

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	26.3.2018
Topic:	Approval of the Supporting People Programme Commissioning Strategy and Grant Expenditure Scheme
Portfolio Member (s):	Councillor Alun Mummery
Head of Service:	Ned Michael
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Local Members:	

A - Recommendation / Recommendations and Reason / Reasons
<p>1.To approve the recommendations in the Supporting People Commissioning Plan 2018-21 and,</p> <p>2. To approve the allocation of funding for each Service area, as outlined on page 45 of the Supporting People Commissioning Plan.</p> <p>Reasons</p> <p>1.0 Introduction</p> <p>1.1 The Supporting People Programme is a Welsh Government policy and funding framework initiative that provides Housing related support for a variety of groups of people and not just those who are vulnerable. The services do not include funding accommodation costs or care or health provision.</p> <p>1.2 In a letter received from Welsh Government in December 2017, it was stated that the allocation to Anglesey for 2018-2019 would be approximately £2,643,866.This will be operational from 1. 4.18.</p> <p>1.3 The Supporting People Programme focuses on the planning, commissioning and monitoring of supported accommodation and floating support services provided by different providers across a variety of tenures including accessible and affordable accommodation, council housing stock, housing associations' stock, private rental,</p>

sheltered housing, owner occupiers, supported living, supported tenancies and extra care housing.

1.4 Common types of housing related support provisions include:

- Assisting someone who is homeless or is at risk of homelessness to find somewhere to live, within 56 days of them presenting in such a situation.
- Providing a support package to enable the vulnerable person to maintain a tenancy and mitigate the risk that the tenancy will break down and / or that the person will be evicted from the house.
- Providing support with rent arrears, debt management and budgeting skills.
- Supporting the service user to claim welfare benefits and help and enable the individual to continue to receive the benefits that he or she is eligible to receive and deal with the relevant agencies.
- Supporting service users to keep their accommodation safe, e.g. explain how to lock their property and manage appropriate access.
- Encourage the service user to keep any appointments that are relevant to improving their ability to manage their own accommodation.
- Encourage and stimulating the service user to develop social skills and gain the necessary confidence to feel part of the community and to participate in activities of interest.
- Promoting, encouraging and stimulating service users to develop the necessary life skills such as cooking, cleaning and washing clothes.
- Providing the necessary support to enable service users to access appropriate education, training and / or employment opportunities.
- Providing advice regarding move-on opportunities or opportunities for permanent housing.

1.5 Amongst the Supporting People funding requirements is the need to prepare a Commissioning Plan to inform the Welsh Government and all partners and stakeholders of our commissioning intentions and priorities. In accordance with the Welsh Government's Guidance, the proposed Scheme includes a commissioning cycle for 2018/21 and is reviewed annually.

1.6 The Welsh Government has protected the funding levels of the Supporting People Programme for 2018/19 throughout Wales and has temporarily suspended the redistribution programme that has seen funding for North Wales reduce by over 23% over the previous 6 years.

1.7 2018/19 will be a transitional year for the Supporting People Programme in Wales, with 7 Local Authorities operating under a different arrangement, meaning that this Grant funding will be part of a much wider fund. As a result, the 7 Local Authorities, including Conwy as the only North Wales Authority, will take part in a Pilot scheme which will see 10 grants which are part of the Tackling Poverty Agenda being combined within one fund which will be known as the Early Intervention, Prevention and Support Grant.

100% of this funding can be allocated and transferred from one programme to another. During the same period, Anglesey, along with the other 14 Authorities will have the option to transfer up to 15% of any underspend from one programme to another. The new arrangement across the 7 local authorities will be evaluated during the year, by Welsh Government in the hope that they will be able to implement this regime across Wales from April 2019.

1.8 Whilst the close collaboration across the above sources of funding should be welcomed, the arrangement creates some uncertainty for the future of the Supporting People Programme that has been in existence since 2003. It also raises concerns regarding the impact on homelessness prevention together with the financial loss that other welfare departments within the Council such as Adult Services would suffer. In addition, other external agencies such as The Health Service and Probation Service would be at risk of negative side effects, including increased demand on their services together with higher costs on their budgets. Undoubtedly there are serious risks should the Supporting People Programme be terminated or suffer further cuts.

Background

2.0 Historically, Supporting People has invested heavily in the provision of Support for People with Learning Disabilities, with over 33% of the total budget allocated to the needs of this service area. Following significant work to re-model the support element (non-statutory) in this service area, the percentage of the total Grant investment is 18.1%. However the work of re-modelling the (statutory) care provision is ongoing within the Council, and the Supporting People Programme has a key role to play in establishing a model that will meet needs in an alternative and innovative way which is sustainable and which will provide value for money in the future. This could mean that there will be a further reduction in the Supporting People Grant investment for this service area.

2.1 The Supporting People Plan includes a programme of reviews that are conducted every three years. During 2018/19, detailed reviews, which usually take 3 each to undertake, will be carried out with regard to the following service areas:

- Domestic Abuse
- Single Vulnerable Parents
- Older People (Bro Trehinon and Min yr Afon Schemes)
- Prison Leavers, Substance Misuse and Generic
- Mental Health
- Older People (Floating Support)

2.2 In addition, we intend, in accordance with the European Procurement Regulations and the Council's constitution, to undertake a full tendering exercise for:

- Continuous Floating Support, and

Depending on the outcome and recommendation of the above reviews should we not exercise the right to extend for an additional three years.

- Prison Leavers, Substance Misuse and Generic
- Mental Health
- Older People (Floating Support)

2.3 Following the Welsh Government's decision to establish a Regional Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board, the North Wales Committee has advised that no procurement exercise for providing a service in this field should be undertaken until its governance arrangements have been finalized. It is possible that this Committee will receive a certain amount of funding to commission the delivery of support services and a shelter in the future for this Service Group. If this were to happen, it could mean that Supporting People would not be responsible for the current investment of 162,000 in the future, and as a result we as commissioners would receive an equivalent reduction in the Supporting People Programme.

On the other hand, should the current arrangements continue, it would be expected that a tendering process would be held which would mean that the domestic abuse and vulnerable single parents services would be combined which could represent better value for money and an increase in the number of units developed to help domestic abuse victims.

3.0 New Areas for Development

3.1 Continuous Floating Support Service

3.2 Anecdotal evidence suggests that a significant number of people remain vulnerable after their support ends and as a result this can lead to tenancy problems, deterioration in health and wellbeing and in some cases, re-offending. Following discussions with providers and stakeholders in the County and beyond, a business case was submitted to the Planning Group during 2017 requesting the commissioning of a continuous, flexible support service to meet needs across all levels of need. This will enable vulnerable individuals who are at risk of becoming homeless to access this flexible service at different times in their lives. It is anticipated that early intervention will prevent further emergencies and, in accordance with the Social Services and Wellbeing Act 2014, will prevent the need for more expensive statutory interventions.

3.3 It is estimated that the cost of the service will be around £120,000. It is expected that the provision will be advertised on Sell2Wales in March 2018, inviting Full tender applications, with the service operational from May / June 2018

3.4 The North Wales Regional Collaborative Committee commissioned a report on the services available to prison leavers and those in contact with the criminal justice system. The detailed report written by Tamsin Sterling and Caroline Humphreys highlighted Anglesey as a model of good practice in the way in which a seamless approach and service is provided to this client group. Over the last two years, Anglesey has benefited from the availability of the Homelessness Prevention Grant to fund this post. There is undoubtedly clear evidence of a correlation between this post and the key ethos of collective rather than individual action within Supporting People Services, with the emphasis on preventing homelessness and maintaining a tenancy. Indeed, the current post holder already has a caseload of over 25, and produces needs and risk assessments as well as outcome focused support plans as he provides pre-tenancy support for prison leavers and makes recommendations in relation to the Housing (Wales) Act 2014. After co-tenancy support has achieved the agreed and identified outcomes, cases will then be transferred to CAIS, the dedicated support provider for this client group, to provide specialist support, and thus avoid unnecessary duplication. CAIS will also deal with ex-offenders who are no longer on a licence etc. All prison leavers and those released to the community on licence are currently to be referred to the SpoA as the first point of contact. It is logical therefore that Supporting People should fund this post from 2018/19. The cost of this provision will be £35,423

3.5 The IACC Supporting People Planning Group has funded the IDVA Service (Domestic Abuse workstream) since 2010, in conjunction with the Anglesey and Gwynedd Community Safety Partnership. Evidence gathered from monitoring data and service reviews, together with the contribution of £10,000 from the Supporting People Programme Grant, represents excellent value for money. Following an application from the Gwynedd and Anglesey Community Safeguarding Partnership for an additional £2,000 from each of the two counties, the Anglesey Supporting People Planning Group approved that the investment be increased to £12,000 per annum. The additional funding is used for the purchase and installation of specific equipment such as bespoke locks and alarms that can be directly linked to the police station, in order to increase security and mitigate the risk to some of our most vulnerable individuals and families.

3.6 The redevelopment of the Llawr y Dref Sheltered Housing Scheme has provided opportunities to be innovative and inclusive. As a landlord, the Council is eager for 3 properties to be available for people with Learning Disabilities to be supported to live independently within the community. Housing-related Support is recognized as a key factor in achieving the objective for a vulnerable person to be able to maintain his / her tenancy. Therefore, it is proposed within this commissioning cycle, following approval from the Local Supporting People Planning Group, that Supporting People should contribute towards the cost of the support, and that the impact of extending the floating support funding, as outlined above, be reduced by commissioning support as mentioned previously, up to a value of £ 26,294.68

3.7 We will continue to fund a Single Point of Access Officer post that has existed since October 2017. Between October 1.10.17 and 31.12.17, 192 people presented as being in need of support and accommodation. The cost of this post will be approximately £35,423.

4.0 Regional Collaboration Committee

4.1 Members of the North Wales Regional Collaboration Committee, which include Portfolio Holders and Heads of Service or Senior Service Managers (Housing / Social Services) are keen to develop some regionally commissioned services within specific areas such as domestic abuse or needs related to crime. To achieve this goal, it has been proposed on a Regional Level and approved in Local Planning Group Boards across North Wales that each Local Authority should make a contribution of 0.5% directly to the annual Supporting People allocation.

4.2 Based on a 0.5% contribution, there would be a reduction of £13,219.00 in Anglesey's grant for local provision.

4.3 During 2018, the North Wales Regional Collaboration Committee identified the following service areas that needed to be prioritized on a regional level.

- Learning Disabilities
- People Leaving Prison or with a History of Offending
- Rough Sleepers
- Domestic Abuse
- Mental Health

5.0 Changes in the way in which Services are funded

5.1 The provision for Prison Leavers (See above) will increase by 72.9% - as a result of the £35,243 investment in the Resettlement Officer Post.

5.2 The provision for People with Learning Disabilities will fall by 1.4% (see above)

5.3 The Housing First scheme for Homeless People with complex needs will increase by 38.2% and the number of units will increase from 20 to 25 per week. The additional 5 units will be provided for people with mental health needs.

5.4 The following services have received the same level of investment as the previous year, and any further change will be the subject to tender prices valuation where applicable.

- Mental Health
- Older People

- Vulnerable Young People
- Generic Services
- Single Vulnerable Parents

B - What other options did you consider and what were your reasons for refusing those options and / or choosing this option?

The decisions were based on a strategic approach that focused on:

- Eligibility in accordance with the Grant Conditions of the Supporting People Programmes
- Strategic relevance in line with the Corporate Aims of the Isle of Anglesey County Council and the Housing Services
- The quality of Service as evidenced in the programme of detailed reviews undertaken over the last two years.
- Value for money following a detailed exercise carried out across all providers and the levels of need identified by providers in cases where service users have a variety of diverse and complex issues that require support.
- Ensure that the aims and objectives of the Housing (Wales) 2014 Act, The Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations Act (Wales) 2015 are met.

The above factors outline the rationale for considering different options for reducing funding in specific services, re-modelling others and in some cases, fully decommissioning services.

Q – Why is this a decision for the Executive?

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

CH - Is this decision consistent with the 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 with?		What were their comments?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Approved both proposals.
2	Finance / Section 151 (mandatory)	Approved both proposals.
3	Legal / Monitoring Officer (mandatory)	Approved both proposals.
4	Human Resources (HR)	No objections to the proposals. However, there is a need to ensure compliance with corporate policies should there be any impact on redundancy or redeployment of Council staff as a result of the proposals.
5	Property	Not Applicable
6	Information Communication Technology (ICT)	Not Applicable
7	Scrutiny	Not Applicable
8	Local Members	Not Applicable
9	Any external bodies / others	We have consulted with all our providers in relation to schemes and proposals for development.

E - Risks and mitigation steps (if applicable)		
1	Economic	<p>It is not envisaged that the decommissioning of the Floating Support service within learning disabilities will have any economic impact as the need for the same level of staffing will continue with the development of a similar provision at Llaur y Dref, Llangefni.</p> <p>The decommissioning of the alarms will not have any impact from a staffing perspective, as a large proportion of this contract is a capital cost, and therefore is ineligible for Supporting People funding.</p>
2	Anti-poverty	No direct impact is anticipated as a result of changes although social policy changes, particularly welfare reform, may exacerbate circumstances for some vulnerable individuals and / or chaotic individuals and families.
3	Crime and Disorder	The strategy will have no direct impact. However, an increase in crime and disorder as a result of social policy change and more poverty would mean more demand

		<p>outstripping supply and inability to meet increasing needs. This could have a significant impact on service users and providers especially given the chaotic and complex needs of some service users who require multi-agency support interventions. As the Post of Prison Leavers Rehabilitation Officer is already being funded from a different source, it is unlikely that there will be any different effect when funded through Supporting People funding from April 2018.</p>
4	Environmental	Not applicable
5	Equalities	An Equality Impact Assessment is included within the previously circulated Local Commissioning Strategy.
6	Outcome Agreements	Supporting People providers are obliged to adhere to the mandatory outcomes framework prescribed by the Welsh Government.
7	Other	Not Applicable

F - Appendices:

Supporting People Programme Grant - Local Commissioning Strategy 2018-2021
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FF - Background Papers (please contact the author of the Report for any further information):
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ISLE OF ANGLESEY
COUNTY COUNCIL

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supporting people
supporting independence
cefnogi annibyniaeth



Isle of Anglesey County Council Supporting People Commissioning Plan 2018/21

**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**

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1. Introduction.

- 1.1 This is the sixth 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 2018 and March 2021.
- 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 vulnerable people. It 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.
- 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 includes the following types of provision
- 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.

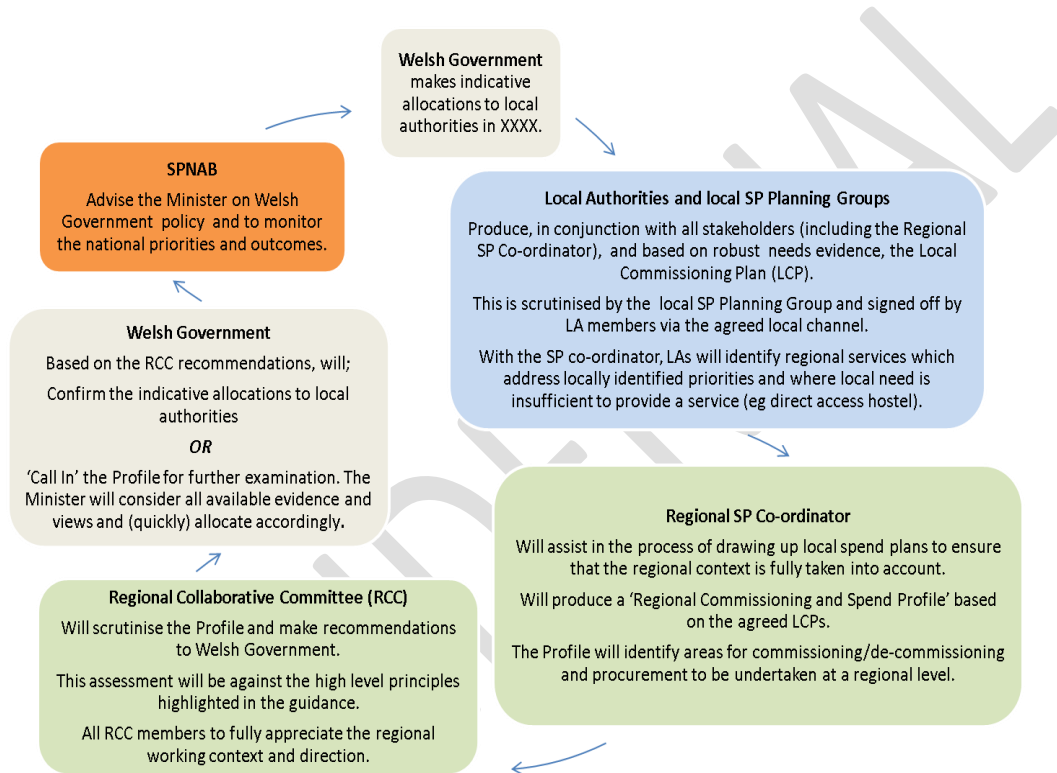
- 1.1.4 The services make an invaluable contribution towards achieving local and national policy objectives, particularly in relation to health, social care and wellbeing, reducing homelessness and social exclusion and promoting community safety.
- 1.1.5 At the time of writing, the Welsh Government have issued an indicative allocation of funding confirming their intention to maintain current level of funding across all Welsh Local Authorities from April 2018. The sum received for 2018/19 remains unchanged at £2,643,866, from 2017-18. 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. In addition, Welsh Government, in preparation for the anticipated implementation of the new Early Intervention, Prevention and Support Grant from 2019/2020 have increased the ability of Local Authorities to vire up to 15% of any unspent funding to other current tackling poverty programmes.
- 1.1.6 The Plan will require initial approval from the Isle of Anglesey County Council's Supporting People Planning Group before being submitted for analysis and endorsement by the North Wales Collaborative Committee are responsible for the Regional Commissioning Plan which helps to ensure consistency and reduced duplication across the region. 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.

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. Regular meetings are held during the year 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 A Memorandum of Understanding exists within the North Wales Regional Collaborative Committee,

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 has 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.



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

Regional Strategic Priorities

The following text has been extracted from the Regional Strategic Plan for the North Wales RCC and also includes an update on progress from the previous years identified priority areas for development.

The North Wales RCC outlined Domestic Abuse, Prison Leavers, Learning Disabilities and Rough Sleepers as priority areas for the RCC for the next three years. In addition Mental Health has been added as a priority area for 2018/19.

Domestic Abuse – What we outlined in the plan last year?

Domestic Abuse was agreed as a priority area, as it was in the top five presented client groups in both the Outcomes and Needs Mapping data recorded for last year, and discussions presented to the RCC on the issues and gaps across the region for this client group lent itself as a priority for

Gaps that were presented were the lack of male only refuge, Flintshire have since opened their first Male Domestic Abuse Refuge and figures to date demonstrate that demand across the region outstrips the supply. Flintshire presented this issue to the RCC back in May 2016 and have opened up the units of the refuge to all local authorities across North Wales.

The RCC requested under this client group to make links with the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board to ensure a joined up approach in strategic planning and direction for this area of work. Discussions held with this board on the gaps and need will inform the work plan for Domestic Abuse at the RCC.

What have we done this year?

The Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board is undertaking a Needs Mapping Assessment to look at current funding, service provision and any gaps across the region. The assessment is to complement the existing North Wales Population Assessment as well as local Housing and Well-Being Assessments. The Needs Assessment will support the development of the North Wales VAWDASV Regional Strategy which will guide the commissioning of services over the next five years.

The RCC has made links with the Regional Co-ordinator for Domestic Abuse, and the VAWDASV Board. The Supporting People Regional Development Co-ordinator has met with the Domestic Abuse Regional Coordinator and discussed opportunities for working in co-production. The RCC Sub Group has met with members of the VAWDASV Board and Community Safety Partnership Managers to discuss the gaps in provision across North Wales and areas where we can work together. The main items discussed at this meeting were the issue of dual-diagnosis in the refuge and evictions being high, because of this, having a regional Independent Domestic Violence Advisors service and VAWDASV Board had sourced some training around Inspiring Families to explore.

The RCC and the VAWDASV Board have discussed an option for each Local Authority to allocate some of their Supporting People grant aside for this priority area, the local authorities have been asked by the RCC to allocate 0.5% of their grants for regional working. IoACC Planning Group have approved the apportionment of £13,219.33

Following on from this first initial meeting with the VAWDASV Board and Community Safety Partnership leads, a report was shared with the RCC from the sub group and which asked for the RCC to approve the following recommendations:

RCC Sub Group and Domestic Abuse Colleagues to meet further to discuss the outcomes from the Needs Assessment and gaps identified against current provision available.

1. For each local authority to allocate a percentage of Supporting People Programme Grant going forward for any future regional priorities
2. For Sub Group to ensure that any priorities meet Supporting People eligibility
3. Regional Independent Domestic Violence Advisors Service – for the RCC to agree for this avenue to be explored further by the RCC Sub Group

The four recommendations presented to the RCC were agreed at the November meeting. The work plan in the appendices shows a timeline for this priority area.

The Regional Partnership Board's Regional Plan has outlined Violence against women, domestic abuse and sexual violence as a priority area, from there population assessment the Board found:

- Domestic and sexual violence and abuse are under-reported but the number of reports is increasing
- The total number of domestic incidents recorded by the police was around 11,000 and the number of recorded sexual offences was around 1400 in North Wales during 2015-16
- Domestic and sexual violence and abuse affects both men and women although women are more likely to experience them. Services should take into account the different needs of women and men. *The RCC has commenced work on this Flintshire have a male refuge where the units are open to North Wales authorities to use.*
- Cases of coercive control are now being recorded in North Wales since the offence came into effect in December 2015
- Domestic abuse costs public services an estimated £66million a year in North Wales affecting funding across health care, criminal justice, social services, housing and refuges, legal costs and lost economic output.

The Regional Partnership Board's regional plan outlines how future developments within this service will be addressed.

Prison Leavers – What we outlined in the plan last year?

The RCC outlined last year how the Supporting People Teams and Homelessness teams have joined together to commission a piece of work to inform where improvements can be identified for people leaving prison. This piece of work was finalised in June 2017.

The North Wales authorities have a range of housing and support options available. There are 66 projects with a total of 1,428 units across the region that Supporting People officers have identified as being able to house people leaving prison.

What have we done this year?

Caroline Humphreys and Tamsin Stirling were commissioned by our RCC to undertake research into the support services provided to people leaving prison in North Wales. The specification for the research identified the following areas for investigation:

- The provision and nature of the support services accessed by people leaving prison, any duplication and gaps in provision and effectiveness of services

- Numbers of people leaving prison accessing support services and numbers of people leaving prison on licence and to which local authorities
- The experience and opinions of service users
- Information sharing procedures when a person leaves prison
- The impact of the withdrawal of transitional funding, including on Prison Resettlement Officer posts within local authorities and how these might be funded in future
- Good practice and innovative models of support services to people leaving prison from across the UK
- Consider how support services within North Wales might be developed in the future

The Project cost - £10,000

The research took place between January and April 2017. In order to investigate the areas set out in the specification, the research comprised four main elements and involved accessing a range of information:

- Published data and plans
- Questionnaire and data requests
- Workshop discussions and interviews – 16 interviews with prison leavers
- Web based research

Out of those 16 interviewed – they had a very clear idea of the elements necessary to improve their chances of not re-offending and resolving addiction issues, particularly those who were abstinent and had re-established their lives. They felt that a package of measures needed to be in place to promote stability and reinforced the idea that, while housing is necessary, on its own, it is not sufficient.

The report presented the RCC with the following recommendations:

- Ironing out any issues in respect of access to risk information pre-release
- Fine tuning of the role for the resettlement officers in the context of the Pathway process
- Ensuring that landlords are able to access information on risk
- Discussing the needs of women leaving prison and whether a specific approach needs to be taken in respect of planning for release
- Taking forward the development of provision for those whose needs pose a danger to themselves or others – likely to be those with complex mental health issues and/or substance misuse and/or records of serious crimes
- Taking forward the establishment of a Peer Mentoring Service, including discussing its role and progressing funding applications and agreeing a party who will take this forward
- Discussing the level of detox/rehabilitation services for people who are on methadone and are seeking to become abstinent - ensuring they are adequate to meet the needs of the population of people leaving prison and ensuring that they are linked into the accommodation and support services and the work of the resettlement officers
- Developing an agreed approach to prioritisation/rationing of resources
- Generally discussing the systems and making sure they are working

At same time, it is well evidenced that housing alone is not sufficient to address all the needs of the vast majority of people leaving prison. In order to respond to the depth and scope of the

challenge, it will be essential that all the relevant agencies adopt a wrap-around approach, which, to the person leaving prison, feels that there is a community of services available to them that is clear, visible and straightforward to access.

A workshop was arranged once the final research paper had been presented at the June 2017 RCC, the workshop was made up of the RCC Sub Group Members, Homelessness Leads from each local authority, HMP Berwyn, Prison Resettlement Officers, Supporting People Information Network Coordinator, and Providers for people leaving prison.

Currently there are three Prison Resettlement Officers, one in Gwynedd, one in Anglesey, and one officer that covers the remaining four local authorities. A recommendation within the research report was to have six resettlement officers, one in each local authority. The Prison Resettlement Officers were in attendance at the workshop.

The researchers suggest for there to be six officers and for those six posts to operate with common job descriptions, to take a similar approach and to adopt common practices in order to promote consistency. *All tables at the workshop agreed for common job descriptions.* The posts currently based in Ynys Mon and Gwynedd make decisions on duties owed under the Housing (Wales) Act 2014; this approach has significant advantages and could be adopted as common practice across all posts. However it is essential for consistency that a regional approach to service delivery is agreed.

The RCC were presented with a recommendations report following the workshop at the November RCC meeting which offered the following:

1. To agree for the RCC Sub Group to set a work plan for recruitment of the Prison Resettlement Posts in conjunction with the Regional Homeless Network
 - a. To agree who funds the post
 - b. Ensure consistency
 - c. Job description – based on the Anglesey / Gwynedd Model
2. Further explore the remaining recommendations following the recruitment of resettlement post as following
 - a. Strengthening links with the prisons
 - Three appointments to attend on first day of release? Can some of these be completed during the pre-release process within HMP Berwyn?
 - RCC to confirm a statement of request to go to the prison
 - Continue the values of the HMP Berwyn, can we get short term prescriptions for library, gym, and men's sheds? Is the RCC happy for the RCC Sub Group to make this part of the Prison Resettlement Officer post?
 - b. Pick up at the Gate
 - Workshop outcome was a strong consensus for a Pick up at the Gate service, RCC Sub Group strongly felt this should be part of the role of the Prison Resettlement Officer.
 - To be incorporated into the Resettlement posts job description
 - c. Community based hub

The RCC members agreed the above recommendations at the 2017 November RCC. The above recommendations have been added to the RCC work plan, which can be found in the appendices.

Rough Sleepers – What we outlined in the plan last year?

The RCC is committed to preventing rough sleeping. The RCC outlined for Supporting People to link into pilots being delivered in partnership with BCUHB to identify root causes and support required. Work will commence on this priority area in 2018/19 and a full update on this work will be available in the next update of this plan. This plan also outlined for the RCC to consider where amendments may be needed to prevent some individuals with support needs being excluded from current provision which will progress in 2018.

Ultimately the work of the RCC and its priority areas compliments this area in reducing the risks of people becoming homeless. Nevertheless specific work on this client area will take place in 2018/19.

What have we done this year?

The local authorities have continued to support the National Rough Sleepers Count, details of this in the table below:

Data for 2016, taken from Stats Wales. The next table details the most recent count in November 2017, this data is not currently available on Stats Wales.

Learning Disabilities – What we outlined in the plan last year?

The objectives of the Learning Disability task and finish group outlined in last year's plan:

- To look at the current funding and eligibility of Supporting People services for this client group.
- Analyse how current services link to the homelessness prevention and tackling poverty agenda
- Learn best practice from each authority

The client group Learning Disabilities was chosen by the RCC as a priority area within what was then known as the Regional Commissioning Plan back in 2014. Learning Disabilities was highlighted as a priority as this client group received the highest Supporting People funding compared to all other Supporting People client groups.

The RCC requested that a Learning Disability Task and Finish Group be formed to look at the reason for this high allocation of spend and the amount of current services that may be ineligible for Supporting People funding and to detail what each local authority is doing to address this.

It must be noted that this is not a cost cutting exercise, this is an eligibility issue that the RCC has requested.

The Wales Audit Office Review of the Supporting People programme also picked up on the client group; Learning Disabilities and detailed that *“Welsh Government reviews, and more detailed work at a regional level by two of the Regional Collaborative Committees, have highlighted some issues with the eligibility of support for people with learning disabilities and differences in the level of support provided. We recommend that the Welsh Government encourage all Regional Collaborative Committees to review arrangements for support for people with learning disabilities through the Programme and work with the committees to manage any potential negative consequences for service provision.*

The Auditor General is currently undertaking an examination of how local authorities strategically commission their learning disability services. The work is focussing on how commissioning contributes to improved outcomes and wellbeing for citizens. The Auditor General will report on this work towards the end of 2017

Two regions (North Wales and Gwent) have undertaken their own more detailed reviews of learning disabilities services (Appendix 3, Box A1). The North Wales review identified a number of instances where services funded by the Programme were ineligible. In response, the North Wales Collaborative Committee requires its constituent local authorities to report on their progress towards ensuring that all services for people with learning disabilities funded through the Programme provide only housing-related support. The Committee also established a sub-group to look at a range of issues related to this client group, such as the scope for using telecare to replace or supplement a support worker”.

Full Audit Review can be found here: <http://www.audit.wales/publication/welsh-governments-supporting-people-programme>

What have we done this year?

Learning Disabilities is the biggest spend on a client group in North Wales and also receives the largest local authority contribution. North Wales has reviewed their Learning Disabilities service to ensure all who are receiving the Supporting People grant for Learning Disabilities are eligible. Each local authority have reviewed their Learning Disability services and the current status for ineligible services is:

Anglesey	All Supporting People funded services, for people with learning disabilities, living and receiving fixed accommodation based support are now capped at a maximum of 15 hours per week and are based accordingly on assessed housing related support need. This resulted in a reduction of £287,000 allocated this client group during 2017/18. Work remains ongoing to remodel the corporate care provision, which may result in further reductions in Supporting People funding for People with Learning Disabilities between now and 2020.
Gwynedd	6 people remaining to be re-assessed to confirm eligibility or not. Gwynedd have changed the term to non-primary rather than ineligible.
Conwy	0
Denbighshire	All eligible in relation to Denbighshire criteria Any referral that is funded 10% or more from health is not eligible for the Supporting People service
Flintshire	A full review has been undertaken with all ineligible identified. Some funding was withdrawn in 17/18. It is proposed to take more funding out over the next few years. It is proposed to remove the 3 banding levels and work on 10 hours per week.

	The proposals above will be taken to Flintshire's Supporting People Planning Group end of November 17.
Wrexham	5 currently identified – funding is continuing on an interim basis until the end of the current financial year (2017-18).

A work plan for the RCC and the priority areas was agreed at the January RCC – refer to Appendix two, this details the work to be completed for 2018/19.

The Regional Partnership Board also has Learning Disabilities as a priority area, the RCC and RCC Sub Group will need to consider the work outlined in the Regional Partnership Board's plan to ensure work is not repeated and resources and shared learning is available. The Board have found from their population assessment that:

- There are around 2,700 people with Learning Disabilities on local council registers in North Wales. The actual number of people with learning disabilities may be higher
- The number of people with learning disabilities needing support is increasing and people with learning disabilities are living longer. These trends are likely to continue.
- People with learning disabilities tend to experience worse health, have greater need of health care and are at more risk of dying early compared to the general population.
- There are likely to be more young people with complex needs needing support.

The Board report addressed how the report findings will be addressed.

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

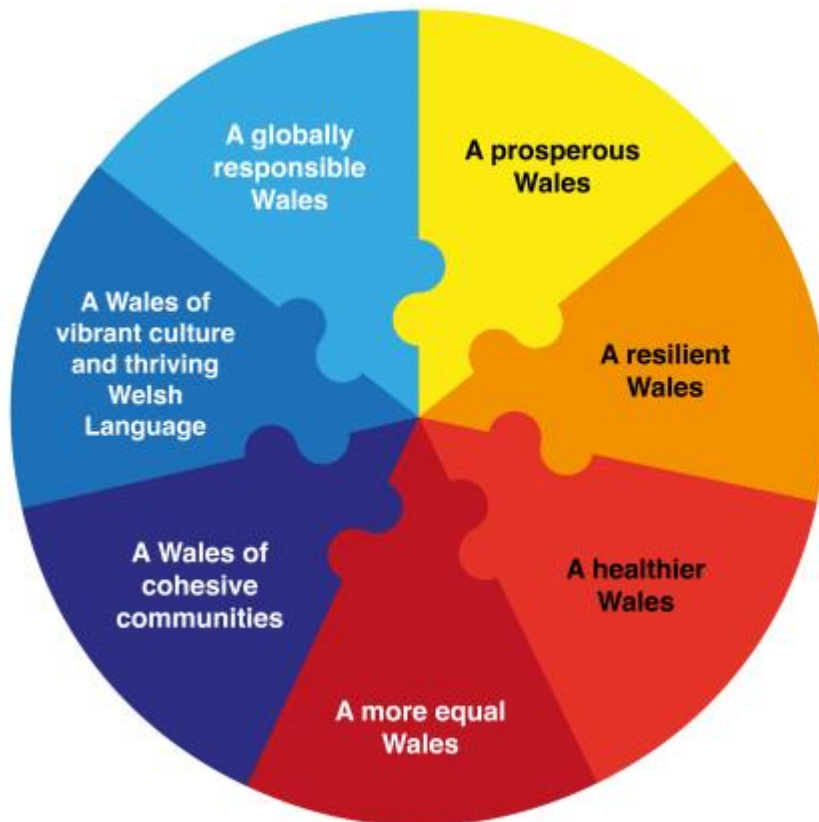
2.2.1 The Well-being of Future Generations (Wales) Act became law in April 2015 and was implemented on the 1st April 2016.

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

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 - 2017/22

The Isle of Anglesey's Corporate Plan, sets out the Council's Aims and Objectives for the next five years. It will be the reference point for the decision-making process at all levels.

It will also:

- set the framework the Council use to plan and drive the implementation of its priorities;
- direct the way the council shapes its spending in the context of substantial funding reductions;
- be used to monitor the progress of the priorities noted.

The key themes covered throughout this document highlight the Council's ambition to work collaboratively with its citizens, its communities and partners to ensure it delivers high quality services that improve the standard of living for all across the Island.

The Plan has the following three objectives:

- Ensuring opportunities for all to thrive and realize their long-term potential.
- Safeguard our people to keep them safe, healthy and as independent as possible.
- Enable communities to cope effectively with changes and developments whilst safeguarding our natural environment.

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)	<p>Introduction of a Compulsory registration and Licencing Scheme for private rented sector landlords and letting and management agents (RentSmart Wales)</p> <p>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.</p> <p>Emphasis on early intervention to prevent circumstances from turning into crises.</p>	<p>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.</p> <p>Anticipated increase in numbers of people presenting with housing related support needs within the private sector.</p> <p>Likelihood of emphasis being placed upon earlier intervention to prevent homelessness or risk of homelessness within 56 days.</p> <p>Increase in pre-tenancy and post tenancy work where people are at risk of eviction.</p> <p>Improved planning and need for closer working between Housing Options and Housing Related Support Providers</p>
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	<p>Help vulnerable people live as independently as possible</p> <p>Provide people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing</p> <p>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.</p>

		<p>Provide help to complement but not replace the personal or medical care that some people may need.</p> <p>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).</p> <p>Promote equality and reduce inequalities, and in so doing contribute to the Welsh Government's Tackling Poverty Agenda.</p>
<p>The Ten Year Homelessness Plan</p>	<p>Preventing homeless were possible</p> <p>Working across organisational and policy boundaries</p> <p>Placing the service user at the centre of the service delivery</p> <p>Ensuring Social Inclusion and equality of access to services.</p>	<p>Early intervention wherever possible to prevent situation becoming chaotic and possibly leading to homelessness and requiring statutory intervention</p> <p>Closer working arrangements between Supporting People Commissioners, Housing Options, Service Providers, and other key stakeholders, including statutory, private and third sector organisations.</p> <p>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.</p> <p>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.</p> <p>Promote the development and use of community hubs which are intergenerational and thus develop independent resilient individuals</p>

	<p>Make the best use of resources</p>	<p>within strong communities in accordance with the IoACC's vision for the future. 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</p>
<p>Local Housing Strategy</p>	<ol style="list-style-type: none"> 1. Development of the right homes for Anglesey's future. 2. Making best use of existing housing stock and improving homes and communities. 3. Preventing housing crisis and increasing housing options. 4. Support to promote housing independence. 5. Homes for longer lives 6. The links between housing and the wider economy is fully realised 	<ol style="list-style-type: none"> 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. 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 Provide the required type of and timely support and intervention to prevent homelessness and mitigate any risk of homelessness within 56 days. 4. Provide timely and appropriate support to enable people to live in their own homes for as long as possible and thus prevent 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.

<p>Welfare Reform</p>	<p>Continued impact of the spare room subsidy (known as bedroom tax) where tenants</p> <p>Under occupy properties by 1 bedroom = 14% shortfall LHA allowance and</p> <p>Under occupy properties by 2 bedrooms or more = 25% shortfall</p> <p>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</p> <p>Introduction of Universal Credit in 2018</p> <p>Ongoing proposals to introduce LHA levels across Supported Housing Projects.</p>	<ul style="list-style-type: none"> • 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 advice
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<p>Tackling Poverty</p>	<p>Improved alignment of Tackling Poverty Programmes</p>	<p>Closer working required between Tackling Poverty Funded, Programmes, these being</p> <ul style="list-style-type: none"> • Supporting People • Flying Start • Families First • Communities First • Vibrant and Viable Places <p>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</p> <p>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.</p> <p>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.</p> <p>Ensure the aims and objectives of the Social Services and Wellbeing (Wales) Act 2014, Housing (Wales) Act 2014, Wellbeing and Future Generations Act 2015.</p>
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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 1,310 forms were completed and returned by service providers between April 2016 and March 2017.

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
2016/17	1,310

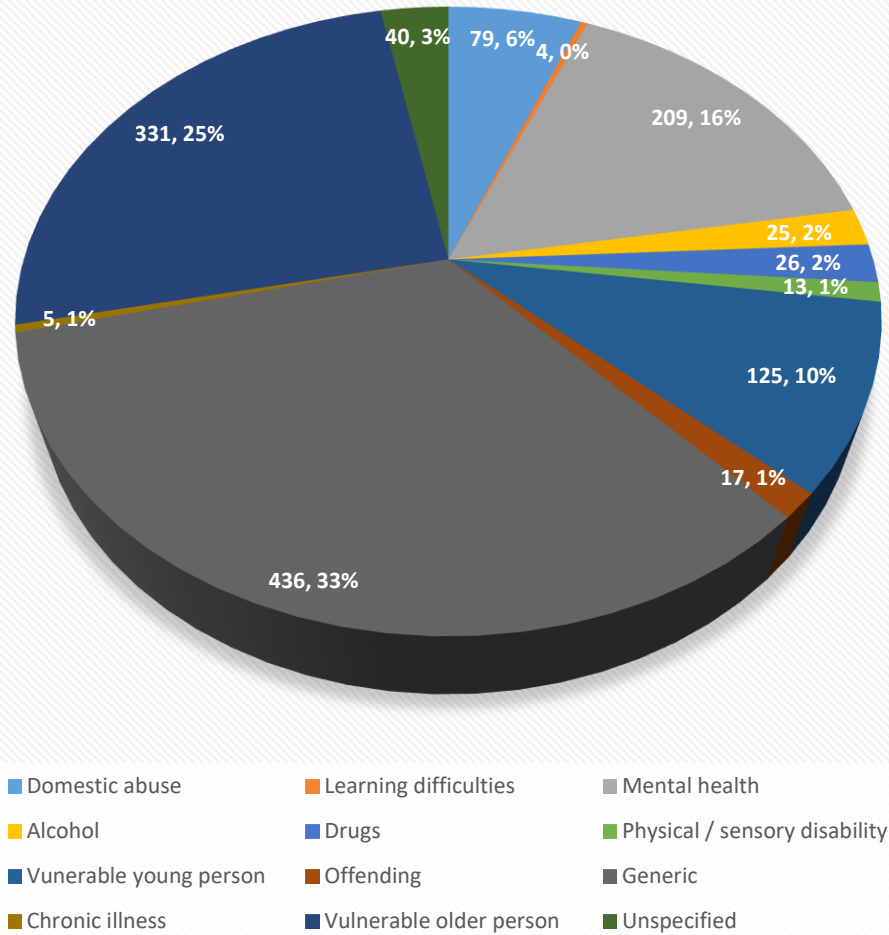
3.2.2 The number of completed NME returns witnessed a decrease of 131 presentations which in percentage terms equates to 10%. This could be attributed to the fact that Supporting People ceased commissioning, housing related support via the traditional reablement service provided by Adult Social Care from September 2016. Previously the internal adult social service provider who delivered the reablement service would complete an NME form for all

cases, despite not all service users qualified for housing related support due to the statutory requirement to deliver social care. In reality, however, it could be argued, that the number of bona fide homeless prevention needs mapping actually increased. In the previous year's returns of the 1441 referrals, 496, were reablement based, meaning that 945 would have been homeless prevention focussed. In comparison the latest full year returns for 2016/17 consisted of a total of 1,310 submissions of which, 170 were reablement focused. Therefore, the number of homeless prevention cases totalled 1,140. Comparing like with like would indicate that an increase of 195 or 20.6% in actual presentations for accommodation or support based needs having been received.

3.3 Analysis of the Needs Mapping Returns for 2016-17

3.3.1 Generic reasons accounted for a third of all lead needs presented during 2016/17. This would seem to further amplify the complexities of needs experienced by some of our most vulnerable citizens, particularly relating to managing accommodation and finance. A quarter of all lead needs recorded were for older people aged 55 and over. However, the number of older people recorded has dropped, by 8% compared with the previous year, probably due to the fact that Reablement services ceased recording from September 2016. A total of 209 (16%) people were recorded as having mental health needs, an increase of 6% from the previous year. It should also be noted that a significantly high number of people present with mental health as a secondary need. An increase of 2% from 8% to 10% of the total needs presented was recorded for vulnerable young people, whilst domestic abuse returns almost halved from 11% to 6%. The returns for people with lead needs associated with domestic abuse should be interpreted with caution and may be as a result of under reporting by the provider. The numbers recorded for the various other groups are consistent with previous years, although it is positively recognised that the 40 cases recorded as having an unspecified lead need, representing 3% of the total received is the lowest since NME's have been collected. The pie chart below provides a graphic breakdown of lead need recorded during 2016/17.

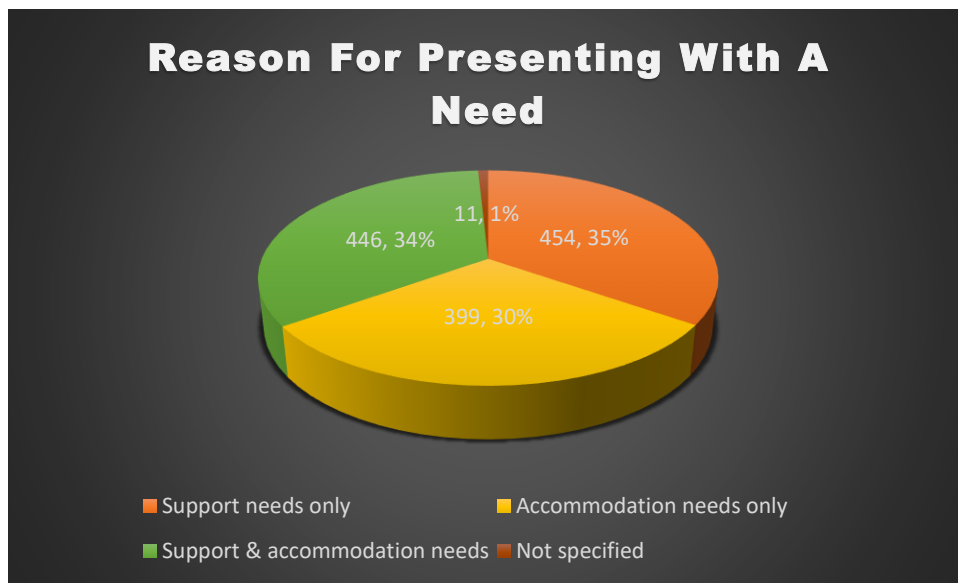
Lead Need



3.4 Reason for Presenting in Need

3.4.1 A total of 35 % (454) individuals presented with support needs alone. This compares with 612 (42.0 %) during the previous year. In contrast 30% (399) presented with accommodation needs alone. This compares with 441 (31.0 %) during the previous year. A further 34% (454) recorded both support and accommodation needs as being required, compared with 366 (25% the previous year. 1% (11) failed to specify their reason for presenting

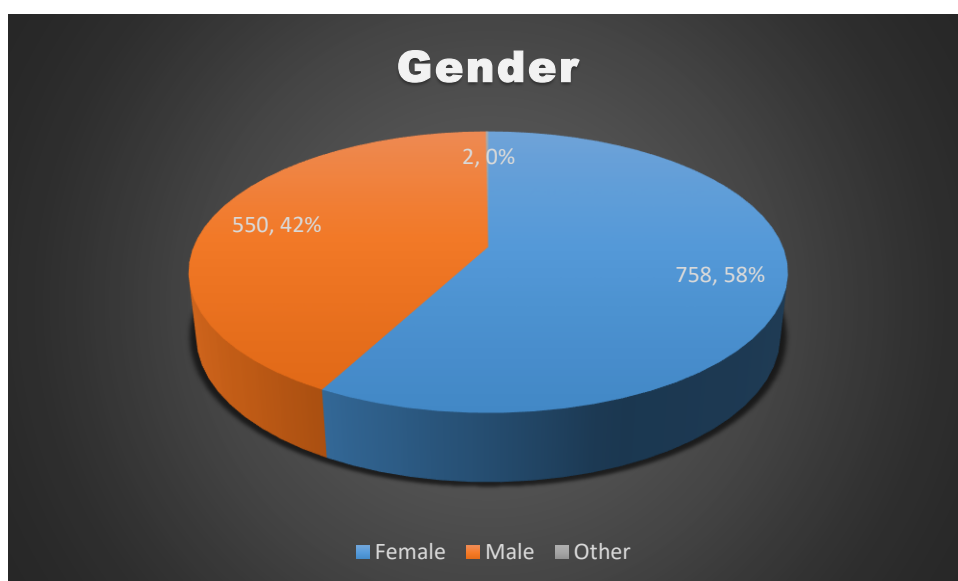
Fig2



3.5 Gender Split

3.5.1 From the total of 1,310, representations made, 758 , (58%) were female and 550 (42 %) were male. This compares with 826 (57%) females and 615((37%) males during 201516, reflecting an almost identical percentage gender split recorded during the previous year.

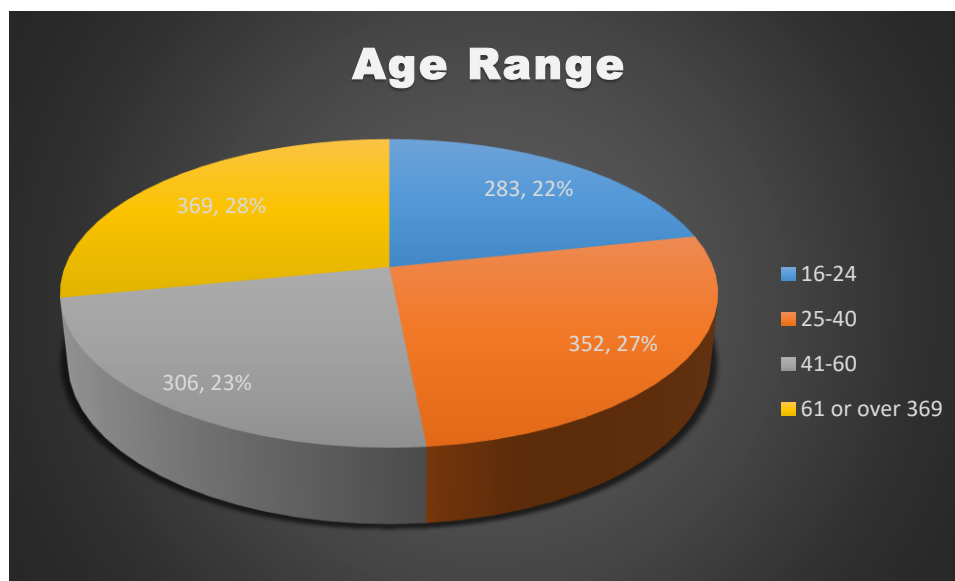
Fig3



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

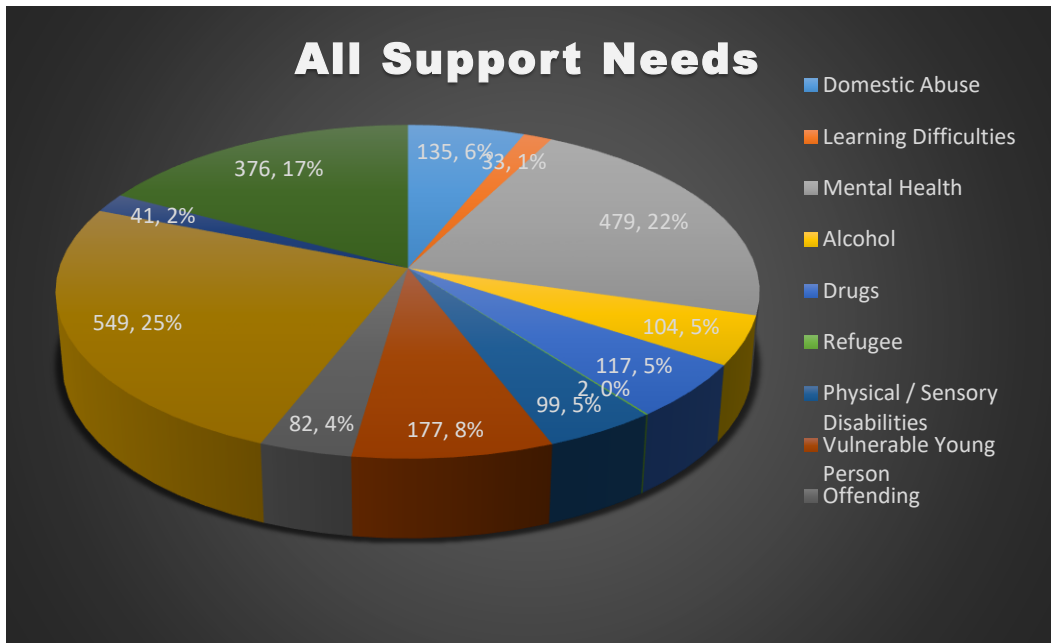


3.6.2 A total of 28% (369) who presented were aged 61 or older, followed by 27% aged 25-40 (352), with those aged 16-24 and 41-60, recording 22% (283) and 23% (306 / 268) respectively.

Overall, there has been a marginal shift in the age ranges of those presenting with needs. An increase of 2% has been recorded for 16 to 24 year olds, with an increase of 1% amongst those aged 25-40. The most significant shift has occurred within the 61+ age group which has witnessed a drop from 35% to 28%, which has been largely absorbed by an increase of 4% amongst the 41-60 age group. As previously highlighted within this chapter, needs mapping is not an exact science and the decrease in the numbers recorded for those aged 61+ would seem to correlate with the cessation of commissioning of reablement services mid-way through the reporting period.

3.7. All Levels of Need.

Fig 5



3.7.1 A total of 2,194 overall needs were recorded for the 12 month period for 1.4.16 to 31.3.17. This is a reduction higher than the previous year's total of 2,194

3.7.2 Generic needs accounted for 549 representations which was commensurate with 25% of the overall needs reported. This is an increase of 8% in generic category, having recorded 17.2% for the previous reporting period. A substantial increase was again recorded in overall mental health needs with 479 (22%) recording relevant needs be it lead, secondary or third level needs within this category. This compares with 358 (15%) for the previous year and is a worrying trend, particularly within the 16-24 year group. Generic and mental health relevant needs therefore accounted for 47% of all needs reported. As expected, older people and young vulnerable people were the next two highest needs reported with 376 (17%) and (177) 8% respectively. This compares with 525 (22.1%) for older people and 154 (6.5%) for young people during the corresponding period for 2015/16. It appears that domestic abuse has again been under-reported with a reduction from 8.6% (204 / 2,373) to 6.2% (135 / 2,194) of all the needs recorded.

All other needs reported for other vulnerable groups such as offending, substance misuse and learning disability remain consistent with data collected from previous years.

3.8. Outcomes

3.8.1 A total of 4,344 target outcomes from the needs mapping data were recorded over the year. This shows a small increase from the previous year's total of 4312. Managing Accommodation was the highest recorded outcome category with 918 (21.1%), compared with 871 during the previous year which was commensurate with (20%) of all outcomes recorded.

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 highlighting the importance of preventative action.

In addition to managing accommodation, a further 4 out of the 11 mandatory outcome categories recorded increases from the previous year’s returns, these being managing relationships, community inclusion, managing money and mental health which showed the highest rise from 293 to 393. In comparison, feeling safe, safety of self / or others, employment / volunteering, physical health and living a healthy and active lifestyle all recorded a decrease in the number of positive outcomes achieved, whilst education and learning remained unchanged,

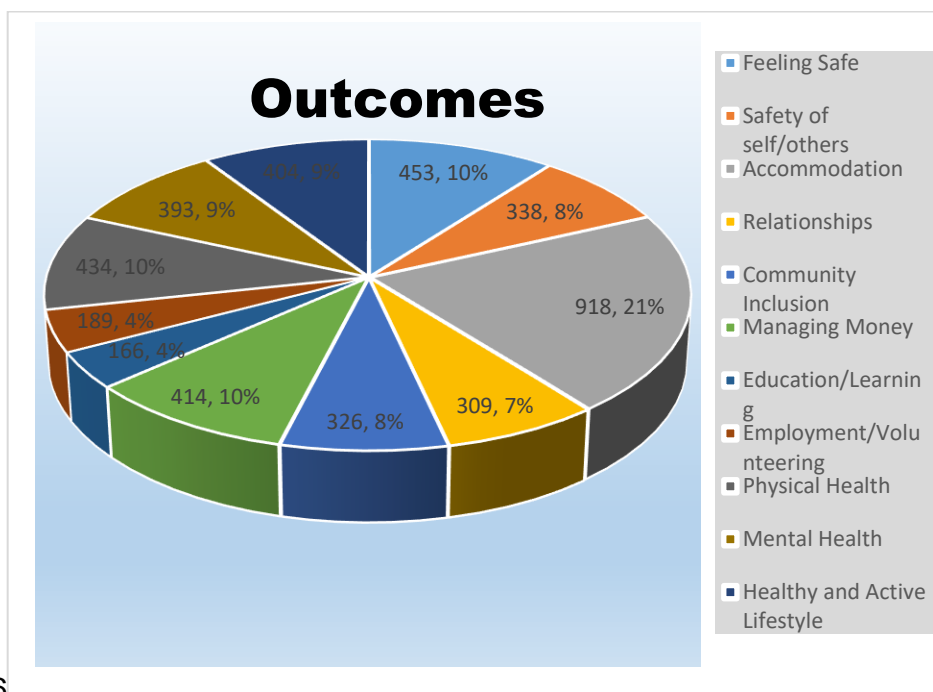


Fig 6

3.9 Service Gaps

3.9.1 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 across public services, which has impacted significantly upon statutory services at a time when need levels have been increasing year on year. However, the decision by Welsh Government to maintain Supporting People funding levels for a fourth consecutive year, 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, a stagnant and 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.

3.9.2 Young People

3.9.3 The number of enquiries received by our Services for Young People and subsequent referrals have increased substantially over the past 6 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.

3.9.4 In November 2017 all housing related support for young people was subject to a tender exercise. The number of units has been increased to 51 of which 27 are delivered at fixed accommodation sites, with a further 24 units of floating support delivered island wide. Currently there are 12 number units of floating support delivered to this group. This demonstrates that we have been made effective use of intelligence gained from robust monitoring and service planning to identify and address a gap in provision for this particular service group.

3.9.5 Domestic Abuse

3.9.6 Anecdotal evidence gathered from needs mapping data and quarterly monitoring visits would suggest that domestic abuse is decreasing. However, the numbers of domestic related incidents reported to the Local Authority and Community Safety Partnership is shown an increased volume, with a number of cases displaying acute needs which require multi agency assessment and intervention. It is recognised, that 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, and we will continue to work in partnership with our designated providers in a bid to improve current reporting of cases to the Supporting People Team which appears to conflict with data held by our partners within Social Services, and North Wales Police etc.

3.9.7 Work will remain ongoing to remodel Domestic Abuse on a regional basis during 2018/19. Consequently, as mentioned in the section of this document which focuses on regional development, the direction of travel in terms of local commissioning of domestic abuse services will depend upon decisions made at a North Wales level.

3.9.8 Low Level On Going Floating Report - See page 47 for further information,

3.9.9 Reductions in Funding – Despite the Supporting People funding remaining unchanged for the fourth 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 without doubt result in more people presenting with needs and as a result, support services will have to prioritise in accordance with need. Therefore, 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.

3.9.10 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.

4.0 Consultation Evidence.

4.1 The Isle of Anglesey's Supporting People Team continues to acknowledge, promote and engage in regular consultation and service user participation activities.

During the past 12 months we have undertaken activities, including.

- Service User Involvement
- 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 2017 to December 2017 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 Tender Practices

Tenders are carried out in line with Council Policies and European Procurement Rules

4.3.1 These include:

- Generic Tenancy Support,
- Young People, with Complex Needs,
- Single People aged 24-55
- Substance Misuse
 - Offending

- Mental Health
- Older People
- Young Vulnerable People 16-24 yrs
- Single People with Support Needs 25-55 yrs

4.4 Your Service Your Say

4.4.1 Since 2016 'Our Service Your Say' has collated responses from service users which has since witnessed a steady if not spectacular response from service users seeking to feedback their experiences and ideas for service improvement and development.

4.4.2 Between 1st April 2017 and 31st December 2017 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.

4.4.3 A narrative of the data from 1.4.17 to 31.12.17 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 2017/20 Supporting People Commissioning Plan contains data between April 2016 and 31.3.17.

4.5 Monitoring of Service Provision / Service Provider Engagement

4.5.1 A series of 6 monthly monitoring visits were completed in March / April and November / December 2017. 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.

4.5.2 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. Service Mapping and Priorities for Development in Anglesey 2018-2019

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 completed at the review stage.

5.1.3 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 challenging times with a need to address an ever increasing level of demand across services, without any additional funding

5.1.4 Details of how we propose to utilise the 2018/19 funding are outlined below. In accordance with Welsh Government requirements, all allocation of funding has been based on strategic planning and intelligence. 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 It is currently unclear as to whether Supporting People Monies will continue to fund housing support for people domestic abuse, as a result of the decision to establish a North Wales Strategic Board for Domestic Abuse Services. This particular service area remains a strategic priority for the North Wales Regional Collaborative Committee, as outlined in the

Regional Strategic Plan. Following discussions with Rhiannon Edwards the Regional Lead Officer on the Strategic Board, it has been agreed not to tender domestic abuse services on Anglesey until the regional strategic direction has been established.

5.2.3 Additional funding of £2,000, for the IDVA Service, has been approved by the Supporting People Planning Group, following a request received from the Anglesey / Gwynedd Community Safety Partnership Lead Officer. The additional funding, shall be used for the purchase of target hardening equipment for Anglesey Citizens experiencing domestic Abuse. This would result in increasing the IDVA contribution from £10,000 to £12,000 per annum. Such equipment is deemed eligible for Supporting People Funding as per the Grant Terms and Conditions 2017/18.

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 recent reconfiguration of housing related support services for people with learning disabilities focused on eligibility and implemented a cap on supported accommodation services at 15 hours per week and floating support at 5 hours per week. Whilst it appears that 2 (external) of the 3 providers have embraced the changes and are working towards achieving positive outcomes, the same cannot be said in relation to the internal provider. Despite initially accepting an increase of 30 hours for the provision of additional floating support, they have not been able to satisfactorily demonstrate an ability to achieve to deliver outcome based housing related support, which tapers as independence increases with a view to achieving move-on. A number of requests for evidence and service reconfiguration have been made, regrettably, none have been forthcoming,

5.3.3 It is therefore proposed to withdraw the £35,942,00 allocated for the provision of floating support from 1.4.18.

5.3.4 The reconfiguration and refurbishment of Llawr Y Dref, Sheltered Housing Scheme which is designated for people who are aged 60+ or registered disabled has provided an opportunity to innovate and develop a new service for people with learning disabilities. Further details can be seen in Section 5.

5.3.5 The withdrawal of the £35,942.00 investment shown in para 5.3.3 will be offset by a new service commissioned at a cost of £26,294.68 to the Supporting People budget.

5.4 Mental Health

5.4.1 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	

5.4.2 Following the tender for the provision of housing related support for people with mental health needs, a three year contract was awarded to CSS to deliver until 30th April 2019 with an option to extend for up to a further three years. Demand for the service, remains high, with the provider offering value for money and the service remaining strategically relevant. Commissioning arrangements will therefore continue unchanged during 2018/19.

5.5. Substance Misuse

5.5.1 Supply Map

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

	40	
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5.5.2 Following the tender for the provision of housing related support for people with mental health needs, a three year contract was awarded to CSS to deliver until 30th April 2019 with an option to extend for up to a further three years. Demand for the service, remains high, with the provider offering value for money and the service remaining strategically relevant.

5.6 Young and Vulnerable People

5.6.1 Supply Map

Provider	Units	Description
Digartref	9	Supported Accommodation, Core and Cluster Model with 7 Core and 2 Cluster Units (Coedlys)
Digartref	12	Floating Support attached to Coedlys project
Digartef	13	Supported Accommodation 9 Units at LLys Y Gwynt and 4 at y Gilfach
Digartref	18	12 Floating Support and 4 Move-on Units
	52	

5.6.2 A tender exercise was held in November 2017, following the natural cessation of the previous contractual agreement. Following the robust process and evaluation a new contract has been awarded and will become legally binding from 1st April 2018 to 31.3.2021, with an option to extend annually for a further 3 years. The number of floating support units will increase from 12 to 24 and will be managed from two fixed supported accommodation sites, these being Coedlys in Llangefni and Llys Y Gwynt, Holyhead. This will provide much needed resources for this particularly vulnerable group, without the need for significant additional investment.

5.7 Vulnerable Single Parents

5.7.1 Supply Map

Provider	Units	Description
Hafan Cymru	4	Supported Housing

Hafan Cymru	12	Floating Support
	16	

5.7.2 The vast majority of young vulnerable single parents supported as part of this contract have experienced domestic abuse, which is noted as a secondary need. Given the volume of secondary needs directly linked with domestic abuse, a recommendation was previously made to merge this service with the dedicated domestic abuse provision. However, the current uncertainty relating to future commissioning arrangements for domestic abuse has determined that no further changes in funding arrangements should be applied at present to this service user group.

5.8 Generic Floating Support

5.9.1 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 There continues to be two separate services, the former delivered by CAIS as detailed above and the latter provided by the Council's Housing Service across all tenures. The current contract is scheduled to be delivered until 30.10.2020. The services provided are of high quality, offering excellent value for money, and are both strategically relevant. Provision will therefore remain unchanged from April 2018 in respect of people presenting with generic needs.

5.9 Offending History

5.9.1 Supply Map

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

	12	
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5.9.2 Following the tender for the provision of housing related support for people with substance misuse, and or offending or generic a three year contract was awarded to CAIS to deliver until 30th April 2019, with an option to extend for a further 3 years. Demand for the service, remains high, with the provider offering value for money and the service remaining strategically relevant.

5.9.3 In addition, the Supporting People Programme Grant will fund the Prison Resettlement Officer Post from April 2018. Currently funded via the Homeless Prevention Fund, this service currently supports 28 people who are either ready to leave prison or have recently left on licence. Initial tenancy and pre-tenancy related support is provided by the Prison Resettlement Officer, and should longer term specialist support be required, e.g. after 2-3 months, the case is then transferred to CAIS who also provide services to those who are established in the community following a previous episode of contact with the Criminal Justice System Further information on the development of this new service is included in Section 5 of this document.

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 A tender exercise held in mid 2016 saw the merging of housing related support services for older people across all tenures. This resulted in a three year contract being awarded to Gorwel to deliver the service for an annual contracted sum of £ 340,853.59. In addition a small contract to provide a mobile service and alarm service for up to 40 people based on a cost and volume arrangement for the annual sum of £8,895,57. This service is to be reviewed in January 2018, and a decision will be made as to whether the service shall be recommissioned, remodelled or decommissioned. In the meantime, it is assumed within this spend plan that funding will continue.

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 A tender exercise was held in November 2017, following the natural cessation of the previous contractual agreement. Following the robust process and evaluation a new contract has been awarded and will become legally binding from 1st April 2018 to 31.3.2021, with an option to extend annually for a further 3 years. The re-tendered service will increase from its current provision of 20 to 25 units per week. The additional five units will provide designated support, for people with mental health needs, who are either experiencing difficulties in maintaining their tenancies or require more suitable and affordable accommodation.

5.12 Community Alarms

5.12.1 Supply Map

Provider	Units	Description
Housing Services (Tunstall)	1280	Community Alarms within Sheltered and 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	

5.12.2 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.

5.12.3 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.

5.12.4 The Aylward Review determined that all Supporting People services should be based on need rather than tenure. All direct support provision is now compliant with this requirement. However, in some properties, community alarms 'remain' live where there is no requirement, and consequently a charge is levied by Galw Gofal for the Call Monitoring Fee and a maintenance charge which is not eligible for SP funding is paid to Tunstall.

Following discussions with key stakeholders including Senior Managers from the Housing Service, it has been agreed that the Supporting People Programme Grant should not be utilised to subsidise what in effect is an ineligible service. It is therefore proposed that an incremental reduction be implemented from April 2018, and recommended that a reduction of 50% be introduced from April 2018/19 and the remaining 50% subsidy abolished from 2019/20. The suggested timeframe will allow for a clear timeframe to be established to manage the change in arrangements for implementation of a service charge, which will need to include a statutory consultation period. Arrangements will also need to include Grŵp Cynefin Staff and Tenants in respect of Penucheldre and Llys Mair.

5.13. Single Point of Access

5.13.1 A proposal was 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 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 Following considerable preparatory work, including the setting up of processes, protocols, electronic systems and consultation with providers and key stakeholders, the Isle of Anglesey's Supporting People Single Point of Access became 'live' from 1.10.17. To date it has been a clear success and generated referrals from stakeholders who previously were not aware of the existence of the Supporting People Programme. Welsh Government recognise SPoA's as individual projects and subsequently deem them eligible for funding directly from the grant. The salary including on-costs of the co-ordinator will continue be funded in full by the grant from April 2018

5.14 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, and or 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, would also be targeted groups. 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 A paper presented to the Supporting People Planning Group in October 2017, outlined a need and benefits of establishing a low level floating support service for people who remain vulnerable following the cessation of their support package, but are unable to access any further support due to the 2 year time constraints. Initially, it was proposed that the service be tagged onto an existing service and piloted for up to 18 months. The Local Planning Group supported the case in principle, and requested a brief outline of commissioning arrangements, prior to granting full approval. However, after obtaining Legal Advice, it is now proposed that a new service be commissioned from April 2018 for up to 45 people to access support for short periods, to prevent relapse or trigger situations which will require more costly and intense statutory intervention. It is also recommended to the Planning Group, that a ceiling of £120,000 be set for the implementation of this service which shall include up to 3 Support Workers with a caseload of circa 15 each, part time administration support and initial set up costs.

5.15 Prison Resettlement Officer

Over the past couple of years, Anglesey have benefited from the availability of Homeless Prevention Grant to fund this post. There is without question, clear evidence of a correlation between this post and the key ethos within Supporting People Services, with emphasis placed on homeless prevention and maintaining a tenancy. Indeed, the current post holder who has a caseload in excess of 25 is already producing needs and risk assessments as well as outcome focussed support plans as he provides pre-tenancy support for prison leavers and makes recommendations in relation to the Housing (Wales) Act 2014. Once pre-tenancy support has achieved the agreed and identified outcomes. Cases are then transferred to CAIS the designated provider of support for this client group, to provide specialist support, and thus avoiding unnecessary duplication. CAIS will also deal with ex-offenders who are no longer on licence etc. All prison leavers and those currently released back into the community on licence will be referred to the SPoA and PRO as a first points of contact. It is therefore logical that Supporting People fund this post from 2018/19.

5.16 IDVA

5.16.1 The IoACC Supporting People Planning Group has funded the IDVA Service since 2010, in conjunction with the Anglesey and Gwynedd Community Safety Partnership. Evidence gathered from monitoring data, and service reviews, the annual £10,000 contribution made from the Supporting People Programme Grant, represents excellent value for money. Unfortunately, the number of people having to access this service is continually increasing and the need for additional measures such as target hardening equipment for those considered to be at high risk of harm is also at an increasing level. The current Supporting People Guidance allows for greater flexibility in relation commissioning services for victims of domestic abuse and has now been extended to include specific equipment for safeguarding purposes. Following discussions with the Community Safety Partnership Lead Officer a need has been

identified for additional funding of £2,000, specifically for the purchase and fitting of particular equipment / appliances. This would result in funding for IDVA services increasing from £10,000 to £12,000 per annum. It is the opinion of the lead officer that this would provide a spend to save model, representing good value to the Programme and reducing potential impact and cost on statutory services such as Health and Criminal Justice Bodies.

5.17 Llawr Y Dref / Learning Disabilities

5.17.1 The redevelopment of Llawr Y Dref, Sheltered Housing Scheme has provided opportunities for innovation and inclusion. The Council as landlords are keen to make available 3 properties for people with Learning Disabilities to be supported to live independently within the community. It is recognised that Housing Related Support will be a key factor in reaching the objective of a vulnerable person's ability to maintain his or her tenancy. It is therefore proposed within this commissioning cycle, following approval by the Local SP Planning Group, that Supporting People contribute towards the cost of support, and that the impact of removing the floating support funding as outlined above will be mitigated by commissioning support as previously mentioned above, to the value of £26,294.68

5.18 Regional Commissioning Allocation

5.18.1 During April 2017, the Regional Collaborative Committee agreed that all six North Wales Local Authorities should contribute 0.5% of its annual funding, in order to facilitate opportunities for enhanced joint working with a view to increasing regional and or sub regional commissioning arrangements. An example of this included the commissioning of the report detailing services available to Prison Leavers. It is envisaged that some of the funding in 2018 will be used for regional domestic abuse purposes, which may include focussing on establishing a regional service for male victims of domestic abuse.

5.19 Conclusion

The Supporting People Programme is entering into arguably its most uncertain stage since its introduction in 2003. Continued substantial investment by Welsh Government into the Programme is now under greater scrutiny than ever. The introduction of the Flexible Funding Early Intervention – Prevention and Support Grant' which will be piloted across Seven Welsh Local Authorities including Conwy, and will allow for 100% virement across the following Grants:

- Supporting People
- Flying Start,
- Families First,
- Communities First Legacy Fund,
- and a new Employability Grant.

This new budget line is worth £252million in 2019/20, which is £13million less than the combined total of these grants in 2018/19. It is unclear which services will be affected by the £13million cut.

In comparison Anglesey will be one of 15 Local Authority Areas which will see the current virement arrangements increased from its current 5% to 15% from April 2018.

6.0 Spend Plan.

6.1 The information and data contained in the table below, compares the proposed budget for the 2018-19 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
2018/19	£2,643,866

Supporting People Spend Plan 2018/19

Client Group	2017/18 Total Grant Allocated £	% Increase or Decrease since 2016/17
Women experiencing Domestic Abuse	£162,752	0.00%
Men Experiencing Domestic Abuse	0.00	0.00%
People with Learning Disabilities	£479,266	-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	£83,697.66	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)	£497,697.13	+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)	£169,749.16	0.00%
People aged over 55 years of age with Support Needs (exclusive of alarm services)	£349,749.16	+4.0%
Generic Floating Support / Peripatetic (tenancy support services which cover a range of needs.	£284,543.71	0.00%
<i>Alarm Services (inc sheltered / extra care.</i>	£56,749.92	0.00%
Proposed New Off the Shelf Projects 17/18	£	
1. Single Point of Access	35,432.27	
2. Low Level On-Going F/S	£ 111,615	
3. 1% contribution to Regional Pot	£	
4. Low Level On Going F/S	13219.33439	
5.	£120,000	
Total	2,643,866.03	

Appendix 1

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?	<p>The impact of proposals contained within the Supporting People Programme Grant Commissioning Strategy for 2017/20.</p> <p>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.</p> <p>The proposals include the remodelling, decommissioning and recommissioning of support services as detailed in the Commissioning Strategy and mandatory Spend Plan.</p>
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 where 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 2016/17 financial year.

Gender	Male	Female
	378	619

Age	16-24	25-34	35-44	45-54	55-64	65+
	156	153	120	96	70	240

Ethnicity	White	Mixed White and Asian	Mixed White and Black Caribbean	Mixed White –Other	Asian or Asian British-Indian	Asian or Asian British -Pakistani			
	809	0	2	1	0	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		0	0	3				
Ethnicity	Black or Black British Other		Arab	Gypsy / Traveller	Other				
	0		0	0	3				
Nationality	Welsh	English	N.Irish	Scottish	British	Irish	Other		
	327	146	1	0	172	4	17		
Preferred Language	Welsh		English		BSL		Other		
	281		174		0		10		
Religion	None	Buddhist	Jewish	Sikh	Hindu	Christian	Muslim	Other	Not Ans
	303	1	0	0	0	58	1	12	111
Disability / Impairment	Mobility	Sight	Hearing	Mental Health	Learning Difficulty	Dexterity	None	???	
	23	6	4	331	69	7	121	21	

		Sexual Orientation	Bisexual 10	Gay or Lesbian 8	Heterosexual 348	Prefer Not To Say 229
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?	Ned Michael (Head of Housing Services, Isle of Anglesey County Council)				
6.	Who else is involved in undertaking this EIA?	<p>Arwel Jones – Principal Development Officer, Housing Services, with Lead Officer Responsibility for the Supporting People Programme.</p> <p>Anne Sutton - Data and Financial Analyst.</p> <p>Lesley Thomas– Review, Contract and Development Officer – Supporting People Team</p> <p>Caron Jones – Supporting People Data and Financial Analyst</p>				
7.	Is the policy related to other policies/areas of work?	<ul style="list-style-type: none"> • • 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: 				

		<ul style="list-style-type: none"> • 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 3 rd 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.

	<p>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.</p>
<p>12 - What potential contribution does this policy / area of work make towards ensuring that the Island's historical and contemporary culture flourishes and prospers?</p>	<p>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.</p>
<p>13 - Are there any Human Rights issues? If so, what are they?</p> <p>(The 16 basic rights in the Human Rights Act are listed at Appendix 1).</p>	<p>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.</p> <p>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.</p>

<p>14 - What has been done to date in terms of involvement and consultation with regard to this policy?</p>	<p>Consideration has been given to eligibility of services and commissioning arrangements have initially been prioritised accordingly. 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.</p>
<p>15 - Are there any gaps in the information collected to date? If so, how will these be addressed?</p>	<p>No</p>

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	<p>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 .</p> <p>All options must be evaluated to ensure that no</p>	<p>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.</p> <p>The Isle of Anglesey County is currently transforming its provision of accommodation and support services for older people with the emphasis upon</p>

Protected group	**Potential Impact	*Details	Mitigating action
		<p>Tenant /service user is disadvantaged in comparison to younger people with a similar degree of housing related support needs.</p> <p>Older people in general can find it difficult in adapting to change and may find the fear of change to be de-stabilising.</p>	<p>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.</p> <p>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.</p> <p>Investment in provision of housing related support for older people continues to be one of the highest in terms of numbers and overall cost.</p>

Protected group	**Potential Impact	*Details	Mitigating action
Disability	Neutral	<p>Learning Disabilities has since the inception of the Supporting People Programme accounted 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..</p> <p>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.</p> <p>In addition, there is a high level of health 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</p>	<p>Supporting People cannot fund services such as social care and health. .Transforming learning disabilities remains a strategic priority within the Local Authority and work remains ongoing to reconfigure both care and support provision for this client group. The programme is led by Adult Social Care Services, however, Supporting People, are a key stakeholder within this process.</p> <p>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.</p> <p>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</p>

Protected group	**Potential Impact	*Details	Mitigating action
		Supporting People Programme. Consequently, as stated in the Welsh Government Supporting 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.	therefore impact negatively upon the levels of care provided as a statutory function.
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	The proposals within the commissioning strategy are not anticipated to directly impact upon this protected group. It is anticipated that should any individual

Protected group	**Potential Impact	*Details	Mitigating action
		<p>pregnancy and maternity in line with this and their organisational policy</p> <p>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.</p>	<p>supported within a shared living environment such as a refuge, hostel or self-contained supported accommodation unit be assessed accordingly and where appropriate, safe and reasonable be moved to a floating support provision.</p>
Race / Ethnicity / Nationality	Neutral.	<p>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.</p>	<p>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.</p>
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

Protected group	**Potential Impact	*Details	Mitigating action
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 which requires all Supporting People funded service providers to comply with the requirements of the Welsh Language Standards and Welsh Language Measure.	We will ensure that the new providers will comply with the Council's Welsh Language Scheme and the Welsh Government's '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	<p>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.</p> <p>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.</p>	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)	<p>The impact of proposals contained within the Supporting People Programme Grant Commissioning Strategy for 2017821.</p> <p>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.</p> <p>The proposals include the remodelling, decommissioning and recommissioning of support services as detailed in the Commissioning Strategy and mandatory Spend Plan.</p>
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)	<p>No – This initial EQIA will form the basis of further work as noted below:</p> <p>Record reasons for decision.</p> <p>The EQIA will be reviewed following presentation to the Supporting People Planning Group</p>

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:	Ned Michael
	Title:	Head of Service –
	Department:	Housing Services
Review date of policy and EIA:	To be determined.	

Names of all parties involved in undertaking this assessment	Name	Title
	Arwel Jones Anne Sutton Lesley Thomas Caron Jones Equalities Panel members. Rhian Hughes – Ned Michael Fôn Roberts Phil Forbes Katy Jones Sharon Williams Barbara Williams Eiliw Llyr Tracy Davies Gwyneth Williams	Principal Development Officer SP Review, Contracts and Development Officers x 2 Supporting People Data and Financial Analyst Supporting People Data and Financial Analyst Polisi Corfforaethol 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

Appendix 2

Anglesey Supporting People Needs Mapping Report 2016-17

06/06/2017

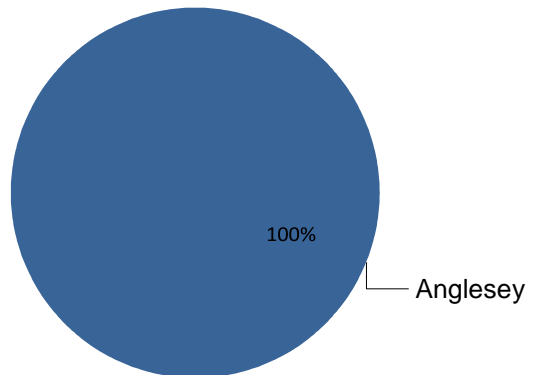
COMPLETION YEAR	Number
Total	1,310
Apr 2016 - Mar 2017	1,310

Distinct count of forms (HSID)

1,310

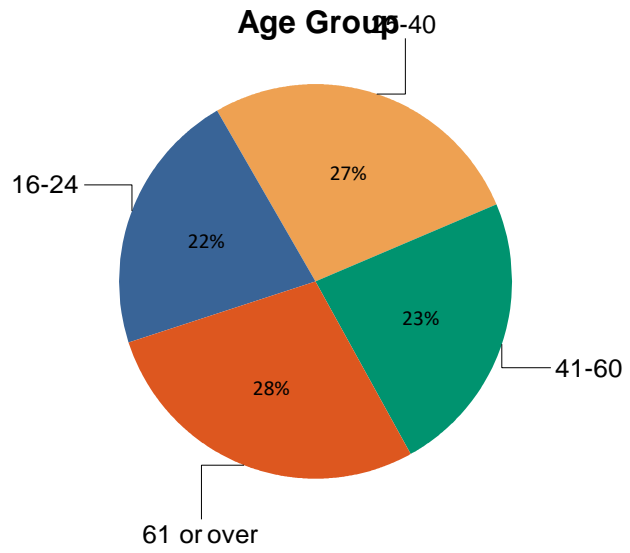
FORMS	Number
Total	1,310
Anglesey	1,310

Number of forms by Local Authority

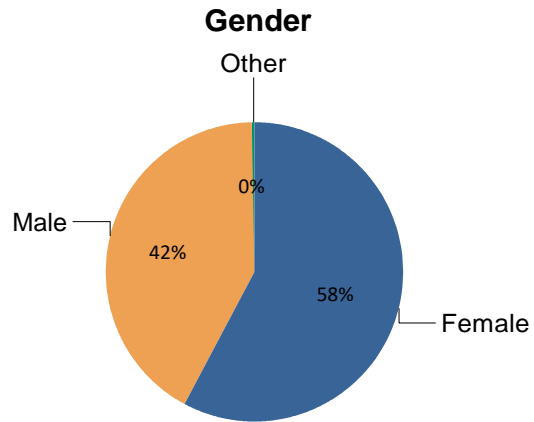


Section: Person this Form is About

AGE	Number
Total	1,310
16-24	283
25-40	352
41-60	306
61 or over	369



GENDER	Number
Total	1,310
Female	758
Male	550
Other	2



ARMED FORCES	Number
Yes	13

Section: Person Completing this Form

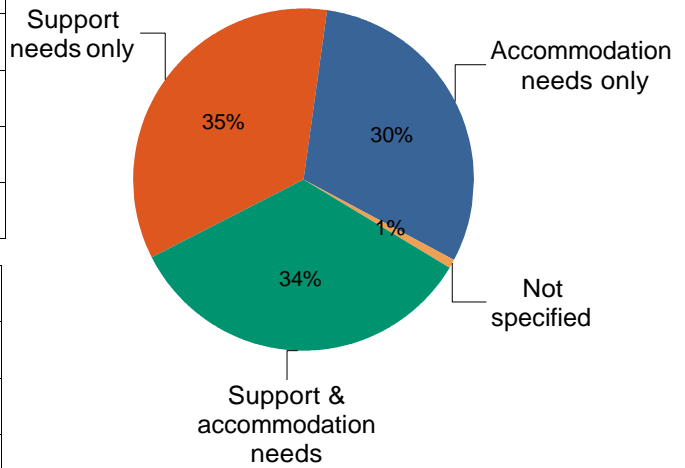
SOURCE OF NM FORMS	Forms
Total	1,310
BAWSO	4
CAIS	100
Conwy County Borough Council	1
Digartref Ynys Mon	83
GISDA	9
Gorwel	230
Hafan Cymru	18
Isle of Anglesey County Council	573
Môn Care	170
Nacro Cymru	4
National Probation Service Wales	1
North Wales Housing Association	3
The Wallich	35
Angelesy County coucil	1
CMHT Anglesey	1
Community Support Services	18
Community Support Services - Floating Support	2
Digartef	3
Digartef Ynys Mon	1
digarterf coedlys FS	1
Digartref coedlys FS	2
Digartref Cyf	11
Digartref, Coedlys	34
Digartref., Coedlys	1
IOACC - Housing Options Team	1
IOACC - Housing Support Service	1
Mon Care	1
YMCC	1

Section: Reason for Completing this Form

REASON FOR COMPLETING	Number
Total	1,310
Support needs only	454
Accommodation needs only	399
Support & accommodation needs	446
Not specified	11

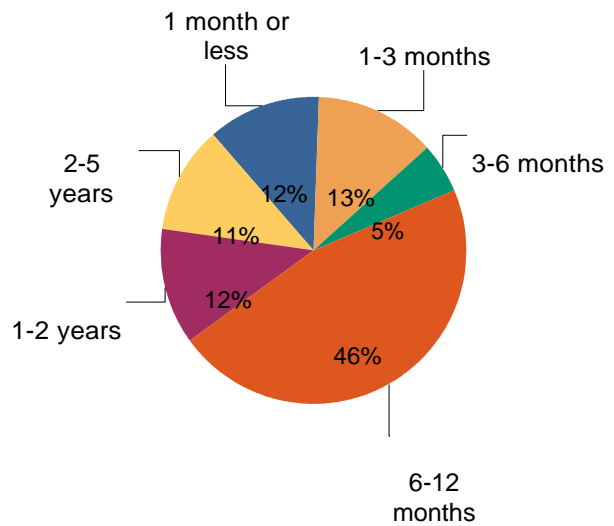
FILLED IN FORM BEFORE?	Number
Total	1,310
Yes	203
No	1,107

Reasons for Completing Form



IF "YES", HOW LONG AGO?	Number
Total	203
1 month or less	24
1-3 months	26
3-6 months	11
6-12 months	94
1-2 years	25
2-5 years	23

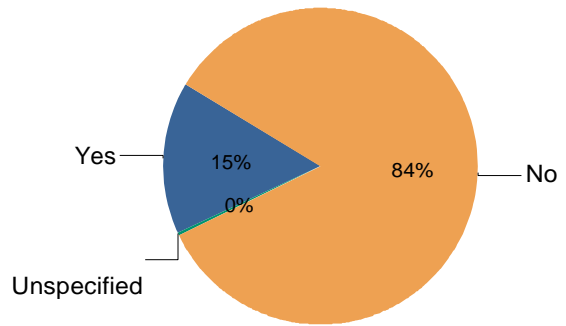
How Long Since Previous NM Form Completed?



LIVE WITH PARTNER?

	Number
Total	1,310
Yes	202
No	1,106
Unspecified	2

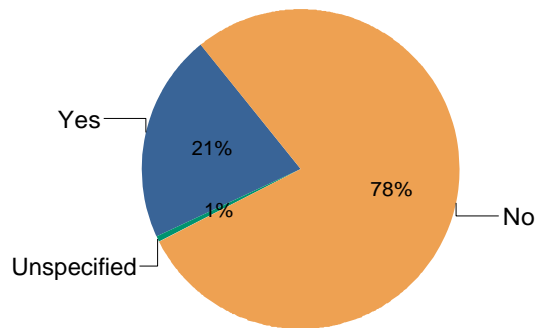
Currently live with Partner



DEPENDENT CHILDREN?

	Number
Total	1,310
Yes	278
No	1,025
Unspecified	7

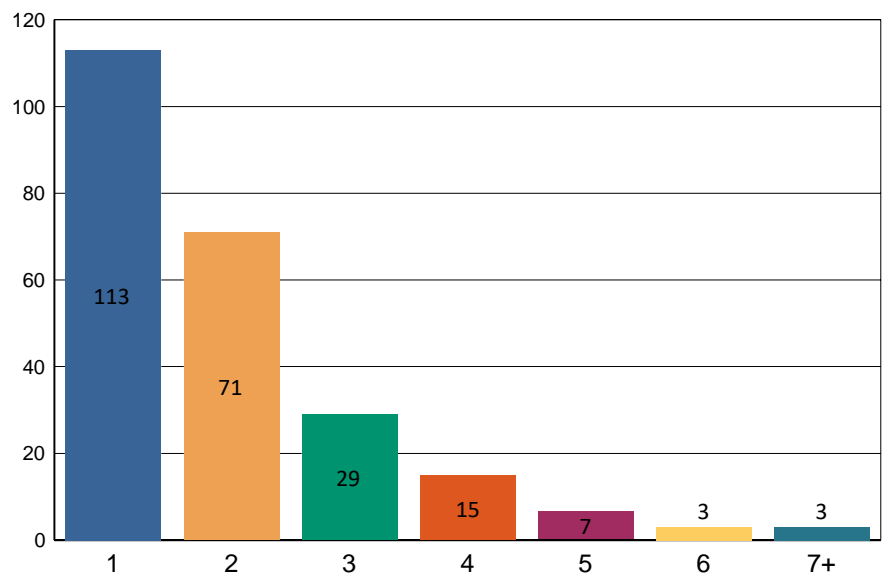
Dependent Children?



NUMBER OF CHILDREN

	Number
Total	241
1	113
2	71
3	29
4	15
5	7
6	3
7+	3

Number of Children



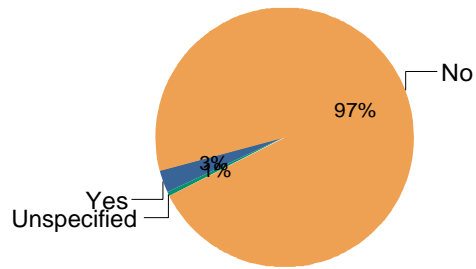
PARTNER / CHILDREN

			Children: Yes	Children: No	Children: Unspec
Total		1,310	278	1,025	7
Partner: Yes		202	81	118	3
Partner: No		1,106	197	906	3
Partner: Unspecified		2	0	1	1

PREGNANT?

	Number
Total	1,310
Yes	37
No	1,265
Unspecified	8

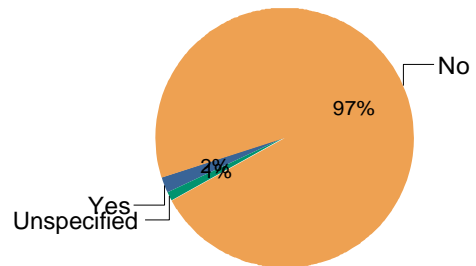
Pregnant?



DEPENDENT ADULTS?

	Number
Total	1,310
Yes	24
No	1,273
Unspecified	13

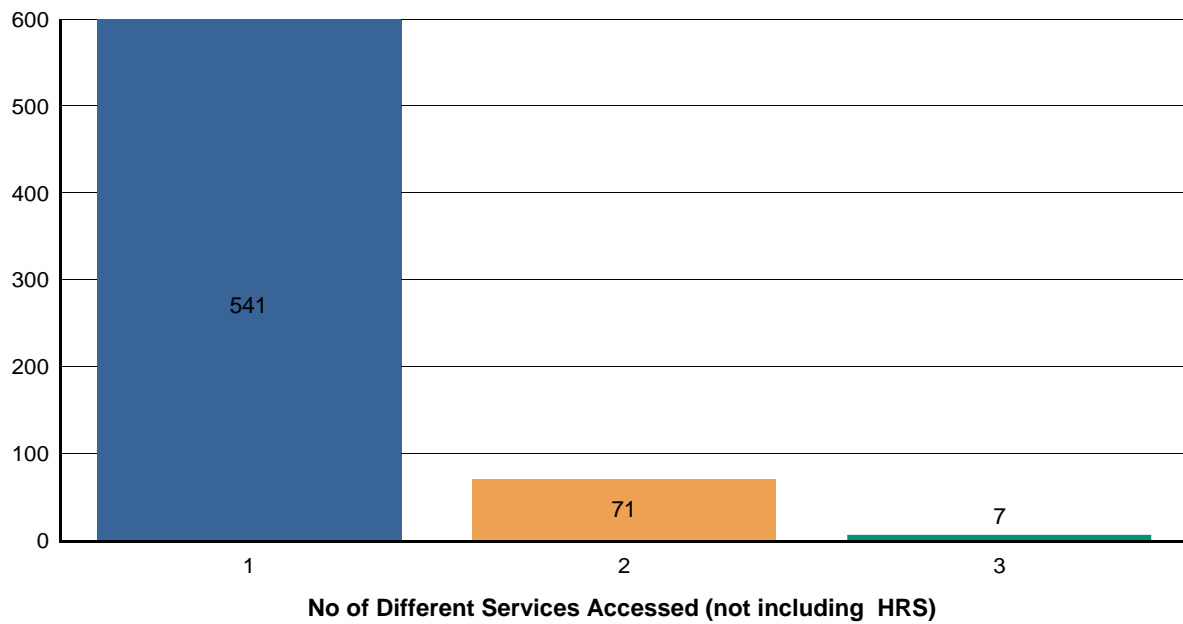
Dependent Adults?



Section: Current Services

Housing Related Support	478
Adult Social Services	212
Children & Family Services	91
Community Drug & Alcohol Service	70
Probation Service	64
Youth Justice Service	6
Community Mental Health Service	249
Child & Adolescent Mental Health Service	12
Forensic Mental Health Service	0

Multiple Current Services (not including HRS)



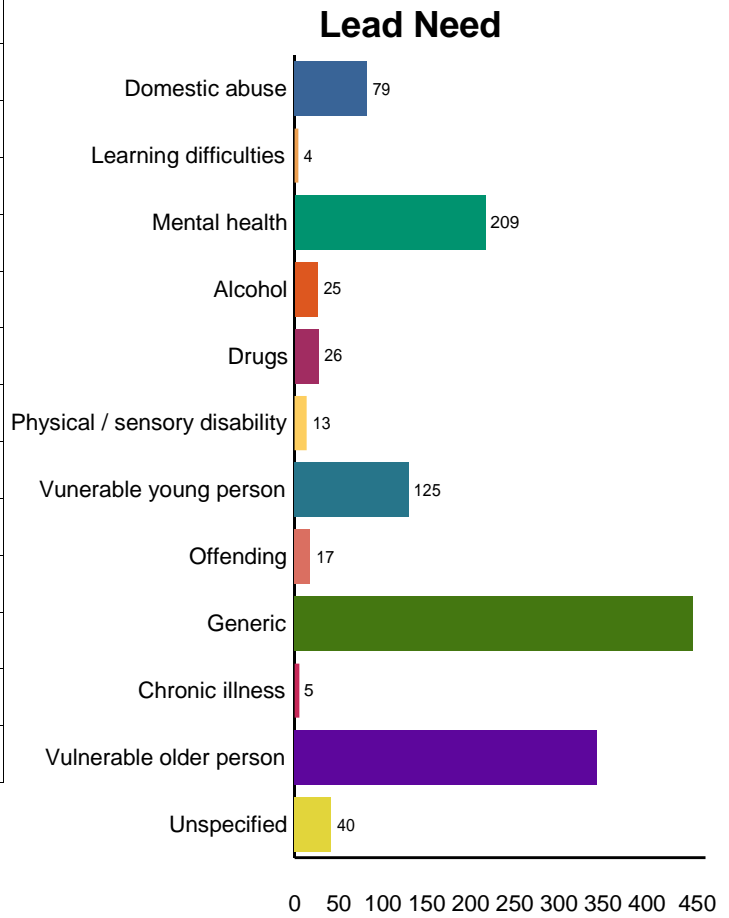
Section: Support Needs & Target Outcomes

8

Domestic Abuse	135
Learning Difficulties	33
Mental Health	479
Alcohol	104
Drugs	117
Refugee/Immigration	2
Physical/Sensory Disability	99
Vulnerable Young Person	177
Offending	82
Generic	549
Chronic Illness	41
Vulnerable Older Person	376

Feeling Safe	453
Safety of self/others	338
Accommodation	918
Relationships	309
Community Inclusion	326
Managing Money	414
Education/Learning	166
Employment/Volunteering	189
Physical Health	434
Mental Health	393
Healthy and Active Lifestyle	404

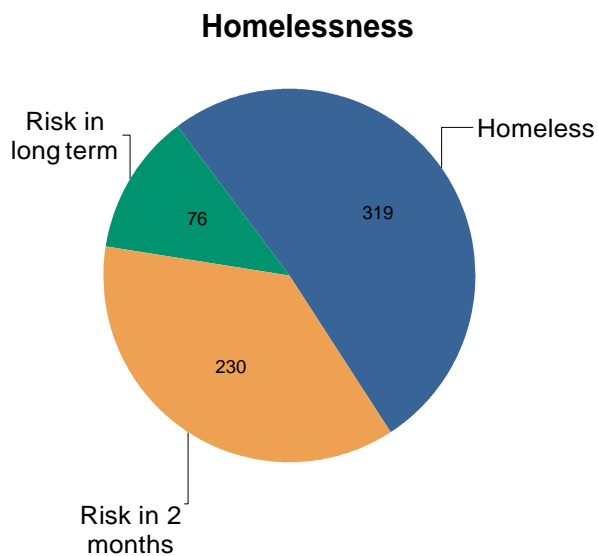
LEAD NEED	Number
Total	1,310
Domestic abuse	79
Learning difficulties	4
Mental health	209
Alcohol	25
Drugs	26
Physical / sensory disability	13
Vulnerable young person	125
Offending	17
Generic	436
Chronic illness	5
Vulnerable older person	331
Unspecified	40



HOMELESSNESS	Number
Homeless at time of completing form	319
Risk of homelessness in 2 months	230
Risk of homelessness in long term	76

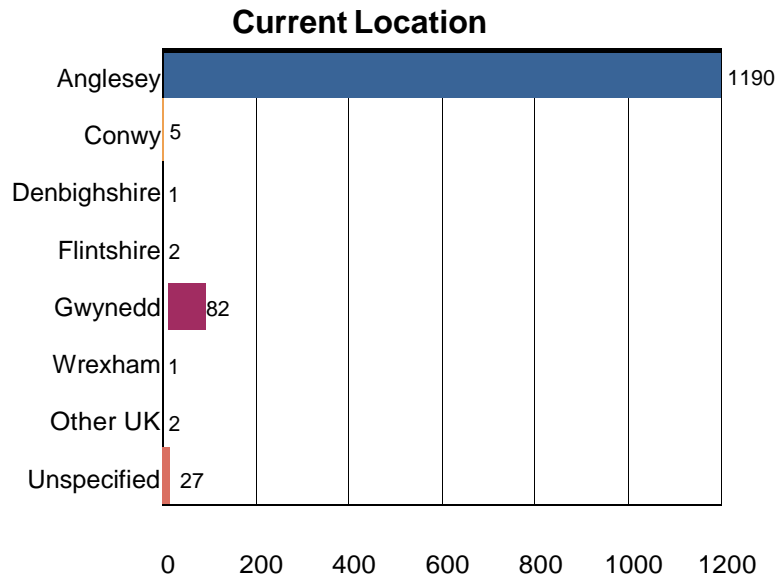
NOWHWERE TO STAY TONIGHT?	Number
Box ticked	88

Notice of eviction	179
Condition/suitability of property	101
Rent/mortgage arrears	67
Family/relationship breakdown	302
Neighbour disputes/harassment	30

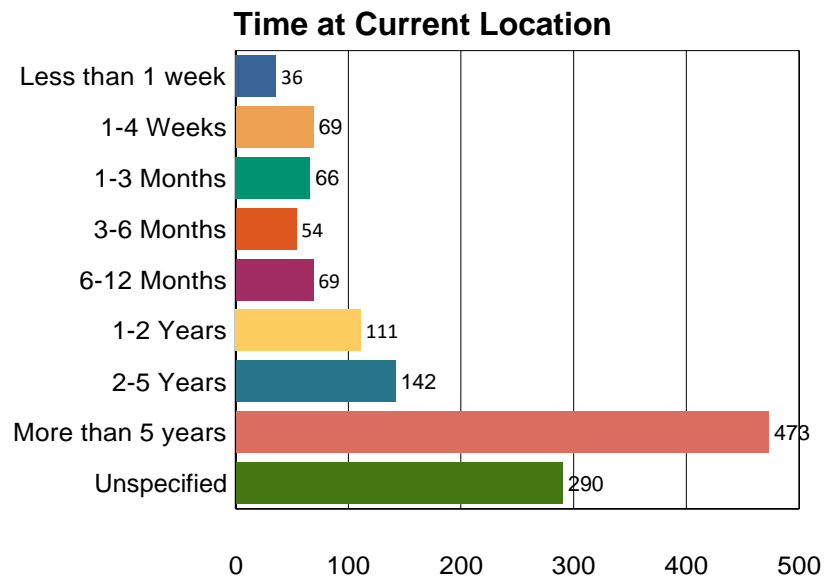


Section: Current Location

CURRENT	Number
Total	1,310
Anglesey	1,190
Conwy	5
Denbighshire	1
Flintshire	2
Gwynedd	82
Wrexham	1
Other UK	2
Unspecified	27

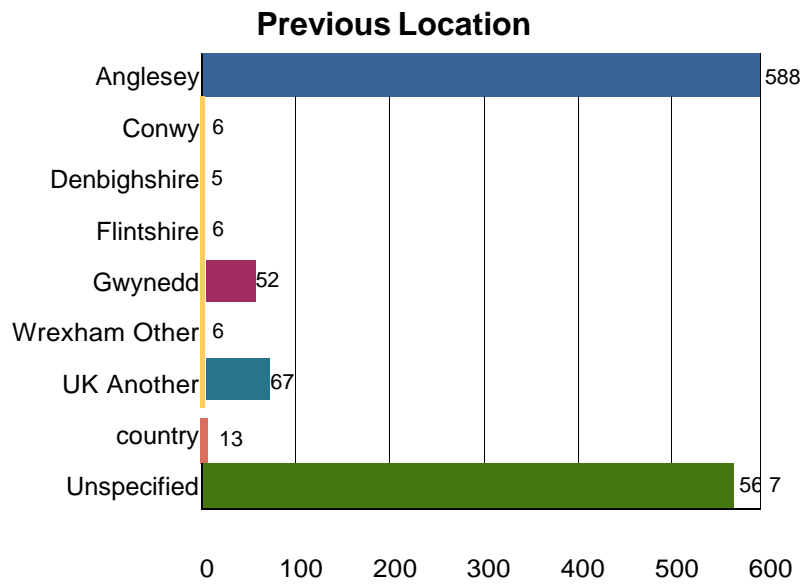


TIME	Number
Total	1,310
Less than 1 week	36
1-4 Weeks	69
1-3 Months	66
3-6 Months	54
6-12 Months	69
1-2 Years	111
2-5 Years	142
More than 5 years	473
Unspecified	290



Section: Previous Location

PREVIOUS	Number
Total	1,310
Anglesey	588
Conwy	6
Denbighshire	5
Flintshire	6
Gwynedd	52
Wrexham	6
Other UK	67
Another country	13
Unspecified	567



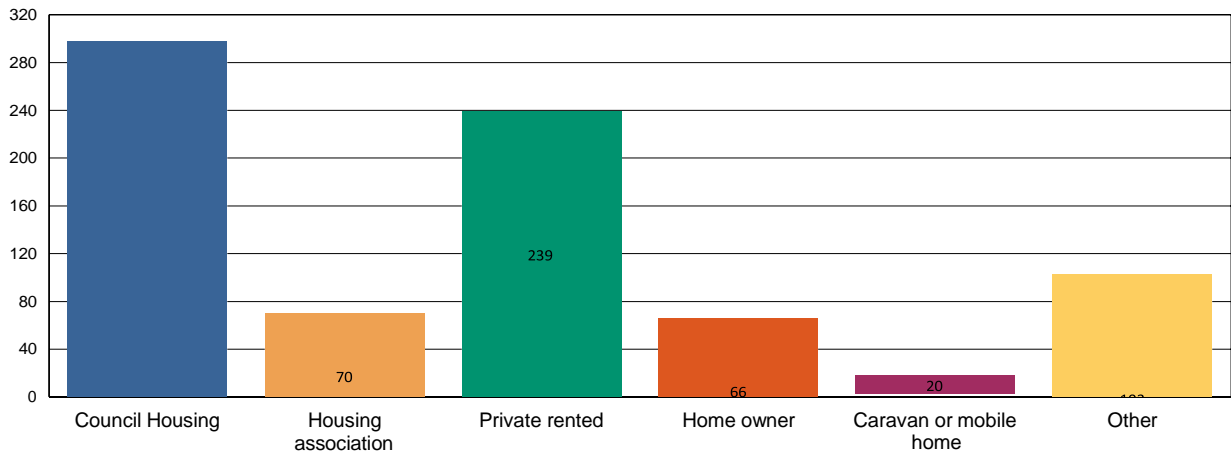
TIME AT CURRENT LOCATION / PREVIOUS LOCATION

		Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham	Other UK	Another country	Unspecified
Total	1,310	588	6	5	6	52	6	67	13	567
Less than 1 week	36	21	1	0	1	5	0	7	0	1
1-4 Weeks	69	38	0	0	1	8	0	14	2	6
1-3 Months	66	36	1	2	0	11	3	5	3	5
3-6 Months	54	36	1	1	1	3	2	5	0	5
6-12 Months	69	43	0	1	1	5	0	5	2	12
1-2 Years	111	69	0	0	0	5	0	8	2	27
2-5 Years	142	73	1	1	0	4	0	11	1	51
More than 5 years	473	226	1	0	1	8	0	9	3	225
Unspecified	290	46	1	0	1	3	1	3	0	235

Section: Current Accommodation

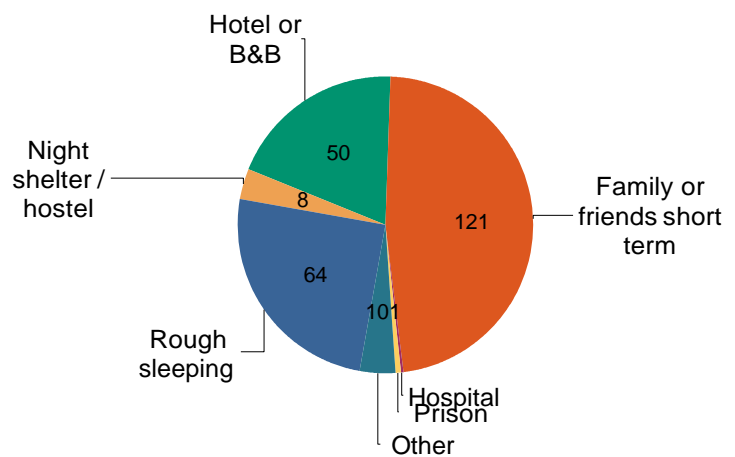
FIXED ACCOMMODATION	Total	Living in the Home of Family / Friends	Others
Council Housing	298	19	279
Housing association	70	1	69
Private rented	239	8	231
Home owner	66	6	60
Caravan or mobile home	20	6	14
Other	103	48	55

Current Accommodation



No Fixed Abode

NO FIXED ABODE	Total
Rough sleeping	64
Night shelter / hostel	8
Hotel or B&B	50
Family or friends short term	121
Hospital	1
Prison	1
Other	10



Section: Preferred Location

14

Anglesey	1,080
Conwy	8
Denbighshire	2
Flintshire	2
Gwynedd	40
Wrexham	0
Other UK	6
Another Country	4

Section: Preferred Accommodation

ORDINARY ACCOMMODATION

Council housing	496
Housing association	332
Private rented	118
Home owner	13
Caravan or mobile home	2
Other	13

SUPPORTED ACCOMMODATION

Self contained supported housing	110
Shared supported housing	78
Sheltered housing	11
Supported lodgings	16
Refuge or safe-house	2
Short term hostel	49
Residential rehabilitation facility	2
Nursing or residential care home	2
Floating Support	399
Other supported accommodation	25

Section: Equalities Information

CARER	Total
Total	1,310
Yes	25
No	1,243
Unspecified	42

ETHNICITY:

A. WHITE	Total
Total	1,268
White	1,268

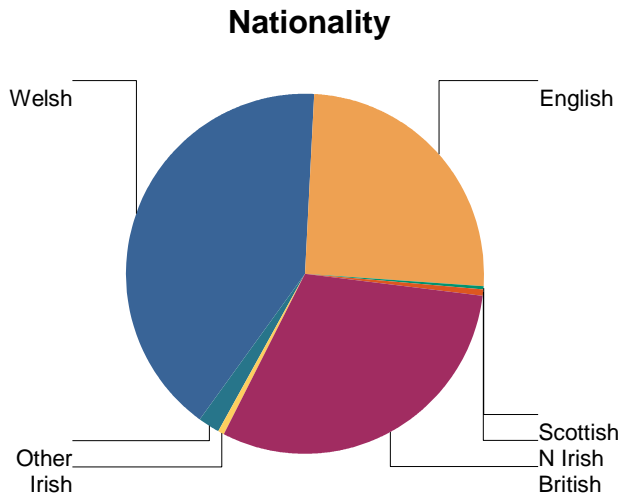
B. MIXED	Total
Total	5
White & Black African	1
White & Black Caribbean	3
Other	1

C. ASIAN OR ASIAN BRITISH	Total
Total	7
Indian	3
Bangladeshi	3
Other	1

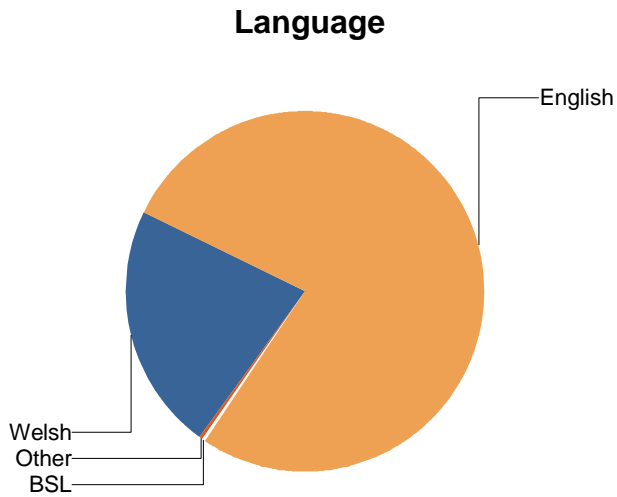
D. BLACK OR BLACK BRITISH	Total
Total	3
African	1
Other	2

E. OTHER GROUPS	Total
Total	1
Arab	1

NATIONALITY	Total
Total	1,293
Welsh	528
English	326
Scottish	6
N Irish	4
British	396
Irish	7
Other	26

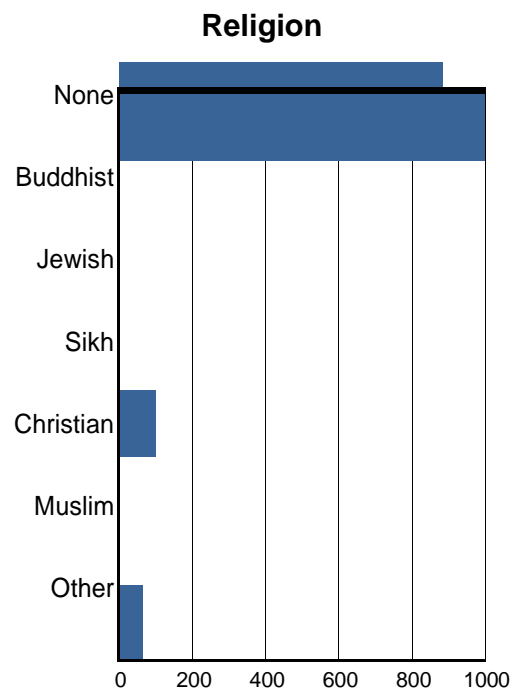


LANGUAGE	Total
Total	1,135
Welsh	252
English	878
BSL	1
Other	4



LANGUAGE	Total
Total	0

RELIGION	Total
Total	1,056
None	883
Buddhist	3
Jewish	1
Sikh	1
Christian	100
Muslim	4
Other	64



DISABILITY

Mobility impairment	103
Sight impairment	22
Hearing impairment	19
Dexterity impairment	12
Learning difficulty	35
Mental health	383
Other impairment	27

GENDER SAME AS AT BIRTH

	Total
Total	1,310
Yes	1,173
No	12
Unspecified	125

SEXUAL ORIENTATION

	Total
Total	1,310
Heterosexual	896
Gay or Lesbian	9
Bi-sexual	18
Prefer not to say	159
Unspecified	228

Anglesey

Needs Mapping Report 2015-16

06/06/2017

COMPLETION YEAR	Number
Total	1,310
Apr 2016 - Mar 2017	1,310

Distinct count of forms (HSID) 1,310

Domestic abuse	79
Learning difficulties	4
Mental health	209
Alcohol	25
Drugs	26
Physical / sensory disability	13
Vulnerable young person	125
Offending	17
Chronic illness	5
Vulnerable older person	331
Unspecified	476

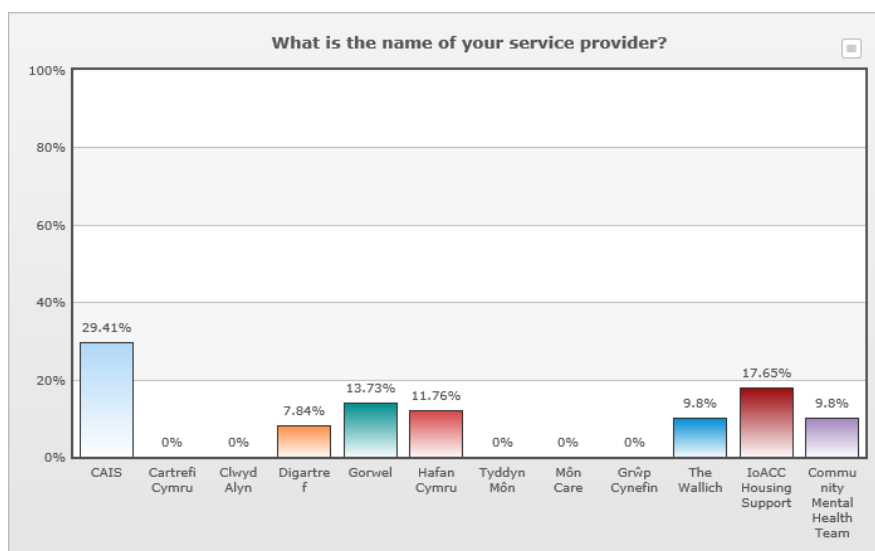
Appendix 3

Your Service Your Say

Statistics:

Survey Started – 1st April 2017
Total number of Surveys – **71**
Partially completed Surveys – 20
Total number of completed Surveys- 51

What is the name of your service provider?



From the 51 completed surveys, all disclosed the name of their service provider:

<u>Provider</u>	<u>Number of surveys</u>
CAIS	15
Cartrefi Cymru	0
Clwyd Alyn	0
Digartref	4
Gorwel	7
Hafan Cymru	6
Tyddyn Môn	0
Môn Care	0
Grŵp Cynefin	0
The Wallich	5

IoACC Housing Support 9
 CSS 5

Total of 51

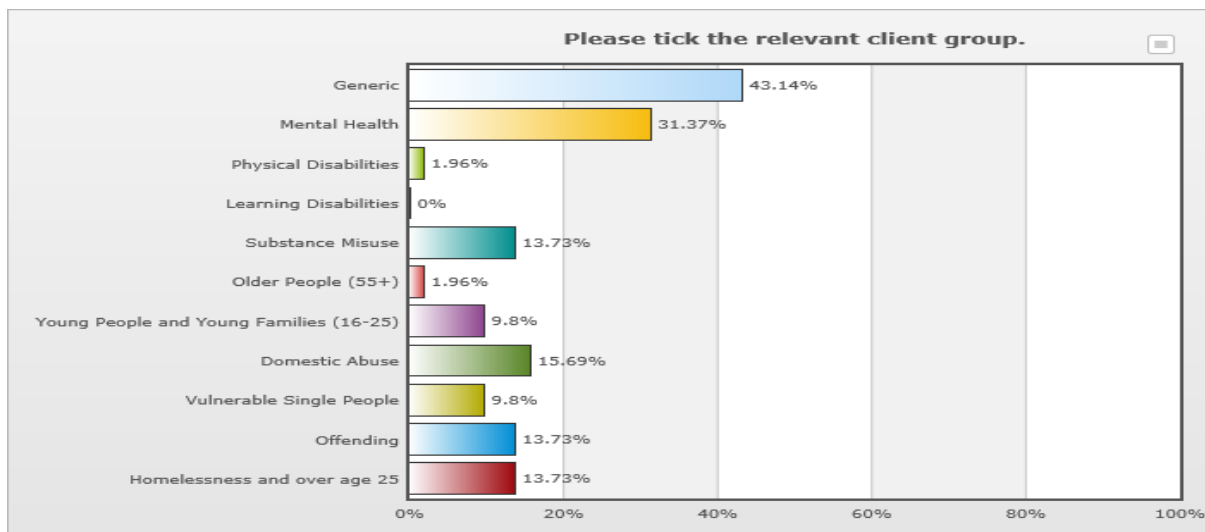
Relevant Client Group

Service users were asked to tick the client groups most relevant to them.

Out of 51 completed answers, all 51 people declared the client groups most relevant to them.

Out of all client groups Generic recorded the highest number of 43.14% (22 Service users) secondly Mental Health with 31.37 (16 Service users and in third were Domestic Abuse with 15.69% (8 Service users). Substance misuse, Offending and Homelessness over the age of 25 came in fourth with 13.73% each (7 Service users).

Although only 5 surveys were completed for service users supported by the Community Mental Health Team, 16 people chose Mental Health client group as most relevant to them.

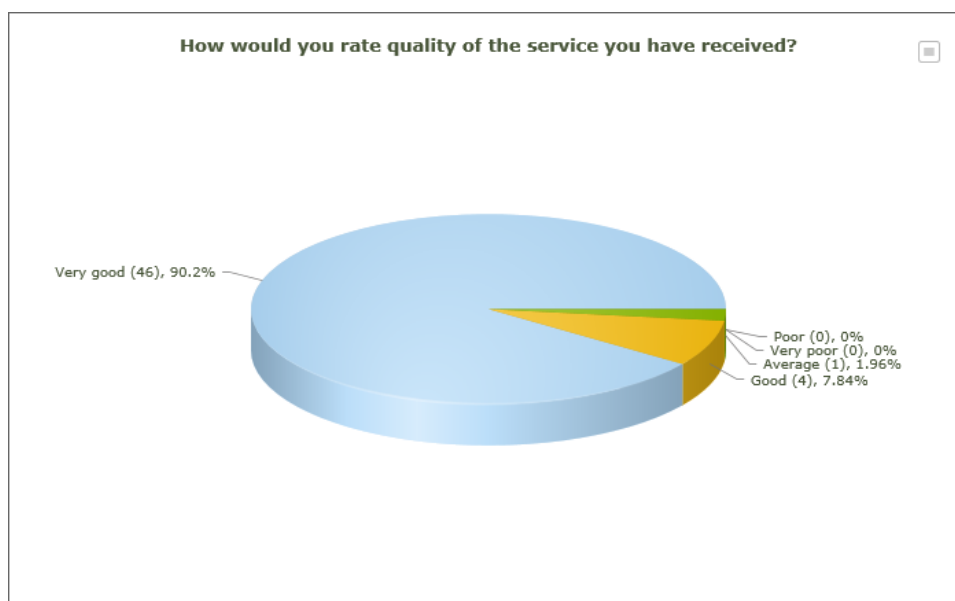


Generic	22
Mental Health	16
Physical Disabilities	1
Learning Disabilities	0
Substance Misuse	7
Older People (55+)	1
Young People and Young Families (16-25)	5

Domestic Abuse	8
Vulnerable Single People	5
Offending	7
Homelessness and over age 25	7

How would you rate quality of the service received?

Out of 51 completed surveys, all 51 people answered this question. From the completed surveys 46 people thought that the service they received was very good. 4 people thought the service was good and 1 person thought the service was average. No one thought that the service was poor or very poor.



Comments given by service users regarding the service they received.

- “Very Helpful and helps you to become independent”*
- “Because I look forward to Amie coming, she’s very helpful. I feel very comfortable and she listens”*
- “very helpful and supportive”*
- “Cais has helped me to live by myself”.*
- “been very helpful and accommodating”*
- “I don’t know where I would be without them”*
- “Supporting me to achieve my goals. Helping me to not offend or go back to prison”*
- “Because it works”*
- The support I receive is first class. Very helpful and supportive.*
- “I know I can ring and they will help me sort my issues out strait away. I can rely on their support because they are there for me”*

*“I feel like the support I have received has been very good because the people are patient and help me to be more independent”
Because I got what I asked for and also things that I didn't realise I was entitled to / apply for.*

“Lack of financial help for move on or gardening”

“cefnogaeth i cyflawni fy anghenion”

“Because I now have a flat and am no longer homeless”

“Because they get you where you need to be and there when you need them”

“Cais has helped me live by myself”

“Because Wendy has been extremely helpful and helped us get through tough times”

Because I got what I asked for and also things that I didn't realise I was entitled to / apply for.

“more support and understanding about housing than what I knew before”

“good support, easy to talk to”

Because they have been so supportive with everything I needed support with

“sorted my issues out”

“The quality of service provided by support workers in the refuge is absolutely superb. All the workers are very professional, caring and compassionate in their job.”

“This rating is because CAIS have been, and continue to be, supporting me when Anglesey Social Services Support Worker did nothing but mock my disability and mental health. I have found CAIS totally understanding to my problems of trying to gain a transfer to another accommodation which is more suitable and safer for my needs. Social Services support worker did nothing!”

“She did everything she was supposed to with enthusiasm”

“Very Helpful and very supportive and understanding”

“Enabled me to budget so that my debts (e.g. rent arrears, calor gas) arrears are paid regularly”

“Both HSO's have assisted me with form filling, housing applications, applied for DAF & warm home payments for me and given moral and emotional support and advice...”

“It's been helpful”

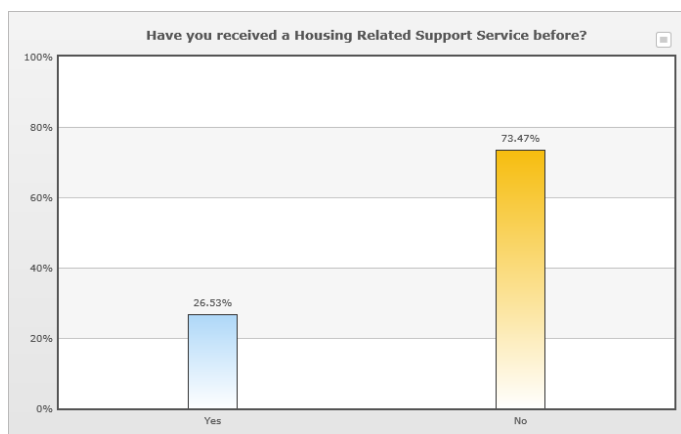
“the staff in llys y gwynt dygatref have given me good support but the fact that it is a hostel I get looked down upon for being in the hostel by outside agencies fore example jib center and collage”

Have you received a Housing Related Support Service before?

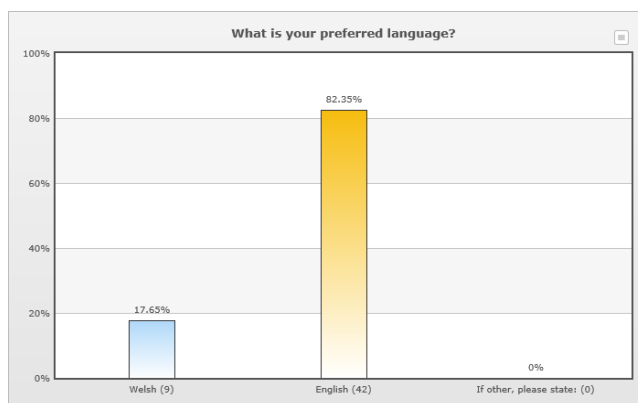
Out of the 51 completed surveys 49 people completed this question, 2 people did not answer.

73.47% (**36**) have **not** received support before. Of the **13** who answered “Yes” ,12 people gave the name of the provider which had supported them before-

- CAIS (2)
- Hafan Cymru (1)
- Digartef (1)
- NACRO (3)
- Gorwel (2)
- Housing Support Service (3)
- Pendinas (1)



What is your preferred language?

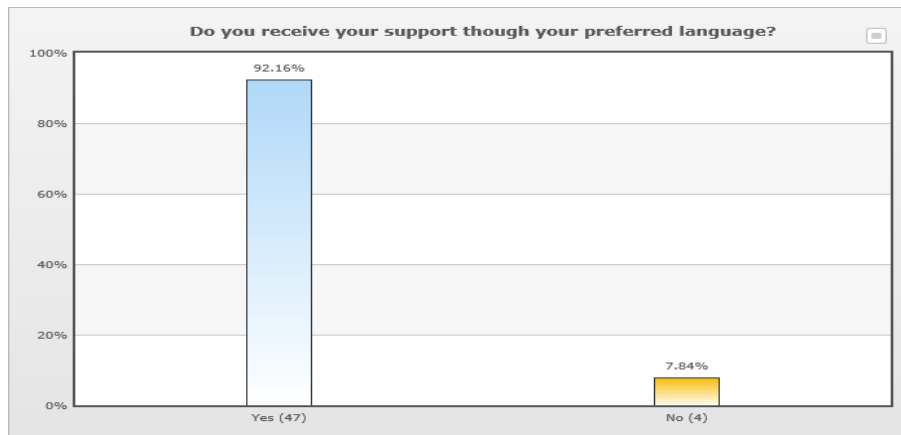


Do you receive your support through your preferred language?

From the 4 who answered “No” to the question, the reason given as to why they didn’t receive the support through their preferred language was;

“Doesn’t speak fluent welsh”.

“Most of the staff are fluent welsh speaking and the residents are too so its easier to speak welsh”.



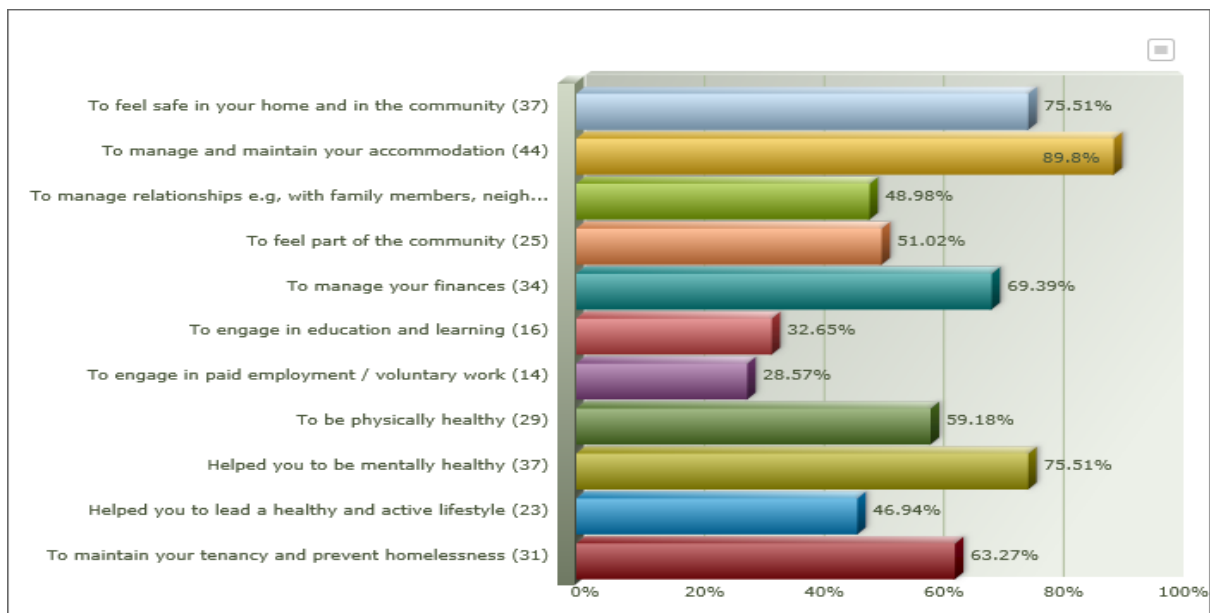
Where, in your opinion, would you be today, if it wasn't for this support?

45 people answered this question. 6 people chose not to answer. The comments below are as written on the survey given by the service users.

- “Probably in and out of prison and wouldn't have my family in my life”
- “not in a good place”
- “Still sofa surfing”
- “lost”
- “Living in my van”
- “in a gutter”
- “in a mess, bad place, not coping”
- “probably wouldnt off got some far with my son if it wasnt for the support”
- “Homeless”
- “I would definitely be in prison. I want to stay in Coedlys for as long as possible, to make sure I learn all the skills to manage my own accommodation”
- “Don't know”
- “in a damp house with my kids and no money”
- “ Still in a hostel. My mental health has improved since I have been with Hafan Cymru”
- “ Away from my children and still living in a caravan in Llanbedrgoch”
- “more than likely in prison”
- “anodd ateb, ond dychmygu na fyswn mewn lle da, yn feddyliol, ac efallai wedi troseddu oherwydd sgil effaith trais arnafi”
- “At the time my support started I was feeling very confused so having someone to show me how to deal with things has given me confidence again.”
- “on the streets”
- “probably in a ditch somewhere”
- “Still sofa surfing”
- “Homeless and family split up”
- “In the pub with no money!”

“probably lost my home”
 “homeless or deceased”
 “I might have more anxieties”
 “god only knows, cant answer, not in a good place”
 “Dead”
 “Would be homeless again if not for the fortnightly support...”
 “God only knows, probably still in a controlling relationship”
 “on the streets taking drugs somewhere not knowing what the next day will be like”
 “Homeless”
 “I would more than likely be in debt and homeless. I would not have custody of my children either. Also I would have probably got back in a relationship with my abuser. But the support given gave me hope for the future.”
 “Still in a bedsit”
 “i think i would on the streets if i wasn't here today”
 “I don't know, in a worse situation”
 “Homeless”
 “On the streets”
 “feeling lifeless, homeless, and with no support around me”
 “probably in prison”
 I feel that without the support I wouldn't have been able to of done what the staff have supported me with on my own. I probably would've hit rock bottom with depression with the way i felt and probably would've ended up on the streets. The support has been fantastic.
 “Hergest”

**Has the service supported you to achieve the below outcomes?
Please tick any that apply to you.**



49 people answered this question. 2 people chose not to answer this question.

The highest relevant outcomes that was applicable to those who completed the survey were:

- To manage and maintain your accommodation **89.8% - 44**
- Helped you to be mentally healthy & to feel safe in your home and in the community both with **75.51% -37**
- To manage your finances **69.39% - 34**

What is your opinion on the following service areas?



All 51 people answered this question.

Of these 2 people felt that “The communication between staff and clients” and “Staff” could be improved and 1 felt that “The quality of the service you receive” could be improved.

No was of the opinion that any of the service areas were poor.

Please explain your reasons for the rating- including any other comments

“They are very understanding”
 “because Amie is good at what she's doing for me”
 “Try to figure out ways to help me and communicate”
 “angen mwyo o staff... staff yn brysur yno o hyd ac allan acywb”
 “The communication overall between myself and my tenancy support officer has
 allowed me to gain confidence in the service”
 “Staff are excellent - generally do seem to care”
 “Because they explain everything to me and make me feel welcome and supported”
 “Staff are kind and helpful”
 “Very helpful and a phone call away when needed and a lifeline for our family”
 “always busy when i call there”
 “all staff is highly skilled and professional. Almost everyone speaks both English and
 Welsh which is helpful , they are literally doing everything to help people”
 “CAIS are an important Service for people across Anglesey and a service which
 Anglesey Social Services are incompetent to cover for the mentally ill people of this
 island.”
 “staff are very friendly and approachable”
 “Always keeps me updated in all aspects”
 “very helpful and the staff have got a good bond with the people that live here there
 try help everyone”
 “There is an abundant amount of support available. The staff are very knowledgeable
 and are able to help with a variety of things. The staff have been supportive and
 sympathetic when needed. I feel they treat everyone with respect and fairly with a
 non judgmental attitude.”
 “Because all the staff are involved in the support even if they are not my key worker”
 “Very understanding and easy to talk to”
 “The whole support I receive is excellent”
 “can talk to staff, they help me with my problems. Staff wrote a letter to court telling
 the judge how well I was doing, this helped me to not get a prison sentence”
 “had all the support and help I needed”

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

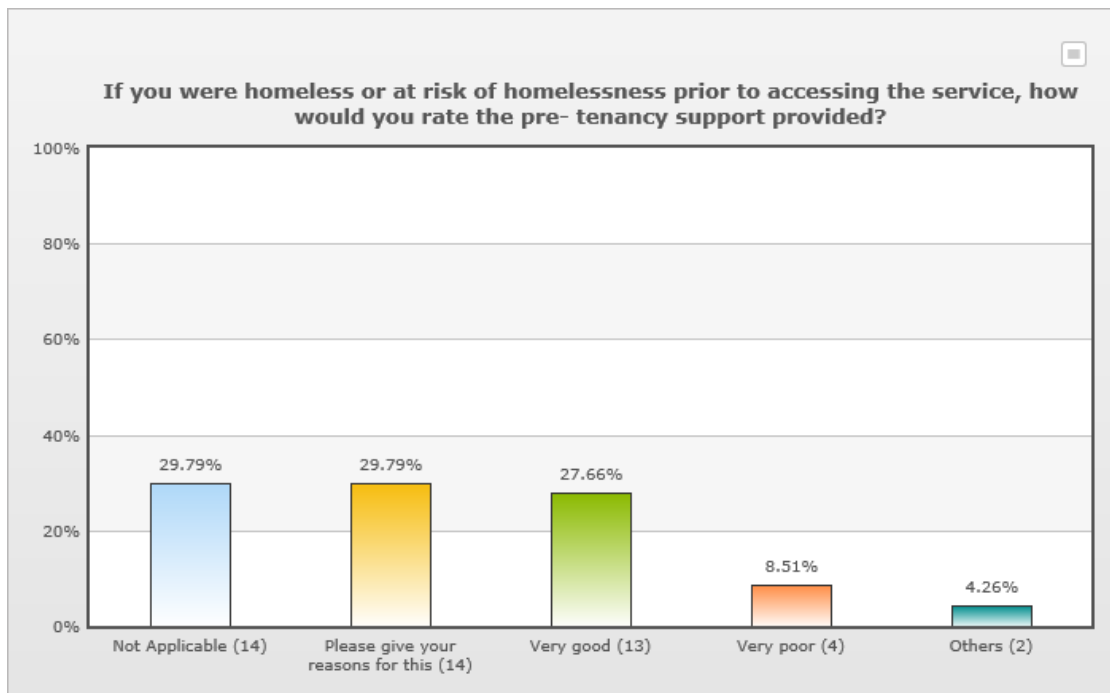
34 people answered this question. 17 people chose not to answer. The comments below are as written on the survey given by the service users.

Most people answered “No” to this question suggesting that they are happy with the service they receive.

“None at all, they are all doing a fantastic job - I would recommend the service to
 anyone who was in need of the support that is offered”
 “NO, CAIS are doing everything possible to aid my recovery”
 “no its fine as it is”
 “More one to one services that come to your home”

“provide physical assistance”
 “Good as it is”
 “there need to be more staff who can help with more specialised/difficult cases”
 “na, mwy o staff yn y wasanaeth?”
 “No I think they are doing a good job.”
 “I think Coedlys should be able to support me after I turn 25 years old. I also think 2 years of funding is not enough”
 “no as I couldn't fault the service given”
 “No I believe the Wallich do a fantastic job”
 “more follow up work on how the mental and physical health of the young people”
 “No suggestions as I feel the service is effective and successful in achieving things”
 “there need to be more staff who can help with more specialised/difficult cases”
 “more follow up work on how the mental and physical health of the young people”

If you were homeless or at risk of homelessness prior to accessing the service, how would you rate the pre- tenancy support provided?



- 47 people answered this question
- 4 people chose not to answer the question

“Prevented me from being homeless and also have helped me to manage my tenancy”

“Amie has helped with my removals and is helping me in my supported accommodation”

“Explained how they could help”
“oedd y ty roeddwn yn rhenty ar ol dianc trais wedi cael i repossesio gan y banc.
felly cefais cenfogaeth Gorwel i ddod o hyd i lle preifat ar fyr rhybydd”
“Because they made me feel I was actually getting some help and support”
“Very helpful”
“Support to get tenancy”
“there was no pre tenancy support- N/A”
“The support worker was good with keeping in touch and keeping me updated with
the process”
“All necessary help was there”

If you were homeless or at risk of homelessness prior to accessing the service, how would you rate the pre- tenancy support provided?

Of the 38 people responding to this question the following comments were given:

“Prevented me from being homeless and also have helped me to manage my
tenancy”
“Amie has helped with my removals and is helping me in my supported
accommodation”
“Explained how they could help”
“oedd y ty roeddwn yn rhenty ar ol dianc trais wedi cael ei repossession gan y banc.
Felly cefais cefnogaeth Gorwel i ddod o hyd i lle preifat ar fyr rhybydd.”
“Because they made me feel I was actually getting some help and support”
“Very helpful”
“explained how they could help”
“Support to get tenancy”
“I am now in a house”
“There was no pre-tenancy support”

Do you have any concerns regarding the service you receive?

27 people answered this question. 15 people chose not to answer. The comments below are as written on the survey given by the service users.

“no but should put more money from the rent into the house”
“ir gwasanaeth diflanu fel mae Barnardos am gwneud yn ystod y mis nesaf, gall hyn
fod yn niweidiol i bobl sydd angen y cefnogaeth”
“More Wallich people!”
“I have no concerns with CAIS. Quite the opposite, they have been a wonderful
experience to work with and extremely trustworthy people”
“None, only how I would cope without it”
“the follow up care received isn’t at its best standard”
“I think it was pretty good as it made me feel better knowing I had someone there I
could turn to.”
“dentist and getting a doctor’s appointment”

“Absolutely no any concerns.”

Do you think there are any services that are not available on the island? i.e. specialist services, counselling, transport etc

27 people answered this question. 15 people chose not to answer. The comments below are as written on the survey given by the service users.

“some sort of transport for people who suffer with mental health to be able to get to appointments and course. For example like the hospital transport service.”

“Counselling” “education and getting into work”

“transport to help me to get to and from appointments and doing my weekly shop”

“ All of them” “Everything, housing benefit are hard to deal with”

“More support in getting back into work / careers”

“Bereavement counselling-ie Cruise, Mental Health support”

“I live in a rural area with 3 children there needs to be more buses”

“Mental Health support” “other options for mental health service”

“Rehab, ways to get counselling support to help people achieve contact with their children”

“Transportation and that they are often late and take a long time just to get to Holyhead from Llangefni”

“Definite lack of general support, workers needed for learning disability clients”

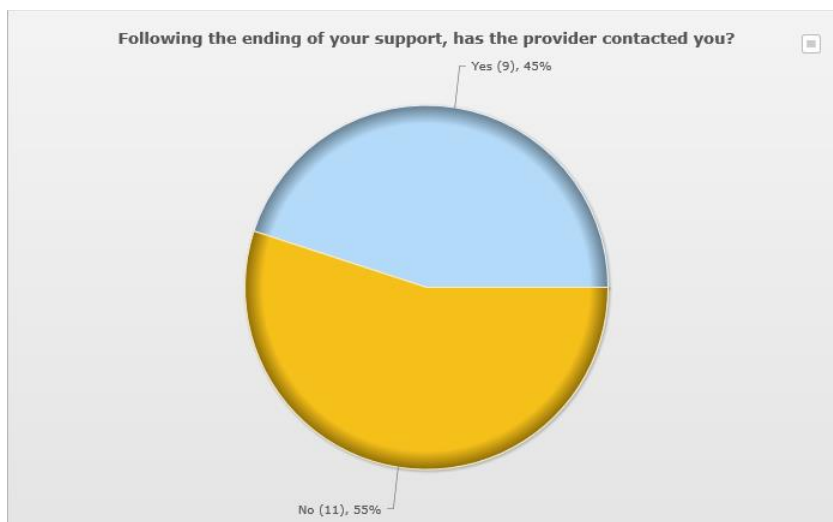
“services in the welsh first language”

“Drug addiction counselling for family / friends of addicts”

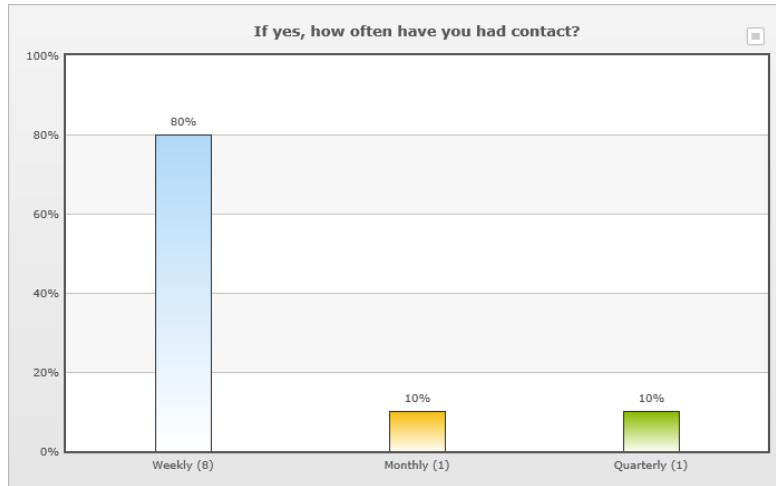
Abusive partner / Families Mental Health Support (very long waiting list)

“accommodation for people over 25 years”

Following the ending of your support, has the provider contacted you?



- 20 people completed this question
- 31 people chose not to complete this question



Following the ending of your support, has the provider contacted you?

Of the 13 people responding “Yes” to the question the following comments were given:

“roeddwn i'n cysylltu ac yn cael galwad yn ol mwy na lai yn syth.”

“I didnt want a check up”

” I use the wellbeing club”

“I go and see them at the holyhead drop in”

“I didn't want one”

“I'm to call them if I need.”

“I am still in the refuge so this question is not really relevant for me but my support worker has already referred me to my future support worker in the town I'm going to live in after I leave the refuge. Knowing the experience of other women who got help from Gorwel, they are receiving weekly follow-up checks.”

“Been advised I can re-refer if I get into difficulties”

“N/A yet”

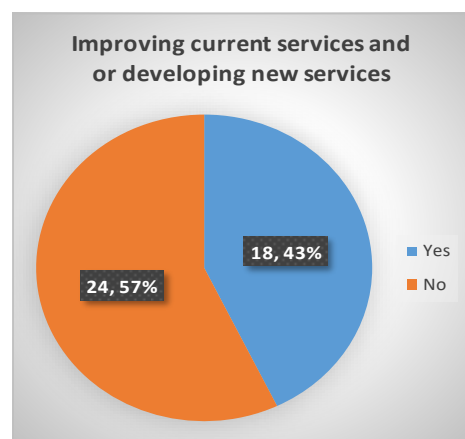
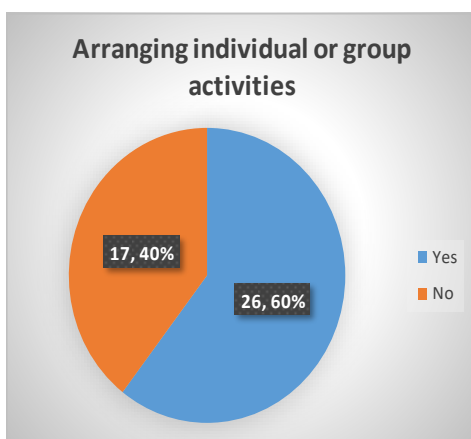
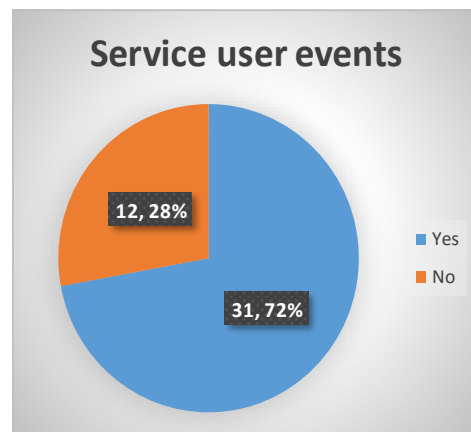
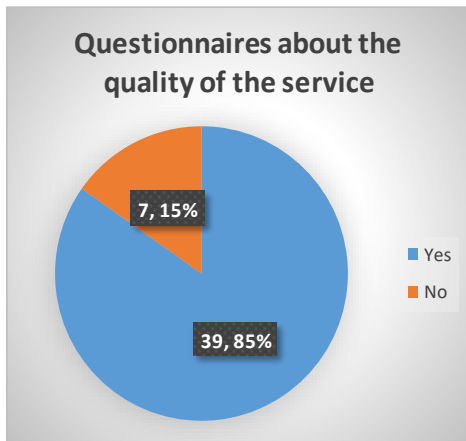
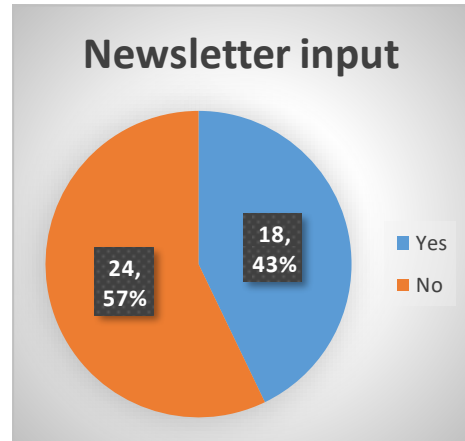
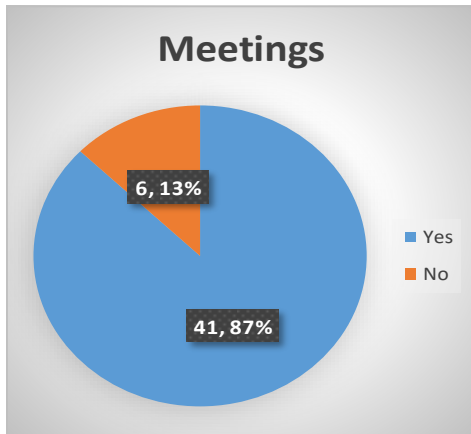
“I have not moved out yet. this will be done in the next week”

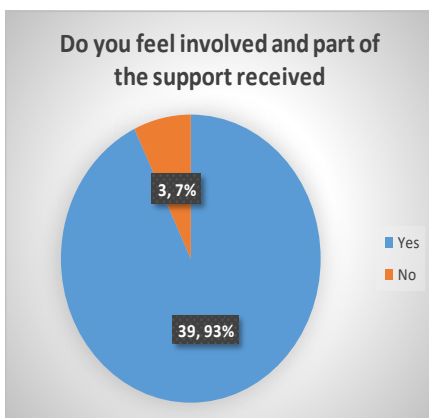
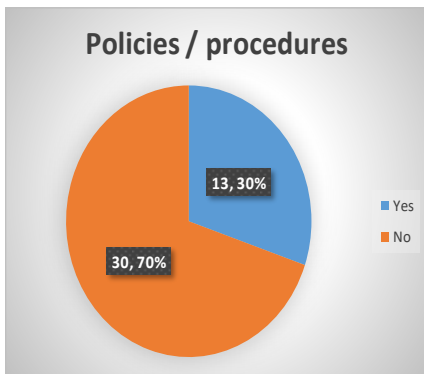
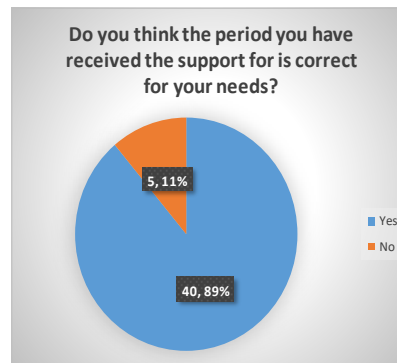
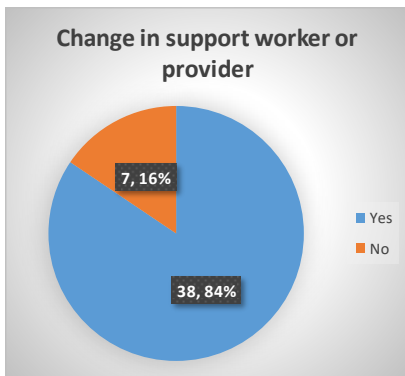
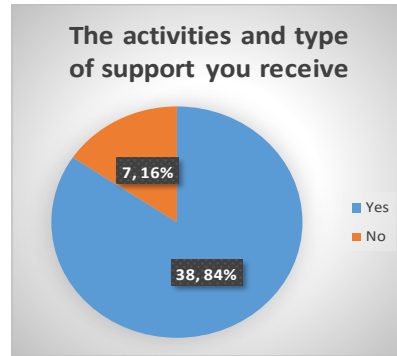
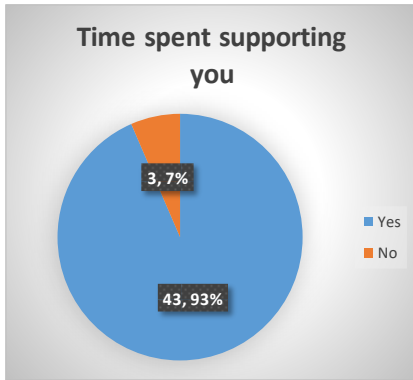
“Very much needed”

“moving out today”

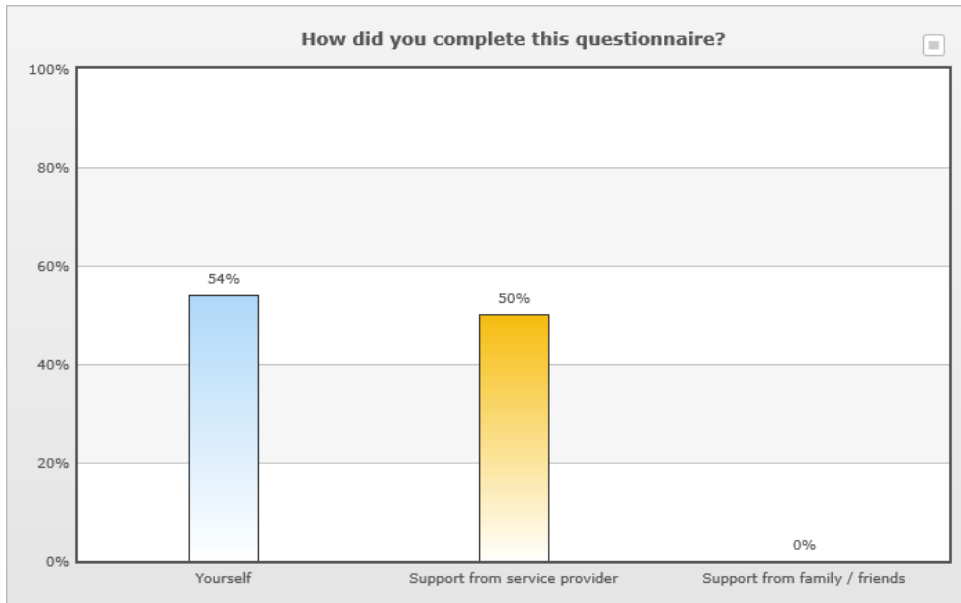
Do you have the opportunity to input into / or CHANGE any of the following?

40 people completed this question, 2 people chose not to answer.



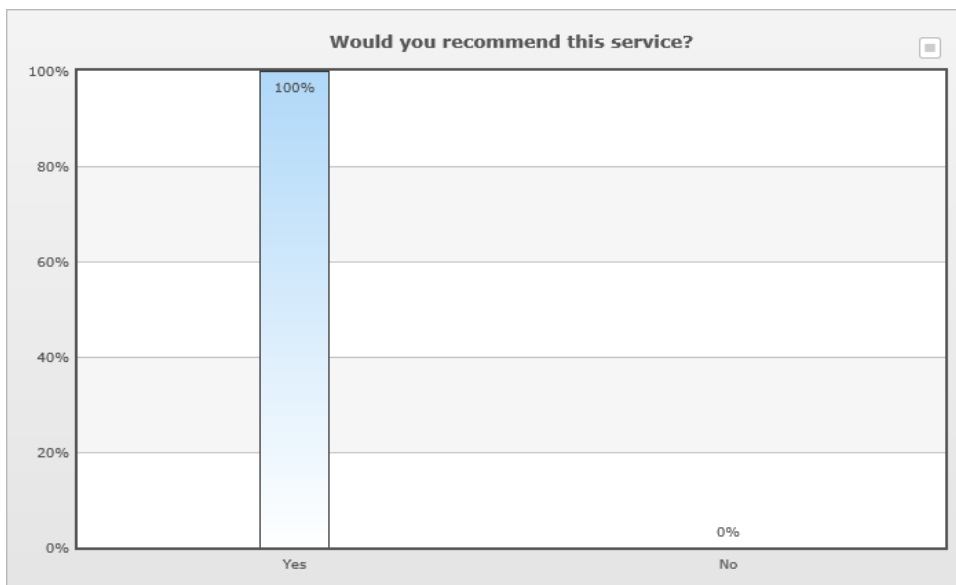


How did you complete this questionnaire?



- 50 people answered this question.
- 2 people chose both Yourself & Support from the provider as their answer.
- 1 person chose not to answer

Would you recommend this service?



- 48 people answered this question.

- 3 people chose not to answer

Please tell us briefly, in your own words, why you would or would not recommend this service.

31 people answered this question. 11 people chose not to answer. The comments below are as written on the survey given by the service users.

“everything the service offers is correct for my needs.”

“I think the world is a better place with this support i have received. I would recommend the service”

The support has been amazing. It has been the best support network I have ever received.

Because Cais take time out to help if you are struggling.

“Because sometimes you have no one else to turn to and i feel like I can off load to Amie.”

“They have helped me with anything to do with my housing over the past year, and I'm not sure if I would have been able to settle down so comfortably if it wasn't for the help of my TSO.”

“Everybody needs help from time to time and this service gives that in bucket loads.”

“I would like to recommend this service are Very helpful.”

“Because it works.”

“They help me out.”

“I would recommend this service. Hafan Cymru helped me to cope and move forwards when I was in a mess and felt really down”

“They helped me to get back on my feet and supported me through a very difficult time during my custody battle.”

“oherwydd dwi yn berson cryf hollol gwahanol ers derbyn cefnogaeth gorwel, ac mi fyswn eisiau i unrhyw un sydd angen y gefnogaeth i droi at Gorwel”

“Because the Wallich help people. Friendly approach makes it easier to communicate and open up”

“its a good service for people that have been isolated. Its help build my confidence”

“Because a lot of things I was not aware of were brought to my attention, this could help others”

“Wide range of support needs addressed and I have benefitted so much from it”

“Very good keep it up 😊”

“I struggled before I had the support and feel better now because I am getting support.”

“able to discuss issues with support worker - unable to discuss with family members.”

“I have already told two of my friends about the service, because it helped me get to where I am.”

“It is very useful and I would recommend this service. Support workers help people to start their life fresh, they help with advice and raise awareness and confidence in women who lost all the hope in their life.”

“I would recommend CAIS service to any Mentally Ill or Disabled person, like myself, as the support workers are understanding above duty. They are patient, supportive and above all, can ease my worries and fears with gentle handling”

“It helps you out quicker than you would on your own.”

“Really helpful and good support.”

“I don't understand the importance of regular payment of bills and my HSO reminds me of this.”

“They have supported me and assisted me with my rent arrears, my BT arrears, encouraged me to take my medications & to keep fit, re-start walking / running again. They organised a grant for a washing machine for me, & applied for a warm home discount scheme payment for me. All of which, plus the emotional support has helped me change my life around.”

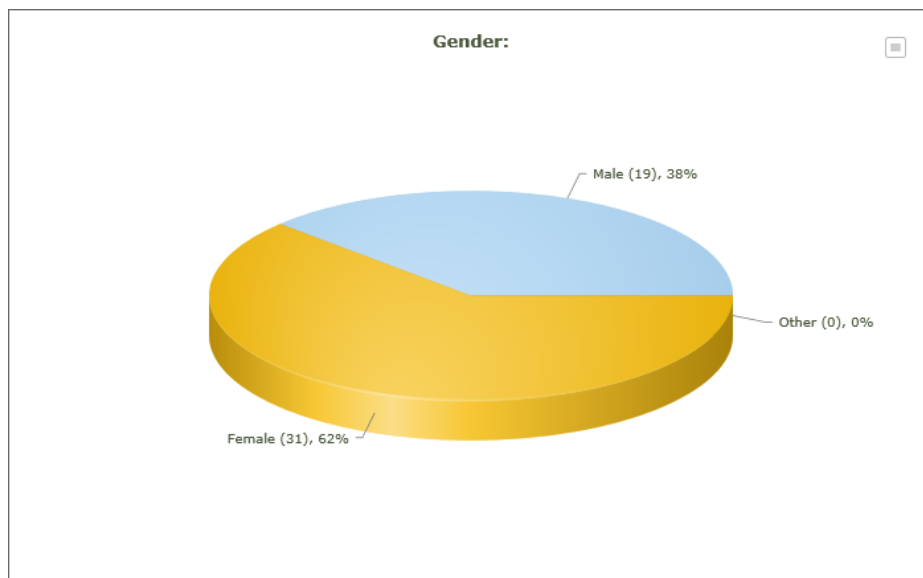
“You need to be ready to change and accept support, but when you are ready Coedlys can offer this support”

“Very helpful”

“I wouldn't have got to where i am today (ready to move into my new home) without the support of the staff and feeling happier in myself again”

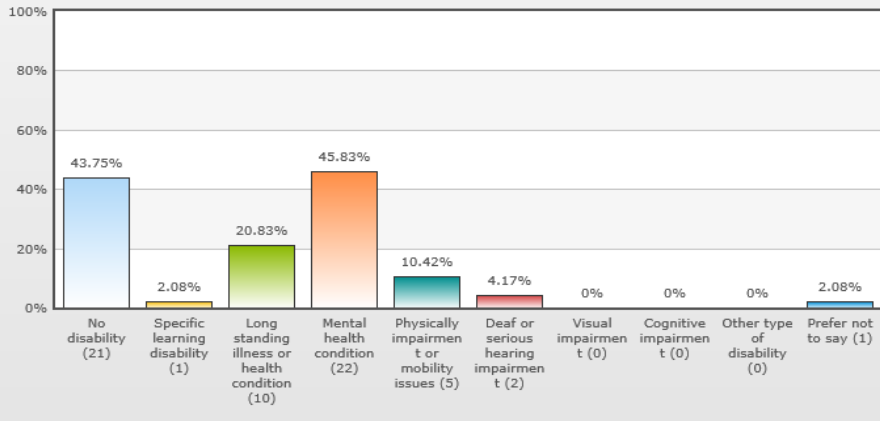
“Highly recommend. The support, planning and the desire to get people maintaining a normal life in society is second to none”

About You- this part of the questionnaire is optional for Service Users

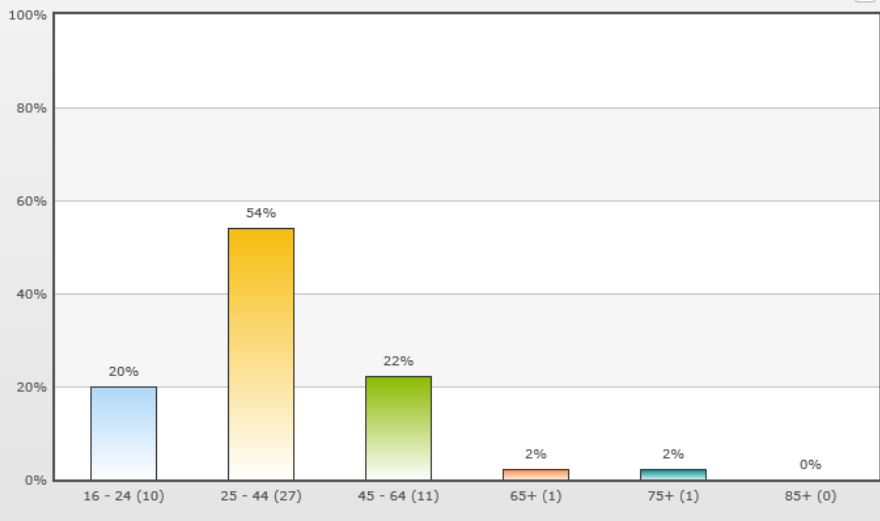


- 50 people out of 50 answered the Gender and Age question
- 48 people out of 51 answered the Disability Question

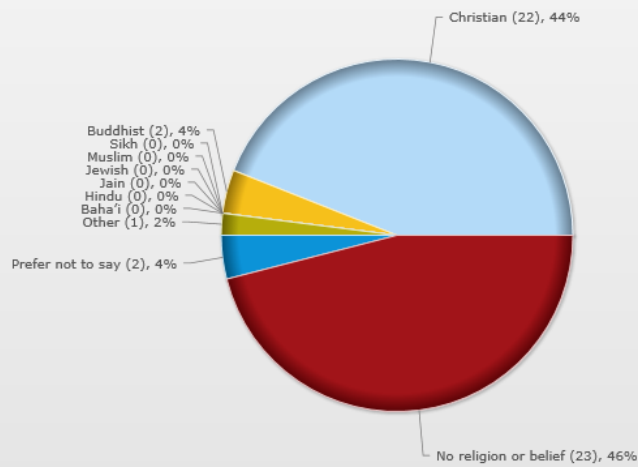
Disability The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and adverse long-term effect on his or her ability to carry out normal day-to-day activities.



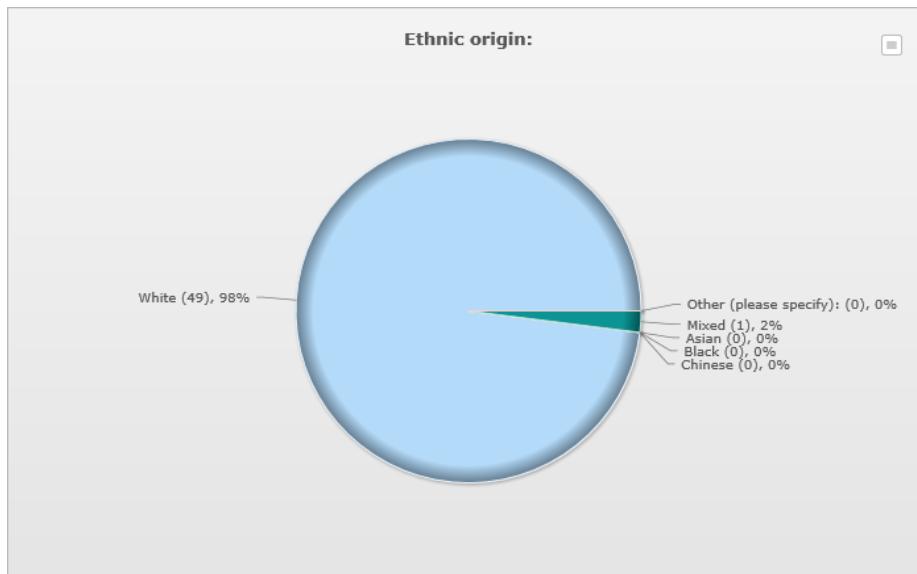
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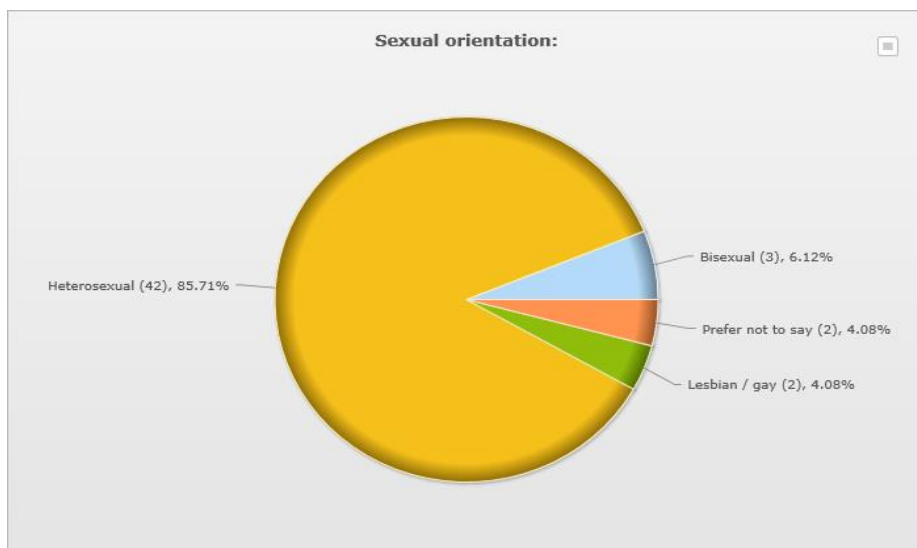
Religion or belief:



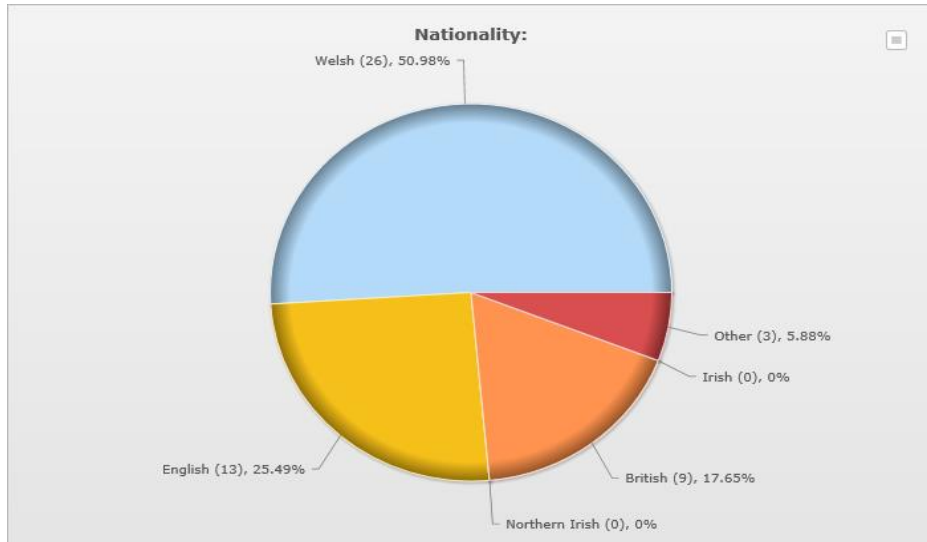
Response total: 50 out of 51



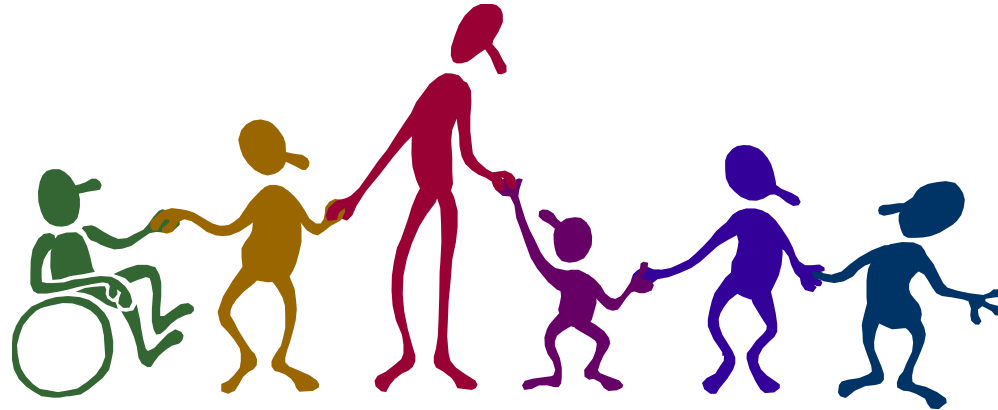
Response total 50 out of 51



Response total 49 out of 51



Response total 51



ANGLESEY SUPPORTING PEOPLE SERVICE USER INVOLVEMENT OUTCOMES 2017-2018

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 services?



Service User Involvement

Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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	Service user inclusion Developing services and raising the profile of the service	Promoting service user involvement on Anglesey	Ongoing		

	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					
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 for the current Tenancy Support Officer vacancy.	Improving Services Developing Services	Enabling service users to be a part of decision making process	Ongoing		
CAIS	The CAIS Service User group is currently working on developing a new Supporting People	Improving Services	Service users are able to review and	Ongoing – June to	Completed	

	<p>feedback Questionnaire. The Estates Department and Acting Supporting People Manager are developing a "Moving In Pack" in line with new Rent Smart Wales legislation for people moving in to Supported Accommodation. This will also be given to the Service User group to look over to make sure the language used is understandable, that everything contained is relevant and to identify material, which has not been covered.</p>		<p>improve documentation</p>	<p>December 2017</p>		
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Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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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		

Cartrefi Cymru	<p>A discussion took place regarding the 'Get Together', which is the re-branded version of the National Representative Group (NRG). The new group was to be more focused on enabling service users to arrange 'fun' activities that they wanted to do as many service users lost interest when activities were felt to be too formal. The Provider advised that the new group is now much more informal. A service user from Gorwel Las was supported to arrange a trip to Bodygollen Hall Hotel for an afternoon tea and a pantomime. Initially only around 2 to 3 service users declared</p>	<p>Developing Services</p> <p>Service User Inclusion</p>	<p>Service users involved in arranging activities. Service user inclusion being promoted.</p>	<p>April 2017</p>	<p>Ongoing</p>	
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	<p>an interest in attending. However around 20 people ended up attending the event which included a mixture of service users and support staff. A craft afternoon will be arranged shortly for service users.</p>					
Cartrefi Cymru	<p>Cartrefi Cymru is in the process of becoming a co-operative. A meeting has been scheduled for the 20th of April 2017 to discuss membership of the co-operative with service users and staff. A 'Celebration of Achievements Committee' will be set up as part of this new structure to look at service user achievements and</p>	<p>Developing Services</p> <p>Service User Inclusion</p>	<p>Encouraging service users to become involved in the co-operative</p>	<p>April 2017</p>	<p>Ongoing</p>	

	various service user events that can be arranged. The Provider confirmed that service users would be part of this group					
Cartrefi Cymru	The Provider noted that April 2017 is 'walk 500 miles' month. The focus of the month will be to promote service users to be more active. Many are participating in activities both as part of their individual support plans and group activities. Going forward the Provider intends to have a different health and wellbeing related theme for each month for the rest of the year which will link to the various events throughout the year.	Service User Inclusion	Encourage service users to become more proactive in their approach to health and wellbeing	April 2017	Ongoing	

	Staff and Service Users have been donating food items as part of an incentive to help others. The service users and staff will be attending a meeting on the 20th of April 2017 to decide how to distribute to food.	Service User Inclusion	Community inclusion and awareness of the needs of others within the community. Involved in deciding how food would be distributed.	April 2017	Ongoing	
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Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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 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		

	<ul style="list-style-type: none"> • Service Improvement Committee • Tenant's Conference • IT Training • Money advice • Tenant Inspectors (<i>who will check repairs</i>) • Sheltered Housing Umbrella Group • Surveys, the Star Survey has been completed recently <p><i>Where appropriate Clwyd Alyn will also arrange to transport the service users to regional meetings which may be held out of the area.</i></p>					
Clwyd Alyn	The Sheltered Housing Umbrella Group was	Developing services	Enabling service users to apply for	Ongoing		

	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	and raising the profile of the service	grant funding for various projects			
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Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
Community Support Service	The Provider advised that a wellbeing club operates in Holyhead where service users are able to undertake different activities and sports. The staff are working with service users to encourage the	Service user inclusion Improving Services	Service users being empowered to run the wellbeing club	Ongoing		

	<p>service users to run the club themselves.</p> <p>As a result of the success of the Holyhead group a new group has now been set up in Llangefni</p>					
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Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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.	<p>Service User inclusion</p> <p>Improving Information and access to the service</p>	<p>Publicising the project, sharing information and planning the layout of the newspaper</p> <p>Service users have the opportunity to</p>	Ongoing.		

			decide on what is to be included in the newsletter, the layout and information on events and photos they wish to share.			
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 Meetings.	Service user inclusion	Attending meetings regularly, realise the importance of sharing ideas Service users meet on a regular basis through the Breakfast and Lunch clubs and are able to contribute in Tenant Meetings.	Ongoing		

<p>Di-Gartref (Llys y Gwynt)</p>	<p>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.</p> <p>The service users are being consulted on how the hostel should look and will play a part in deciding 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.</p>	<p>Service user inclusion</p> <p>Improving Services</p>	<p>Improving the facilities within the project, having choice in decisions made regarding the overall décor.</p> <p>Gardening – understand the importance of working together to complete the work, and needing the commitment to grow and maintain the vegetable garden.</p>	<p>Ongoing and Spring 2017</p>		
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<p>Digartref (Coedlys)</p>	<p>It was decided in a residents meeting that a camping trip would be fun. As a group they decided that Nant Gwynant would be a great location. For some of the residents it was their first experience of camping. As soon as the tents were up they lit the camp fire.</p> <p>The rain poured overnight which saw a few of the residents floating on their airbed in a few inches of water. Most of their pitches had flooded. They took the decision to end their camping experience and come back to dry off. Despite this they had enjoyed the camping trip</p>	<p>Service user inclusion</p>	<p>Service user inclusion, promoting team work.</p>	<p>Spring 2017</p>		
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	and would love to go again.					
Digartref (Coedlys & Llys y Gwynt)	Coedlys, Llys y Gwynt, Y Gilfach and Floating Support service users occasionally come together for five-a-side football matches. Residents from the projects have requested that this happened regularly as we all enjoy the sessions, particularly if our team wins. Soon we will get the opportunity to gather a team and take part in a Cup competition with other teams from across North Wales. This tournament will take place at Eirias Park, Colwyn Bay. We are very excited about this as it gives our young	Service user inclusion Improving Services Developing Services	Service user inclusion, promoting teamwork, developing skills, confidence and social skills.	Spring 2017 and ongoing		

	people the chance to develop their skills, confidence and social skills					
Digartref	Digartref again held a Open Day Event at Christmas, on the 20 th December	Service user inclusion	Service users involved in preparing the refreshments and taking part on the day.	20 th December 2017	Completed	
Digartref	A number of young people decided to take part in the Cardiff Half Marathon. They worked with Gareth (Alfie) Thomas the retired Welsh Rugby player. As part of the preparations they took part in the "Tough Mudder" and all those entered completed the half-marathon course. The process was documented in a	Developing services and raising the profile of the service Service user inclusion	All service users benefitted from the involvement which resulted in relationships with families improving. Overall behaviour improved as a result of the commitment and a number of the service users have enrolled	1 st October 2017	Completed	

	televised programme "Alfie's Army"		into running clubs. Gareth Thomas is now an honorary member of the Digartref Board.			

Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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<p>Gorwel (Domestic Abuse)</p>	<p>A service user, who took part in the SP Tender Evaluation process, was also nominated for a Cymorth Cymru Promoting Independence Award. She attended the Award Ceremony in December 2017 and received an award</p>	<p>Improving Services</p> <p>Developing services and raising the profile of the service</p>	<p>Opportunity for service user to be involved in developing Supporting People services. Raise the profile of SP receiving an award in a National event.</p> <p>Provided invaluable feedback and insight during SP Tender evaluation. Increased publicity for the SP Programme</p>	<p>November / December 2017</p>	<p>Completed</p>	
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Gorwel (Older People and Domestic Abuse Service)	Service Users from the Older People and Domestic Abuse services attended the Lets Keep Supporting People campaign in Cardiff	Service user inclusion	Raising awareness of the Supporting People Programme	Autumn 2017	Completed	
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Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
Housing Support Service	Service Users were consulted as part of the Service Review conducted by the SP team. Feedback was given online with a selection of service users interviewed face-to-face	Service user consultation Improving Services Developing Services	Service user's feedback and opinions included in the service review document. Service users given opportunity to influence the services	Autumn 2017	Completed	

	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
Hafan Cymru	Hafan Cymru Service User conference looked at Support, Care, Handbook, Digital Inclusion with pamper sessions and bingo available.	Improving Services Developing Services	Service users have opportunity to make changes to areas of the service Service users have opportunity to be involved.	Summer 2017		

Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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<i>Môn Care (Learning Disabilities)</i>	Regular Tenant House meetings held within the schemes/	Service user inclusion	Opportunity to discuss and document any issues arising.	Ongoing		
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	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
<i>The Wallich</i>	Service users were consulted on what activities / day out they wanted to do. Chester Zoo on a day trip on the 26 th of September	Service user inclusion	Include service users in decision making and giving them the chance to choose preferred activity	September 2017	Completed	

The Wallich	Service users are given the outlook survey	Improving Services Developing Services	Opportunity for service users to voice their opinion		Ongoing	
The Wallich	Service users are given the your service your say survey.	Improving Services Developing Services	Service users are able to feedback on their experiences when receiving support		Ongoing	
The Wallich	Service users are encouraged to come and meet AM and discuss their support	Improving Services Developing Services	Chance to discuss the support with elected member of Welsh Assembly	Autumn 2017	Completed	
The Wallich	Service users are supported to volunteer	Service user inclusion	Encouraging service users to become involved in volunteering		Ongoing	

The Wallich	Christmas lunch booked for December the 19 th for the service user	Service user inclusion	<p>Providing service users with the opportunity to be involved in the Christmas Lunch</p> <p>The provider had successfully sourced funding from Asda to cover the cost of the Christmas Lunch. Asda, during the lunch came to present a cheque for £10,000.00 to the Wallich on behalf of the Asda Foundation</p>		December 2017	
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The Wallich	Anglesey show service users were asked if they wanted to participate on the welfare vehicle	Service user inclusion	Service users have the opportunity to increase the profile of the SP programme on Anglesey			

Service user Involvement	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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 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.	Developing Services	Enabling service users to be part of the processes in Tyddyn Môn and effect change.	Ongoing		
Tyddyn Môn	The Provider advised that one service user raised £150.00 in funds towards the Leisure Centre in Beaumaris by raffling off an Easter Hamper. The service user purchased all of the items to create the	Developing services and raising the profile of the service Service user inclusion	Publicising the service. Community inclusion. Service user satisfaction			

	<p>hamper and created a storyboard as part of the prize. The service user was extremely proud of her achievement to help her local leisure centre.</p>					
Tyddyn Môn	<p>The Great Tyddyn Môn Cook off competition</p> <p>Service users from Tyddyn Môn went head to head in a cookery competition at Tyddyn Môn farm in March 2017. The competition, funded by an ICF grant to promote independence, enabled three teams to showcase their culinary and planning skills to a packed farm of visitors.</p> <p>Three teams took part in the competition, one from Menai Bridge, Holyhead and another from Tyddyn Môn farm. In the weeks leading up to the competition the</p>	<p>Service user inclusion</p> <p>Developing Services</p>	<p>Service user inclusion, team working and forward planning</p> <p>Successful competition with food prepared to a high standard from locally sourced ingredients</p>	March 2017		

service users researched local food suppliers, formulated their menus', practised meals and the timings and prepared story boards of the work and research they undertook. One of the teams had visited a local smokery as part of the competition, another had harvested wild garlic for their lamb dish from the local fields on the morning of the competition and another team had made bespoke aprons from recycled duvet covers.

The Teams had to prepare two courses for a special celebratory meal sourcing local ingredients and using local suppliers. The judging team comprising of Rhun ap Iorwerth (AM) Barbara Williams (Ynys Môn adult services), Amanda Lynch (owner of the Woburn Hotel

	<p>on Anglesey) and Bethan Jones (Medrwn Môn) sampled all the entries which included eggy avocado, tiramisu, local sourced lamb, locally sourced smoked meat and Paella and then had the difficult task of choosing a winner. After much deliberation the team awarded the winning prize to the Holyhead team with the following menu:</p> <p>Main Course – Butterflied leg of welsh lamb with Balsamic vinegar and Elenfa Bay Leaves.</p> <p>Side dishes – Courgette and onion with wild garlic and pecorino. Sauteed gnocchi with rosemary.</p> <p>Desert – Tiramisini made with welsh brew coffee</p>					
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<p>followed by coffee and biscotti.</p> <p>Many congratulations to the Holyhead Elenfa team (Aaron, Jamie, Jonathan, Mary and supported by Sue and Elaine).</p> <p>CEO of Tyddyn Môn Michelle Freeman said, “We were thrilled to be able to showcase the skills of our service users to the guests and visitors at this event. I was very impressed with the quality of food prepared during the competition and the research undertaken on local food suppliers in the run up to the competition. The team spirit on the day was fantastic and all teams were very organised and well prepared. I am grateful to the ICF grant board for the funding to run the</p>					
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	competition. It was so successful I am sure we will be looking an doing it again in 2018 and there is certainly much enthusiasm amongst our service users to make it an annual event.”					
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	Source of Involvement	Area of Involvement	Actions / Impact as a results of Involvement	Date(s) Actioned / information shared	Outcome(s)	Outcomes(s) Date(s)
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	Improving Services Developing Services	Ongoing. A valuable resource which gives the service users the opportunity to provide feedback anonymously,	Six-monthly report prepared and shared with providers and information included in the SP Newsletter		

	<p>team will need to look at addressing the gap</p>		<p>voice concerns, evidence the impact of the support on their wellbeing and highlight any perceived gaps in the service.</p> <p>In addition a lot of useful information is generated which could be of value to the Supporting People Team in terms of future commissioning</p>	<p>Autumn / Winter 2017</p>		
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Service User Involvement on Tender Evaluation Panel	A service user has kindly agreed to take part in a Tender Evaluation for two Housing Related Support Services for Young People (16-24) and for People who are Homeless or Rough Sleeping a Housing First Approach.	Developing Services	<p>Providing a different perspective for evaluating the responses received.</p> <p>Ensure that the evaluation is balanced; with input from a number of different perspectives.</p>	27 th and 28 th November 2017	Completed. The Service user was fully engaged in the process and had ensured that she understood the requirements prior to the evaluation. She had read all the documentation prior to the evaluation, and was confident, impartial and fair in her decisions. She provided extremely useful feedback from the perspective of the service user.	New services will be operational from 01.04.2018
Feedback following SP Reviews	Service User engagement through Questionnaires as part	Improving Services	Service user questionnaires to be completed.	Spring 2017	Completed	

	of the Digartref Service Reviews		Feedback received through Service User questionnaires and Service User Interviews held at Coedlys and Digartref Holyhaed .			
Feedback following SP Reviews	Service User engagement through Questionnaires as part of Housing Support Service Review	Improving Services	Service user questionnaires to be completed. Feedback received through Service User questionnaires and Service User Interviews held in Holyhead .	Autumn 2017	Completed	

<p>Service User Interviews during Monitoring Meetings</p>	<p>Service user interviews were included as part of Monitoring Meetings during Spring 2017</p>	<p>Improving Services</p>	<p>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.</p> <p>Feedback received from the service user interviews has been included in the Monitoring Reports for the individual services.</p>	<p>April to June 2017</p>	<p>Completed. Gave the service users the opportunity to freely discuss the service they are receiving and suggest anything that could be changed or improved.</p>	
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Your Service Your Say	Analysis of the online surveys completed for the first 6-months of the 2017-2018 period	Developing Services	<p>A Power Point presentation has been prepared detailing the information collated from the completed. This will be shared with the providers during the upcoming Provider Group Floating Support meeting.</p> <p>Feedback from these reports will be incorporated into the SP</p>		Completed	

			Commissioning Plan.			
Encouraging Service User Involvement	The Contracts Review and Developments will attend service user groups at the different to look at ways of engaging with service users and involving them in different ways in the SP Programme on Anglesey.	Service user inclusion Developing Services	Meetings will be arranged during Spring 2018		Ongoing	

