adjoining shared accommodation Gilfach bungalows, 4 supported accommodation units, two of which are in Holyhead and 2 in Menai Bridge, and 8 units of floating support need to be tendered.

2.0 New Areas for Development

2.1 A business case, recommending the establishing of a Supporting People Single Point of Access / Gateway Officer has been approved by the Supporting People Planning Group. Unlike the general management and administration of the Supporting People Programme, Welsh Government consider the Gateway role as a project in itself and therefore the annual grant funding can be used for this purpose.

2.2 It is envisaged that the new way of dealing with referrals, allocating appropriately

timeously will be operational by the beginning of June 2107. The advantages of the role include:

- Witness a shift in the control referral management which is currently held by the SP providers on Anglesey

- Facilitate improved monitoring of vacancies across the sector;

- Reduce voids or non-utilisation of designated hours within projects;

- Facilitate easier and improved access to service for our most vulnerable service users;

- Provide a useful and more robust management tool to improve monitoring of service providers;

- Likely to increase pressure on providers to improve move-on results. However, this is only in cases where service users are considered ready for move-on, and must not in any way influence providers to move-on in order to accept new referrals;

- Bring Ynys Môn into line with the vast majority of other Loca Authorities in Wales who have implemented this approach, including 4 out of the 6 North. Wales Local Authorities.

- Facilitate and improve communication and working practices between Supporting People and Housing Options and the Social Services Single Point of Access Team;

- Ensuring a more strategic approach is taken to the development of sustainable services and housing solutions and that the Supporting People Programme is responding to current and emerging needs;

- Assist in reducing gaps in both service and accommodation needs.

2.3   The cost of implementing this service is estimated at £50,000 (including on-costs and All back office expenses). This will include one full time officer and some additional administrative support may be required.

3.0 Low Level Ongoing Floating Support Service

3.1 Anecdotal evidence suggests that a significant number of people remain vulnerable following the cessation of their support, and subsequently this results in tenancy breakdown, deteriorating health and wellbeing, as well as in some case, re-offending. Following discussions with providers and stakeholders both within and out of county, a business case is to be presented to the Planning Group during 2017, requesting the commissioning of a low level ongoing floating support service. This will enable

vulnerable individuals who are at risk of homelessness to dip in and out of the service, at various trigger points in their lives. It is envisaged that early intervention, at a lower level will prevent a further crisis from occurring and in keeping with the requirements of the Social Services and Wellbeing Act 2014, will prevent the need for statutory intervention.

3.2 The cost of this service is estimated to be £110,000. Provision may be subject to tender, unless approval for a Pilot Project is granted by the Suppporting People Planning Group where delivery could be directly linked to an existing service.

4.0 Regional Collaborative Committee

4.1 Members of the Regional Collaborative Committee for North Wales, which include Portfolio Holders and Heads of Service (Housing / Social Services) are keen to develop some regionally commissioned services within niche areas such as domestic abuse or offending related needs. In order to achieve this aim, it has been proposed at Regional Level and approved at Local Planning Group Boards across North Wales that a contribution of 1% be made by each Local Authority, directly from the Supporting People Annual Allocation.

4.2 Based upon a contribution of 1%, Anglesey's grant for local provision would be reduced by £26,438.

4.3 During 2017, the North Wales RCC will undertake a review of current arrangements to meet the need of prison leavers across North Wales. An external consutant has already been appointed and the recommendations could result in the development of a regional approach to Prison Resettlement. Angelsey's contribution for this task will be taken from the central sum indicated in point 4.2 above.

5.0 Changes in Service Funding

5.1 There will be an increase of 4.0% in older people services following the reconfiguration of the warden services in September 2016. Furthermore, investment of services for Young People will increase by 17.9% due to the cessation of the big lottery revenue funding which covered the initial three years of this project.

5.2 All developmental costs and additional costs for older people will be funded from the reduction in the investment of Supporting People Programme within Services for Learning Disabilities, and therefore any financial change will be cost neutral to the Isle of Anglesey County Council.

5.3 The following services have been allocated the same level of investment on the spend Plan, as the previous year, and any further change will be subject to the tender

valuation where applicable.

- Domestic Abuse
- Substance Misuse
- Criminal Offending History
- Vulnerable Single Parents
- Tenancy Related Support
- Single People aged 25-54
- Community Alarms

B – What other options did you consider and why did you reject them and/or opt for this option?

The decisions were based upon a strategic approach which focused upon,
- Eligibility in accordance with the Supporting People Programme Grant Conditions,
- Strategic relevance in accordance with the Corporate Aims of the Isle of Anglesey County Council and those of the Housing Services.
- Service Quality as discovered in the programme of detailed reviews undertaken over the previous two years,
- Value for money, following a detailed exercise undertaken across all providers, and, levels of need as gathered by providers when service users present with a range of diverse and complex issues which require support.
- Ensure that the aims and objectives of the Social Services and Wellbeing (Wales) Act 2014. Housing (Wales) Act 2014 and Well-being of Future Generations Act (Wales) 2015.

The above factors outline the rationales undertaken when considering various options to reduce funding within specific services, remodel others and in some cases decommission in full.

C – Why is this a decision for the Executive?

It is a requirement of the Supporting People Programme Grant Conditions specified by Welsh Government, that the Annual Plan receives approval at Local Elected Member Level.

CH – Is this decision consistent with policy approved by the full Council?
Not applicable.

D – Is this decision within the budget approved by the Council?
Not applicable – Supporting People is a Welsh Government Grant Programme.

DD – Who did you consult?		What did they say?
1	**Chief Executive / Strategic Leadership Team (SLT)** (mandatory)	Shared over e-mail but not discusses further
2	**Finance / Section 151** (mandatory)	No further comments received
3	**Legal / Monitoring Officer** (mandatory)	No further comments received
4	**Human Resources (HR)**	Any staffing matter arising as a direct outcome of the Commissioning Plan should be dealt accordingly in line with other recognised consultation processes. If any HR support is required, in relation to consultation, perhaps, there will be a need to build the unit's capacity in order to include this matter within the workload.
5	**Property**	Not applicable
6	**Information Communication Technology (ICT)**	Not applicable
7	**Scrutiny**	Not shared
8	**Local Members**	Not applicable
9	**Any external bodies / other/s**	All service providers have been part of regular discussion which has shaped the strategy

E – Risks and any mitigation (if relevant)

1	**Economic**	Minimal anticipated economic impact as the services being decommissioned within learning disabilities are effectively care functions, and will require the same level of staffing due to the statutory requirements – TUPE is also expected to apply.
2	**Anti-poverty**	No direct impact anticipated, as a result of changes although changes in national social policy particularly welfare reform may exacerbate circumstances for some vulnerable and / or chaotic individuals and families
3	**Crime and Disorder**	No direct impact from strategy. However, an increase in crime and disorder, as a result of changing social policy and increasing poverty would result in demand outstripping supply and increasing unmet need. This could have a significant impact upon both service users and providers and particularly given the chaotic and complex needs of some of the service users, who require multi agency support and intervention.
4	**Environmental**	Not applicable
5	**Equalities**	An Equality Impact Assessment is included within the Local Commissioning Strategy, previously shared.
6	**Outcome Agreements**	Supporting People providers are subject to adhering to a mandatory outcomes framework as prescribed by Welsh Government.
7	**Other**	N/A

F - Appendices:
Supporting People Programme Grant- Local Commissioning Strategy 2017-2020

FF - Background papers (please contact the author of the Report for any further information):

Isle of Anglesey County Council Supporting People Commissioning Plan 2017/20

Empowering people with support needs to live independently through the provision of appropriate high quality housing related support services
and
to achieve this through working in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money

Contents

<u>Appendices</u>

1. Introduction.

1.1　This is the fifth Supporting People Local Commissioning Plan (LCP) since the introduction of the Supporting People Programme Grant in August 2012.The main purpose of this document is to provide a strategic overview of the commissioning intentions and priorities for the Supporting People programme on Anglesey between April 2017 and March 2020.

1.1.1　Supporting People is a policy and funding framework initiative by the Welsh Government, that provides housing related support for a range of diverse but equally vulnerable people. However, this does not include the funding of accommodation and care provision. The programme focuses on the planning, commissioning and monitoring of supported accommodation and floating support services, which are delivered by various providers across a range of tenures. The different types of accommodation include accessible and affordable housing, council stock, housing association stock, private rented, sheltered accommodation, owner occupied, assisted living, supported tenancies, and extra care housing.

1.1.2　In addition, community alarm services and telecare monitoring are also eligible services and are part funded via the Supporting People budget.

1.1.3　Housing related support provides a raft of services to enable vulnerable people to maintain their tenancies / households and or live independently within the homes and communities of their choice for as longs as possible. The intention of the programme is to apply a doing with rather than doing for ethos and typical types of support include (non-exhaustive).

- Assisting someone who is homeless or at risk of homelessness within 56 days to find somewhere to live.
- Provide a package of support to equip the vulnerable person to maintain a tenancy and mitigate the risk of a tenancy breakdown and or eviction.
- Provide assistance with rent arrears, debt management and budgeting skills.
- Support the service user to claim welfare benefits, and assist and enable the individual to continue to receive eligible benefits and deal with relevant agencies.
- Assist the service user to maintain the security of their accommodation e.g. explaining how to lock up and manage appropriate access.

- Encourage and motivate the service user to maintain any appointments relevant to improving their ability to manage themselves in their accommodation

- Encourage and motivate the service user to develop social skills and to acquire the necessary confidence to feel part of the community and participate in activities of interest

- Promote, encourage and motivate the service users to develop the necessary life skills such as cooking, cleaning, laundry.

- Support to enable a service user to access appropriate education, training and/or employment opportunities.

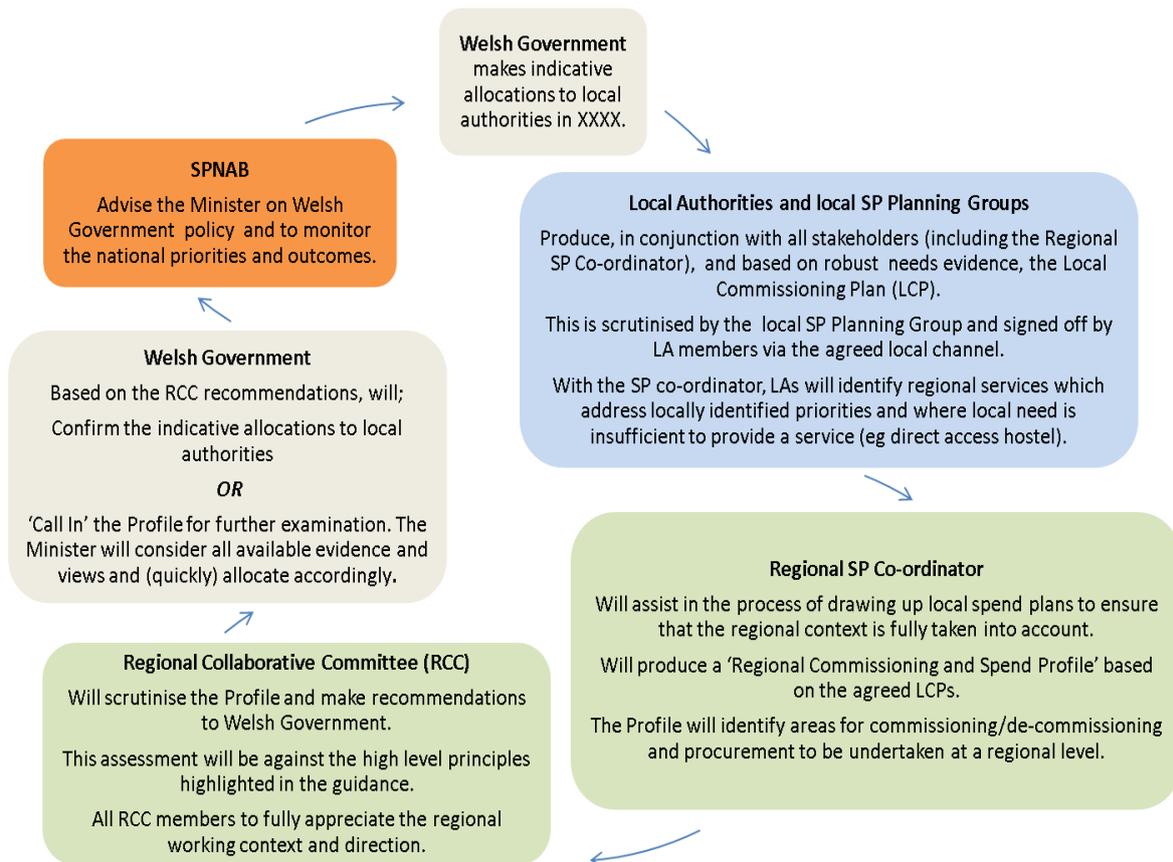- Provide advice relating to move on and permanent housing opportunities

1.1.4 The services make an invaluable contribution towards achieving local and national policy objectives, particularly in relation to health, social care and wellbeing, reducing homelessness and social exclusion and promoting community safety.

1.1.5 At the time of writing, the Welsh Government have issued a notice of their intention to maintain current level of funding across all Welsh Local Authorities from April 2017. The sum received for 2017/18 will therefore remain unchanged at £2,643,866, from April 1st 2017. This is a substantial boost to Housing Related Support Commissioners and all stakeholders at a time when levels of need and demand for support services appear to be ever increasing.

1.1.6 The Plan will require approval from the Isle of Anglesey County Council's Supporting People Planning Group before being submitted for analysis and approval by the North Wales Collaborative Committee. Membership of the Planning Group include the Heads of Housing Services, Adults and Children Services from the Isle Of Anglesey County Council, Senior Managers from Betsi Cadwaladr (BCUHB) University Health Board, and Probation Wales, two service provider representatives and the Tackling Poverty / Welfare Reform Project Manager within the IoACC. The commissioning intentions within this document along with the 5 other North Wales Local Commissioning Plans will inform the direction of the Regional Commissioning Plan, as we seek a higher level of consistency and reduced duplication across the region.

1.2   Regional Developments in North Wales.

1.2.1   The formulation of 6 Regional Collaborative Committees across Wales is now long established. North Wales has its own committee, where all 6 Authorities across the region are equally represented and accountable. Meetings are held bi-monthly where commissioning priorities and intentions, expenditure details (including underspend and overspend details) performance issues and other strategic matters are discussed. Membership of the Regional Collaborative Committees, includes a designated Local Authority Cabinet Member with portfolio responsibility for the Supporting People Programme, appropriate Senior Officers from Local Authority, Health and Probation. Additionally, there are two elected provider representatives (one on behalf of long term and one for short term services), Community Housing Cymru, and co-opted members, invited at the discretion of the respective Regional Collaborative Committees.

1.2.2   The role and functions of the Regional Collaborative Committees have been further strengthened by the formulation and implementation of a Memorandum of Understanding (MoU). All represented organisation on the RCC   have signed up to the MoU.

1.2.3   Despite not holding any executive decision making powers or budget allocation, the role of the RCC is seen as integral in scrutinising the individual and collective spend plans in North Wales and ensuring that funding is spent appropriately. Furthermore, since their inception a closer working relationship hast developed across all 6 Local Authorities, and the interface between commissioners, providers and landlords also appears to have been strengthened.

1.2.4   The diagram below provides an outline of the Supporting People Governance arrangements across Wales since August 2012.

Welsh Government makes indicative allocations to local authorities in XXXX.

SPNAB
Advise the Minister on Welsh Government policy and to monitor the national priorities and outcomes.

Local Authorities and local SP Planning Groups
Produce, in conjunction with all stakeholders (including the Regional SP Co-ordinator), and based on robust needs evidence, the Local Commissioning Plan (LCP).

This is scrutinised by the local SP Planning Group and signed off by LA members via the agreed local channel.

With the SP co-ordinator, LAs will identify regional services which address locally identified priorities and where local need is insufficient to provide a service (eg direct access hostel).

Welsh Government
Based on the RCC recommendations, will;

Confirm the indicative allocations to local authorities

OR

'Call In' the Profile for further examination. The Minister will consider all available evidence and views and (quickly) allocate accordingly.

Regional SP Co-ordinator
Will assist in the process of drawing up local spend plans to ensure that the regional context is fully taken into account.

Will produce a 'Regional Commissioning and Spend Profile' based on the agreed LCPs.

The Profile will identify areas for commissioning/de-commissioning and procurement to be undertaken at a regional level.

Regional Collaborative Committee (RCC)
Will scrutinise the Profile and make recommendations to Welsh Government.

This assessment will be against the high level principles highlighted in the guidance.

All RCC members to fully appreciate the regional working context and direction.

1.2.5   The Regional Collaborative Committees must produce a rolling 3 year Regional Action Plan, which is reviewed annually. The priorities are outlined below.

1.3 Regional Collaborative Committee's Priorities

The following themes were identified as regional priorities during the 2016/17 year

1.3.1 Learning Disabilities

A report recommending that all 6 North Wales Authorities review its levels of investment within Learning Disabilities was presented to the RCC during the summer of 2016. Two recommendations were presented within the report, with the former suggesting that packages of a housing related support for people with learning disabilities be capped at a maximum level of 15 hours per week, per individual, or that a tired approach be implemented. A tiered approach suggests that packages of support be split according to levels of need, these being low, medium and high and would directly contrast the levels

of care being provided. Where levels of care were high, levels of support would be low and vice versa. The RCC have stated that maintaining the status quo is not an option and could be seen as placing the whole grant at risk.

1.3.2 Anglesey has during 2016 undertaken a review of all its provision of housing related support for people with learning disabilities and its Planning Group has approved the recommendation contained the review to cap each individual package at a maximum of 15 hours. Further details can be seen in Section 5 of this document.

1.4.   Adopting the Memorandum of Understanding and how the RCC works towards developing and achieving a strategic three year plan. This will also include how we we include other stakeholders.

1.4.1 The Head of Housing and The Portfolio Holder for Housing and Social Services have signed the above mentioned agreement.

1.5 Service User Involvement Framework - The framework will be revisited in 2017. At present, Wrexham and Anglesey have an online questionnaire for service users to complete, this has proven popular in both authorities, and the amounts of responses have been high. Though both authorities are operating this differently, discussions are taking place whether a North Wales version could be adapted or North West and East versions (with each local authority asking the same questions).

1.5.1 Anglesey have continued to prioritise it's Service User Involvement. Appendix 3 within this document provides a synopsis of the opinions of service users in relation to service delivery, quality, and areas for development and or improvement. Furthermore, a list of the substantial number of activities in which service users engaged during 2016/17 is included in Appendix 4 of this document.

1.6 Preparing for impact on North Wales Prison – Berwyn Prison, Wrexham (males offenders) will open in 2017 and will have a focus on the education, training and resettlement of offenders. Along with legislative changes within the Housing (Wales) Act 2014 and the Social Service and Wellbeing (Wales) Act 2014, this will have a significant impact upon the resettlement of offenders within North Wales. Local Authorities will continue to attend the North Wales Prisoner Resettlement Steering Group meetings, following the opening of the Prison.

1.6.1 Anglesey continues to fund the post of a Prison Resettlement Officer and is currently reviewing this arrangement in preparation for the forthcoming financial year. The current post holder has built strong relationships with Altcourse, Stoke Heath and Styall Prisons and evidence provided highlights improved communication between the Prisons and Local Authority Homelessness Teams. As a result this appears to have contributed to improved communication and planning prior to release and thus reduced the numbers of prison leavers presenting as homeless immediately upon release. This in turn has a positive impact on decreasing the risk of re-offending. However, some cases, particularly those sentenced for short periods of up to 28 days do appear to be more likely to be problematic in terms of late or nil notification of release to Local Authorities.

1.6.2 During 2017, the North Wales RCC will commission an external consultant to review arrangements for prison leavers across North Wales which could result in a recommendation being made to commission a regional approach to Prison Resettlement.

1.6.3 At the time of writing the Regional Collaborative Committee are formulating their priorities in for 2017.

2. Strategic Context and Priorities.

2.1 The Isle of Anglesey County Council's Supporting People Local Commissioning Plan will be underpinned by a raft of national and local strategies, frameworks and policies. These include:

- **The Wellbeing and Future Generations Act 2015.**
- **The Housing (Wales) Act 2014.**
- **The Social Services and Wellbeing (Wales) Act 2014.**
- **The National Housing Strategy, Improving Lives and Communities – Homes in Wales.**
- **The Ten Year Homelessness Plan for Wales 2009-2019.**
- **The National Supporting People Outcomes Framework.**
- **The Isle of Anglesey Corporate Plan 2017-2021.**
- **The Isle Of Anglesey County Council Local Housing Strategy 2014-19.**
- **The Isle of Anglesey Single Integrated Plan – Our Island Our Future.**
- **Welfare Reform**
- **Tackling Poverty**

**2.2 The Wellbeing and Future Generations Act 2015**

2.2.1 The Well-being of Future Generations (Wales) Act became law in April 2015 and was implemented on the 1st April 2016.

2.2.2 The Act places a duty on all Public Bodies such as the Isle of Anglesey County Council to secure the long-term wellbeing of the population. 'Wellbeing' encompasses factors like social life, economic status, health, cultural wellbeing and a person's environment.

2.2.3 It is expected over time that the implementation of the Act will witness a more joined up approach across Wales and will be achieved in a sustainable manner. The ultimate aim is to create a Wales we all want to live in, now and in the future.

2.2.4 Wellbeing Goals

The Act puts in place seven wellbeing goals to ensure everyone is working towards the same vision. See diagram below.
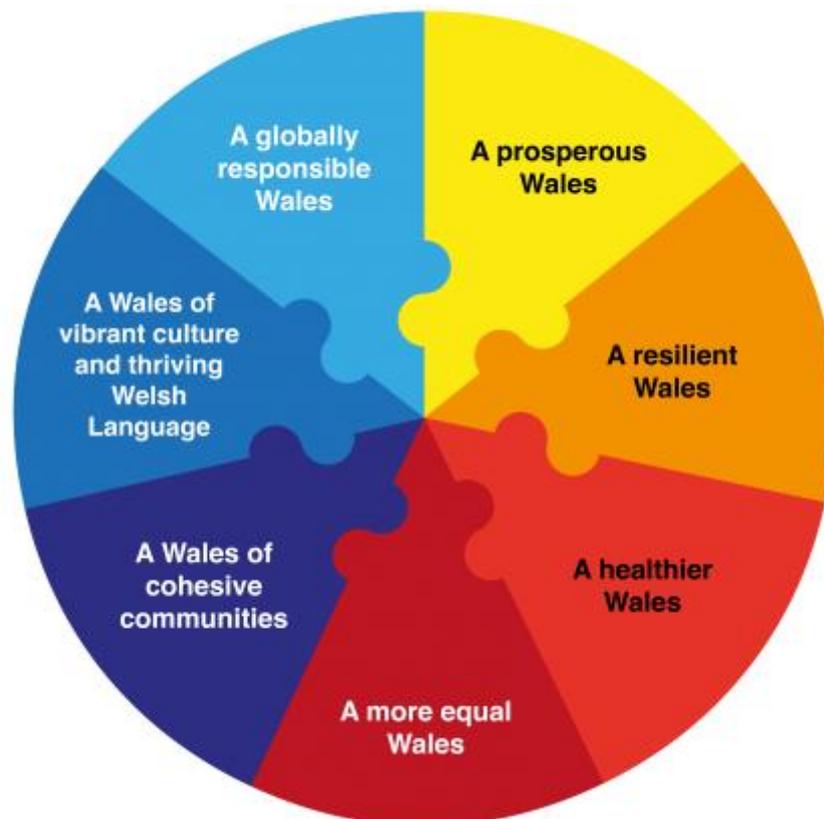
2.2.5 Sustainable Development Principles
There are 5 criteria that make up the Act's Sustainable Development Principles, which in turn will help meet the 7 goals.

1. **Long-term thinking** - balancing short-term needs with safeguards to meet long-term needs.
2. **Prevention** - actions to prevent problems getting worse.
3. **Integration** - considering how objectives may impact on those of others.
4. **Collaboration** - working with other organisations that can help meet the goals (which may include third sector).
5. **Involvement** - involving people and communities with an interest in helping to meet the objectives, and reflecting the diversity of the people in the area.

The Supporting People Programme has a key role in helping achieve the goals contained within the Act. The nature of the Supporting People Programme promotes a collaborative methodology which involves close working arrangements between a range of key stakeholders across all sectors. The programme is a major contributor to ensuring that prevention via early intervention mechanisms reduces the need for

longer term and costly statutory interventions, and the voice and needs of the service user are central to meeting all objectives.

2.3   IoACC Corporate Plan -   At the time of writing, work to formulate the IoACC 2017-2021 Corporate Plan, remains ongoing. A consultation exercise will be held in May/ June 2017. The Plan will be informed by the Wellbeing and Future Generations Act 2015 and the Social Services and Wellbeing (Wales) Act 2014, as well as the North Wales Population Needs Assessment .The Council and other Public Sector Bodies will then be represented on a Public Service Board which will guide collaboration at the most strategic level of the organisations across Ynys Môn.

2.4 The following table provides a brief overview of the other national and local strategies, frameworks and policies for which Supporting People has a key part in ensuring that their aims and objectives are met

Strategy / Plan / Framework	Key Points e.e Priorities etc	Direct / Indirect Link with the Supporting People Programme
Housing Act (Wales)	Introduction of a Compulsory registration and Licencing Scheme for private rented sector landlords and letting and management agents (RentSmart Wales) Reform of Homelessness law, including placing a stronger duty on local authorities to prevent homelessness and allowing them to use suitable accommodation in the private sector. Emphasis on early intervention to prevent circumstances from turning into crises.	Commissioned providers of housing related support will need to ensure that all landlords whose properties are rented to tenants in receipt of housing related support, comply with the requirements of RentSmart Wales. Anticipated increase in numbers of people presenting with housing related support needs within the private sector. Likelihood of emphasis being placed upon earlier intervention to prevent homelessness or risk of homelessness within 56 days. Increase in pre-tenancy and post tenancy work where people are at risk of eviction. Improved planning and need for closer working between Housing Options and Housing Related Support Providers
The National Strategy for Wales: Improving Communities – Homes in Wales	Improving Housing Related Support Services and Support particularly for Vulnerable People and People from minority Groups	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 providing help as early as possible in order to reduce demand on other services such as health

		and social services.
		Provide help to complement but not replace the personal or medical care that some people may need.
		Ensure that quality services, are delivered as efficiently and effectively as possible through joint working between organisations that plan and fund services(commissioners) and those that deliver services (providers).
		Promote equality and reduce inequalities, and in so doing contribute to the Welsh Government's Tackling Poverty Agenda.
The Ten Year Homelessness Plan	Preventing homeless were possible	Early intervention wherever possible to prevent situation becoming chaotic and possibly leading to homelessness and requiring statutory intervention
	Working across organisational and policy boundaries	Closer working arrangements between Supporting People Commissioners, Housing Options, Service Providers, and other key stakeholders, including statutory, private and third sector organisations.
	Placing the service user at the centre of the service delivery	Meet the needs of a diverse range of service users by identifying and agreeing set goals jointly with service users and working in collaboration to achieve positive outcomes which improve the quality of life across all eligible service user groups.
	Ensuring Social Inclusion and equality of access to services.	Provide meaningful opportunities for people across all groups to feel part of the community and engage in activities of their choice, thus reducing isolation and maximising their potential.

		Promote the development and use of community hubs which are intergenerational and thus develop independent resilient individuals within strong communities in accordance with the IoACC's vision for the future.
	Make the best use of resources	Ensure that Supporting People commissioned services provide support of the highest quality, that are strategically relevant and offer value for money,
		Work with key stakeholders to reduce duplication of service provision where possible
Local Housing Strategy	1.Development of the right homes for Anglesey's future.	1. Provide robust data in relation to support and housing need to inform the assessment and planning process and ensuring that the population of Anglesey are appropriately accommodated in accordance with their assessed care, support and housing requirements.
	2.Making best use of existing housing stock and improving homes and communities.	
		2. Support communities to become more resilient and assist in tackling matters such as anti-social behaviour, develop community hubs and promote inter-generational activity.
	3.Preventing housing crisis and increasing housing options.	3 Provide the required type of and timely support and intervention to prevent homelessness and mitigate any risk of homelessness within 56 days.
	4.Support to promote housing independence.	4. Provide timely and appropriate support to enable people to live in their own homes for as long as possible and thus prevent

	5.Homes for longer lives 6.The links between housing and the wider economy is fully realised	unnecessary admission to hospital, care homes and other institutionalised settings 5. Provide support across all types of tenures including extra care Housing, to enable people to remain independent for as long as possible. 6. Achieve positive outcomes which will inspire resilient individuals and families, resulting in stronger communities.
Welfare Reform	Continued impact of the spare room subsidy (known as bedroom tax) where tenants Under occupy properties by 1 bedroom = 14% shortfall LHA allowance and Under occupy properties by 2 bedrooms or more = 25% shortfall Shared room allowance for all single tenants under 35 years of age who are in receipt of LHA, resulting in shortfalls against market rent resulting in unaffordability and potential risk of increased homelessness	• Commissioned service providers will be required to understand the ongoing changes in social policy and in particular with matters in relation to welfare reform. • Support providers will be required to provide the necessary level of support, advice and signposting to specialist services where appropriate in order to mitigate the social and economic impacts of welfare reform changes, • Support, advise and prevent circumstances from escalating to crisis levels which may lead to increased risk of homelessness • Ensure that providers are registered and accredited by Financial Control Authority when providing debt management

	Introduction of Universal Credit in 2018 Ongoing proposals to introduce LHA levels across Supported Housing Projects.	advice
Tackling Poverty	Improved alignment of Tackling Poverty Programmes	Closer working required between Tackling Poverty Funded, Programmes, these being • Supporting People • Flying Start • Families First • Communities First • Vibrant and Viable Places Make more efficient use of programme funding by improved planning and sharing of robust intelligence across all programmes, and in so doing reduce duplication of provision and improve efficiency of delivery

| | | Consider potential impact on Supporting People and other relevant programmes, should current funding arrangements for Communities First be revised from April 2017, following a review being undertaken by Welsh Govt.

The Vibrant and Viable Places Programme, is due to end in March 2017, and we understand there will be an opportunity to be bid for a new grant programme, in the future – details of which are anticipated to be announced in the next few months.

Ensure the aims and objectives of the Social Services and Wellbeing (Wales) Act 2014, Housing (Wales) Act 2014, Wellbeing and Future Generations Act 2015. |
| --- | --- | --- |

3. Levels of Need, and Service Gaps.

3.1   The main tool used to assess need is the Needs Mapping form which is completed by all commissioned providers as well as some stakeholders such as the Council's Housing Options, BAWSO, Shelter, etc, when a new service user presents with housing or support needs. The information is recorded on all individuals who present regardless of whether they are assessed as requiring a form of housing related support and subsequently allocated a support service.

3.1.1   The 6 North Wales Authorities have adopted a partnership approach to the gathering of Needs Mapping Data (NME'S). A regional needs mapping form and database was introduced in May 2012, enabling data to be analysed at both local and regional levels in order to provide a comprehensive picture of need across the North Wales region. Since April 2014 all data is inputted on-line by those completing the form?

3.1.2   Despite the comprehensive data that can be extracted from the database, there remain some difficulties with using this method. These include:
   - Not all providers complete the forms
   - There may be double counting

3.2   Returned NME Forms

3.2.1   A total of 1,441 forms were completed and returned by service providers between April 2015 and March 2016.

Table 2

Year	Number of NME forms Completed
2008/09	617
2009/10	724
2010/11	825
2011/12	690
2012/13	443
2013/14	683
2014/15	1,185
2015/16	1,441

3.2.2   Once again the data reflected the continuing year on year increase in the number of vulnerable people, across a wide range of service user groups who present with housing and or support needs. An increase of 256 (21.6%) was recorded for Anglesey during the two periods, which compares with an 11%increase for the whole of North Wales.

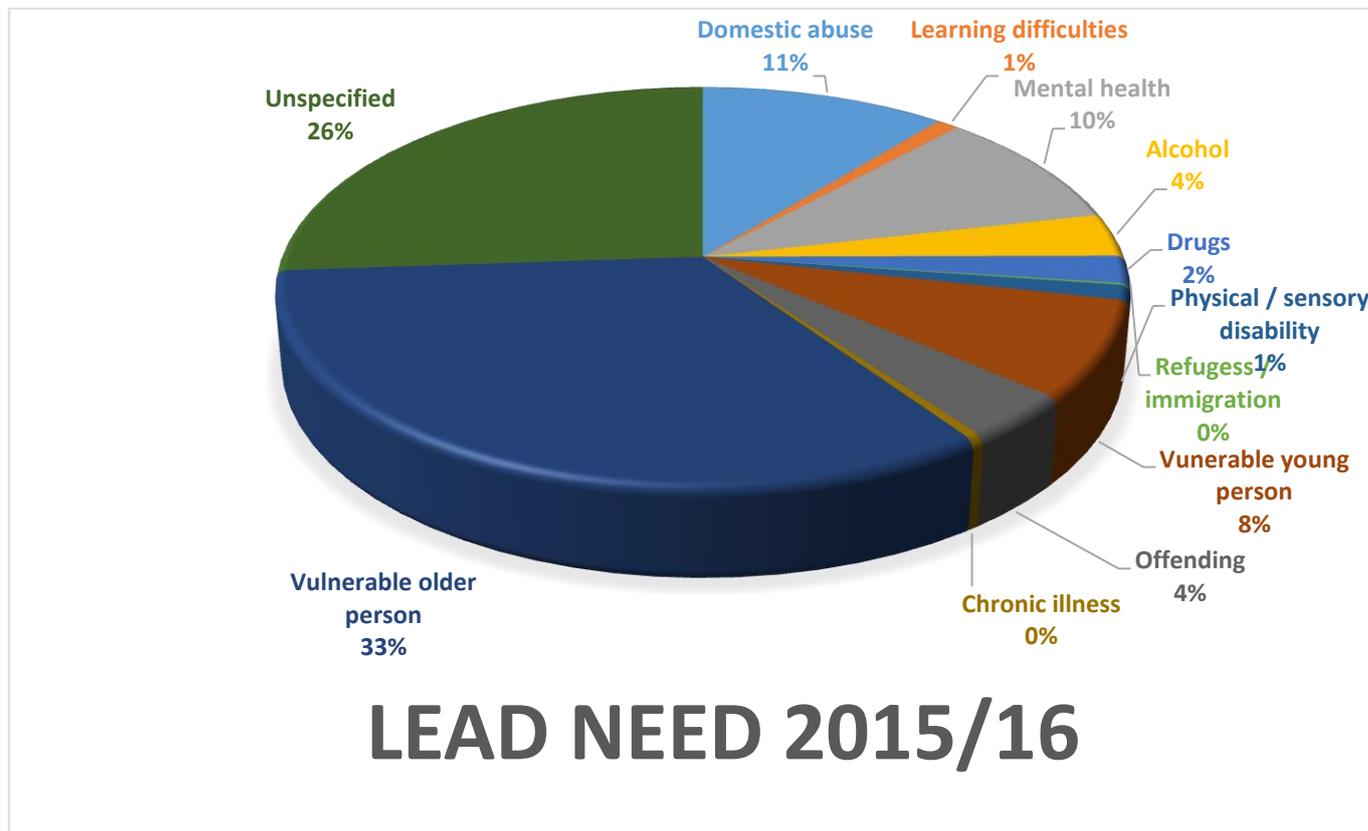## 3.3   Analysis of the Needs Mapping Returns for 2015-16

3.3.1

Fig 1

3.3.2   Older people (classified as those aged 55 or over) account for a third of all lead need presentations made to Supporting People providers or referring agencies. A further 26% have no specified lead need, probably reflecting the high number of people with secondary, and further complex needs and chaotic lifestyles who present themselves as requiring a form of intervention. This can be further explored in the above pie chart which shows all lead needs recorded. Domestic Abuse with 11%, mental health 10% and vulnerable young people with 8% represent the highest proportion of groups most likely to present as homeless, followed by those with substance misuse and offending associated needs, both of which accounted for 4% each. The volumes presenting within these groups are consistent with data supplied over the past three years.

3.4   Reason for Presenting in Need

3.4.1 A total of 42% (612) individuals presented with support needs alone. This compares with 655 (55.3%) during the previous year   In contrast 31% (441) presented with accommodation needs alone. This compares with 256 (21.6%) during the previous year. A further 25% (366) recorded both support and accommodation needs as being required, compared with 257 (21.7%) the previous year. 2% (22) failed to specify their reason for presenting

Fig2

Reason For Presenting With A Need

- Support needs only
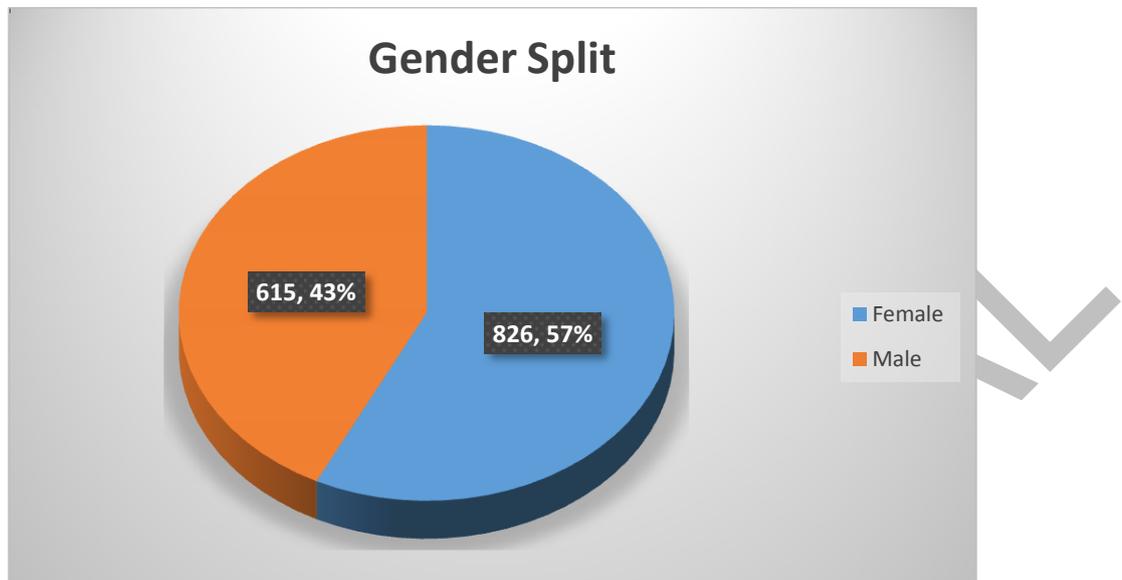- Accommodation needs only
- Support & accommodation needs
- Not specified
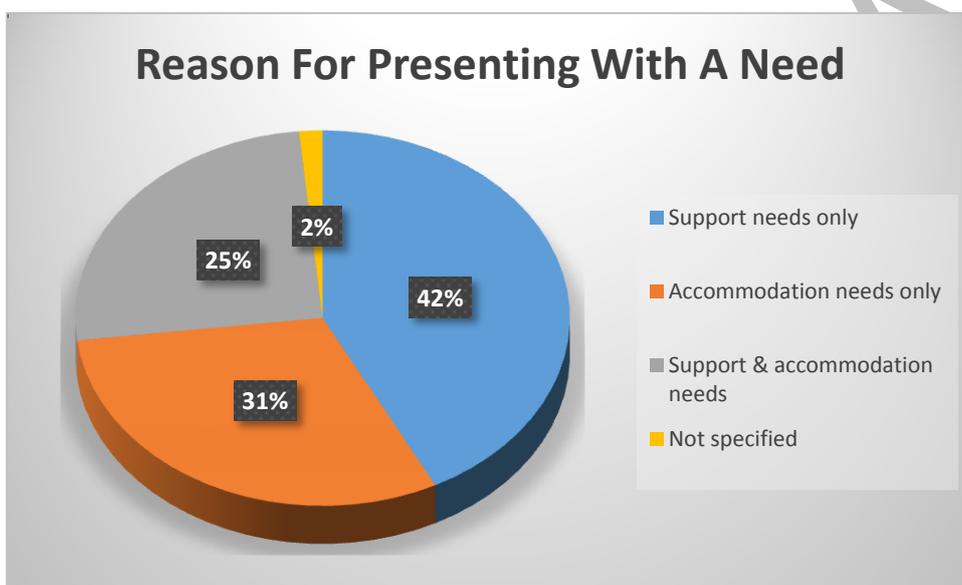
3.5 Gender Split

3.5.1 From the total of 1,441, representations made, 826, (57%) were female and 615 (43%) were male. This compares with 750 (63%) females and 435 ((37%) males during 2013/14, reflecting a shift of 7% more than during the previous year.

Fig3

Gender Split
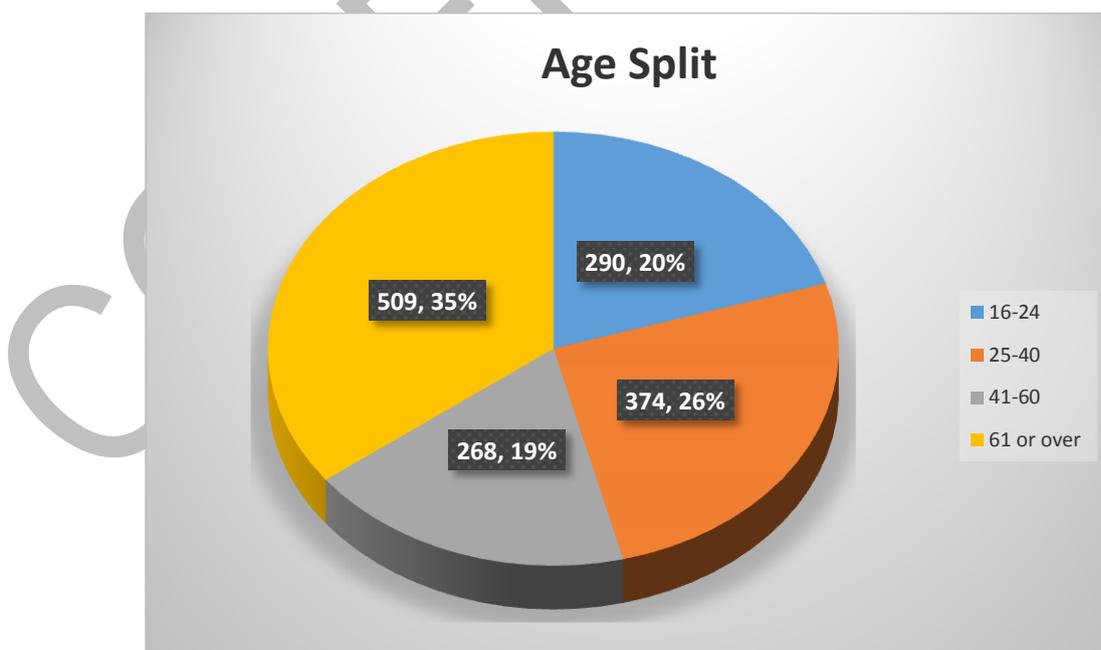
- Female: 826, 57%
- Male: 615, 43%

3.6   Age Split

3.6.1 In recent years the 16-24 age group has accounted for the highest number of individuals presenting with needs. However, the most recent data gathered highlights a significant shift in age trends, as shown in the graph below.
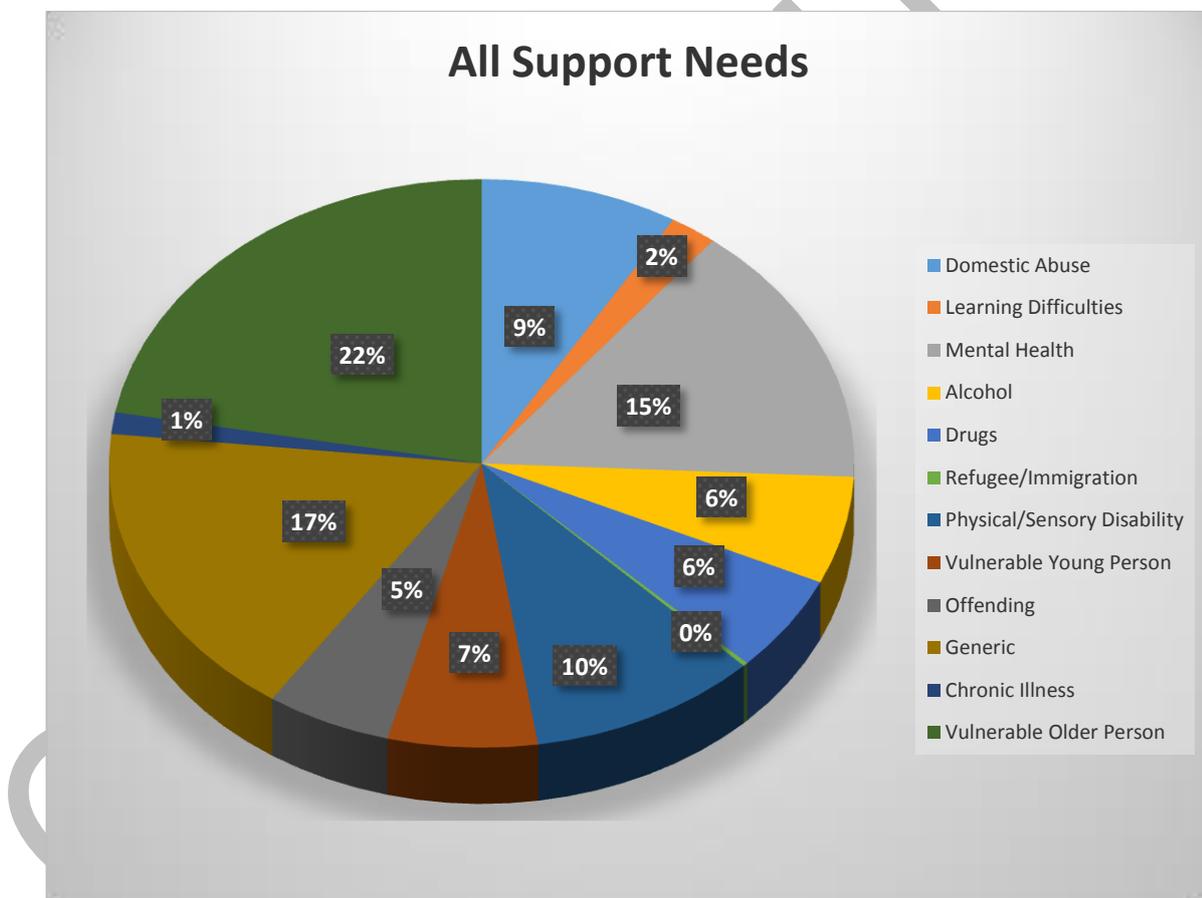
Fig 4

Age Split

- 16-24: 290, 20%
- 25-40: 374, 26%
- 41-60: 268, 19%
- 61 or over: 509, 35%

3.6.2 A total of 35% (509) who presented were aged 61 or older, followed by 26% aged 25-40 (374),   with those aged 16-24 and 41-60, recording 20% (290) and 19% (268) respectively. The high volume of those aged over 61 is probably due to the fact that Supporting People funding has invested in reablement services and the numbers presenting into this service are high with a rapid turnover. Interpretation of this particular pie chart should be done with caution as reablement services will no longer receive direct Supporting People funding, due to its emphasis on care provision rather than direct support and homeless prevention. The actual number of young people presenting remains high and is consistent with previous years.

3.7. All Levels of Need.

Fig 5

All Support Needs

- Domestic Abuse
- Learning Difficulties
- Mental Health
- Alcohol
- Drugs
- Refugee/Immigration
- Physical/Sensory Disability
- Vulnerable Young Person
- Offending
- Generic
- Chronic Illness
- Vulnerable Older Person

3.7.1 A total of 2,373 overall needs were recorded for the 12 month period for 1.4.15 to 31.3.16. This is significantly higher than the previous year's total of 1,706

3.7.2   Domestic Abuse, accounted for 204 representations which was commensurate with 9% of all overall needs reported. This was considerably lower than the previous year which recorded 371 presentations and reflected 22% of the overall total. Given the number of returns from previous years it is also thought that needs mapping data have either not been completed or submitted for a number of people who are victims of domestic abuse. Vulnerable older people recorded the highest number of presentations with 525 (22%) categorised as having physical and sensory disabilities, recording a further 237. There is a strong correlation between older people and physical and sensory disabilities. Both groups combined account for nearly a third of all needs noted. However, further caution should be taken with this return as it has been discovered all service users who receive a reablement service have had needs mapping forms completed for them, regardless, whether or not they receive housing related support or not. Given that the majority of those receiving reablement, actually receive a care package only, we envisage that the data for the forthcoming year will show a sharp drop for these two groups, following the reconfiguration of housing related support for older people, which was implemented from September 2016.

3.7.3   The number of people who presented with generic needs, which probably reflected a number of complex needs presenting simultaneously was the second highest with 407(17%), closely followed by mental health on 358 (15%). Mental Health has continuously been one of the main reasons as to why people present with support needs and is arguably the most cross cutting factor across all needs. Indeed, the latest data recorded a 107 more people with a form of mental health need compared with the previous year, despite the percentage of all referrals remaining unchanged at 15%.

3.7.4   The number of vulnerable young people remained practically unchanged having recorded exactly the same number of overall needs as the previous year 154 (7%) compared with 9% for the previous year. Similarly, 113 (8%) of these were lead needs, which again compares very similarly to the previous year figure of 115(7%).

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3.8.   Outcomes

3.8.1   A total of 4,312 target outcomes from the needs mapping data were recorded over the year. This shows a substantial increase from the previous year's total of 3,155 Managing Accommodation was the highest recorded outcome category with 871 (20%). This is extremely reassuring in terms of the key stakeholder and commissioned providers identifying and delivering appropriate and relevant goals and outcomes in line with the programmes key aims and objectives and in particular contributing to reducing homelessness and highlight the importance of preventative action. The numbers

recorded against this category is also in stark contrast to the previous year which noted that accommodation was the second lowest of the eleven categories with 111, (3.6%) of the total recorded. Feeling safe was again very prominent in terms of identified outcomes, probably as a direct result of the high number of older people and those with needs associated with physical and sensory disabilities. Mental Health once again demonstrated the key role played by housing related support providers in preventing escalation to more acute services and statutory intervention with 487 (11%) people recording such related needs.

Fig 6

3.9   Current Services

Current Services Accessed

Community Mental Health Service 0%
Child & Adolescent Mental Health Service 7%
Youth Justice Service 1%
Forensic Mental Health Service 1%
Probation Service 13%
Housing Related Support 22%
Community Drug & Alcohol Service 9%
Children & Family Services 8%
Adult Social Services 39%

Legend:
- Housing Related Support
- Adult Social Services
- Children & Family Services
- Community Drug & Alcohol Service
- Probation Service
- Youth Justice Service
- Community Mental Health Service
- Child & Adolescent Mental Health Service
- Forensic Mental Health Service

61% of those accessing the services were either known to Social Services or Housing Related Support Providers, of which 39% were social services clients.

3.10 Service Gaps

3.10.1 It is inevitable at any given time that a programme such as Supporting People which provides support for so many different service areas - many of whom have chaotic needs, - will contain gaps in provision. Service gaps have been further exacerbated by substantial reductions in funding from April 2012 to March 2016 at a time when need levels have been increasing year on year. However, the decision by Welsh Government to maintain funding levels since April 2016, has certainly been welcomed and provided an opportunity to consolidate and reconfigure provision in line with our key strategic priorities. Additional factors such as increased poverty levels, struggling local economy, rising cost of living and the effects of welfare reform all impinge on the most vulnerable within our society, thus increasing demand at a time when supply is being reduced.

3.10.2 Young People

3.10.3 The number of enquiries received by our Services for Young People and subsequent referrals have increased substantially over the past 5 years. These include children leaving care, albeit they are in the minority, as a number of young people present with needs between 16-24, having had no previous involvement with the care system. The needs evidenced are also of a more complex nature and often involve costly multi agency intervention.

3.10.4 Despite the commissioning of supported accommodation and add-on floating support providing an additional 17 units, demand remains to outstrip supply, and given the current direction of social policy, particularly with further welfare reform changes expected. Trends are not anticipated to show a decrease in numbers requiring a form of intervention. Consequently, an upturn in the social and economic circumstances for some of our most vulnerable young people is unlikely. It is our intention during the 2017/18 to review our provision of housing related support for our younger people. Further details can be seen in section 5 of this Commissioning Strategy.

3.10.5 Domestic Abuse

3.10.6 Anecdotal evidence gathered from needs mapping data and quarterly monitoring visits suggest that domestic abuse is increasing within society, with a number of cases displaying acute needs which require multi agency assessment and intervention. However, a number of domestic abuse incidents will remain hidden due to associated stigma and fear of repercussions. Unmet need will therefore unfortunately always remain within issues relating to domestic abuse.

3.10.7 Work will remain ongoing to remodel our Domestic Abuse during 2017/18. However, our final direction will depend on whether or not services for people with domestic abuse needs are regionalised or remain local. Moves are currently afoot to employ a Regional Co-ordinator for Domestic Abuse.

3.10.8 Low Level On Going Floating Report - Anecdotal evidence received in the form of data and direct consultation with service providers appears to suggest that a number of service users remain vulnerable to tenancy breakdown following the cessation of their support. A business case is to be formulated during 2017/18 to consider the commissioning of a low level on going floating support to those who will continue to have needs post cessation of support, but have no access to assistance either within the statutory or voluntary sector. See Section 5 of this document for further details.

3.10.9 Reductions in Funding – Despite the Supporting People funding remaining unchanged for the second consecutive year, significant cuts in statutory services will inevitably place greater pressure on preventative services, who need to cover the shortfall in provision.

Increases in eligibility criteria for statutory services will with doubt result in more people presenting with needs and as a result support services will have to prioritise in accordance with need. As a result the needs and problems of those at the lower end of the needs scale are likely to increase, which in itself will prevent more problems and is likely to see demand outstrip supply significantly in service areas such as mental health and young people and domestic abuse.

3.10.10 Prison Resettlement Officer

The Isle of Anglesey currently employ a Prison Resettlement Officer who works in conjunction with Housing Options and the internal Housing Support / Homeless Prevention Service. The post is currently funded via specific homeless prevention grant received from Welsh Government, and at present, funding is under review. In addition the North Wales Regional Collaborative Committee has commissioned a study to consider the needs of prisoners across North Wales. This is timely with the expected opening of HMP Berwyn Prison, in Wrexham during 2017.

The Prison Resettlement Officer post has made a valuable contribution in assisting prison leavers and others in contact with the criminal justice system to receive timely

intervention and support and thus contribute to the alleviation of both homelessness and re-offending,

3.10.11 Lack of Suitable Accommodation

Ensuring our social housing stock contains a balance between what is constituted as both affordable and suitable in meeting housing need is a growing issue. With the numbers of single households increasing at a rapid rate due to factors such as an ageing population, increased marital and familial breakdown and issues related to mental health, the need for one and two bedroom properties has never been greater. The suitability issues are further exacerbated by affordability issues and in particular changes in social policy, such as welfare reform.

The need for additional accommodation will also be affected by the forthcoming Wylfa B development which will result in an additional 6,000 to 8,000 further people on the Island, many of whom will require accommodation. This in itself may also result in an increase in homelessness as the housing stock across all tenures will become saturated with demand. This will result in increased referrals to Supporting People Providers.

4.   Consultation Evidence.

4.1 The Isle of Anglesey's Supporting People Team has made, significant progress in addressing issues relating to consultation over the recent   years.

The following evidences our progress over the past twelve months in relation to:

- Service User Involvement
- Older People Reconfiguration
- Tender Practices
- Providers engaging in meaningful service user engagement
- Monitoring of Service Provision / Provider Engagement

4.2 Service User Involvement

4.2.1 Service User Involvement has been identified as a key priority by Welsh Government within the Supporting People Programme and is now a standing agenda item at bi-monthly, North Wales, Regional Collaborative Committee.

4.2.2 The opinions of service users who receive supporting people funded services on Anglesey are gathered on a continuous basis via an on-line questionnaire (Your Service Your Say). A summary of the data gathered from April 2016 to December 2016 is included in Appendix 3 of this document.

4.2.3 The table in Appendix 4 of this document shows the level and variety of service user involvement undertaken by the Supporting People Team and the Service Providers during the preceding 12 months.

4.3 Reconfiguration of Older People's Support Services

4.3.1 In September 2016, the Council successfully completed the reconfiguration of housing support for older people, following detailed consultation with both current sheltered housing tenants, their families and the wider community. Consultation was undertaken

through a variety of methods, which included face to face briefings, the commissioning of an independent advocacy service, regular newsletters which contained updated frequently asked questions as well as updating of our corporate website. An older
person who is also a tenant in one of the schemes was a valued member of the evaluation panel who awarded the contract to deliver the reconfigured support.

4.4 Tender Practices

4.4.1 The need to test the market and engage in tender exercises to ensure compliance with European Procurement Rules has been a regular practice within the Supporting People Programme on Anglesey, over the past three years. During this period, service users have been represented during all evaluation panels held and having received induction and preparatory sessions have influenced and made substantial contributions to the final decision making process.

These include:
- Generic Tenancy Support,
- Young People, with Complex Needs,
- Single People aged 24-55
- Substance Misuse
- Offending
- Mental Health
- Older People

4.5 Your Service Your Say
4.5.1 During the later stages of 2015/2016, the Isle of Anglesey Supporting People Team have in conjunction with the Council's Information Technology Team developed an on-line service user questionnaire called 'Our Service Your Say'.
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4.5.2 Between 1st April 2016 and 31st December 2016 a total of 75 visited the on-line resource. 55 people completed the survey in full and a further 20 part completed the information which provides useful data in terms of gauging service user opinions on the quality of services, opportunities for involvement, gaps in services, and areas for improvement. Since its introduction, take up has been consistent and it is envisaged that the resource can provide robust and meaningful data to reflect current provision and develop and improve services in the future.

4.5.3 A narrative of the data from 1.4.16 to 31.12.16 is provided in Appendix 3 of this document, and the service user comments demonstrates the value and esteem in which Service Users perceive the programme. The previous 2016/19 Supporting People Commissioning Plan contains data between Nov 2015 and 31.3.16.

4.6   Monitoring of Service Provision / Service Provider Engagement

4.6.1 A series of 6 monthly monitoring visits were completed in March / April and November / December 2016. A report was completed for each project and individually with all providers highlighting issues and good practice in relation to service delivery and contract management / performance. The findings and contents of the reports were discussed and shared with the respective providers and the improvement / development plans which were formulated at the review stage were updated accordingly.

4.6.2 All providers were consulted prior to submitting the business case to the Supporting People Planning Group in relation to the proposal to implement the single point of access / gateway during 2017.

5. Priorities for Development in Anglesey 2017-2018

5.1 Reviewing and Monitoring of Services

5.1.2   The Supporting People Team on Anglesey have undertaken a programme of strategic reviews at three yearly cycles since the inception of the Programme in 2003. The review process is a rigorous and robust method used to determine eligibility, strategic relevance value for money and also acts as a medium to promote service user engagement and service development. In addition, mini type reviews are undertaken via 6 monthly monitoring visits to all of our providers, where a report is completed for all projects on general contract compliance which includes matters such as safeguarding, throughput, and performance, whilst also measuring progress against the improvement plan competed at the review stage.

5.1.3   The intensive programme of service reviews undertaken by the Supporting People Team between 2013 -2016 is set to commence a new cycle cycle in 2017, which will include undertaking reviews for the following Groups:

- Homeless Prevention
- Young People Service
- Domestic Abuse
- Vulnerable Single Families
- Older People (2 Schemes)

5.1.4   The evidence in terms of service quality, value for money and strategic relevance has been invaluable to determine where our priorities lie, which services have required remodelling, recommissioning or in some cases full decommissioning, during what have been an extremely challenging 3 years from a financial perspective.

5.1.5   Details of how we propose to utilise the 2017/18 funding are outlined below. In accordance with Welsh Government requirements, all reductions have been based on strategic planning and intelligence rather than applying equal cuts across all services. All commissioned services are included with supply maps, consistent with the Welsh Government Eligible Groups and Spend Plan Categories.

5.2 Domestic Abuse

5.2.1 Provider	Units	Description
Gorwel	4	Refuge Provision
Gorwel	1	Dispersed Refuge
Gorwel	6	Floating Support
Gorwel	14	IDVA
	25	

5.2.2 A service review of the domestic abuse services for which Gorwel are commissioned to provide support was undertaken during 2014. The findings of the review revealed that the current model of provision and in particular the floating support element was not cost effective. Consequently, a reduction in funding was agreed from April 2015.

5.2.3 It is our intention to review Domestic Abuse provision in conjunction with other commissioners within the Local Authority during 2017/18. Consideration is likely to be given to alternative models to meet the needs of people within this service group, and in the interim, it is not proposed to further reduce the current allocation for this service area. However, as previously mentioned above, our future direction in terms of commissioning services for people who experience incidents / episodes of domestic abuse may be determined by Welsh Government policy and in particular whether or not a regional approach is adopted for this group.

5.3 Learning Disabilities

5.3.1 Supply Map

Provider	Units	Description
Cartrefi Cymru	14	Permanent Supported Housing Projects across 6 Schemes.
Tyddyn Môn	19	Permanent Supported Housing Projects across 5 Schemes.
Môn Care	9	6 Permanent Supported Housing Schemes and

		3 Units of Floating Support
	42	

5.3.2 The provision of housing related support for people with learning disabilities accounts for the highest cost of all eligible groups who receive Supporting People funding by some considerable margin. The annual outlay in respect of housing related support provision for people with learning disabilities currently amounts to £722,689 ,and is commensurate with 27.33 % of the Supporting People allocation for 2016/17. This equates to an average annual cost of £18,530, for each of the 39 individuals who were supported to live independently within the community. The average calculation excludes the 3 units of floating support which is commissioned at a cost of £22,563,.84 which equates to £7521.28 per person.

5.3.3 A review of housing related support services for people with learning disabilities was undertaken during 2016, for what has essentially has been a legacy arrangement since the inception of Supporting People Funding in 2003. The findings of the review clearly noted that a number of tasks being funded via the Supporting People Grant were in fact care related and therefore ineligible.

5.3.4 Furthermore a disproportionate level of Supporting People funding was highlighted across a number of supported accommodation projects, and was seen as replacing rather than complementing statutory provision for this vulnerable service users.

5.3.5 As a result a proposal was presented to the Supporting People Planning Group to cap all housing related support for people with learning disabilities at a maximum of 15 hours per week. Although this is substantially higher than the average of 5 hours per week average which is allocated to other vulnerable groups, it is still considerably less than the current arrangement, and will result in a Supporting People disinvestment of £287,000 for people with Learning Disabilities, from April 2017.

5.4.5 The disinvestment of Supporting People funding in learning disabilities will present inevitable financial challenges to Adult Social Care over the short to medium term. Supporting People are committed to working in collaboration with Adult Social Care Health, Service Users and their families and the service providers to remodel current provision into a fit for purpose and sustainable service which will also meet future needs of other service users.

5.5 Mental Health

5.5.1 Supply Map

Provider	Units	Description
Community Support Services	9	Supported Accommodation
Community Support Services	150 hrs per week (50 Service users at 3 hrs per week)	Flexible Floating Support
	59	

5.5.2 Following regular discussions and engagement over the past two years between the Supporting People Team and designated providers of housing related support for people with mental health needs, significant strides have been achieved in ensuring that the service is now meeting eligible housing related support needs.

5.5.3 A tender exercise was held in April 2016, which saw the merging of the previous four services (2 x supported accommodation and 2 x floating support) for the provision of housing related support for people with mental needs. This resulted in having one rather than two providers which saw management charges decrease, whilst the level of provision actually increased, demonstrating an added value.

5.5.4 In accordance with all new or reconfigured services, a multi-agency stakeholder group has been established consisting of representatives from Supporting People, Housing Options, Community Mental Health Team, Children Services, Community Safety Partnership, Substance Misuse. The group meets at 6 weekly cycles to discuss performance against the contract, throughput, issues or concerns and sharing of good practice.

5.6.   Substance Misuse

5.6.1 Supply Map

Provider	Units	Description
CAIS	7	Supported Accommodation and Move-on Projects
Floating Support	33	Flexible Low-High
	40	

5.6.2 A tender exercise was undertaken which saw the provision of housing related support for people with substance misuse, offending history and or generic low level homeless prevention merged into one contract.

5.6.3 Similarly to the mental health tender, the merging (?)saw the decommissioning of the two of the three providers, with substantial savings made, particularly in terms of reduced management cost. The reconfiguration also resulted in a slight increase in the number of units provided with the added bonus of greater flexibility to address needs as they arise, particularly where voids may arise in one of the designated projects and can be filled with an individual who has any of the other lead needs within the contract agreement. It also allows greater flexibility in relation to accepting referrals into the floating support services, and can lead to earlier intervention and therefore result in reduced cost and dependency on statutory services.

5.6.4 In accordance with standard practice and as a direct result of reconfiguring the service provision, a stakeholder group has been established for a minimum period of 12 months to monitor progress and performance against the contractual arrangement, throughput, issues and concerns and sharing best practice.

5.7 Young and Vulnerable People

5.7.1 Supply Map

Provider	Units	Description
Digartref	9	Supported Accommodation, Core and Cluster Model with 7 Core and 2 Cluster Units (Coedlys)
Digartref	6	Floating Support attached to Coedlys project
Digartef	13	Supported Accommodation 9 Units at LLys Y Gwynt and 4 at y Gilfach
Digartref	12	8 Floating Support and 4 Move-on Units
	40	

5.7.2   Demand for services to support young people and prevent homelessness has been continuously increasing over the past three years. The Coedlys Supported Accommodation Project has received, 38 enquires between 1.4.16 and 31.12.16 which has generated 38 Referrals of which 29 were interviewed. However, accommodation and support has only been provided to, 15 such is the extent of the complex needs with which the young people present, resulting in longer periods of stays. During the same period, 14 have left the project with positive move-on achieved as shown below.

- 11 moved into their own private tenancies
- 1 moved into independent accommodation
- 1 moved back into the family home

5.7.3   The Coedlys Core and Cluster was initially jointly commissioned from May 2013, and included Supporting People funding, Families First and Big Lottery monies, for a 3 year period, with an option to extend the Supporting People component for a further 3 years, pending compliance and the availability of funding.

5.7.4   The ending of availability of the lottery funding will result in the Supporting People contribution having to be increased from April 2017 by 19.7%. The increase in funding

for this service can be allocated from the reduction in Learning Disability Services.

5.7.5   A need to test the market has also been identified in respect of housing related support services for young people, and is scheduled during the 2017/18 financial year, following a full service review

5.7   Vulnerable Single Parents

5.7.1 Supply Map

Provider	Units	Description
Hafan Cymru	4	Supported Housing
Hafan Cymru	12	Floating Support
	16	

5.7.1   Hafan Cymru provide a combination of 4 units of Supported Housing and 12 Floating Support. Despite the lead need of those presenting to Hafan Cymru, designated as Vulnerable Single Parents, the majority of those presenting are also victims of domestic abuse. The service therefore complements the provision of higher level need in terms of domestic abuse which is provided by Growel.

5.7.2   It is proposed for the forthcoming commissioning cycle that no reduction is made to the investment to provide housing related support for vulnerable single parents. Consideration will therefore be given to merging both this service and domestic abuse provision during 2017/18 as we seek to modernise and offer alternative options for many vulnerable single parents and those whom are victims of domestic abuse. However, proposed national policy regarding the commission arrangements for domestic abuse may determine future direction for this particular service area.

5.8   Generic Floating Support

5.8.1 Supply Map

Provider	Units	Description
IoACC Housing Services	80	Generic Floating Support Medium Level
CAIS Genric	34	Generic Floating Support Flexible
	114	

5.8.2 A tender exercise held in April of 2016, saw two of the three previous generic services decommissioned and merged into one contract along with support for substance misuse and offending. This has been successful and had resulted in greater flexibility to meet the needs of a number of people who present with a range of different and challenging needs where it is also somewhat problematic at times to determine the lead need.

5.8.3 A full review will be undertaken circa September 2017 of the 80 Unit Generic Floating Support, provided by the Housing Department which will determine whether or not the option of extending the current contract for a further two years can be exercised.

5.9 Offending History

5.9.1 Supply Map

Provider	Units	Description
CAIS	6	Flexible Floating Support
CAIS	6	Dispersed Supported Accommodation
	12	

5.9.2 Housing related support services for people who present with needs associated with offending have been merged with provision of substance misuse and a low level generic homeless service. This resulted in the decommissioning of the previous provider and the loss of the Doorstop Project. As part of the remodelling the 5 units of Floating Support and 3 Units of Supported Accommodation previously offered via the Doorstop Project are now allocated flexibly in accordance with greatest and can now accommodate people with substance misuse, generic and or offending needs, in accordance with demand.

5.9.3 The stakeholder Group noted in the Substance Misuse Section above also covers all issues for people with offending needs and to date has proved an useful resource to share and discuss issues and concerns with colleagues from Probation and other stakeholders.

5.10 Older People

5.10.1 Supply Map

Provider	Units	Description
Gorwel	460	Floating Support
Clwyd Alyn	40	2 x 20 Units Sheltered Housing Schemes with Community Warden and Alarms
	500	

5.10.2 In May 2016, a tender exercise was evaluated to determine the successful provider of housing related support for older people across all tenures which ensures that the IoACC comply with the Aylward Recommendations.

5.10.3 The reconfigured service saw the decommissioning of the previous sheltered warden service (where take up was less than 1/3 of capacity) reablement and early onset dementia (which were predominantly care based)

5.10.4 A reconfigured service which provides 460 units across the community which also incorporates housing related, support provided at the Penucheldre Extra Care Scheme and Llys Mair Sheltered Schemes, both of which are owned by Grŵp Cynefin became operational in September 2016, and is provided by Gorwel, who are a subsidiary of Grŵp
Cynefin.

5.10.5 A project group has overseen the development and implementation of this project and has met on a regular basis. A new stakeholder group has been established, which will replace the Project Group, and will be chaired by the Gorwel Service Manager. The Supporting People Lead Officer will attend the group with colleagues from Housing, Social Services, Grŵp Cynefin, Community Safety, and Age Cymru.

5.10.6 The Clwyd Alyn Sheltered Housing Projects located in Amlwch and Benllech are not

part of the service described above and remain unchanged for the forthcoming financial year.

5.11   Single People Aged 25-54 who are Homeless or at Risk of Homeless

5.11.1 Supply Map

Provider	Units	Description
The Wallich	20	Housing First – Intensive Floating Support for People who are either Homeless or Rough Sleeping
	20	

5.11.2   The Wallich were commissioned in April 2013 to initially provide 12 units of High Intensity Floating Support based upon the Housing First model to Rough Sleepers and those who are either homeless or at high risk of becoming homeless. This was subsequently increased to 14 and by April 2016 to 17. A value for money exercise recently conducted highlighted the extremely high level ratio of support which this project provides per service user. Further discussions with the provider resulted in a further increase to 20 units per week.

5.11.3 The current contract is due to expire during 2017, and the provider has already been informed that it will be necessary to engage in a full tender process during the forthcoming financial year. This has been identified as key priority during 2017/18.

5.12   Community Alarms

5.11.1 Supply Map

Provider	Units	Description
Housing Services	1280	Community Alarms within Sheltered and

(Tunstall)		Designated Older People Accommodation
Grŵp Cynefin (Galw Gofal)	119	119 Community Alarms at Penucheldre and Llys Mair
Môn Care (Galw Gofal)	170	Provision of Community Alarms and Telecare Provision.
	1569	

5.12.1 The provision of community alarms is seen as intrinsic component in promoting the preventative agenda, contributing to a level of independence across a range of otherwise vulnerable groups, and contributing considerably to enable Supporting People funded services to achieve positive outcomes, particularly in promoting personal and community safety as well as independence and control.

5.12.2 There can be little doubt that the independence of a significant number of older people would be compromised without the provision of the community alarm and add-ons such as telecare and tele-health sensors.

5.12.3 At the time of writing, discussions remain ongoing between Social Service and Supporting People for the cost and commissioning arrangements as of April 2017.

5.13. Single Point of Access

5.13.1 A proposal has been approved by the Local Planning Group to appoint a Gateway Co-ordinator who will be located on the Housing Options Team. The successful applicant shall deal and co-ordinate all Supporting People referrals and disseminate accordingly. It is envisaged that the role will

- Witness a shift in the control referral management which is currently held by the SP providers on Anglesey

- Facilitate improved monitoring of vacancies across the sector;

- Reduce voids or non-utilisation of designated hours within projects;

- Facilitate easier and improved access to service for our most vulnerable service users;

- Provide a useful and more robust management tool to improve monitoring of service providers;

- Likely to increase pressure on providers to improve move-on results. However, this is only in cases where service users are considered ready for move-on, and must not in any way influence providers to move-on in order to accept new referrals;

- Bring Ynys Môn into line with the vast majority of other Local Authorities in Wales who have implemented this approach, including 4 out of the 6 N. Wales Local Authorities.

- Facilitate and improve communication and working practices between Supporting People and Housing Options and the Social Services Single Point of Access Team;

- Ensuring a more strategic approach is taken to the development of sustainable services and housing solutions and that the Supporting People Programme is responding to current and emerging needs;

- Assist in reducing gaps in both service and accommodation needs.

5.13.2 Single Point of Access or Gateway Projects as they are also known is considered a project in itself and is therefore directly eligible for Supporting People Grant Funding.

5.13.3 Although the arrangements are yet to be finalised, it is anticipated that the cost of covering this role will be circa £40,000 (including on costs and travelling expenses). The post is therefore cost neutral to the Council.

5.14 Low Level Ongoing Floating Support

5.14..1 There appears to be an unwritten rule for the provision of housing related support that no vulnerable person should receive a period of supported accommodation, move-on, floating support or a combination of two or more for longer than 2 years. Many of our providers are aware of this and are often in contact seeking advice as the vulnerable person has or is approaching the end of his or her period of support.

5.14.2 Following discussions with providers and stakeholders, it has emerged that a number of vulnerable people remain so following the cessation of their support. Providers are of the opinion that their time and effort is devalued, and that it does not always demonstrate best use of Supporting People funding.   The people most likely to benefit from such a service would be those with learning difficulties who do not meet the statutory criteria for learning disability registration, low level mental health such as anxiety and early signs of depression, older people who are isolated, and those with

chaotic tendencies where contact can be made at short notice or any potential relapse trigger point. Support is anticipated to last a very short period and should contribute to preventing re-entry into the mainstream supported housing / floating support arena.

5.14.3 It is therefore proposed that a Low level ongoing (dipping in and out) be piloted for 18 months, and attached to an existing service, and following evaluation, if successful, consider engaging in a full tender process, with the potential to merge.

5.14.4 The estimated cost for the provision of this service would be circa £110,000 per annum, and would be funded through the utilisation of reductions in the provision for those with Learning Disabilities.

5.15 – Regional Commissioning Pot

5.15.1 The Regional Collaborative Committee has proposed that all Local Authorities within the North Wales Area, 'top-slice' it's annual Supporting People disseminated amount by 1%. This will then be centrally managed by the North Wales Regional Collaborative Committee as it seeks identify opportunities to utilise this funding to regionally commission some services for the future.

6.0 Spend Plan.

6.1 The information and data contained in the table below, compares the proposed budget for the 2017-18 year with the previous five years. It should also be noted that at the time of writing of this document, the proposed sum is an indicative amount.

Financial Year	Supporting People Programme Grant
2012/13 (Aug/March)	£2,111,315
2013/14	£3,052, 211
2014/15	£2,899,598
2015/16	£2,643,866
2016/17	£2,643,866
2017/18	£2,643,866

Supporting People Spend Plan 2017/18

Client Group	2017/18 Total Grant Allocated £	% Increase or Decrease since 2016/17
Women experiencing Domestic Abuse	£160,752	0.00%
Men Experiencing Domestic Abuse	0.00	0.00%
People with Learning Disabilities	£485,846	-32.8%
People with Mental Health Needs	£183,771	-4.7%
People with Alcohol Needs	£0.00	0.00%
People with Substance Misuse Needs	£135,066	0.0%
People with Criminal Offending History	£48,625	0.0%
People with Refugee Status	£0.00	0.0%
People with Physical and Sensory Disabilities	£0.00	0.0%
People with Development Disorders (e.g Autism)	£0.00	0.00%
People with Chronic Illness Needs (e.g. HIV and Aids)	£0.00	0.00%
Young People who are Care Leavers	£0.00	0.00%
Young People with Support Needs (16-24)	£497,292	+19.7%
Single Parent Families with Support Needs	£74,189	0.00%
Families with Support Needs	£0.00	0.00%
Single People with Support Needs not listed above (25-54)	£122,857	0.00%
People aged over 55 years of age with Support Needs (exclusive of alarm services)	£349,731	+4.0%
Generic Floating Support / Peripatetic (tenancy support services which cover a range of needs.	£284,535	0.00%
Alarm Services (inc sheltered / extra care.	£113,148	0.00%
Proposed New Off the Shelf Projects 17/18 1. Single Point of Access 2. Low Level On-Going F/S 3. 1% contribution to Regional Pot	£ 50,000 £ 111,615 £ 26,439	
	2,643,866.03	

Total		

7. Equality Impact Assessment

Equality Impact Assessment (EIA)
Part A – Initial Equality Impact Assessment

Start Date: 4.12.14. (Completion Date: **Ongoing**

PART A - Step 1: Preparation

1.	What are you assessing?	The impact of proposals contained within the Supporting People Programme Grant Commissioning Strategy for 2017/20. The strategy focuses on the commissioning of housing related support for a diverse range of equally vulnerable individuals or families who are either homeless or at risk of becoming homeless. The proposals include the remodelling, decommissioning and recommissioning of support services as detailed in the Commissioning Strategy and mandatory Spend Plan.
2.	Is this a new or existing policy?	New

3.	What are the aims and purpose of this policy?	To outline proposals for the commissioning of housing related support services for a diverse range but equally vulnerable set of client groups in accordance with their assessed needs. In keeping with the Housing (Wales) Act 2014 and the Social Services and Wellbeing Act (Wales) 2014 the focus of this strategy is primarily upon the commissioning of the delivery of high quality support which offers value for money in relation to:

- Preventing homelessness were possible

- Reducing the risk of homelessness within 56 days of presenting, and helping vulnerable people live as independently as possible

- Providing people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing

- Preventing problems in the first place or providing help as early as possible in order to reduce demand on other services such as health and social services

- Providing help to complement the personal or medical care that some people may need, but not acting as a substitute for either.

- Ensuring 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

- Promoting equality and reducing inequalities.

The data below provides a snapshot of tenants / service users who have received a Supporting People Service during 2015/16 financial year.

Gender		Male		Female	
		378		619	

Age	16-24	25-34	35-44	45-54	55-64	65+

171	171	131	85	80	373

Ethnicity	White	Mixed White and Asian	Mixed White and Black Caribbean	Mixed White –Other	Asian or Asian British-Indian	Asian or Asian British -Pakistani
	1126	0	0	0	1	0

Ethnicity	Asian or Asian British Bangladeshi	Asian or Asian British Chinese	Asian or Asian British Filipino	Asian or Asian British-Other	Black or Black British Caribbean	Black or Black British African
	0	1	1	0	0	1

Ethnicity		Black or Black British Other	Arab	Gypsy / Traveller	Other	
		0	1	1	3	

Ethnicity		Black or Black British Other	Arab	Gypsy / Traveller	Other	
		0	1	1	3	

Nationality	Welsh	English	N.Irish	Scottish	British	Irish	Other
	327	146	1	0	172	4	17

Preferred Language	Welsh	English	BSL	Other
	188	454	2	10

Religion	None	Buddhist	Jewish	Sikh	Hindu	Christian	Muslim	Other	Not Ans
	318	0	0	1	0	181	3	10	111

Disability / Impairment	Mobility	Sight	Hearing	Mental Health	Learning Difficulty	Dexterity	None	???

50

46	6	6	196	71	6	208	25

Sexual Orientation	Bisexual	Gay or Lesbian	Heterosexual	Prefer Not To Say
	31	5	501	105

4.	Who is responsible for the policy/work you are assessing?	Isle of Anglesey's Local Supporting People Planning Group which comprises of Local Authority Representation at Head of Service Level and /or middle management. Betsi Cadwaladr University Health Board, Probation Wales as well as Long and Short Term providers and Third Sector Umbrella Organisation are also members of the Group.
5.	Who is the Lead Officer for this EIA?	Shan Lloyd Williams (Head of Housing Services, Isle of Anglesey County Council)
6.	Who else is involved in undertaking this EIA?	Arwel Jones – Principal Development Officer, Housing Services, with Lead Officer Responsibility for the Supporting People Programme. Anne Sutton - Data and Financial Analyst. Sara Ankers – Review, Contract and Development Officer – Supporting People Team
7.	Is the policy related to other policies/areas of work?	The Supporting People Programme is a policy and funding framework led by Welsh Government which disseminates annual funding to local authorities to support and assist some of the most chaotic and vulnerable people to manage their own home, to retain independence, and enhance their quality of life. Supporting the most vulnerable people within our society has been identified as one of three key priorities within the Isle of Anglesey County Council's Corporate Plan 2013-2017. Other areas of work which this policy relates to are:

		- The Wellbeing and Future Generations Act 2015 - The Housing (Wales) Act 2014 - The Social Services and Wellbeing (Wales) Act 2014 - The National Housing Strategy, Improving Lives and Communities – Homes in Wales, - The Ten Year Homelessness Plan for Wales 2009-2019, - The National Supporting People Outcomes Framework, - The Isle of Anglesey Corporate Plan 2017-2021 - The Isle Of Anglesey County Council Local Housing Strategy 2014-19 - The Isle of Anglesey Single Integrated Plan – Our Island Our Future. - Welfare Reform - Tackling Poverty
8.	Who are the key stakeholders?	Service Users, Tenants, Local Authority colleagues mainly from Social Services, Service Providers of Housing Related Support and their workforce, Registered Social Landlords, Private Sector Landlords Elected Members, Local Communities, Health Probation, Local 3rd Sector

9 - Is the policy relevant to how the Authority complies with the public sector general duty relating to people who are protected due to age; disability; gender; gender reassignment; pregnancy and maternity; race, ethnicity or nationality; religion or belief and sexual orientation?	Yes	No
The elimination of discrimination and harassment	✔	
The advancement of equality of opportunity	✔	
The fostering of good relations	✔	
The protection and promotion of human rights	✔	

RT A - Step 2: Information Gathering

10 - Does this policy / area of work ensure equality for the Welsh and English languages in accordance with the Council's Language Scheme?	The Council is committed to providing a fully bilingual service in Welsh and English across all its services. We promote a proactive approach to ensure services can be offered in the Welsh language in accordance with the Welsh Government Strategy Framework 'Mwy Na Geiriau' More Than Words. We already ensure compliance with the Council's Welsh Language Scheme by monitoring services on a quarterly basis and undertake an annual survey of providers to evaluate compliance with the Welsh Language Standards and the Welsh Language Measure for which the findings are shared with Welsh Government.
11 - Is there an opportunity through this policy / area of work to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	A high number of service users will be first language Welsh-speakers. Due regard will be given to linguistic needs and we will ensure as mentioned above that service users are able to communicate with all service providers of housing related support in the language of their choice.

	There will be an expectation that all providers of housing related support (current and new) will provide a service in both Welsh and English and be able to demonstrate a culturally sensitive approach that celebrates diversity and be sensitive to the religious cultural, ethnic and linguistic needs of service users and be non- discriminatory in relation to gender, sexuality, language and disability.
12 - What potential contribution does this policy / area of work make towards ensuring that the Island's historical and contemporary culture flourishes and prospers?	Supporting People supports the most vulnerable individuals and families within society across the full age spectrum. Assisting people to seek, establish and maintain their homes across all tenures and supporting them to develop the necessary daily living, enhance their social networks and prevent isolation, receive support to find employment and improve financial control . These are all key factors in enabling citizens to live and network within the community of their choice and therefore contributing significantly to ensuring that the historical and contemporary culture flourishes and prospers.
13 - Are there any Human Rights issues? If so, what are they? (The 16 basic rights in the Human Rights Act are listed at Appendix 1).	In line with a human rights based approach when commissioning and providing quality housing related support services, the vision on Anglesey encourages and emphasises the need for participation and involvement in the design and delivery of services, policies and programmes by the people and communities who benefit from them.

Due consideration must be given if there should be any breaches to the following: Article 8 - Right to a private life, respect family and friendships Article 10 – Freedom of Expression in terms of being able to access the appropriate information about the services, and the right to question the refusal of access to services or complaining about an aspect of the service provided. Article 14 – Adherence with the Equalities Act 2010. |
| 14 - What has been done to date in terms of involvement and consultation with regard to this | Consideration has been given to eligibility of services and commissioning arrangements have initially been prioritised accordingly. |

policy?	All services have been regularly monitored and reviewed for their performance against contract delivery requirements. Regular stakeholder groups and forums are held with providers where areas and priorities for development are identified and discussed. Feedback is also gleaned from a range of stakeholders, including Council Officers and Managers, Providers' Management and Staff and Service Users. An on-line service user questionnaire can be accessed continuously to provide meaningful feedback on service delivery, quality and areas for development, and a detailed appendix of recorded service user involvement, engagement, and the opinions of service users are contained in Appendices 3 and 4 of this document. .
15 - Are there any gaps in the information collected to date? If so, how will these be addressed?	No

PART A - Step 3: Considering the potential impact

*For each protected characteristic, please detail in the column on the right in the table below:
(1)   Any reports, statistics, websites, links etc that are relevant to your document / proposal and have been used to inform your assessment, and/or
(2)   Any information gathered during engagement with service users or staff; and/or
(3)   Any other information that has informed your assessment of potential impact

**For determining potential impact, please choose from the following:
High negative; Medium negative; Low negative; Neutral; Low positive; Medium positive; High positive; No impact/Not applicable

Protected group	**Potential Impact	*Details	Mitigating action
Age	High positive	The Supporting People Programme can support individuals who have assessed housing related support needs from age 16 upwards. The Programme supports a wide range of service areas with equally vulnerable needs. This may involve providing supported accommodation for a young person aged 16-24, refuge or safe house for a victim of domestic abuse or an older and frail person living in sheltered or extra care accommodation or owner occupied / rented sector. The programme on Anglesey provides circa 2,350 units of which circa 1,350 are community alarms within households where older people, and / or those registered as being disabled reside . All options must be evaluated to ensure that no	Changes imposed by Welsh Government to the Supporting People Programme across Wales have resulted in services to older people being based upon need rather than tenure. Historically all tenants within sheltered housing have received a Supporting People Service regardless of need, with the majority due to being in receipt of housing benefit receiving a full subsidy to the cost via Supporting People, whilst others have had to pay from their own income as part of the tenancy agreement. The Isle of Anglesey County is currently transforming its provision of accommodation and support services for older people with the emphasis upon

Protected group	**Potential Impact	*Details	Mitigating action
		Tenant /service user is disadvantaged in comparison to younger people with a similar degree of housing related support needs. Older people in general can find it difficult in adapting to change and may find the fear of change to be de-stabilising.	developing extra care housing and community hubs. Supporting People have an integral role in developing housing related support services within a locality based community hub environment. The service covers all tenures and therefore is now available to older people with support needs who live in either general needs, age designated, private rented or owner occupier properties who cannot under the current arrangements access housing related support services. People who previously accessed the housing related support of the re-ablement and the early onset dementia services will continue to receive housing related support providing they have an assessed need. Investment in provision of housing related support for older people has increased, by 4%.
Disability	Neutral	Learning Disabilities has since the inception of the Supporting People Programme accounted	Supporting People cannot fund services such as social care and health. It is

Protected group	**Potential Impact	*Details	Mitigating action
		for the highest cost pressures by a significant margin. In 2016/17, investment in housing related support for people with learning disabilities,still accounted for circa 27% of the whole programme.. Evidence gathered from strategic service reviews has pointed to a significantly disproportionate level of supporting people funding within this service area. A number of care plans contained extraordinary high levels of housing related support hours for service users compared with individuals from other service areas who may have high dependency and lead very chaotic lives. It has also been evidenced that a high number of tasks completed were personal care or long term care related and therefore ineligible for SP funding. In addition, there is a high level of heath care input which would appear to highlight that some service users are unable to achieve a level of independence which meets with the 'doing with, rather than doing for' ethos of the Supporting People Programme. Consequently, as stated in the Welsh Government Supporting	proposed within the commissioning strategy that a full review is to be undertaken to demarcate the level of care and eligible support currently provided at supported accommodation locations for people with learning disabilities. Given the top heavy support to care ratio of funding within a number of shared living properties, increased future funding will need to be met by adult social care as there will still be a statutory requirement to fund given the complex level of needs which exists in such projects. All Housing Related Support within Supported Housing packages have been capped at a maximum of 15 hours per week. There will remain a statutory requirement for Social Services and or Health to fund any shortfall in funding in accordance with the assessed need of each service user. The disinvestment in Supporting People funding will not therefore impact negatively upon the levels of care provided as a statutory function.

Protected group	**Potential Impact	*Details	Mitigating action
		People Guidance, Supporting People should not replace care or health or be used as a substitute funding source where there is a statutory duty to do so.	
Gender	**Neutral.**	The impact of any reductions will have a neutral effect upon service delivery, as there remains a statutory duty to support the service area affected.	Not Applicable
Gender Reassignment	**No impact**	The impact of any proposed changes is not anticipated to affect this protected characteristic	Not applicable
Pregnancy & Maternity	**Neutral**	Service Users / tenants who are supported will undertake risk assessments from the outset or pending a significant change of circumstances. Service providers should respond to pregnancy and maternity in line with this and their organisational policy	The proposals within the commissioning strategy are not anticipated to directly impact upon this protected group. It is anticipated that should any individual supported within a shared living environment such as a refuge, hostel or

Protected group	**Potential Impact	*Details	Mitigating action
		The Human Resources policies and practices of both the Isle of Anglesey County Council and other providers commissioned will be adhered to in respect of staff along with appropriate risk assessments.	self-contained supported accommodation unit be assessed accordingly and where appropriate, safe and reasonable be moved to a floating support provision.
Race / Ethnicity / Nationality	**Neutral.**	It is not anticipated that any of the options proposed would result in individual or family from any particular race, ethnic origin or nationality being disadvantaged. However, where specific services are currently provided to meet particular needs it is important that these are identified and steps taken to ensure that this is preserved and included in the choice offered.	The Supporting People Needs Mapping exercise contains a full equalities data as do the quarterly monitoring forms which all Supporting People funded services are expected to provide. All contracts contain a clause stating requirements to identify diversity which includes conforming with the Equalities Act 2010 and our tender process acts as a robust accreditation framework to ensure that all potential services celebrate diversity and are sensitive to the religious, cultural, ethnic and linguistic needs of service users and are non-discriminatory in relation to gender, sexuality, language and disability.
Religion or Belief	**Neutral.**	Please see box immediately above	Please see box immediately above
Sexual Orientation	**Neutral.**	Please see box immediately above	Please see box immediately above
Welsh language	**High positive**	The Council is committed to providing a fully bilingual service in Welsh and English across all its services and has a clause in all contracts	We will ensure that the new providers will comply with the Council's Welsh Language Scheme and the Welsh Government`s

Protected group	**Potential Impact	*Details	Mitigating action
		which requires all Supporting People funded service providers to comply with the requirements of the Welsh Language Standards and Welsh Language Measure.	'Mwy Na Geiriau' (more than just words) strategy document. Six monthly monitoring meetings are held with providers to ensure contract compliance as well as an annual questionnaire issued to all providers and is specific to this theme. The findings of the survey are fed back to the Welsh Language Commissioner within Welsh Government.
Human Rights	**Medium positive**	The proposed efficiency savings from the Learning Disability Services will not affect the provision of care as there is a statutory requirement to deliver and meet the deficit in funding.

Indeed, the level of disinvestment, in learning disabilities will enable additional funding to be utilised for services directly associated with homeless prevention and achieving positive outcomes and independence for a greater number of vulnerable individuals. | All Supporting People Services must adhere to all aspects of Human Rights as per terms and conditions of the Contract. |

Part A – Step 4: Outcome of Initial EIA

Is the outcome of the Initial assessment to proceed to full Equality Impact Assessment?	**No –** This initial EQIA will form the basis of further work as noted below:
	This Equality Impact Assessment will be reviewed following presentation of the proposals and evidence to the Supporting People Planning Group.
If no, are there any issues to be addressed?	
	Record Details: as above

If you have decided that **a full Equality Impact Assessment is required**, please proceed to **Part B**.

If your decision is **not to proceed to a Full Equality Impact Assessment,** please delete Part B from this template and proceed to **Part C - Outcome Report.**

Please proceed to **Part C - Outcome Report.**

Equality Impact Assessment (EIA) – OUTCOME

PART C – Step 1: Outcome Report

Organisation:	Isle of Anglesey County Council

What is being assessed: (copy from Part A – step 1)	The impact of proposals contained within the Supporting People Programme Grant Commissioning Strategy for 2017/20. The strategy focuses on the commissioning of housing related support for a diverse range of equally vulnerable individuals or families who are either homeless or at risk of becoming homeless. The proposals include the remodelling, decommissioning and recommissioning of support services as detailed in the Commissioning Strategy and mandatory Spend Plan.

Brief Aims and Objectives: (copy from Part A – step 1)	Proposals and expenditure details for the delivery of housing related support for a range of diverse and equally vulnerable range of individuals and families across a variety of service areas

Did the Initial assessment proceed to full Equality Impact Assessment? (PART A – Step 4)	**No –** This initial EQIA will form the basis of further work as noted below:
	Record reasons for decision. The EQIA will be reviewed following presentation to the Supporting People Planning Group

If no, are there any issues to be addressed?	As above
If yes, what was the outcome of the full EIA?	

Will the Policy be adopted / forwarded for approval? Who will be the decision-maker?	**The final decisions based upon the recommendations presented will rest with the multi- agency – Isle of Anglesey Supporting People Planning Group.**
	If no, please record the reason and any further action required:

Are monitoring arrangements in place? What are they?	The Supporting People Team have robust and regular monitoring arrangements.

Who is the Lead Officer?	Name:	Shan Lloyd Williams
	Title:	Head of Service – Housing Services
	Department:	Communities Department
Review date of policy and EIA:	To be determined.	

Names of all parties involved in undertaking this assessment	Name	Title
	Arwel Jones Anne Sutton Sara Ankers **Equalities Panel members.** Rhian Hughes – Corporate Policy Shan Lloyd Williams Llyr Bryn Phil Forbes Sharon Williams Barbara Williams Elliw Llyr Tracy Davies Gwyneth Williams	Principal Development Officer SP Review, Contracts and Development Officers x 2 Supporting People Data and Financial Analyst Head of Housing Services Head of Children Services Clinical Manager Substance Misuse Service Probation Services Manager Learning Disabilities Mental Health Ops Mngr Housing Services Policy, Commissioning and Strategy Manager Provider Representative Provider Representative
Please Note: An Action Plan should be attached to this Outcome Report prior to completion		

PART C - Step 2: Action Plan

Please detail any actions that are planned following completion of your EIA. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship.
There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights.
For the purposes of the Act, they are known as 'the Convention Rights'. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)
Article 2: The right to life
Article 3: Prohibition of torture
Article 4: Prohibition of slavery and forced labour
Article 5: Right to liberty and security
Article 6: Right to a fair trial
Article 7: No punishment without law
Article 8: Right to respect for private and family life
Article 9: Freedom of thought, conscience and religion
Article 10: Freedom of expression
Article 11: Freedom of assembly and association
Article 12: Right to marry
Article 14: Prohibition of discrimination

Article 1 of Protocol 1: Protection of property
Article 2 of Protocol 1: Right to education
Article 3 of Protocol 1: Right to free elections
Article 1 of Protocol 13: Abolition of the death penalty

North Wales Supporting People

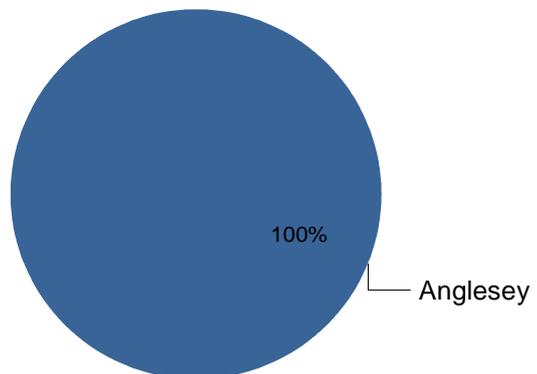# Anglesey Needs Mapping Report 2015-16

20/06/2016

COMPLETION YEAR	Number
Total	1,441
Apr 2015 - Mar 2016	1,441

Distinct count of forms (HSID)   1,441

FORMS	Number
Total	1,441
Anglesey	1,441

Number of forms by Local Authority

100%

Anglesey

Section: Person this Form is About

AGE	Number
Total	1,441
16-24	290
25-40	374
41-60	268
61 or over	509

Age Group
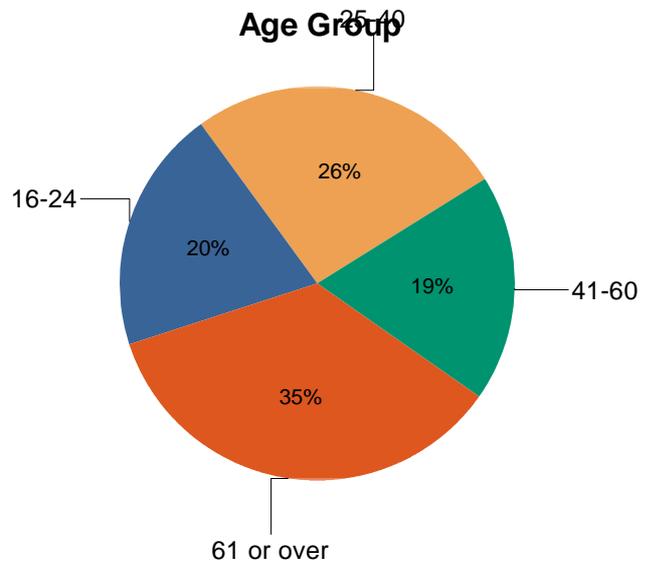
GENDER	Number
Total	1,441
Female	826
Male	615

Gender
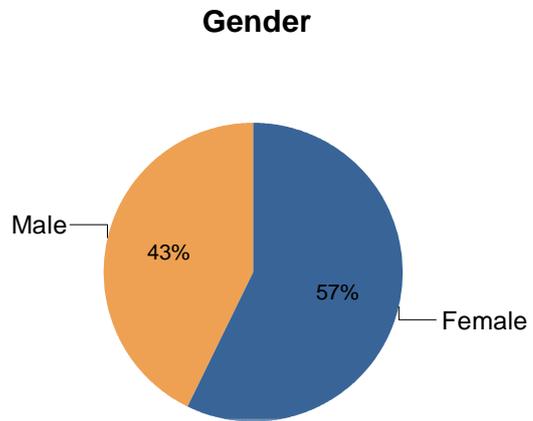
ARMED FORCES	Number
Yes	23

Section: Person Completing this Form

SOURCE OF NM FORMS	Forms
Total	1,441
Agorfa / Cefni Lettings	102
BAWSO	3
Betsi Cadwaladr University Health Board	6
CAIS	46
Digartref Ynys Mon	113
GISDA	5
Gorwel	118
Hafan Cymru	30
Isle of Anglesey County Council	414
Môn Care	496
Nacro Cymru	67
North Wales Housing Association	2
Pen Y Graig Residential Home	1
The Wallich	35
Tyddyn Mon	3

Section: Reason for Completing this Form

REASON FOR COMPLETING	Number
Total	1,441
Support needs only	612
Accommodation needs only	441
Support & accommodation needs	366
Not specified	22

Reasons for Completing Form
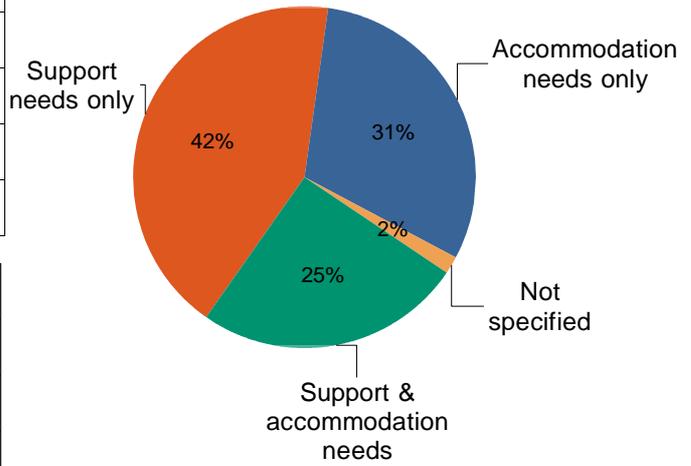
FILLED IN FORM BEFORE?	Number
Total	1,441
Yes	94
No	1,347

IF "YES", HOW LONG AGO?	Number
Total	94
1 month or less	34
1-3 months	12
3-6 months	12
6-12 months	15
1-2 years	16
2-5 years	3
5 years plus	2

How Long Since Previous NM Form Completed?
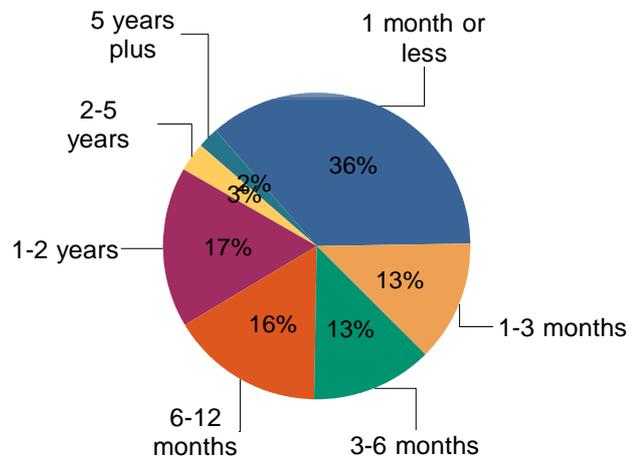
Section: Household

LIVE WITH PARTNER?

	Number
Total	1,441
Yes	208
No	1,217
Unspecified	16

Currently live with Partner
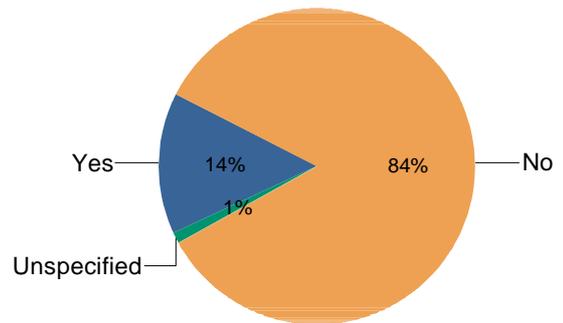
DEPENDENT CHILDREN?

	Number
Total	1,441
Yes	278
No	1,144
Unspecified	19

Dependent Children?
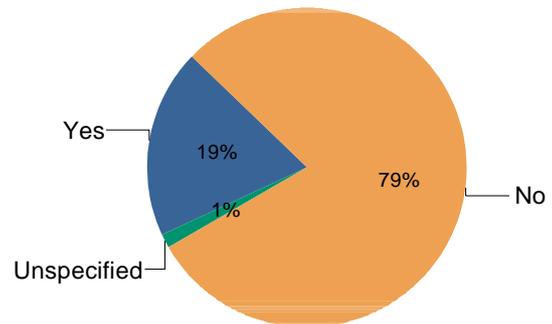
NUMBER OF CHILDREN

	Number
Total	277
1	121
2	88
3	50
4	11
5	4
6	3

Number of Children
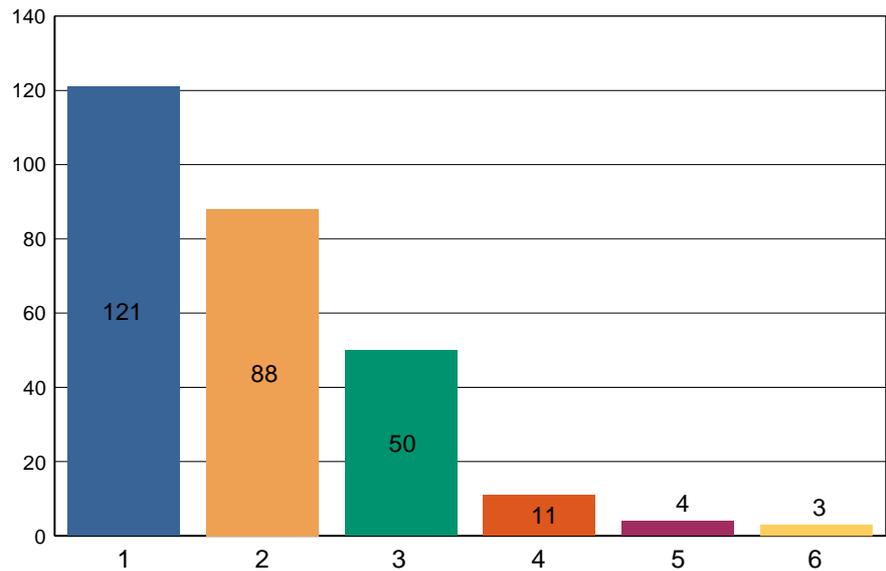
PARTNER / CHILDREN

PARTNER / CHILDREN			Children: Yes	Children: No	Children: Unspec
Total		1,441	278	1,144	19
Partner:	Yes	208	59	145	4
Partner:	No	1,217	211	997	9
Partner:	Unspecified	16	8	2	6

PREGNANT?

PREGNANT?	Number
Total	1,441
Yes	49
No	1,356
Unspecified	36

Pregnant?
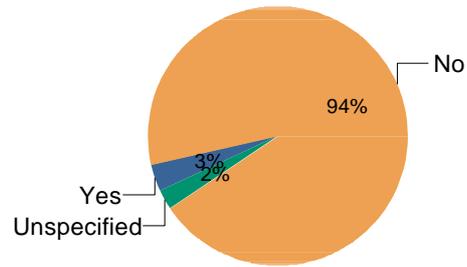
DEPENDENT ADULTS?

DEPENDENT ADULTS?	Number
Total	1,441
Yes	18
No	1,392
Unspecified	31

Dependent Adults?
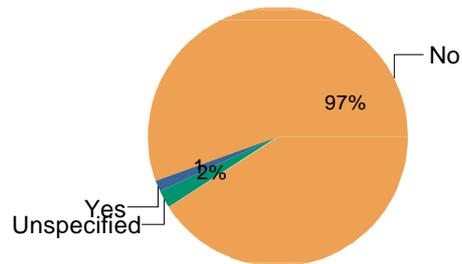
Housing Related Support	285
Adult Social Services	503
Children & Family Services	99
Community Drug & Alcohol Service	118
Probation Service	93
Youth Justice Service	12
Community Mental Health Service	170
Child & Adolescent Mental Health Service	11
Forensic Mental Health Service	1

Multiple Current Services (not including HRS)

No of Different Services Accessed (not including HRS)
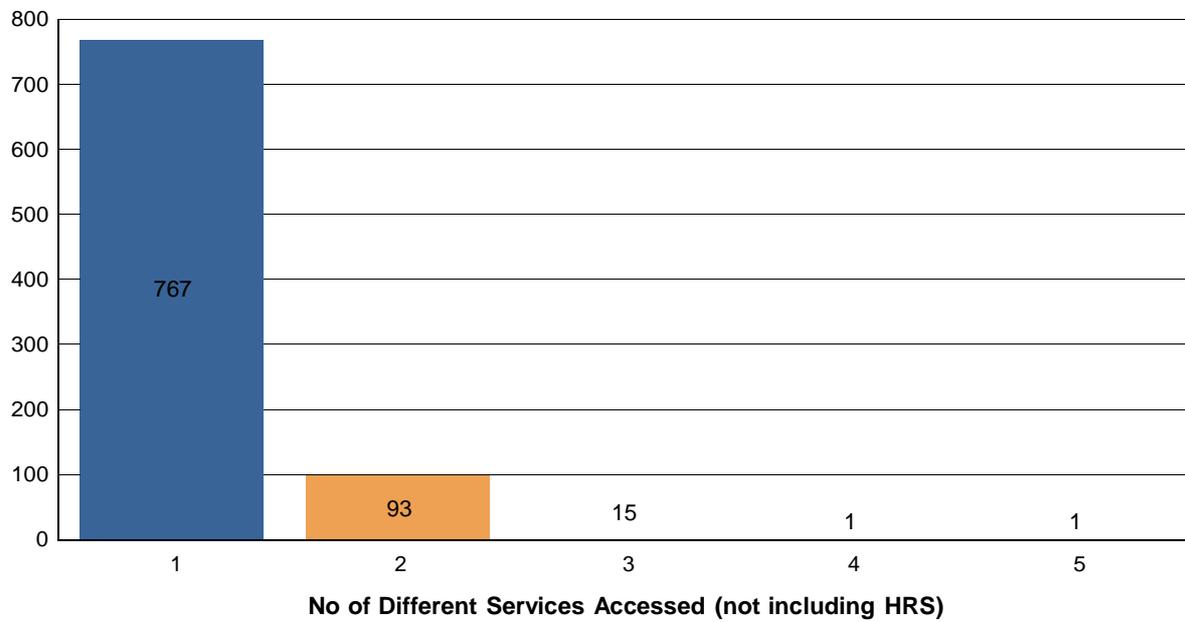
Domestic Abuse	204
Learning Difficulties	49
Mental Health	358
Alcohol	145
Drugs	131
Refugee/Immigration	5
Physical/Sensory Disability	237
Vulnerable Young Person	154
Offending	129
Generic	407
Chronic Illness	29
Vulnerable Older Person	525

Feeling Safe	509
Safety of self/others	493
Accommodation	871
Relationships	218
Community Inclusion	229
Managing Money	324
Education/Learning	166
Employment/Volunteering	194
Physical Health	528
Mental Health	293
Healthy and Active Lifestyle	487

LEAD NEED	Number
Total	1,441
Domestic abuse	156
Learning difficulties	14
Mental health	139
Alcohol	50
Drugs	32
Refugess / immigration	2
Physical / sensory disability	17
Vunerable young person	113
Offending	54
Generic	281
Chronic illness	6
Vulnerable older person	482
Unspecified	95

Lead Need

Category	Value
Domestic abuse	156
Learning difficulties	14
Mental health	139
Alcohol	50
Drugs	32
Refugees / immigration	2
Physical / sensory disability	17
Vulnerable young person	113
Offending	54
Generic	281
Chronic illness	6
Vulnerable older person	482
Unspecified	95
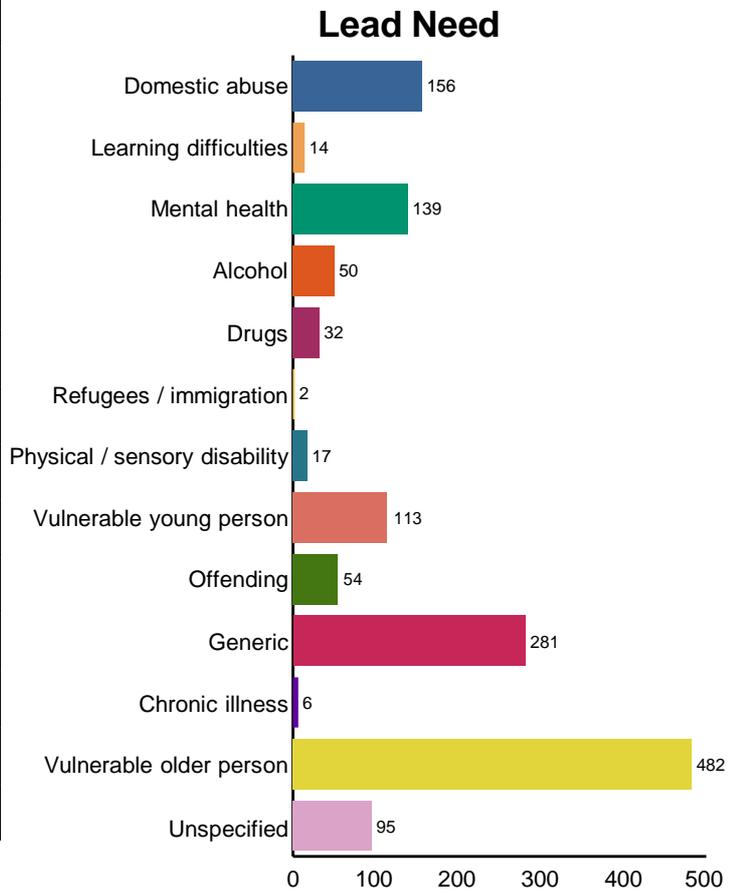
Section: Accommodation Needs

HOMELESSNESS

HOMELESSNESS	Number
Homeless at time of completing form	361
Risk of homelessness in 2 months	256
Risk of homelessness in long term	81

NOWHWERE TO STAY TONIGHT?

NOWHWERE TO STAY TONIGHT?	Number
Box ticked	80

Notice of eviction	178
Condition/suitability of property	118
Rent/mortgage arrears	56
Family/relationship breakdown	357
Neighbour disputes/harassment	22

Homelessness
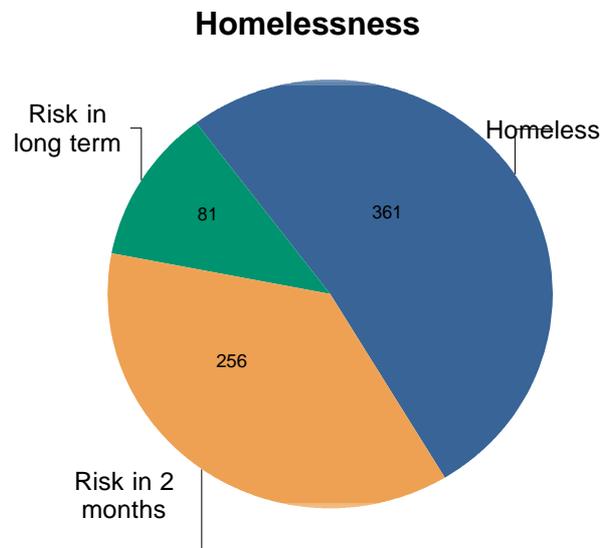
Section: Current Location

CURRENT	Number
Total	1,441
Anglesey	1,353
Conwy	4
Denbighshire	1
Gwynedd	47
Wrexham	3
Other UK	5
Unspecified	28

Current Location
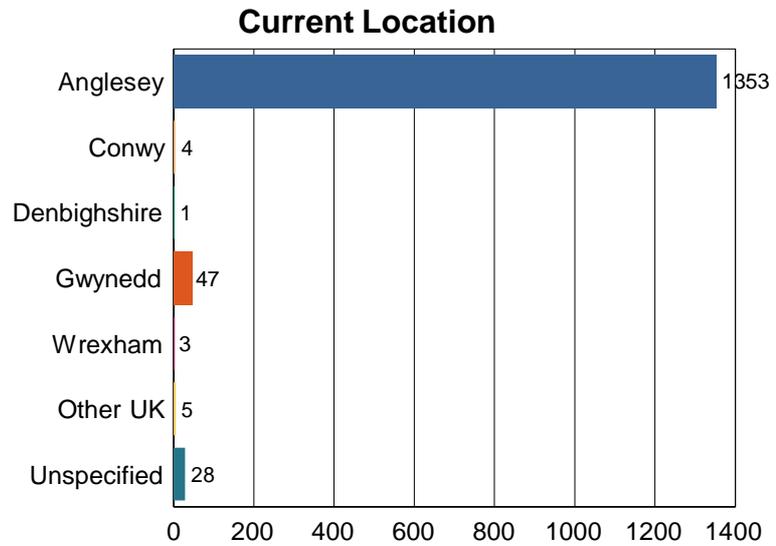
TIME	Number
Total	1,441
Less than 1 week	70
1-4 Weeks	80
1-3 Months	65
3-6 Months	81
6-12 Months	73
1-2 Years	96
2-5 Years	102
More than 5 years	417
Unspecified	457

Time at Current Location
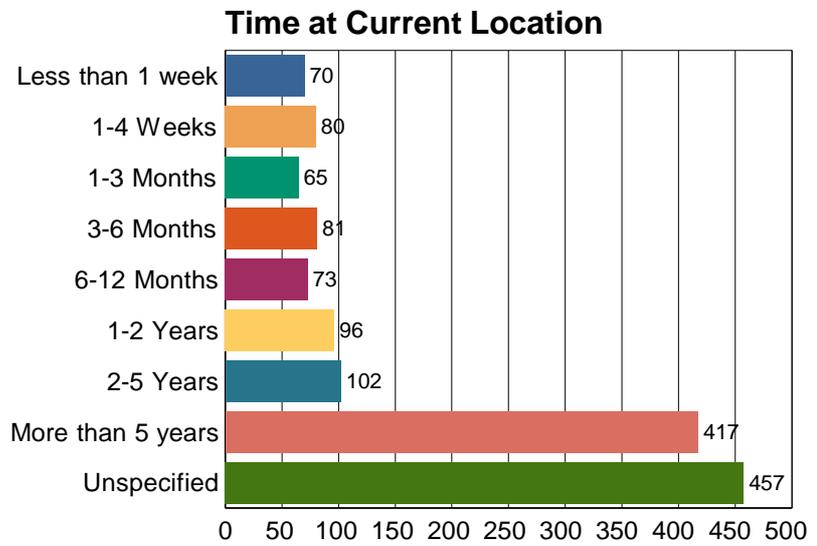
Section: Previous Location

PREVIOUS	Number
Total	1,441
Anglesey	528
Conwy	11
Denbighshire	4
Flintshire	8
Gwynedd	55
Wrexham	6
Other UK	65
Another country	25
Unspecified	739
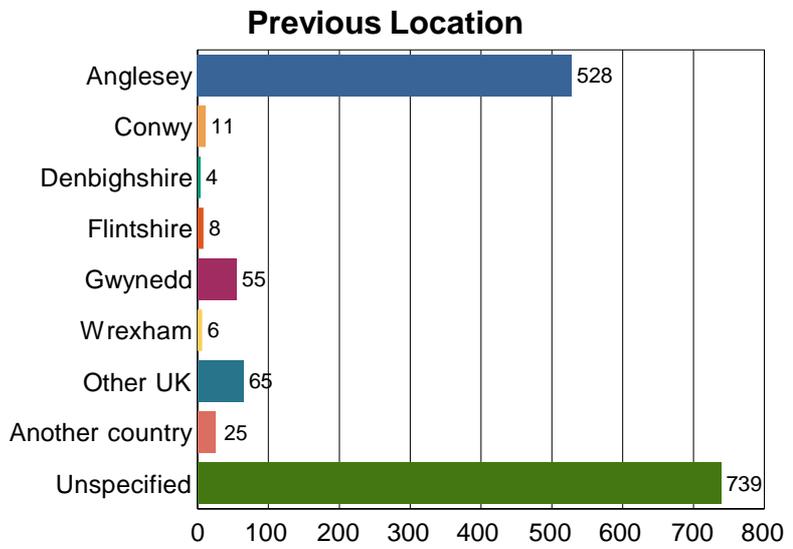
Previous Location

TIME AT CURRENT LOCATION / PREVIOUS LOCATION		Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham	Other UK	Another country	Unspecified
Total	1,441	528	11	4	8	55	6	65	25	739
Less than 1 week	70	34	2	3	5	11	0	6	8	1
1-4 Weeks	80	56	2	1	1	3	0	8	5	4
1-3 Months	65	40	1	0	1	7	1	6	3	6
3-6 Months	81	49	1	0	0	8	2	8	1	12
6-12 Months	73	40	0	0	0	4	1	8	1	19
1-2 Years	96	58	2	0	0	5	1	6	2	22
2-5 Years	102	57	1	0	0	5	0	6	0	33
More than 5 years	417	161	1	0	0	5	1	15	3	231
Unspecified	457	33	1	0	1	7	0	2	2	411

FIXED ACCOMMODATION	Total	Living in the Home of Family / Friends	Others
Council Housing	188	23	165
Housing association	55	2	53
Private rented	219	15	204
Home owner	124	2	122
Caravan or mobile home	18	3	15
Other	97	30	67

Current Accommodation

NO FIXED ABODE	Total
Rough sleeping	69
Night shelter / hostel	12
Hotel or B&B	68
Family or friends short term	154
Hospital	4
Prison	2
Other	23

No Fixed Abode
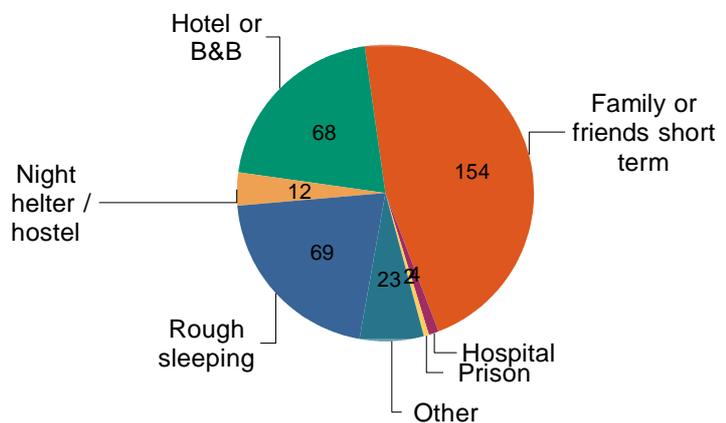
Section: Preferred Location

Anglesey	928
Conwy	11
Denbighshire	9
Flintshire	3
Gwynedd	70
Wrexham	2
Other UK	7
Another Country	2

Section: Preferred Accommodation

ORDINARY ACCOMMODATION

Council housing	522
Housing association	208
Private rented	302
Home owner	15
Caravan or mobile home	1
Other	8

SUPPORTED ACCOMMODATION

Self contained supported housing	109
Shared supported housing	64
Sheltered housing	52
Supported lodgings	5
Refuge or safe-house	3
Short term hostel	30
Residential rehabilitation facility	2
Nursing or residential care home	1
Floating Support	207
Other supported accommodation	19

Section: Equalities Information

CARER

	Total
Total	1,441
Yes	28
No	1,276
Unspecified	137

ETHNICITY:

A. WHITE

	Total
Total	1,382
White	1,382

B. MIXED

	Total
Total	9
White & Asian	3
White & Black African	1
White & Black Caribbean	2
Other	3

C. ASIAN OR ASIAN BRITISH

	Total
Total	5
Indian	1
Pakistani	1
Chinese	1
Filipino	1
Other	1

D. BLACK OR BLACK BRITISH

	Total
Total	5
African	4
Caribbean	1

E. OTHER GROUPS

	Total
Total	9
Arab	2
Other	7

NATIONALITY	Total
Total	1,406
Welsh	552
English	234
Scottish	1
N Irish	5
British	558
Irish	16
Other	40

Nationality
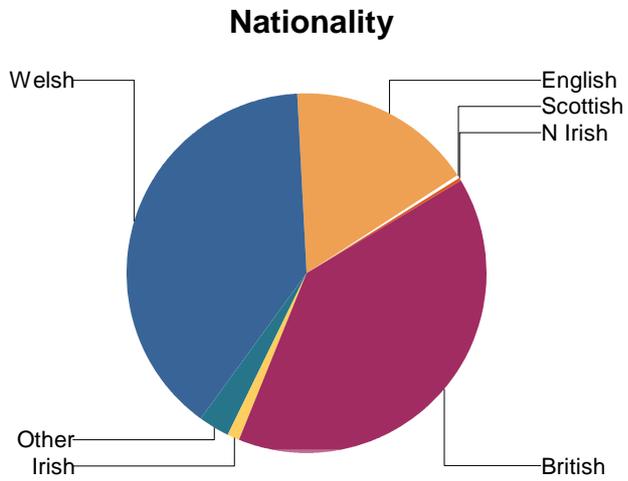
LANGUAGE	Total
Total	1,033
Welsh	294
English	720
BSL	2
Other	17
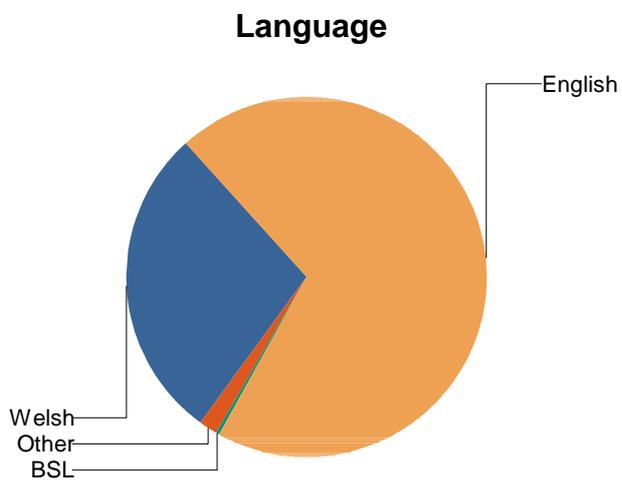
Language

LANGUAGE	Total
Total	9
Arabic	2
German	2
Polish	4
Thai	1

RELIGION	Total
Total	789
None	626
Buddhist	4
Christian	112
Muslim	6
Other	41

Religion
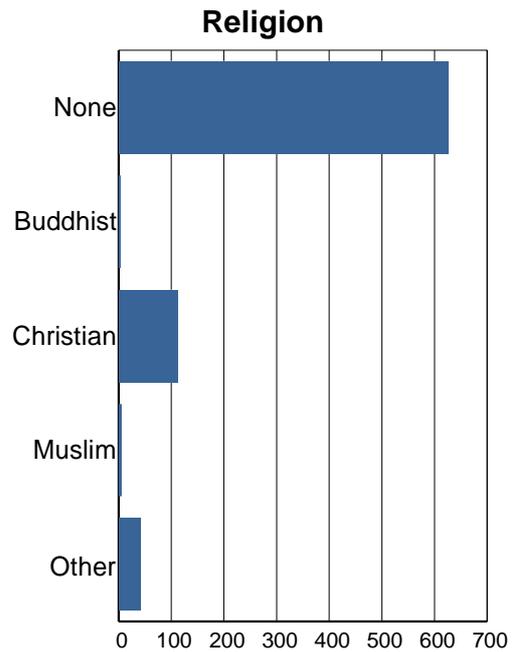
DISABILITY

Mobility impairment	168
Sight impairment	14
Hearing impairment	12
Dexterity impairment	14
Learning difficulty	46
Mental health	276
Other impairment	19

GENDER SAME AS AT BIRTH

GENDER SAME AS AT BIRTH	Total
Total	1,441
Yes	1,056
No	21
Unspecified	364

SEXUAL ORIENTATION

SEXUAL ORIENTATION	Total
Total	1,441
Heterosexual	710
Gay or Lesbian	7
Bi-sexual	13
Prefer not to say	137
Unspecified	574

Anglesey

Needs Mapping Report 2015-16

20/06/2016

COMPLETION YEAR	Number
Total	1,441
Apr 2015 - Mar 2016	1,441

Distinct count of forms (HSID)   1,441

Domestic abuse	156
Learning difficulties	14
Mental health	139
Alcohol	50
Drugs	32
Refugess / immigration	2
Physical / sensory disability	17
Vunerable young person	113
Offending	54
Chronic illness	6
Vulnerable older person	482
Unspecified	376

Cefnogi Pobl / Supporting People

Eich Gwasanaeth – Eich Barn

Your Service – Your Say

www.ynysmon.gov.uk/arolwgcefnogipobl

www.anglesey.gov.uk/supportingpeoplesurvey

Period April 2016 to 31st December 2016

75 service users have accessed the survey link

55 have completed the survey

20 have partially but not fully submitted the survey

Supporting People: Your Service - Your Say

Question 1

The service users were asked: **What is the name of your service provider?**

Answer Choice		Response Percent	Response Total
3	CAIS	24.07%	13
4	Cartrefi Cymru	1.85%	1
5	Clwyd Alyn	0.0%	0
6	Digartref	11.11%	6
7	Gorwel	14.81%	8
8	Hafan Cymru	9.26%	5
9	Tyddyn Môn	0.0%	0
10	Hylands	0.0%	0
12	Môn Care	0.0%	0
13	Grŵp Cynefin	0.0%	0
14	The Wallich	11.11%	6
15	IoACC Housing Support	24.07%	13
16	Community Mental Health Team	3.70%	2
		Answered	**54**

1 service user did not disclose the name of the service provider they were supported by.

Question 2

The service users were asked to tick the client group that was relevant to them.

Answer Choice		Response Percent	Response Total
1	Generic	32.69%	17
2	Mental Health	23.69%	17
3	Physical Disabilities	7.69%	4

4	Learning Disabilities	11.54%	6
5	Substance Misuse	17.31%	9
6	Older People (55+)	0.00%	0
7	Young People and Young Families (16-25)	15.38%	8
8	Domestic Abuse	13.46%	7
9	Vulnerable Single People	11.54%	6
10	Offending	1.92%	1
11	Homelessness and over age 25	13.46%	7
		answered	**52**

From the 55 competed surveys 3 people chose not to disclose the client group most relevant to them.
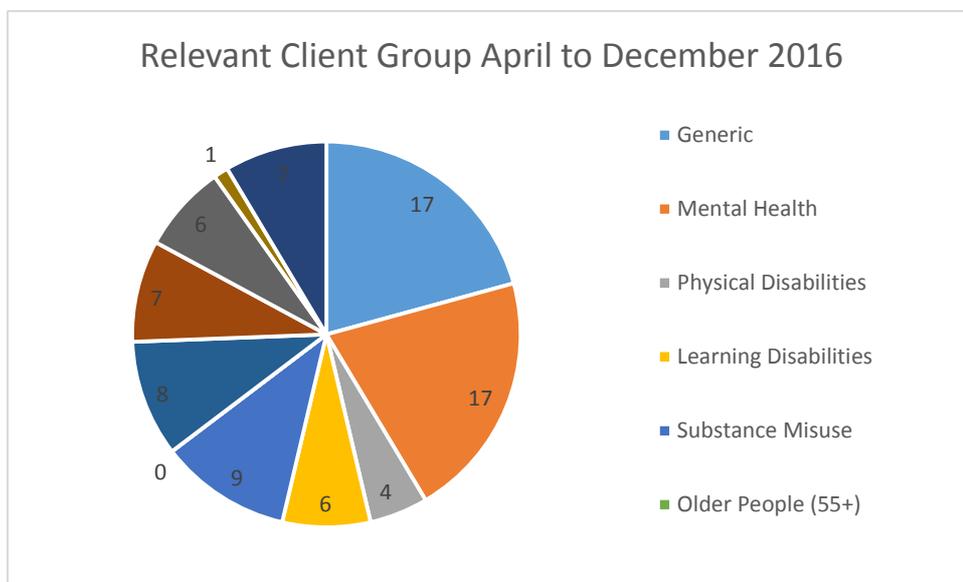
Question 3

The service users were asked to specify which service they were supported in.

	Are you supported in…	Response Percent	Response Total
1	Supported Accommodation?	23.53%	12
2	Floating Support?	76.47%	39
		answered	**51**

From the completed surveys 4 people didn't disclose whether they were supported through the Floating Support service or were in Supported Accommodation.

Question 4

The service users were asked:- **How would you rate the quality of the service you have received?**

Answer Choice		Response Percent	Response Total
1	Very good	78.43%	40
2	Good	19.61%	10
3	Average	1.96%	1
4	Poor	0.0%	0
5	Very poor	0.0%	0
6	Why do you give this rating?	0.0%	0
Why do you give this rating?			(40)
		answered	**51**

4 people chose not to answer this question. For the "Average" rating the comment given was "*Don't like the new changes*". Some of the comments given for rating the service as very good were:-

"5 star"

"they give a lot of support as and when I need it and are very thorough and kind.."

"The staff at the refuge have made my personal experience very easy and comfortable. They have been very supportive and they deserve credit for their ongoing work"

"Cause she is awesome and helps me and makes me feel safe and comfortable"

"I have had support for 2 years, advice has always been clear and explained well."

"Have helped me get my life back on track financially and mentally."

"It has supported and enabled me to address my needs".

"I know my support worker is always there for me".

"I have been given fantastic support which I consider to be life-saving".

"All the staff that I have met from the .... are very open, non-judgemental and very approachable. They work very hard at what they do to support their clients. They have assisted me greatly since I have been in their care and I'm very grateful to them, it's had a profound beneficial impact on my life".

"My supporter has been so helpful and great. She has helped me through a lot of things."

"I get better support than I did at my previous service and I like being more independent,"

"Always there when I needed the service."

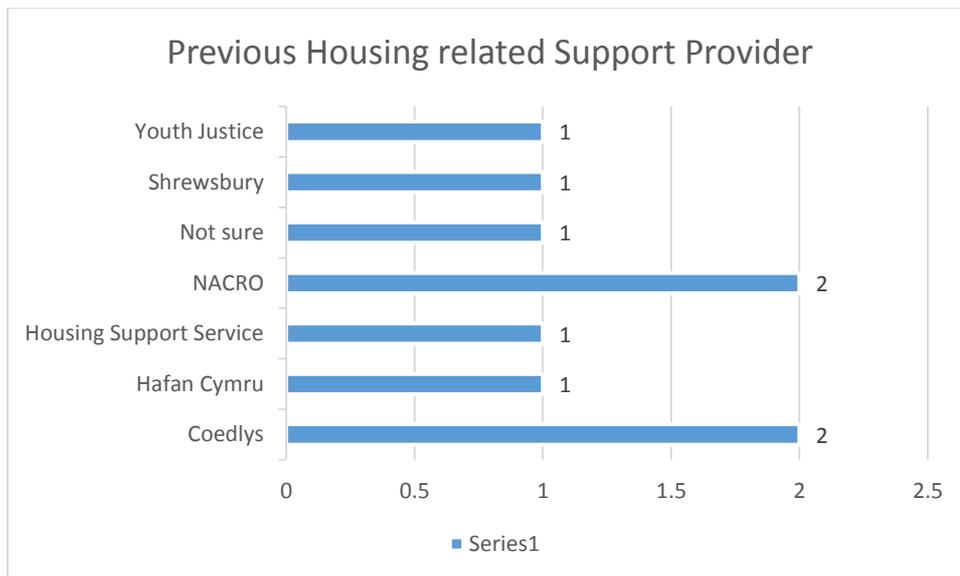*"my support worker assisted me with all my needs, found me a house"*

Question 5

The service users were asked:-

Have you received a Housing Related Support Service Before?

Answer Choice		Response Percent	Response Total
1	Yes	19.61%	10
2	No	80.39%	41
		Answered	**51**

4 Service users didn't answer this question.

The chart below shows the number of people that have previously been supported and the previous providers.

Previous Housing related Support Provider

Provider	Count
Youth Justice	1
Shrewsbury	1
Not sure	1
NACRO	2
Housing Support Service	1
Hafan Cymru	1
Coedlys	2

■ Series1

Question 6

What is your preferred language?		
Answer Choice	**Response Percent**	**Response Total**
1 Welsh	8.00%	4
2 English	86.00%	43

3	If other, please state:	6.00%	3
		answered	**50**

Out of 55 service users 5 people chose not to answer the questions. For the persons answering "other" two stated "Both English and Welsh" as the answer with the third stating "music".

The service users were asked:-

"Do you receive your support through your preferred language?" 4 service users didn't answer this question. Of the 51 people answering the question 96.08% received the support through their preferred language, the 2 answering No stated "I am happy speaking either English or Welsh" and "Because my support worker isn't fluent Welsh but is learning".

Question 7

Where, in your opinion, would you be today, if it wasn't for this support? 43 Service Users answered this question with 12 choosing not to answer.

The comments for those completing included the following:-

"Stuck in a violent relationship. with no end in sight."

"in a much worse position, and possibly very depressed due to my mental illness. But they have kept a close eye on me and given me all the support they possibly can."

"I would be in the same dramatic situation as I fled from with no-where to turn to with my daughter the staff at this refuge have been the best that they can."

"Sat in my flat doing nothing just getting more depressed."

"I think I would be homeless. I didn't know what to do so I came to the lighthouse for help in understanding why my landlord was asking me to leave. He wanted to sell it"

"I think I would still have cancer and still be drinking and smoking!"

"probably still be homeless ,"

"Jail."

"In my mates or my dad's"

"Don't know"

"I wouldn't be in the place I'm in now and my mental health would have deteriorated further"

"Probably homeless and broke"

"I would probably be homeless and in a great deal of debt"

"Homeless in a ditch"

" - - - I would still be living in an isolated and unsuitable home"

" I think I would be "6 feet under"

"In a really bad place"

"Not living in my own home as I had debts on my rent account and dead."

"Dead".

"Homeless or in a B&B"

"I would be on the streets, vulnerable and very unhappy"

"Would not be in the position I am now, good chance I would have died"

"I would probably have lost my home and be in debt".

Still living in my tent where I have been living for the previous three months".

"I would be in serious trouble"

"I'd be homeless without the support I have had"

"still in unaffordable accommodation getting in to more and more debt"

"I feel if I had not received the support I have had I would be dead and on the bottom of the Menai straits"

"Back in jail"

"Still drinking and not able to cope with my letters and housing issues"

I wouldn't like to say as I may have been in a hell of a state with my drinking"

"I do not know as my last placement was closing down and I am not able to live on my own at present"

"In the gutter or dead"

"homeless and family split up"

Dead, seriously ill or in prison for murder"

"with this support I have become more independent and if I didn't I wouldn't be in the place I am now"
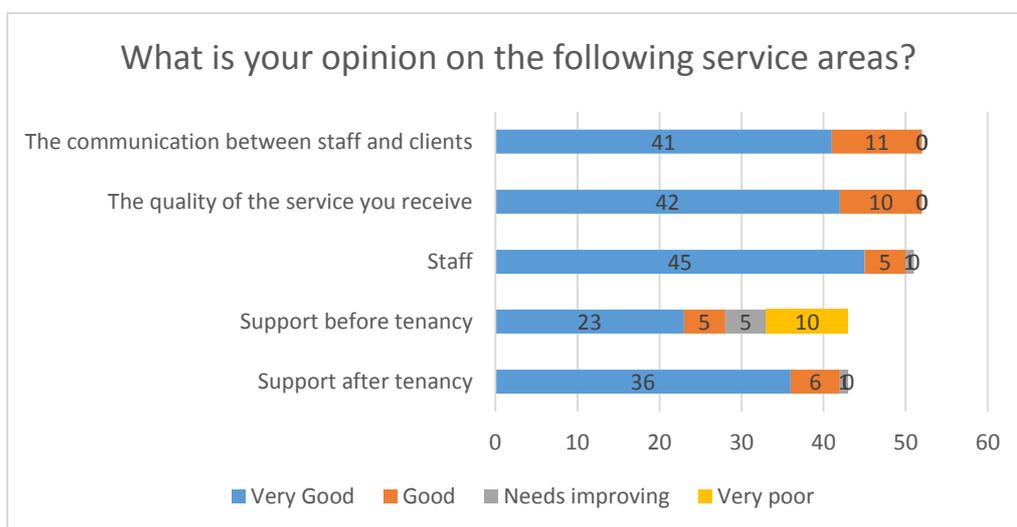
"Dread to even think about that"

"I would be in jail or in hospital or dead"

"Mental health would deteriorate worse. I don't know where I would be"

"Don't know"

"No sure was under threat of being homeless"

Question 8

What is your opinion on the following service areas?

Service area	Very Good	Good	Needs improving	Very poor
The communication between staff and clients	41	11	0	
The quality of the service you receive	42	10	0	
Staff	45	5	1	
Support before tenancy	23	5	5	10
Support after tenancy	36	6	1	

Out of 55 completed surveys 52 people answered this question. Some service users only answered the options that were relevant to them; only 43 of those completing answered the question on pre-tenancy support and 43 only answered on the post tenancy support. 3 people chose not to complete this question at all.

36 people thought that the Support after tenancy was very good, 6 stated good and 1 thought that the service needed improving none were of the opinion it was very poor.

Only 23 people thought that the Support before tenancy was very good, with 5 selecting good , 5 stated that it needed improving and 10 stated it was very poor. This is an area of concern and will need to be looked at further; a significant number of answers to this question were of the opinion the pre tenancy support was very poor or needs improving.

45 people thought that the quality of staff in their provider was very good, with 5 of the opinion the staff were good with 1 stating needs improvement. No one thought that the quality of staff was very poor.

42 service users thought that the quality of the service they receive was very good. 10 people thought the quality was good. And no one thought it needed improving or was very poor.

41 service users thought that the communication between staff and clients was very good, 11 people thought that it was good. No one thought that it needed to be improved or was very poor.

Question 9
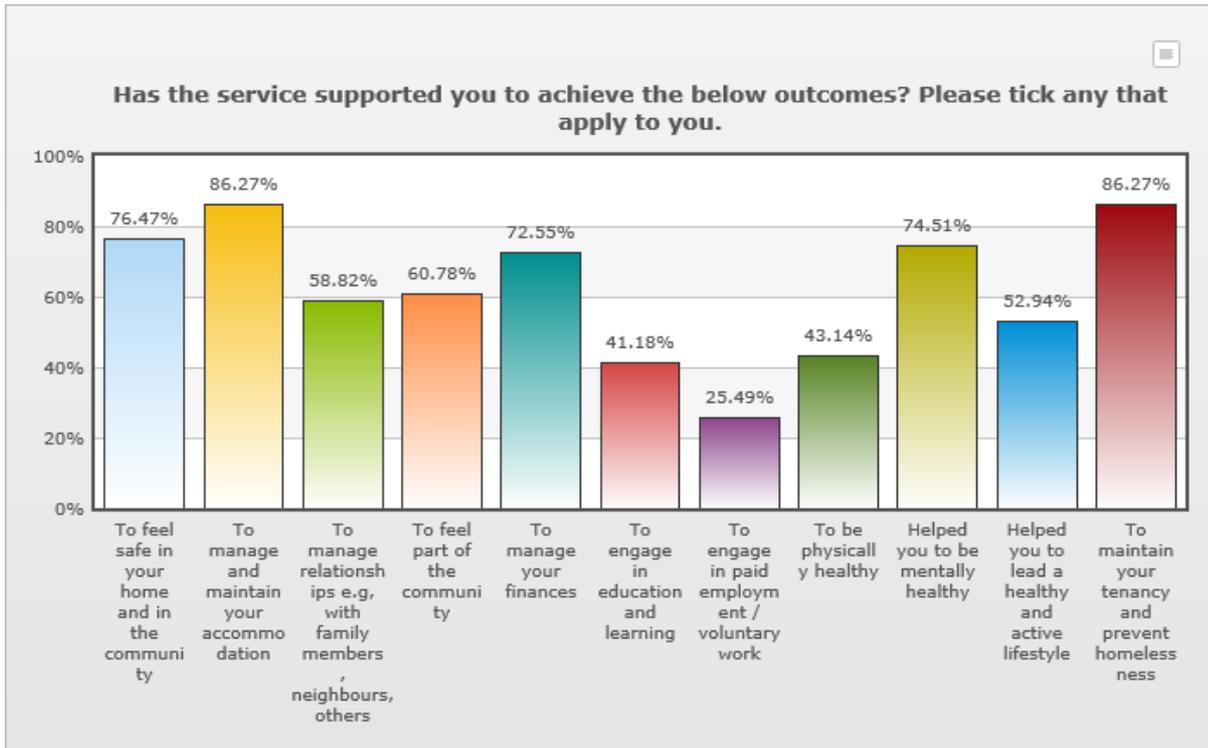
48 people answered the outcomes which were relevant to them. 3 people chose not to answer this question.

Outcomes	51
To feel safe in your home and in the community	39
To manage and maintain your accommodation	44
To manage relationships e.g, with family members, neighbours, others	30
To feel part of the community	31
To manage your finances	37
To engage in education and learning	21
To engage in paid employment / voluntary work	13
To be physically healthy	22
Helped you to be mentally healthy	38

Helped you to lead a healthy and active lifestyle	27
To maintain your tenancy and prevent homelessness	44

Question 10

Do you have any comments or suggestions that you think would improve the service currently being provided?

"No all areas of my emotional and physical needs are being met."Gorwel

"No they are marvellous!" Gorwel

"staff do not get enough support or gratification in the work they do" Gorwel

"more meetings and activities" CAIS

"Staff are very supportive, they have helped me to gain confidence. I have a better relationship with my mum. I have been supported to make friends. I have been supported to join a gym to get healthy. I have had counselling sessions which have really helped my low mood and I'm not as angry. I have learnt how to budget but I still need support with this. I trust staff and I am able to talk to them about anything. I am learning how to keep my room tidy and do my laundry. I have been able to develop my learning and I have gained qualifications from Agored. I have enjoyed attending tenancy workshops which will help me when I get my own tenancy" Coedlys

"I'm very happy with the service as it is". CAIS

"None whatsoever, the service I have received has been brilliant!" IoACC Housing Support Service

"They do all they can already" IoACC Housing Support Service

"Always on call for emergencies outside working hours" IoACC Housing Support Service

"No it is good as it is"IoACC Housing Support Service

"More forums!" IoACC Housing Support Service

"They are brilliant" The Wallich

" I could not get any better service – I have had 24/7 support with someone always at the end of the phone should I need it. In my opinion this is what people need" The Wallich

"There is a general need for the service" CAIS

No I am happy with the support and care I receive now where I was restricted in my last placement" Cartrefi Cymru

I had no idea this service was available until the police gave me the number. I didn't have the confidence to call them. Luckily for me they called me after they had received a police report" Gorwel

"Providing personal mobile numbers of staff, not just office number"

No, nothing needs changing or N/A was given as a response by 14 service users.

Question 11

Do you have any concerns regarding the service you receive? 33 service users completed the question with 23 choosing not to answer the question. 29 service users answered with "No N/A or None". Other comments were:-

"no – I love Coedlys"

"No – I think it is a great service"

"No I have no worries or concerns"

Question 12

Do you think there are any services that are not available on the island? i.e. specialist services, counselling, transport etc. 32 people completed this question with 23 choosing not to answer the question.

15 people commented "no "or "*N/A". Some of the comments given are listed below:-.*

"Public transport on the island is quite limited. However the staff members are very helpful."

"I think mental health appointments could be faster to obtain."

"more local offices"

"dentist treatment and more to let you know what is going on"

"jobs"

"i think there should be an option to receive a 121 ,i feel it difficult to speak and find it even more difficult in the CAIS meetings"

"Transport is very poor in rural areas"

"Medicinal use for Cannabis"

"Transport has stopped, long waiting list for counselling and appointments for the hospital take too long"

"Issues with transport - nowhere to go on Sundays as no busses run (Amlwch)"

"Support for people who don't meet the criteria for mental health or learning disabilities"

"Not enough buses"

"Not that I know of"

"Transport to appointments for people who suffer with mental health issues"

"Could be better"

"anger management courses to be more available"

Specialist mental health workers. I feel that mental health support is non-existent here on Anglesey"

Transport is still considered an issue for many completing the survey in addition to the problems accessing mental health and counselling services.

Question 13

The service users were asked;- **Do you have the opportunity to input into / or CHANGE any of the following?**

Answer Choice		Yes	No	Response Total
1	Meetings	46	6	52
2	Newsletter input	24	26	50
3	Questionnaires about the quality of the service	45	5	50
4	Service user events	41	9	50
5	Arranging individual or group activities	32	16	48
6	Improving current services and or developing new services	37	12	49
7	Time spent supporting you	44	4	48
8	The activities and type of support you receive	43	6	49
9	Change in support worker or provider	42	6	48
10	Policies / procedures	23	21	44
11	Do you think the period you have received the	45	4	49

	support for is correct for your needs?			
12	Do you feel involved and part of the support received	48	2	49
13	Are the number of hours you receive per week helping you to address your needs?	44	4	48
		answered		**52**

3 Service users chose not to answer any part of this question.

Question 18
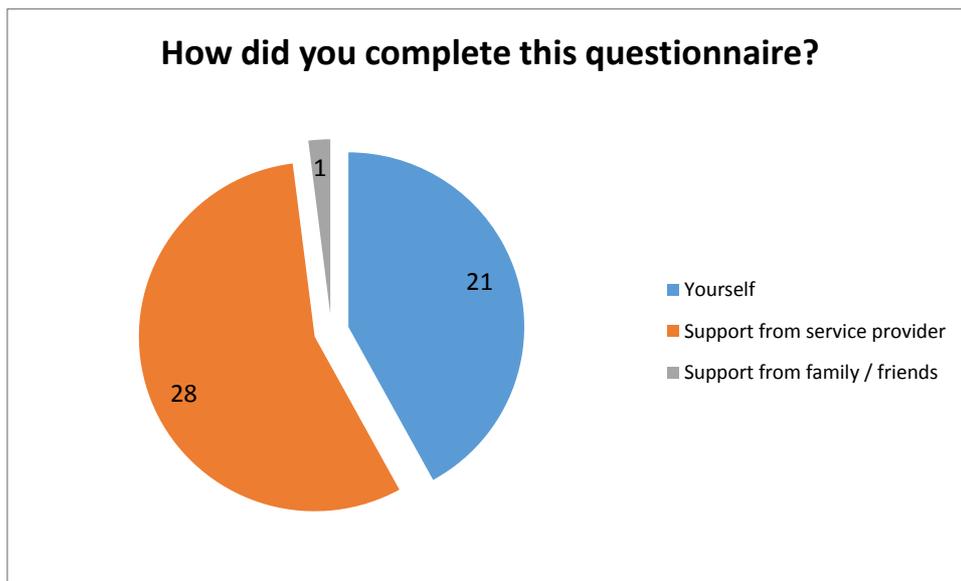
Completed by	Number of SU's
Yourself	21
Support from service provider	28
Support from family / friends	1

50 Service users completed this question and 5 chose not to answer.

Question 19

Would you recommend this service?		
Answer Choice	**Response Percent**	**Response Total**
1 Yes	97.87%	46
2 No	2.13%	1
	answered	**47**

8 service users didn't complete this question. **The person who would not recommend the service had also indicated that the quality of staff needed improving in question 8.**

Question 20

Please tell us briefly, in your own words, why you would or would not recommend this service.		
Answer Choice	Response Percent	Response Total
1	100.0%	38
	answered	**38**

17 service users didn't complete this question.

1 person commented that they would not recommend the service but did not comment with an explanation of their answer.

Some of the positive comments given are listed below.

"The service I have received here has been second to none. coming into a refuge is a very fearful experience but the staff have been amazing and encourage you to be in control in a way I didn't think was possible" Gorwel

"would recommend this service as it is helpful and nurturing service for people who need it.... the support is outstanding" Gorwel

"Because they help you and take stress off you and they make you see sense .And if you have a head like mine it is worth it." Digartref Floating Support

"it helped me stop drinking , help me understand bills and letters." CAIS

"because they helped me get to hospital and to get treatment for my illness. -." CAIS

"I was initially nervous about coming to Coeldys, but after coming I was felt at home. Staff helped me to settle in, it is a very friendly environment. I feel that staff are like my family and they treat me with respect. I have learnt so much since coming here, I feel like a different person. So much for confident, I have made friends and I can manage my anger better. I am learning how to manage my tenancy which will help me when I get my own place. I would recommend Coledys to other young people because the staff are sound and really help you" Coedlys

"through my own situation i had become unable to talk anybody ,i am slowly learning to talk with thanks to the support at CAIS" "I would recommend it as it helped me with my finances, helped me take charge of my own bill-paying etc. It taught me how to communicate with

repairs, housing benefit etc. Also taught me the importance of opening my mail and not burying my head in the sand"   IoACC Housing Support Service

"Stops you from being homeless" Digartref Llys y Gwynt

"If it wasn't for the support I received I do not think I would be alive today-My Support Worker helped me to understand about the power and control of domestic abuse and gave me the support I needed to break away from a volatile relationship - My Support Worker always listened to me ,she remained constant and always got the job done - After being house bound for 10 months and not bothered to get dressed I gradually grew in self-esteem and confidence and started to address my issues .When I was ill I worked with a lot of different agencies but it was my Hafan Cymru Support Worker that pulled me through the bad times." Hafan Cymru

"Hafan Cymru helped me and my children get a Private Let House when I moved back to the Island after experiencing Domestic Abuse - I have now addressed my debts and have recently been allocated a Social Housing Tenancy. I will be able to afford this rent and also it will be permanent. This means a lot as me and the children and me have moved around a lot in the past" Hafan Cymru

"I would most definitely recommend this service. I am in a much better place mentally and emotionally than I was two years ago and it's all thanks to the support I have received. The service provider / support worker has always treated me nicely, always explained everything whenever I didn't understand and has always been sensitive to my situation and understood my feelings and worries. I am confident that any person that requires this service in the future will be looked after and supported well, a massive thank you to ……….. for all the support" IoACC Housing Support Service

"It has helped me move forward to a much more positive place in my life" Hafan Cymru

"I felt very low after my wife died - My Support Worker looked after my needs and helped me sort things out so that me and my daughter can stay in our house." Hafan Cymru

"It has helped me sort out my money and helped be to feel stronger - I feel more confident to tackle problems but before I just left them to build and swept them under the carpet." Hafan Cymru

"I recommend this support because I feel better speaking to ….. and she really helps me with bills etc." IoACC Housing Support Service

"I would recommend the service because housing support are very good at dealing with my problems" IoACC Housing Support Service

"Lovely person (…………) so I respect you at all times." IoACC Housing Support Service

"Amazing support, quick response, comfortable telling my problems to." IoACC Housing Support Service

"Very helpful and always listen to what I have to say and support my needs (i.e. homelessness, budgeting and live independently" IoACC Housing Support Service

"Unreservedly so" IoACC Housing Support Service

"Big help to me, I wasn't aware of half the stuff available until I was supported by ……… & …………." IoACC Housing Support Service

"The Wallich is a much need service that has a valuable impact within the community. I don't know where I would be without them. Actually I do (I'd be homeless, physically, mentally, emotionally, deteriorating" The Wallich

"Happened quickly. Happy with the service" The Wallich

"I would recommend the service because of my own personal experience" The Wallich

"The support workers are a great deal of help. They've helped me a lot and I don't know what I'd do with the support and help of my support worker". CAIS

"I would definitely recommend the Wallich they are great" The Wallich

"Because you get 100% support – they are totally professional, caring, easy to get hold of, easy to get along with, non-confrontational and extremely understanding" The Wallich

"Because my support worker has helped me a lot and it has been noticed by my GP and my SMS worker. I am able to talk to me support worker about anything." CAIS

"Because without the service I wouldn't be where I am now" CAIS

"Because the staff treat me with respect and look after me very well" Cartrefi Cymru

"Because of the support Cais gives me and opening avenues to other areas like SMS and Community Mental Health team" CAIS

"Benefited me and my family. We have had help when we could not help ourselves and have had strong support from Cais" CAIS

"I would and have already signposted a family member to Gorwel" Gorwel

"they are very helpful" Gorwel

"If I knew a person in a similar situation I would highly recommend this refuge, the support and help I receive here is to a very high standard. The team here at Llangefni are very helpful and friendly and make you feel comfortable" Gorwel

"Because I don't feel safe talking about how I feel but here I have felt safe and able to share my feelings" Gorwel

"I would recommend this service to anyone in a similar position to myself, I am an ex heroin user trying to get my life back together and avoid relapse – it has been invaluable in bridging that gap between substance abuse and a criminal life back into a positive and productive lifestyle." CAIS

About You (this section of the questionnaire was optional.)

Q1 - From 55 surveys completed, 21 were male, 30 were female and 3 people chose not to answer this question.

Q2- The chart below shows the age range from the 52 completed surveys. 3 people chose not to disclose their age.
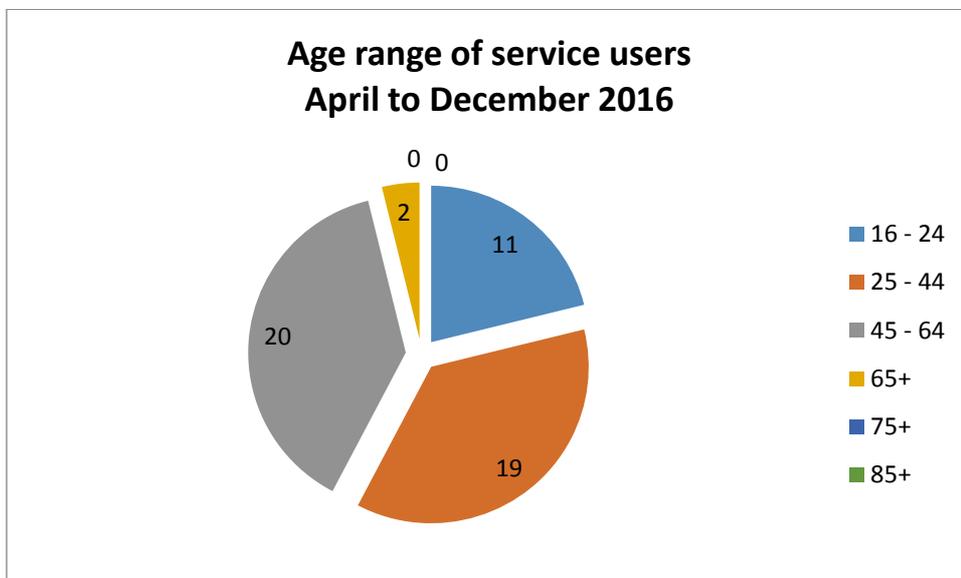
Age Range	Number of SU's
16 - 24	11
25 - 44	19
45 - 64	20
65+	2
75+	0
85+	0

Q3- **Disability if relevant**

DisabilityThe Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and adverse long-term effect on his or her ability to carry out normal day-to-day activities.

5 people elected not to answer this question.

	Answer Choice	Response Percent	Response Total
1	No disability	32.00%	16
2	Specific learning disability	12.00%	6
3	Long standing illness or health condition	16.00%	8
4	Mental health condition	42.00%	21
5	Physically impairment or mobility issues	8.00%	4
6	Deaf or serious hearing impairment	4.00%	2
7	Visual impairment	4.00%	2
8	Cognitive impairment	6.00%	3
9	Other type of disability	2.00%	1
10	Prefer not to say	6.00%	3
		answered	**50**

Q4 – Ethnicity

7 people didn't answer this question.

	Answer Choice	Response Percent	Response Total
1	White	93.75%	45
2	Asian	2.08%	1
3	Black	0.0%	0
4	Chinese	0.0%	0
5	Mixed	4.17%	2
6	Other (please specify):	0.0%	0
		answered	**48**

Q5 – Religion or Belief

4 people chose not to answer this question

	Answer Choice	Response Percent	Response Total
1	Christian	41.18%	21

2	Buddhist	0.0%	0
3	Baha'i	0.0%	0
4	Hindu	0.0%	0
5	Jain	0.0%	0
6	Jewish	0.0%	0
7	Muslim	0.0%	0
8	Sikh	0.0%	0
9	Other	11.76%	6
10	Prefer not to say	5.88%	3
11	No religion or belief	41.18%	21
		answered	**51**

Q6 –Sexual orientation

4 people chose not to answer this question

Answer Choice		Response Percent	Response Total
1	Bisexual	3.92%	2
2	Heterosexual	80.39%	41
3	Lesbian / gay	3.92%	2
4	Prefer not to say	11.76%	6
			51

Q7- Nationality

4 people didn't answer this question.
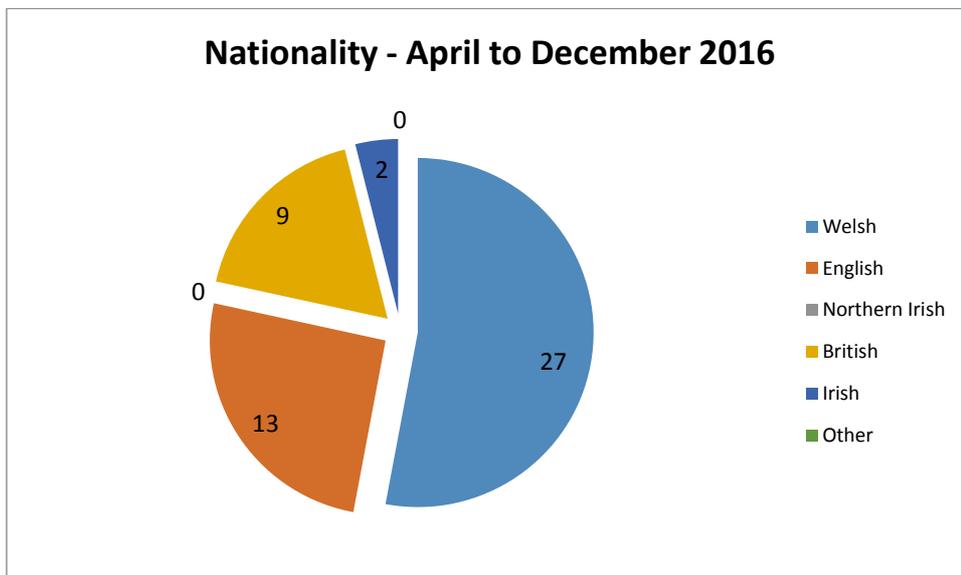
Nationality	Number of Su's
Welsh	27
English	13
Northern Irish	0
British	9
Irish	2
Other	0

ANGLESEY SUPPORTING PEOPLE SERVICE USER INVOLVEMENT 2016-2017

Service user Involvement in Improving Services - How have services improved as a direct result of service user involvement/consultation?

Service user Involvement in Developing Services – How are service users included in developing new services e.g. needs mapping/tendering processes.

Service user Involvement in Improving Information & Access to Services – How are service users included in designing and developing information and access to supporting people eservices?

Service User Involvement

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
CAIS	CHANGE STEP Volunteers and peer mentors have already helped champion dahlia grower Eric Thompson, from Flint, reclaim his treasured hobby from an overgrown back yard. Meanwhile, the new Change Step Aged Veterans project provides dedicated support for former Armed Forces personnel aged 65 or over, and their families — helping them to live an active and fulfilling life by ensuring they can access the wide range of support on offer and identifying any gaps. The scheme, which is funded by the Royal British Legion, offers a contact point for veterans, their families and carers, community-based peer	**Developing services and raising the profile of the service**	Fostering good connections with the local community, raising the profile of the service	19.08.2016

	mentoring and help to tackle isolation and loneliness.			
CAIS	A new service user involvement project called Caniad was launched during this monitoring period. Caniad is being delivered in partnership between CAIS and Hafal covering all six local authority areas in North Wales. The project enables service users and carers to be integral to the planning, commissioning, design, delivery and evaluation of substance misuse or mental health services	**Developing services and raising the profile of the service**	Service users and carers to be integral to the planning, commissioning, design, delivery and evaluation of substance misuse or mental health services	October – December 2016
CAIS	The service user involvement group previously set up in Anglesey had been put on hold initially due to the launch of Caniad in order to prevent any duplication. Caniad is now fully up and running and has service user representation for Anglesey. The Provider is to continue with the original service user group for Anglesey which comprised of 6 service users and 6 support workers. The scope and purpose of the Anglesey group will differ from Caniad and it will have more focus on the local services in Anglesey	**Service user inclusion** **Developing services and raising the profile of the service**	Promoting service user involvement on Anglesey	Ongoing December 2016
CAIS	Service users continue to be involved in the recruitment process for staff to the service. A service user will be included as part of the interview panel	**Improving Services**	Enabling service users to be a part of decision making	Ongoing

	for the current Tenancy Support Officer vacancy.	**Developing Services**	process	

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Cartrefi Cymru	The policies provided by Cartrefi Cymru evidenced that they provide various opportunities for staff to become involved and they also confirmed that they have 2 quality checkers in place currently	**Developing Services**	Service users taking active part in specific areas of the service provision	Ongoing

Cartrefi Cymru	There is a National Representative Group (NRG) where two Ynys Mon service users sit on the panel. One is from Gorwel Las and the other from Cae'r Delyn.	**Developing Services**	Service user involvement at a National Level, opportunity to take part in discussions	Ongoing
	It was confirmed that the National Representative Group (NRG) is in the process of being changed and rebranded to the 'Get Together'. The provider was finding that attendance was not very high for the NRG. It was established that many service users wanted to have more fun activities within the group in addition to the more serious service user engagement activities. The group will be restructured in this way so as to improve participation.	**Developing Services**	Opportunities for service users to become involved in various areas of the service The new group will utilise new engaging methods such as 'think cards' in order get service users to be able to make choices and decide what they would like from their support.	October 2016
Cartrefi Cymru	A coffee morning was held on 15 October 2016 by the residents of 136 Bryn Meurig in order to raise money for Macmillan Cancer Support.	**Service user inclusion**		October 2016

Cartrefi Cymru	A more informal get together for service users was arranged in mid-November and included a Christmas fare.	**Service User inclusion**		November 2016

Service user Involvement	**Source of Involvement**	**Area of Involvement**	**Actions as a results of Involvement**	**Date(s) Actioned / information shared**
Clwyd Alyn	There are constant opportunities within Clwyd Alyn for service users to become involved, these will have included but are not limited to: - • Service Improvement Committee • Tenant's Conference • IT Training • Money advice • Tenant Inspectors (*who will check repairs)* • Sheltered Housing Umbrella Group • Surveys, the Star Survey has been completed recently *Where appropriate Clwyd Alyn will also arrange to transport the service users to regional meetings*	**Service User inclusion** **Improving Information and access to the service**	Opportunities for service users to be involved in Clwyd Alyn itself and groups which may be of benefit to them as individuals.	Ongoing

	which may be held out of the area.			
Clwyd Alyn	The Sheltered Housing Umbrella Group was established as a way for service users to apply for grant funding as, while Clwyd Alyn itself is a charitable organisation they are too large to make these applications on behalf of the service users	**Developing services and raising the profile of the service**	Enabling service users to apply for grant funding for various projects	Ongoing
Clwyd Alyn	A Clwyd Alyn newsletter is due be circulated before Christmas 2016 which will include information on all events held	**Improving Information and access to the service**	Sharing information on the Clwyd Alyn service	Autumn 2016

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Community Support	The Provider advised that a wellbeing club operates in Holyhead where service users are	**Service user**	Service users being empowered to run the	Ongoing

Service	able to undertake different activities and sports. The staff are working with service users to encourage the service users to run the club themselves.	**inclusion** **Improving Services**	wellbeing club	
Community Support Service	A Development Officer has been appointed to the service for a year to develop the service user involvement side of the service.	**Improving Services** **Developing Services**	Improved service user involvement.	Ongoing
Di-Gartref (Coedlys)	Coedlys have created an Action Plan for service user involvement over the coming months and regularly arrange opportunities and explore new options. For the requested trip to London the service users had worked out the costing	**Service User inclusion**	Service users were instrumental in deciding where they wanted to visit and fully involved in sourcing the tickets and	Autumn 2016

	themselves and had contacted various suppliers to arrange for free transport and free access to some of the facilities in London.		transport to enable the trip to take place.	
Di-Gartref *(Coedlys)*	A Christmas Event was arranged at the Enterprise Centre and the service users assisted with preparing the buffet. Christmas Cards were being created and sold to raise money for charity.	**Service User inclusion**	Service users will be raising money for charity, and becoming involved in the community.	Christmas 2016
Di-Gartref *(Coedlys)*	The latest Coedlys Newsletter has been prepared and once this has been translated copies will be circulated. The service users have been very involved in creating this newsletter.	**Service User inclusion** **Improving Information and access to the service**	Publicising the project, sharing information and planning the layout of the newspaper	Autumn 2016 and ongoing.
Di-Gartref *(Llys y Gwynt)*	There are a number of opportunities within the Digartref provisions for service user involvement. Regular meetings will include weekly Breakfast and Lunch Clubs and 4-6 weekly Tenant	**Service user inclusion**	Attending meetings regularly, realise the importance of sharing ideas	Ongoing

	Meetings.			
Di-Gartref (Llys y Gwynt)	A Bowling Trip was organised for December 2016 and the young tenants attended the Christmas Tree Festival. All the service users were involved in the organising of the Open Day on the 15th December 2016.	**Service user inclusion**	Becoming involved in the event.	December 2016
Di-Gartref (Llys y Gwynt)	Recent visits have included trip to Go Below and a joint barbeque with Coedlys in the Newborough Forest. This was in recognition of the service users assisting with the service review.	**Service user inclusion** **Improving Services** **Developing Services**	Understanding the importance of being part of the service review process.	Summer 2016
Di-Gartref (Llys y Gwynt)	Activities have included clearing the garden, a lot has been done in clearing and more is planned for next spring. It is hoped to get more garden furniture and create raised beds for growing vegetables. The service users are being consulted on how the hostel should look and will play a part in deciding	**Service user inclusion** **Improving Services**	Improving the facilities within the project, having choice in decisions made regarding the overall décor. Gardening – understand the importance of working together to complete the	Ongoing and Spring 2017

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	colour of the carpets, paint colours and helping to choose the furniture. Any redecorating will be done by professionals. This should help Llys y Gwynt to feel more homely.		work, and needing the commitment to grow and maintain the vegetable garden.	
Di-Gartref (Llys y Gwynt)	The service users have recently been asked to complete a number of Service User consultations for Shelter, Take Notice, Community Voice, Caniad, Betsi Cadwaladr Health Board and Public Health Wales	**Improving Services** **Developing Services**	Provide useful feedback on different services they may have come into contact with.	Autumn 2016

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Gorwel (Domestic Abuse)	Service user consultation event	**Service user consultation** **Improving Services** **Developing Services**	Opportunity for consultation between various service groups, stakeholders and providers	January / February 2017
Gorwel (Older People Service)	Service user consultation event (combined with above)	**Service user consultation** **Improving Services** **Developing Services**	Opportunity for consultation between various service groups, stakeholders and providers	January / February 2017
Gorwel (Older People Service)	As part of the promotion of the new Older People service the provider had arranged an Anglesey Roadshow which visited each of the Sheltered Housing schemes on the island at the beginning of November	**Improving Information and access to the service**	Promoting the new Older People service and ensuring that all people within the sheltered schemes had received handbook and information regarding the new service.	November 2016

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	2016. Visits were undertaken using the Gorwel bus and refreshments were provided.			

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Housing Support Service	The service's 5th Service User Group meeting was held at the Sea Cadets Hall at Newry Beach in Holyhead. The aim, was to involve service users as much as possible in the meeting by arranging presentations and stands that were appropriate and relevant to them.	**Developing services and raising the profile of the service** **Service user inclusion**	Relevant and useful information has been shared, maintain connections with ex-service users keeping in contact.	July 2016 Will be ongoing meetings.

	A few familiar faces were present and service users who have moved on, following a period of support were encouraged to come along to stay in touch. A few new faces were also present. A terrific response was received from colleagues who came along to the meeting to raise awareness of their work and to set up appointments with anyone who was interested.		

	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Hafan Cymru	Hafan Cymru Service User Conference 2016	**Improving Services** **Developing Services**	Gives Service Users the opportunity to meet with service users from other areas to share ideas and feedback	Report dated October 2016
Hafan Cymru	Hafan Cymru carried out its latest Service User Satisfaction Survey over a 6-week period in April – June 2016. All Hafan Cymru's service users (including those on Families First programmes) were invited to participate in a postal survey.	**Improving Services**	Service users have the opportunity to comment on the service provided to them. One service user supported on Anglesey was one of six people selected to receive a £50 prize for completing the survey.	April – June 2016

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Môn Care (Learning Disabilities)	Regular Tenant House meetings held within the schemes/	**Service user inclusion**	Opportunity to discuss and document any issues arising.	Ongoing

Môn Care (Older People)	People living in Llangoed and Llandegfan have a temporary Local Assets Co-ordinator in place; Gwyneth Rowlands, Anglesey Adult Social Services, runs Community Hubs within the areas on a weekly basis, alternating between both locations, and these sessions are well attended.	**Service user inclusion**	Offers opportunities to become involved in their local communities	Ongoing
Môn Care (Older People)	Service users encouraged to attend the Age Well centres at Llangefni and Amlwch.	**Service user inclusion**	Social inclusion, opportunity to attend a number of groups, share useful information	Ongoing

Môn Care (Older People)	Service users are encouraged to attend Caffi Cofio in addition to Day Centres, Hafan Centre and to socialise in the community. Movement to music sessions.	**Service user inclusion**	Social inclusion for older people with early onset dementia.	Ongoing

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Penucheldre Extra Care	There is an established Tenant Participation Group, Grŵp Penllys, in place to co-ordinate the events	**Service user inclusion** **Improving Services**	Opportunities for service users to be involved	Ongoing

	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
The Wallich	Listen and Lunch Service user event 28th July 2016. Two service users attended	**Service User inclusion**	Case studies completed for service users who attended which were included on their website.	Autumn 2016
The Wallich	Christmas Lunch at Ebeneser Community Centre. Existing and previous service users.	**Developing services and raising the profile of the service**	Service users made poster to promote the event. Service user to work on additional service user involvement and is in contact with the Director of Fundraising and Partnership at the Wallich (Jan Basildon) who is working with this service user on other projects. Contacted Asda to request free food for the Christmas Lunch through the	Christmas 2016

			Community Fund.	
The Wallich	Event with Rhun ap Iorwerth to promote the service.	**Developing services and raising the profile of the service**	Raise awareness of the service.	Ongoing

Service user Involvement	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information shared
Tyddyn Môn	A service user was involved in a staff interview for a vacant post and the meet and greet process which he enjoyed.	**Service user inclusion** **Developing Services**	Involved in the staff interview process	Ongoing
Tyddyn Môn	The Task and Finish Group which had been developing a referral and Initial Assessment Form has now completed the project. The 'Explaining My Tenancy' document has	**Developing Services**	Enabling service users to be part of the processes in Tyddyn Môn and effect change.	Ongoing

	Source of Involvement	Area of Involvement	Actions as a results of Involvement	Date(s) Actioned / information
	also been implemented. Grŵp Cynefin have advised that they would very much like to work with Tyddyn Môn to develop a fully user friendly tenancy agreement document.			
Tyddyn Môn	Service users are involved in the production of the Tyddyn Mon newsletter.	**Improving Information and access to the service**	Publicising the service, enabling service users to have input.	Autumn 2016

				shared
Supporting People - Service User Involvement – Your Service Your Say	Development of Your Service Your Say online survey to enable service users to complete information, including where they felt the service was good and where, possibly, there was a gap in the service and the SP team will need to look at addressing the gap	**Improving Services** **Developing Services**	Ongoing	Six-monthly report prepared and shared with providers and information included in the SP Newsletter Autumn / Winter 2016
Consultation on Older People Services	All Council owned sheltered accommodation, Penucheldre and Llys Mair (Grŵp Cynefin Properties) were visited twice during 2016 to provide briefing sessions on the reconfiguration of housing related support for older. Regular	**Developing Services**	Gauging opinion and updating on process in relation to service reconfiguration	April – Sept 2016

	newsletters and frequently asked questions and answer leaflets were also sent to all relevant tenants, updating on progress. Access to information was also available on the Council's website.			
Service User Involvement on Tender Evaluation Panel	A service user has kindly agreed to take part in another Tender Evaluation this time for a Housing Related Support for Older People service where her extensive knowledge and input was much valued	**Developing Services**	Providing a different perspective for evaluating the responses received.	11th and 12th May 2016
Service User Involvement	Service user to be approached to take part	**Developing Services**	Provide evaluation from the viewpoint of the service user.	Planned for April 2017

on Tender Evaluation Panel	in the Evaluation Panels for upcoming tenders for Learning Disabilities and Domestic Abuse services.			
Feedback following SP Reviews	Service User engagement through Questionnaires as part of LD Service Review	**Improving Services**	Service user questionnaires to be completed.	Spring 2016
Service User Interviews during Monitoring Meetings	Service user interviews to be included as part of Monitoring Meetings. Interviews held with clients from: - • Digartref (3) • Gorwel OP (2) • Hafan Cymru (1) • Cartrefi Cymru (1) • Tyddyn Môn (1) • Môn Care (1) • Housing Support (1) • CAIS (tba) • CSS (tba)	**Improving Services**	Providing feedback on the services being received and allowing for the service user to freely comment and make suggestions on what is missing or what changes could be made.	October and November 2017.

	• Wallich (tba) • Gorwel DA (tba)			
Proposed consultation on Hoarding	Liaising with partner agencies and service users. To arrange an event on Hoarding. Include on Agenda for Joint Provider Forum	**Developing Services**	Ongoing work.	Event February / March 2017
Proposed consultation on mapping Domestic Abuse Service	Consultation with partner agencies and service users to try and identify unmet needs within the local area. Publicity to be prepared and an online survey to be arranged.	**Developing Services**	Planned. - Island wide online survey for survivors of Domestic Abuse - Survivor interviews - Survey open for a six week period over Christmas and January / February 2017	January / February 2017