ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	Executive Committee
Date	2.12.13
Subject	Local Supporting People Commissioning Plan 2014/16. (Copy of document enclosed as appendix)
Portfolio Holder(s)	Councillor Ken Hughes
Lead Officer(s)	Shan Lloyd Williams, Head of Housing Services.
Contact Officer	Arwel Jones, Principal Development Officer, Housing Services, Communities Directorate.
Nature and reason for reporting	
To approve the contents and commissioning proposals contained in the Local Supporting People Commissioning Plan 2014-16, prior to its submission to the Council Executive and Welsh Government.	

A – Introduction / Background / Issues

1.0 Introduction

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

1.2 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 that include accessible and affordable housing, sheltered accommodation, community warden support services, assisted living and supported tenancies, and extra care housing.

1.3 One of the Supporting People funding requirements is the need to prepare a Commissioning Plan to inform Welsh Government and all partners and key stakeholders of our commissioning intentions and priorities. In accordance with Welsh Government Guidance the proposed Plan covers the 2014/16 commissioning Cycle.

1.4 A national review of the Supporting People Programme in 2010, led by Professor Sir Mansel Aylward has resulted in the implementation of the most radical changes to the programme since its inception in 2003. In total 25 key recommendations were present and work continues to be ongoing across Wales to ensure that the Programme's Funding is administered in a more

effective and efficient manner.

1.5   One of the major changes has seen the formation of 6 Regional Collaborative Committees across Wales which have been operational since August 2012. The North Wales Collaborative Committee (for which Anglesey is directly accountable)   is responsible for providing advice to Local Authorities and other stakeholders, The Supporting People National Advisory Board and Welsh Government Ministers regarding :

- Local and collaborative delivery of the Supporting People Programme to ensure services are delivered as effectively and efficiently as possible.
- Inform and advise the Welsh Government on the production of proposed Supporting People Commissioning Plans which highlights details of the allocation of grant against agreed priorities.

1.6   Membership of the Regional Collaborative Committees consists of a multi-agency approach and is made up of

- Local Authority Cabinet Members or Senior Local Authority Officials of Head of Service level or higher.
- Health
- Probation
- Providers (1 short and 1 long term) elected and supported by Cymorth Cymru and Landlord Representatives supported by Community Housing Cymru.
- Service User Representation (to be formalised).
- Appropriate Local Authority Officers, the Regional Development Co-ordinator and Welsh Government Officials also attend but have no voting rights.

1.7 The Isle of Anglesey' County Council is represented by Head of Housing Services Head and the Elected Member with Portfolio responsibility for Housing. The Supporting People Lead Officer also attends in an advisory capacity but does not hold voting rights.

1.8. The attached Local Supporting People Commissioning Plan provides the strategic overview and commissioning intentions and priorities for the Supporting People Programme for Anglesey during the 2014/16 commissioning cycle.

2.0 Background

2.1   The main objective of the Local Operational Plan 2014/16 is to ensure compliance with the All Wales Supporting People guidance for the implementation and administration of the Supporting People Programme Grant. The Commissioning Strategy includes a breakdown of expenditure per client group for which there are currently 52 projects delivered to a diverse range of service users by 20 providers.

2.2   The Supporting People Programme has a vital role in ensuring that the strategic aims of a raft of national and local strategies and frameworks are achieved. The local strategic documents include:

- The Isle of Anglesey's Single Integrated Plan – Our Island Our Future
- The Isle of Anglesey's Local Housing Strategy

2.3   In April 2011, the Welsh Government introduced a National Outcomes Framework to monitor the progress of Service Users, who access the Supporting People Programme, with the aim of increasing their levels of independence. It is a mandatory requirement for providers to submit outcomes data at 6 monthly intervals during April and October of each Financial year. There are 4 key themes and eleven 11 domains which are all intrinsically associated in meeting the strategic aims and objectives of the key local strategic documents listed in point 2.2 above. These are:

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

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

Promoting Economic Progress and Financial Control
- Managing money
- Engaging in education / learning
- Engaging in employment / voluntary work

Promoting Health and Wellbeing

- Physically healthy
- Mentally healthy
- Leading a healthy and active lifestyle.

3.0 Financial Implications.

3.1 The implementation of the recommendations of the Aylward Review has resulted in substantial reductions to the Supporting People budget that Anglesey receives annually from the Welsh Government. This has also been the case across all the 6 North Wales Authorities. This has not been the case across all Welsh regions following the introduction of a revised formula which is used to calculate the sums disseminated to all Local Authorities.

3.2 The Supporting People Programme Grant received by the Isle of Anglesey County Council during 2012/13 and 2013/14 has seen respective reductions of 4% and 5% respectively.

3.3 Correspondence received from Welsh Government in July 2013 indicated that the Supporting People Funding provided to all North Wales Authorities would include a reduction of up to 12.5%

3.4 The Welsh Government have since recognized the impact of the Supporting People Programme in Wales and as part of the formulation of its budget for 2014/15 have allocated an additional £5m to the funding across Wales. Subsequent correspondence from Welsh Government received during October 2013 has provided an indicative allocation of £2,899,598.75 from 2014/15.This compared to the current allocation of £3,052,211 represents a reduction of 5.26%. In addition, a further reduction of 4.1% has been proposed for 2015/16, although both proposed reductions are yet to be ratified.

3.5 The table below provides an overview of the anticipated reductions to the Isle of Anglesey's annual funding of Supporting People Services. The amounts are based on indicative amounts received from the Welsh Government. The data is based 2012/13 financial year 's budget which saw the first reduction of circa 4%.

2011-12 Budget £3,281,000 (which includes £990k SPRG funding)			
Year	Reduction	Total Funding for Year	Total Reduction
2012/13	4%	£3,179,385	£101,615
2013/14	4%	£3,052,210	£127,175
2014/15*	**5.26%**	**£2,899,598**	**£152,612**
2015/16*	4.3%	£2,786,280	£113,318
Total reduction			**£494,720**

3.6   Over the past 12 months, the Supporting People Team have undertaken a number of complex strategic reviews of services that are commissioned with the funding received from Welsh Government.

3.7   All strategic reviews for the provision of housing related services for people with mental health services have been completed and the findings and recommendations of these reviews presented to the Local Supporting People Planning Group.

3.8   The Planning Group have agreed that the recommendations made justify the need to remodel current provision within this area and a business case is to be formulated with an alternative model and costs in due course.

3.9   A number of reviews have also been undertaken with providers of housing related support for People with Learning Disabilities. Some reviews have been completed, whilst all others are currently being consulted upon between commissioners and providers. Upon completion of each consultation exercise a strategic overview report will be presented to the Local Supporting People Planning Group containing key findings and recommendations. In addition it will necessary to work closely with our social care colleagues to review current funding arrangements. Evidence already gathered during the service reviews highlight that Supporting People funding is being used to provide ineligible and disproportionate levels of support services. Maintaining the current level of provision of services for people with learning disabilities against the reduced indicative budget from 2014/15 would result in nearly 33% of the Programme being spent on this group of 49 people alone. It is therefore inevitable that there will be a reduction in the Supporting People funding for People with

Learning Disabilities.

3.10   Supporting People play a key role in the provision of Support Services for Older People. In total Supporting People contributes £536,000 per annum towards the cost of preventative housing related support services to enable older people to remain in their own home. A number of detailed reviews including, the LA's Sheltered Warden Scheme and, Mobile Peripatetic Service, Clwyd Alyn's Sheltered Housing Schemes , and the Penucheldre Extra Care Scheme in Holyhead have been undertaken.

3.11   We are currently consulting on the findings of all the above mentioned reviews for Older People Services with providers. We have commenced the process of reviewing the Reablement Service and will as mentioned above, upon completion of all reviews will provide a report of the key findings and recommendations to the Supporting People Planning Group.

3.12   The recommendations will need to dovetail with the vision of the Transformation Board which is currently overseeing the reconfiguration of all accommodation and non-accommodation based services for Older People in Anglesey.

3.13   Work has already commenced on adopting a co-production approach to reconfigure housing related support services for older people. However developments are at an early stage and costs for reconfiguration have not yet been identified. However, given the annual reductions in Supporting People funding, it is highly unlikely that the current level of investment of £536,000 will be increased.

3.14   Further housing related support services across substance misuse, domestic violence, offending issues, young people and generic homelessness needs are scheduled to be undertaken before the end of the 2013 /14 financial year but may roll-over to 2014/15 due to staffing capacity issues.

3.15   The Isle of Anglesey's Supporting People Planning Group have historically adopted a prudent approach to the management of Supporting People Funding in the wake of anticipated revised re-distribution formula which has resulted in significant reductions in funding.

3.16   The introduction of the Supporting People Programme Grant in August 2012 saw the creation of a new guidance document which outlines the terms and conditions which include a mechanism to clawback unspent funding from August 2012 onwards. This arrangement did not exist under the terms and conditions of the previous grant. As a result, Anglesey have a ring fenced reserve for Supporting People to mitigate against future reductions. This fund also covers the salary costs of the Supporting People

Team.

3.17 We have therefore been able to maintain a financial management strategy which has enabled us to mitigate the 5.26 % reduction and, sustain current levels from 2014/15. However, it is inevitable from the evidence gathered from the reviews that efficiency savings will need to be identified during 2014 and providers will be informed of our intentions and in some cases issued with termination notices in order to facilitate remodeling or in some cases possible full decommissioning.

3.18 The financial situation is further exacerbated by the Welfare Reform Programme being implemented by the UK Government. This is likely to impact adversely on the Supporting People Programme, with anticipated increases in the number of people presenting as homeless or showing significant risks to their abilities to sustain their tenancies due to substantial reductions to their welfare benefit entitlement. These anticipated increases will need to be addressed at a time when Anglesey's Supporting People funding is also being substantially reduced.

4.0 Supporting People Programme Priorities.

4.1 The following represent the commissioning priorities included in the 2014/16 Supporting People Commissioning Plan.

4.2 **Older People – Proposed Spend £536,000** - Reconfigure housing related support services for older people which dovetail with the vision and strategic direction of the IoACC's Transformation Programme for the provision of accommodation and non- accommodation based services. It will also be necessary to ensure that all services for older people are based upon need and not tenure led. This will involve the need to engage in a tender process

4.3 **Mental Health – Proposed Spend £205,187**. Reconfigure housing related support services for people presenting with mental health needs to ensure equitable access to services and provide a preventative low level support for individuals who do not require the intervention of the Community Mental Health Team. This will involve engaging in a tender process

4.4 **Learning Disabilities - Proposed Spend £ 905,019** -Work closely with colleagues from Social Care to review individual packages of care and support provided to people with learning disabilities, to determine eligible support in accordance with the Supporting People Programme Guidance

produced by Welsh Government.

4.5   Undertake strategic reviews in relation to the following service user groups and in so doing determine eligibility, strategic relevance and value for money. Findings and recommendations may result in further reconfiguration, remodeling of services etc.

- **Domestic Abuse –**   **Proposed spend - £179,224**
- **Young People**   **Proposed spend - £413,897**
- **Vulnerable Single Parents**   **Proposed spend - £ 78,752**
- **Substance Misuse**   **Proposed spend - £176,974**
- **Offending**   **Proposed spend - £169,835**
- **Homelessness**   **Proposed spend - £389,454**

4.6   Undertake a value for money benchmarking exercise across all Supporting People Services and use analysis to inform future commissioning arrangements within the Supporting People Programme.

4.7   Continue to influence the regional and sub-regional agenda and seek opportunities for increased collaboration across front line projects and working practices in North Wales.

B - Considerations

- To consider the identification of commissioning priorities in accordance with identified need as noted above.

C – Implications and Impacts

1	Finance / Section 151	No comments
2	Legal / Monitoring Officer	No comments
3	Human Resources	No comments
4	Property Services (see notes – separate document)	No comments
5	Information and Communications Technology (ICT)	No comments

C – Implications and Impacts

6	**Equality** (see notes – separate document)	Equality data contained within the main document
7	**Anti-poverty and Social** (see notes – separate document)	The implementation of the Welfare Reform Programme and in particular the Bedroom Tax and shared room rate for people under 35 years of age may result in an increase of people at risk of or actually registered as homeless, which would increase the number of people presenting with Housing or Housing Related Support Needs.
8	**Communication** (see notes – separate document)	No comments
9	**Consultation** (see notes – separate document)	Evidence of consultation details contained in main document
10	**Economic**	No comments
11	**Environmental** (see notes – separate document)	No comments
12	**Crime and Disorder** (see notes – separate document)	No comments
13	**Outcome Agreements**	Outcomes framework implemented within Supporting People Programme from April 2012 and gathered at 6 monthly intervals during April and October of each year.

CH - Summary

Please see above

D - Recommendation

R1. To approve the contents and commissioning priorities of the Local Supporting People Commissioning Plan 2014/16

Name of author of report R.Arwel Jones
Job Title –Principal Development Officer, Housing Services,
          Communities Directorate
Date   20.11.13

Appendices:
None

Background papers
Supporting People Local Commissioning Plan 2014-16

Isle of Anglesey County Council Supporting People Commissioning Plan 2014/16

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

Contents

1. Introduction.

1.1 This is the second Supporting People Local Commissioning Plan (LCP) following the implementation 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 2014 to March 2016.

1.1.1 Supporting People is a policy and funding framework initiative by the Welsh Government that provides housing related support for a range of diverse but equally vulnerable people. However, this does not include the funding of accommodation and care provision. The programme focuses on the planning, commissioning and monitoring of supported accommodation and floating support services, which are delivered by various providers across a range of tenures. These include accessible and affordable housing, sheltered accommodation, extra care housing, community warden support services, assisted living and supported tenancies. In addition, community alarm services and telecare monitoring are also eligible services and are part funded via the Supporting People budget.

1.1.2 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.

1.1.3 The Supporting People Programme has undergone a radical process of change following the publication of the Independent Review carried out by Professor Mansel Aylward in November 2010.

1.1.4 The review recommended that a more robust governance and monitoring system be implemented with one of the key recommendations of the 25 contained in the report being the establishing of Regional Collaborative Committees.

1.1.5 In addition to the implementation of the Review recommendations, the Programme, has witnessed the merging of the previous Supporting People Grant and the Supporting People Revenue Grant Funding Streams and is now known as the Supporting People Programme Grant.

1.1.6 This Local Commissioning Plan will be submitted for analysis and approval by the North Wales Collaborative Committee. The commissioning intentions within this document along with the 5 other North Wales Local Commissioning Plans will inform the direction of the Regional Commissioning Plan, where emphasis will be placed upon increased collaboration and co-production, during a period

of sustained reductions in Supporting People Funding across Wales at a time where demand is likely to increase.
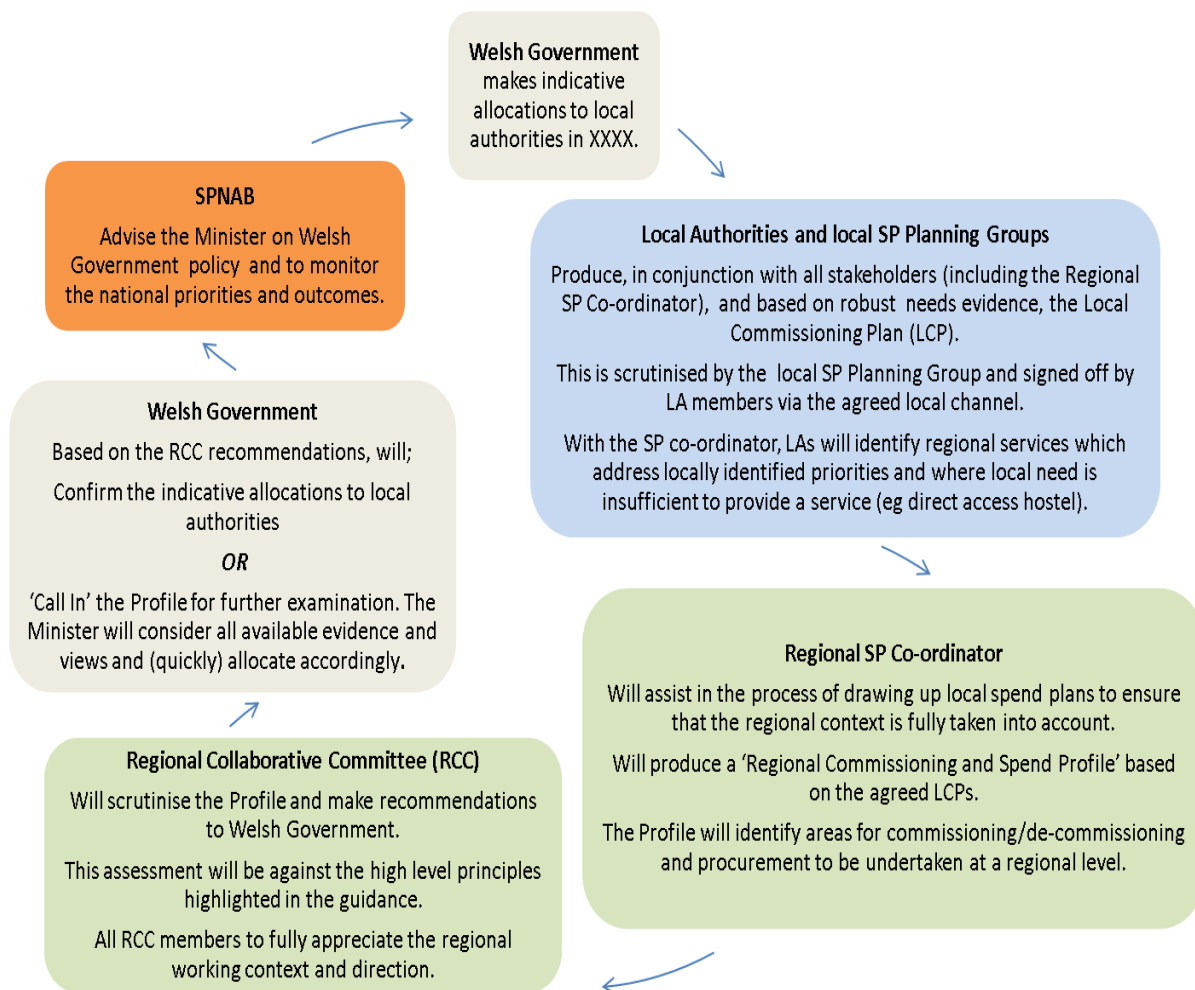
1.1.7   At the time of writing the actual reductions to the budget for the forthcoming financial year and subsequent years are unknown. Indicative amounts received from Welsh Government show significant reductions during both 2014/15 and 2015/16. These equate to 5.26% and 4.1% respectively for the two year commissioning cycle covered by this plan.

The Supporting People Team will continue to undertake its programme of strategic reviews across all areas over the forthcoming months, and during 2014/15 will present robust analysis to enable the Local Supporting People Planning Group to make informed commissioning decisions during the financial year. The findings and recommendations presented to the Planning Group will also be pivotal in determine our   intentions and strategy for 2015/16.

1.1.8   It is therefore our intention as agreed by our Local Supporting People Planning Group to supplement the decrease in funding provided by Welsh Government with additional Local Authority Funding from April 2014 to March 2015. However, it is unavoidable that some of our Service Providers will over the course of this Commissioning Plan's two year cycle receive formal notices of our intention to partially reduce or withdraw funding in full, due to the need to make efficiency savings following the reductions within the Supporting People Programme.

1.2   Regional Developments in North Wales.
1.2.1   Changes to the Supporting People Programme in Wales have resulted in a shift towards an increased regional influence and the establishment of 6 Regional Collaborative Committees (RCC) across Wales. This includes a North Wales RCC, where all 6 North Wales Authorities are accountable. Meetings are held by –monthly where commissioning priorities and intentions, expenditure details (including underspend and overspend details) performance issues and other strategic matters are discussed. Membership of the Regional Collaborative Committees includes a designated Local Authority Cabinet Member with portfolio responsibility for the Supporting People Programme, appropriate Senior Officers from Local Authority, Health and Probation. Additionally, there are two elected provider representatives (one of long term and one short term services), Community Housing Cymru and co-opted members at the discretion of the respective Regional Collaborative Committees.

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

Welsh Government
makes indicative allocations to local authorities in XXXX.

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

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

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

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

Welsh Government
Based on the RCC recommendations, will;
Confirm the indicative allocations to local authorities
OR
'Call In' the Profile for further examination. The Minister will consider all available evidence and views and (quickly) allocate accordingly.

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

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

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

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

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

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

1.2.3   Following the publication of a draft National Supporting People Strategy published by the Welsh Government, North Wales Supporting People appointed a Regional Development Officer in 2010 to drive forward governance issues relating to regional working, and implement a regional action plan. Regional and sub-regional work undertaken to date include.

- Appointment of a Regional Collaborative Committee Development Co-ordinator in April 2013, who has replaced the original post of Regional Development Officer;

- Publication of a Regional Collaborative Committee Guide and Induction Pack;

- Formulation of a Sub -Group to scope services commissioned for Young People and consider opportunities for sub-regional or regional commissioning;

- Merging of the Gwynedd and Anglesey Provider Forums;

- Establishing and roll-out of a North Wales Needs Mapping Database that can provide local, sub-regional and regional data;

- Commissioning of a North Wales Housing Related Support Service for People with HIV/AIDS needs, initially for a 12 month pilot period which has since been extended for a further 12 months;

- Joint –Commissioning of a review of Move-On Services in Anglesey and Gwynedd.

- Discussions held by Anglesey and Gwynedd Supporting People Teams with Service Providers who work across both counties with a view of potential monetary savings and added value;

- Establishing of a North Wales Monitoring and Review Officer Group to share good practice and create greater consistency;

- Production of a North Wales Information Sharing Protocol (does not include personal service user information);

- Production of a North Wales Domestic Abuse Group;

- Lead Officer Service User Groups;

- Establishment of a Regional Service User Group.

2. Strategic Context and Priorities.

2.1 Overview

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

- **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 Single Integrated Plan – Our Island Our Future which now combines the Community Plan, Health, Social Care and Wellbeing Strategy and the Children and Young People Plan, all of which were previously independent strategic documents.**

2.1.2 Below is a synopsis of the main themes and links with the Supporting People Programme.

2.2 National

2.2.1 The National Housing Strategy, Improving Lives and Communities – Homes in Wales,

2.2.2 This Welsh Government produced document sets out three key priorities for Wales, these being:

- Increased housing and a greater choice
- Improving homes and communities
- Improving housing related support services and support particularly for vulnerable people and people from minority groups.

2.2.3 The Supporting People Programme is therefore a crucial resource to achieve the aims and outcomes of the National Housing Strategy.

2.3 The Ten Year Homelessness Plan for Wales 2009-2019

2.3.1 The strategic aims underpinning this document are:
- Preventing homelessness where possible
- Working across organisational and policy boundaries
- Placing the service user at the centre of service delivery
- Ensuring social inclusion and equality of access to services
- Making the best use of resources.

Supporting People continues to be at the forefront of homeless prevention and will doubtless continue to play a crucial role in this field following the publication of a Code of Guidance by the Welsh Government in August 2012 which emphasizes the need to utilize and prioritize the Supporting People Programme Grant to reduce and prevent levels of homelessness.

2.4   Local

2.4.1   **The Isle of Anglesey County Council's corporate aims are to:**
'Promote and protect the interests of the Island local, regionally and nationally. In meeting this aim, the Council will aspire to create an Anglesey:
- **Which has a thriving and prosperous rural economy;**
- **Where people achieve their full potential;**
- **Where people are healthy and safe;**
- **Where people enjoy, protect and enhance their built and natural; environment for future generations;**
- **Where people are proud of their council.**
-

2.4.2   **Isle of Anglesey Single Integrated Plan – Our Island Our Future 2013-2025**

2.4.3   During February 2012, the Isle of Anglesey County Council, commissioned a Residents Survey. The survey provided valuable intelligence on what the Island's population felt were the main factors in ensuring that Anglesey was a good place to live. These were:
- **Health Services**
- **Low Crime levels**
- **Education facilities**
- **Support for Older People and**
- **Jobs and job prospects**

2.4.4   The Isle of Anglesey's Local Service Board who lead on the development and implementation of this Strategic Document which replaces the Community Plan. The Community Plan was previously the overarching strategic document for the Authority and its key partners.

2.4.5   In developing and ensuring its successful implementation and fulfilling the aims, the Local Service Board have identified the following vision which seeks to ensure that all partners

2.4.6   '**Work together to create jobs, improve health and deliver a safe and sustainable place to live'**

2.4.7   Realising the vision will focus on 3 key themes:

- **People**

- **Place**
- **Jobs**

The Supporting People Programme will have a vital role in achieving this vision, with its main focus around the People and Places themes, and in particular contributing to ensuring that individuals live within:

- **Safe and secure environments, and**
- **Lead healthy and active lifestyles.**

3. Need, Supply and Service Gaps.

3.1   The main tool used to assess need is the Needs Mapping form which is completed by providers 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 NME data. A regional needs mapping form and database has been introduced from May 2012 and will enable data to be analysed at both local and regional levels in order to provide a comprehensive picture of need across the North Wales region.

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
* There are inconsistencies of approach and understanding in completing the form.

3.2   Returned NME Forms

3.2.1   A total of 443forms were completed and returned by service providers between April 2012 and March 2013.

Table 2

| Year	Number of NME forms Completed
2008/09	617
2009/10	724
2010/11	825
2011/12	690
2012/13	443

3.2.2   The total number of Needs Mapping forms received by the Anglesey Supporting People Team was considerably lower for the 2012/13 reporting period compared with preceding years. One reason for the reduction in the total number received for the reporting period has been the transfer to a regional approach and as a result of this shift there has been a change in the reporting period for Anglesey. Historically, Anglesey previously gathered data from the 1st July of each year until the 30th May of the following year.

3.2.3   Therefore, the 2012/13 year would only have contained needs mapping data from 1.6.12 to 31.3.13. Subsequently, this will have only accounted for 75 % of the reporting period as the data from 1.4.12 to 30.6.12 had previously been included within the needs mapping data produced for the 2012/13 Local

Commissioning Strategy. Based on this assumption it would be reasonable to assume that if the data for 2012/13 shown above, covered a full year, there would have been an additional full quarter or 25 % more returns received. Therefore had this been the case, it is anticipated that the actual full year return would have been 554, which is still lower than previous years.

3.3   Analysis of the Needs Mapping Returns for 2012/13

3.3.1   Homeless continues to be the largest reported lead need by a substantial margin. However, it should also be noted that the number of people who have presented to agencies as homeless or at risk of becoming homeless has reduced considerably. A total of 257 people (58%) of all representations presented as homeless. This compared with 355 (52%) of all referrals during 2011/12.
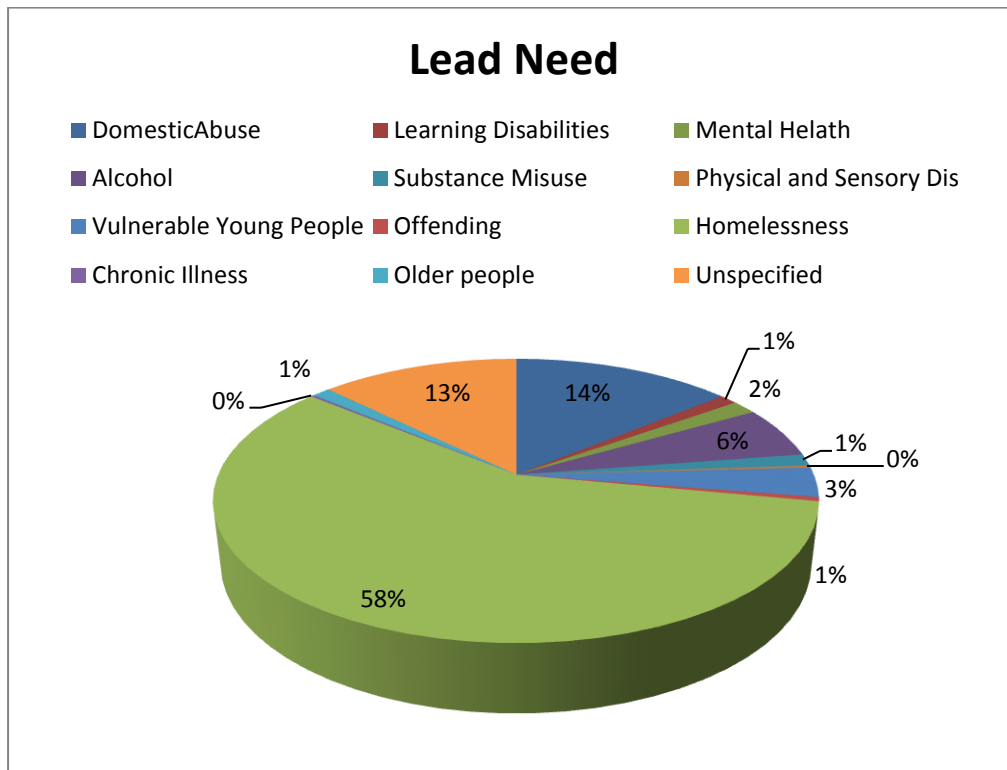

3.3.2   As was the case in 2011/12, Domestic Abuse was the second highest specified category, with 62 presentations which was commensurate with 13.9 % of the total submissions received.

3.3.3   Despite a reduction from 73 (10.6%) in 2011/12 to 26 (5.9%) in 2012/13 alcohol remained the third highest lead need recorded.

3.3.4   A total of 56 (12.6%) presentations were unspecified and therefore could not be allocated to any of the designated groups. This compares with 57 (8%) from the previous year. This once again highlights the inconsistencies of the reporting of NME data amongst relevant agencies and support providers. It also demonstrates that this process should not be considered in isolation when assessing needs and gaps in service provision.

3.4   Reason for Presenting in Need

3.4.1   85 (19.2%) individuals presented with support needs alone. In contrast 211 (47.6%) presented with accommodation needs alone whilst 95 (21.4%) recorded both support and accommodation needs as being required. A further 52 (11.7%) did not specify their reason for presenting.

Reason for Presenting in Need

■ Support only   ■ Accommodation Only

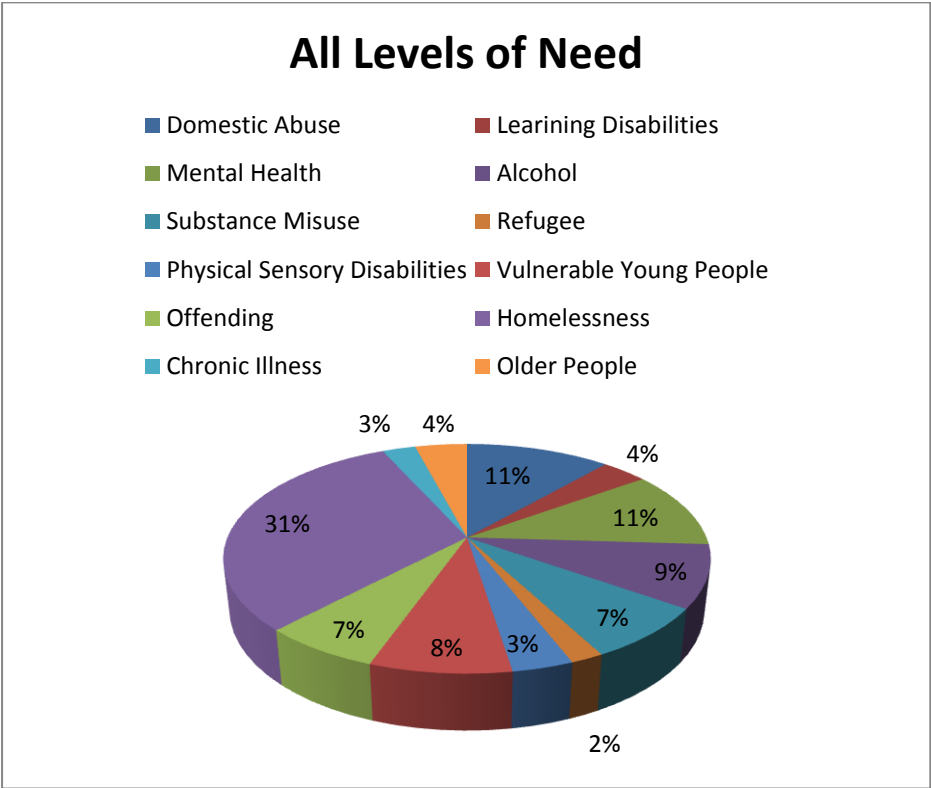■ Support and Accomodation ■ Not specified
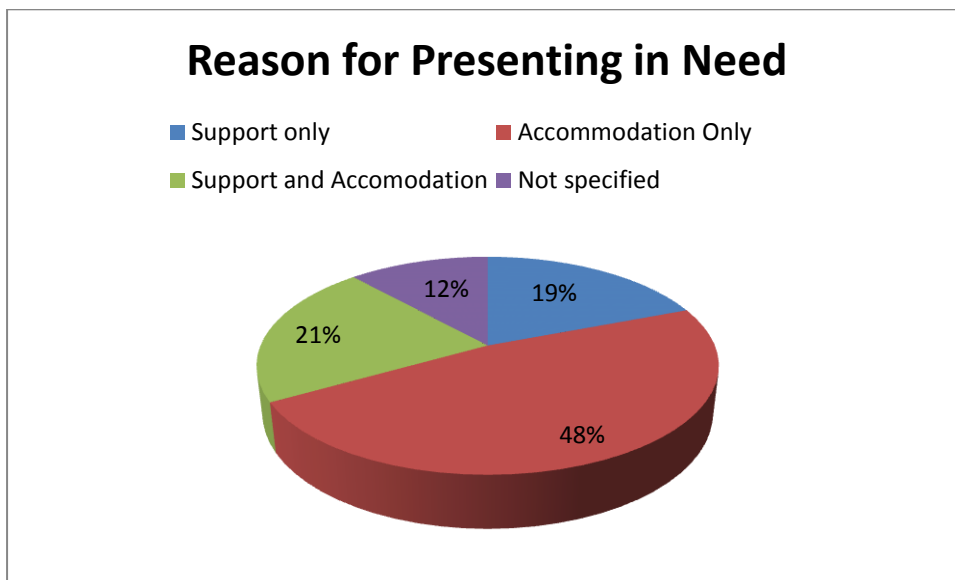
3.5 Gender Split

3.5.1   From the total of 433 representations made, 236 (53%) were female and 207 (47%) were male. This compares with 381 (55.2%) females and 264 (38.3%) males and a further 6.5% who were either children under the age of 16 or had not specified their gender.

Gender Split

Male ■ Female ■

47%
53%
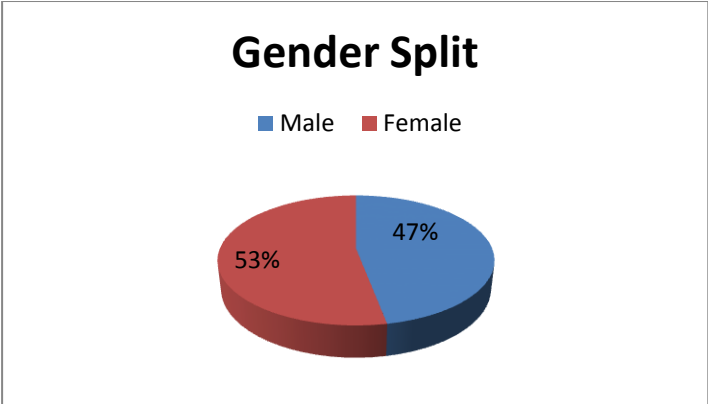
3.6. Age split

3.6.1   The 25-40 age group had the highest number of individuals presenting with 175 (40%), followed by 147 (33%) of young people aged 16-24. A total of 95 (21%) people aged between 41 and 60 presented and a further 26 (6%) were aged 61 or over.

3.7. All Levels of Need.

All Levels of Need

■ Domestic Abuse   ■ Learining Disabilities
■ Mental Health   ■ Alcohol
■ Substance Misuse   ■ Refugee
■ Physical Sensory Disabilities ■ Vulnerable Young People
■ Offending   ■ Homelessness
■ Chronic Illness   ■ Older People

3%   4%
11%   4%
31%   11%
9%
7%   7%
8%   3%
2%

3.7.1   In terms of overall levels of need, there have been insignificant changes across all service areas during the most recent reporting period. Homelessness and domestic abuse which were the two highest lead need categories have recorded the highest reductions with homelessness reducing from 35% to 31%

and domestic abuse reducing from 16% to 11% for the same period. All other groups have remained similar to 2011/12 returns with deviations of 1-2 either way.

3.8 Service Gaps

3.8.1 Mental Health
The current commissioned services for the provision of housing related support services for people with mental health needs has clearly evidenced a gap at the low level / preventative end of the spectrum. Current arrangements allow only those individuals who have been assessed as needing a community mental health service as being eligible for this service. The recent reviews undertaken within this service area highlighted a number of anomalies within the current model of provision which render the current service delivery both inequitable and inflexible from a housing related support perspective. There also remains a gap in the provision of short term services for people with mental health needs as was identified in last year's Commissioning Plan. However, plans are afoot to remodel housing related support services for people with mental health needs and further details can be seen in Chapter 5 of this document.

3.8.2 Older People
A recently undertaken needs assessment of housing related support services, grouped the needs of older people into the following categories.
- **Older people aged 55 and over with support needs**
- **Older People with Dementia / Mental Health**
- **Frail Older People**

18% of older people (aged 55 and over) with support needs were estimated to be at risk (based upon those in receipt of pension credit)
The following national prevalence of dementia estimates that
2% of people aged 60-70 years have dementia needs
5% of people aged 70-80 years have dementia needs
20% of people aged over 80 years have dementia needs

23% of older people were estimated as being at risk due to frailty. This was based upon the Wales Health Survey (self-assessment method).
Based upon the following estimates the main messages of the needs assessment for older people reported that for :
Older People with Support Needs, there is
- Unmet need for short term Accommodation Based Services
- Oversupply of long term Accommodation Based Services
- Unmet need for Non Accommodation Based Services of all duration
- Oversupply of Alarm Services.

Older People with Dementia / Mental Health, there is

- Unmet need for Accommodation Based Services of all duration
- Unmet need for Non- Accommodation Based Services of all duration
- Unmet need for alarms.

Frail Older People there is
- Unmet need for accommodation based services of all duration
- Unmet need for non-accommodation based services of all suration
- Unmet need for alarms

3.8.3 Progress on Previous Identified Gaps in Service.

The Supporting People Commissioning Plan for 2013/14 identified gaps in the provision of housing related support in the following service areas:
- Services for families who find it difficult to maintain their accommodation, due to factors such as anti social-behaviour or housing costs;

- Care Leavers;

- Young People with Complex Needs Short Term Mental Heath Services

- Single Units for Rough Sleepers and those at risk of or are homeless;

- Short Term Mental Health Services;

- Older People in the Private Sector, including Owner Ownership;

- Domestic Abuse Services for Males.

3.8.4 The Isle of Anglesey Supporting People Plan Group, commissioned two new services during 2013/14 which has resulted in the needs of services for families, Care leavers and Young People with complex needs being addressed. The commissioning of the 6 Unit Coedlys Core Service and a further two cluster units, all located in Llangefni, has witnessed high demand in terms of referrals and has enabled the placement of 11 young people with complex needs, of whom 4 have been care leavers. This project has been operational 2013. Such has been the demand for the service, that it has been agreed form October 2013 to extend provision to seven units within the core element, at no additional cost to the Supporting People Budget.

3.8.5   The commissioning of a 12 Unit Housing First Service for single people, aged 25 or older commenced in April 2013.Initiallly this is a 12 Month Pilot Project with the option to extend the contract for a further two years. The service became full within the first 4 months, and provides an intensive floating support service, to a chaotic group of individuals, replacing the need for a linear model. The aim of the model is to ensure that, the support rather than the tenant moves on and therefore the tenant is able to maintain the tenancy long term.

3.8.6   Both the above services describer in 3.8.4 and 3.8.5 are monitored effectively via separate multi agency panels who meet on a monthly basis to discuss referrals, resolve any issues of concern and share good practice. Both services have an individual budget allocation as part of the overall contract, managed by the provider, and monitored against the 11 Supporting People Outcomes Framework by the Anglesey Supporting People Team.

3.8.7   The remodelling of the generic housing services homeless prevention project in April 2013 has also seen high demand for the service , with 80 units being delivered. Evidence gathered to date including case studies, have demonstrated how a service can be successfully remodelled to provide a quality service with a robust assessment, and support delivery processes.

3.8.8   There remains a gap in the delivery of services to older people within the private sector, who include owner occupiers. A collaborative approach will be undertaken to undertaken to reconfigure the support and accommodation needs of older people. Further details relating to proposals can be seen in chapter 5 of this document.

3.9   Welfare Reform

3.9.1   The continued implementation of radical changes to the benefit regulations by the UK Government via the Welfare Reform programme will present unavoidable challenges to the Supporting People Programme.

3.9.2   The impact of the bedroom tax, benefit cap and other changes are already providing financial hardship to a number of families and individuals with an increase in rent arrears already reported.

3.9.3   Prior to the introduction of the Welfare Reform, statistics provided by the IoACC Housing Benefit Section estimated that approximately 40 families on Anglesey were expected to be affected by the benefit cap which will result in single parents receiving up to a maximum of £350 per week with couples receiving up to £500 per week.

3.9.4 Furthermore, it was estimated that of the 7,300 Housing Benefit recipients on Anglesey, approximately 622   households would be affected by the introduction

of the Bedroom Tax which affects benefit entitlement by 14% where households under occupy by one bedroom and 25% in cases where households under occupy by two or more. The impact of the reduced benefit may also affect the rental income collected by Housing Services and could result in an increase in eviction orders which would then increase those presenting as homeless and impact upon Supporting People Services.

3.9.5   The need for more single bedroom properties has never been greater following the Government's decision to extend the shared room rate for single people up to the age of 35.

3.9.6   Furthermore, the pressure for smaller accommodation will be further exacerbated by an influx of people to the island, should the proposed Wylfa B Power Station be granted approval. Once again there is a significant risk that private sector landlords will cease the opportunity to maximise their income from contactors seeking local accommodation. This would undoubtedly limit the number of available properties to vulnerable individuals and their families in the short to medium term, and may also increase the number presenting as homeless.

4. Consultation Evidence.

4.1 Significant progress was achieved in relation to promoting Service User Involvement and Participation during 2013/14.

4.1.1 A number of detailed service reviews have been completed within mental health, Older People and Learning Disability Services. All reviews undertaken by the Anglesey Supporting People Team include a variety of methods to gather the opinions and aspirations of service users on the type and quality of Housing Related Support Services that they receive. Methods of service user involvement have included producing a video, where services users shared their experiences attending coffee mornings at sheltered housing schemes, holding focus group meetings and issue postal surveys. In addition monitoring visits have been made where service users have been present and fed back their views.

4.1.2 Two major Service User Consultation events have also been held during 2013. The first event held in June 2013 was specifically targeted across all service user groups to promote service user participation, and enable them to influence the decision making process including the planning, procurement and reviewing of services. In total, over 70 service users attended and contributed their opinions as to how they would like to be involved in having their voices heard and improving services. A number of service users also volunteered to become panel members and arrangements to formulate this process are currently on-going.

4.2 Feedback from Service Users.

4.2.1 We asked a cross section of service users where they accessed information about services and how they are referred. Their answers were:

- Social Services
- Hospital
- Drop in Centres
- Lighthouse Project
- Information leaflets
- One Stop Shop
- Local Authority Homeless Section
-

4.2.2 Service Users also listed the following as barriers to accessing services

- Processes were too long
- No Freephone number available
- Websites weren't always working
- Advertising of service provision could be improved
- Limitations in rural areas due to transport and cost

- Need to be kept updated although this had improved during the past 12 months
-

4.2.3 Service Users thought that access to Supporting People services should be available and displayed within:
- GP Surgeries
- Newsletters
- Supermarkets
- Community Centre
- Local Radio
- Website
- Job Centre
- Community Centres
- CAB

4.2.4 Service Users also requested that information should be available in a range of Formats which include
- Braille
- Social Networking sites
- More leaflets, and written in simple language and not corporate jargon.

4.2.5 Services Users provided the following feedback in relation to their experiences of   Support Planning and subsequent provision of support
- Person Centred Planning
- Contact with Warden
- Able to go out of the house
- Able to find training
- Targets to work towards
- Assistance with budgeting, application forms and training
- Assistance to maintain tenancy
- Achieve goals

4.2.6 In terms of how service can be improved, feedback suggested
- Happy as they are
- Greater access and use of communal lounges in sheltered accommodation
- Establish a service user forum
- More funding
- Greater involvement in how the service is run

4.2.7 Service Users were asked how the services they receive engage with them. Answers   included:
- House Meetings

- Newsletters
- Questionnaires
- Sheltered Housing Forum
- Meeting to discuss / review their support plan
- Various social events
- Workshops
- Annual Conference

4.2.8 In response to what factors act as a barrier or prevent service users from becoming involved, service users said:

- Some staff
- Time Commitments
- Travel / transport
- Never put off
- Lack of confidence
- Not enough organised Opportunities
- Childcare
-

4.2.9 Service Users felt that the following types of involvement works?
- Questionnaires
- Discussing with staff
- Workshops
- House meetings
- One to one meetings
- Fund Raising Events

4.2.10 Finally, service users were asked how an 'involvement menu could be created and responded with the following:

- Being listened to
- Being consulted with
- Being understood
- Provided with transport to consultation events
- Provided with support to attend
- Receive information with sufficient notice
- Incentives to attend – lunch etc
- Visit other projects
- Raise awareness
- Feedback on any progress
- Hold an annual service user event
- Be a quality checker
- Visit other projects

4.3	A further service user consultation event called 'No Place like Home' was held in September 2013r. This event was jointly arranged between the Supporting People and Tenant Participation Teams with Housing Services and specifically targeted the Older People Population who currently reside within sheltered schemes, designated older people housing and general needs housing occupied by anyone aged 50 or over.

4.3.1	Once again the event was extremely well attended with over 120 service users present. A range of statutory, private and voluntary agencies were present to offer advice and support to attendees, these included

- Isle of Anglesey County Council
- Communities 2.0
- Royal Voluntary Service
- Communities Voice
- Pharmaceutical Companies
- O'Toole Centre
- Medrwn Môn
- Carers Outreach

4.3.2 We asked all tenants and service users present what makes them fell independent and what help they required to remain independent. They felt that the following provision was important

- More joint working between agencies
- Alarm system and Sheltered Housing
- Enabling couples in homes to have individual alarms
- Better community transport
- Increase in community facilities such as local shop, post office etc
- Handyperson to help with small household jobs
- Adaptations to the home
- Be-friending scheme
- Warden Service via a hub and spoke model of provision
- Temporary / short term services where appropriate
- Access to information which is easier to understand
- More community support
- More safety checks on alarms
- Provision of services which includes a menu of options
- Increased use of communal facilities
- Pay only for services that are required
- Community spirit
- Expansion of the Good Turn Scheme
- Ensure all homes are wheelchair accessible
- Help with shopping
- Foot care

4.4 Consultation with Provides

The Supporting People Team regularly consults with Service Providers via a range of methods, these include:

- Joint Provider Forum with Gwynedd Council held on four monthly intervals
- Regional Provider Forum
- Quarterly Monitoring Visits
- Service Reviews
- Ad hoc meetings
- Provider representation on the Local Planning Group and Regional Collaborative Committee
- Provider representation on specific Stakeholder Groups / Panels.

5. Priorities for Development

5.1   Reviewing and Monitoring of Services

5.1.1   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.

5.1.2   During the current financial year a number of detailed reviews have been undertaken within Older People Services, Mental Health and Learning Disability Services.

5.1.3   The findings and recommendations for the delivery of housing related support services for people with mental health needs have been shared with the members of the Local Supporting People Planning Group and proposals for re-modelling have been approved. For further details see page 25

5.1.4   Work remains on-going in relation to reviewing the provision of housing related support services for people with learning disabilities. The majority of the individual reviews at the time of writing of this document have been completed and are currently out for consultation with providers. Upon finalisation of the review process, evidence will be presented to the Supporting People Planning Group, and may require some remodelling of current provision. For further details see page 26.

5.1.5   Similarly, a number of service reviews have been completed in relation to the provision of housing related support services for older people and are also currently undergoing consultation with the range of providers which include the Internal Provider Unit, Registered Social Landlords and independent sector providers. The process highlighted in 5.1.3 and 5.1.4 will be repeated for Older People.

5.1.6   The establishment of a North Wales Regional Reviewing and Contracting Group has harboured a more consistent approach across the North Wales Region during the past 12 months and has benefited both commissioners and providers alike. A process of sharing information relating to self-assessments and desktop analysis has been agreed in principle between North Wales Supporting Teams. This will reduce

duplication and time spent by providers completing detailed and complex information and will also save upon time for service commissioners.

5.1.7   The monitoring of contract and performance data is undertaken on a quarterly basis. Officers from the Supporting People Team maintain regular contact with providers and this has assisted better quality data to monitor contract compliance.

5.1.8   Furthermore, Supporting People outcomes data across North Wales is now collected electronically via SNAP Software which is hosted regionally by Conwy Council. This has simplified the process for providers and can provide easily accessible management data for commissioners.

5.2   Service User Groups   - continued from 2013/14

5.2.1   Following recommendations based upon robust evidence presented by the Isle of Anglesey Supporting People Team, to the Local Supporting People Planning Group the following service areas have been identified as immediate priorities for development in 2014/15.

- **Older People Services**
- **Mental Health Services**
- **Learning Disability Services**

5.2.2   In addition the Supporting People Team intend to carry out detailed strategic service reviews across the following service areas by the end of 2014/15

- **Substance Misuse**
- **Domestic Abuse**
- **Young and Vulnerable Single Parents**
- **Young People**
- **Generic Homelessness**
- **Offending History**

5.3 Reconfiguration of Older People Services

Older People Supply Map

Provider	Units	Description
Carelink	**1**	**Floating Support for an Older person with physical disabilities**
Cymdeithas Tai Eryri	**25**	**Llys Mair**
CymdeithasTai Eryri	**8**	**Alarms**
Cymdeithas Tai Eryri	**54**	**Extra Care Scheme**
Môn Care	**491**	**Sheltered Housing**
Môn Care	**697**	**Telecare**
Môn Care	**5**	**Floating Support Service**
Môn Care	**16**	**Reablement**
Clwyd Alyn	**40**	**Warden and Alarm Service**
Total	**1337**	

5.3.1   The current Supporting People Programme Grant Guidance document clearly states that provision of Supporting People funding in respect of services delivered to older people should be based on need and not on age or tenure. During 2012/13, a detailed assessment of the needs of older people was conducted by the Supporting People Team and will be used to inform the reconfiguration of services as part of a corporate transformation programme to modernise services for our older population.

5.3.2   The key messages from the needs assessment were that there are:

- An oversupply of accommodation based services for older people
- An unmet need for Non-accommodation based services for older people for all durations
- An oversupply of long term based accommodation based support
- An currently an oversupply of alarm based services

5.3.3   Careful consideration will be required when considering the implications of these findings and in particular, the impact upon the provision of services within alarm schemes, sheltered housing and Extra Care Facilities. These issues will all be factored into the Transformation Programme for Older People and the impact upon future strategy will be discussed within the respective, Enhancing Accommodation, and Helping People to Live at Home, of which Supporting People Officers are a key stakeholder.

5.3.4   A co-production approach is to be adopted to facilitate the reconfiguration process. The views of service users, wider community and other stakeholders are seen as pivotal to ensuring that the reconfiguration

process will ensure that eligible strategically relevant, fit for purpose outcome focused services which provide value for money are delivered to meet the needs of our older population in future.

5.3.5   Amongst the range of options being considered for older people services which would include the delivery of eligible housing related support services are:

- Development of additional extra care schemes which would include housing related support provision
- Remodel existing sheltered housing provision into a hub and spoke model of provision
- Deliver a floating support service across older people and include a menu of options based upon assessed need for the following client groups.
  - ➢ Older people with support needs
  - ➢ Frail elderly
  - ➢ Dementia

5.3.6   The future commissioning of housing support services for older people is to be included in a high level strategic document which will clearly state our intentions for future delivery of support for this service group. The vast majority of service reviews for older people have been undertaken during 2012/13 and completed. However some remain at the consultation process at the time of writing of this document. Therefore we are unable to clearly define our commissioning intentions until all have been completed and a business case has been approved at corporate level.

5.4 Mental Health Services

Provider	Units	Description
Anheddau	10	**3 Supported Housing and Seven Floating Support low level**
Anheddau	12	**Floating Support Service – High Intensity and Low Level**
Community Support Services	70	**Floating Support Service – High Intensity and Low Level Support**
Community Support Services	6	**Supported Housing**
Total	98	

5.4.1 A programme of strategic reviews commenced during 2012/13 and has since been completed. All above mentioned services were assessed for eligibility, strategic relevance and value for money. The evidence has been presented to the Local Planning Group and approval has been granted to undertake a
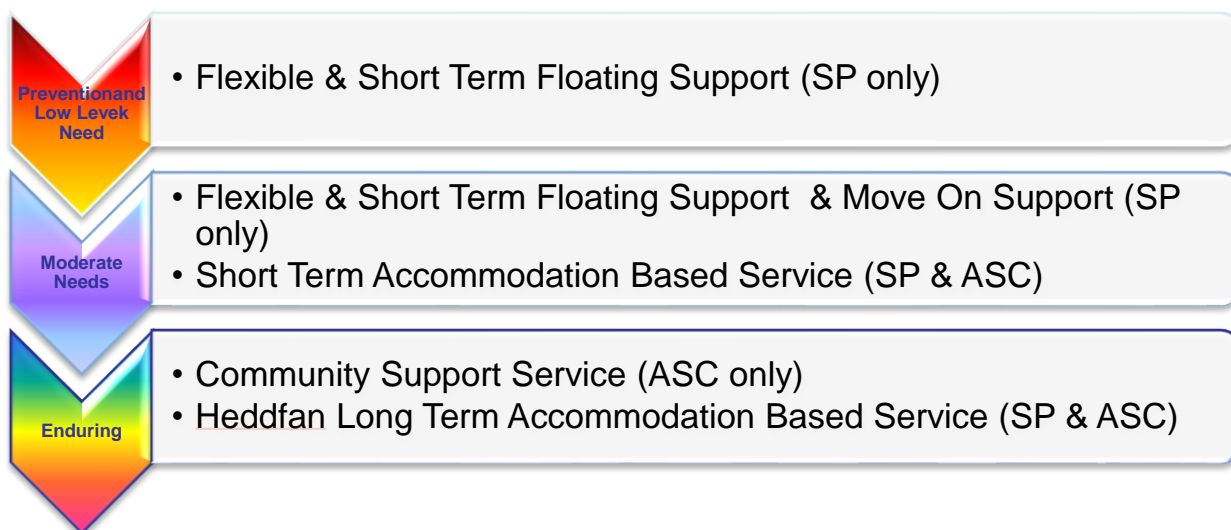
remodelling of current provision which will include the need for a full tender process to be undertaken during 2014/15

5.4.2 The main findings of the review highlighted that current service provision contained:

- A lack of flexibility and inequitable access
- All cases currently referred via the Case Manager following Community Care Assessment
- Unmet need at the lower level (preventative) and short term provision
- Low level of floating support which proved to be long term in a number of cases
- Failure to move on to a higher level of independence

5.4.3 It is therefore proposed that the new model of delivery to be commissioned for the provision of housing related support for people with mental health needs, (pending approval of a business case) will be based on the following three staged design. The emphasis will be upon recovery across all 3 strands and will focus upon:

- Floating Support Early Intervention with emphasis on preventing need to access mainstream Community Mental Health service
- Flexible and based on need over time
- Maximum period of 2 years within floating support
- Ability to facilitate hospital discharge and return home
- Multi agency referrals
- Short term accommodation for move-on towards greater independence
- Maintain Long term service provision with a greater emphasis on move-on.

- **Prevention and Low Levek Need** • Flexible & Short Term Floating Support (SP only)

- **Moderate Needs** • Flexible & Short Term Floating Support & Move On Support (SP only)
  • Short Term Accommodation Based Service (SP & ASC)

- **Enduring** • Community Support Service (ASC only)
  • Heddfan Long Term Accommodation Based Service (SP & ASC)

5.5 Learning Disabilities

Provider	Units	Description
Cartrefi Cymru	16	Permanent Supported Housing Projects – 6 Schemes
Tyddyn Môn	18	Permanent Supported Housing Projects – 5Schemes
Môn Care	12	9 Permanent Supported Housing Schemes and 3 Floating Support Units
Anheddau	1	Floating Support - 1 Unit
Hylands	1	1 Unit of Supported Housing
Peny Graig	1	1 Unit of Supported Housing
Total	49	

5.5.1 The provision of housing related support for people with learning disabilities accounts for the highest cost of all eligible groups who receive Supporting People funding by some considerable margin. The annual outlay in respect of providing housing related support for people with learning disabilities amounts to £923,000. This was commensurate with 31% of the Support People budget during 2012/13. The ratio for the 2014/15 year cannot be included as the final budget allocation for Anglesey for this year is yet to be confirmed. This equates to an average annual cost per unit of £18,837 for each of the 49 units provided.

5.5.2 During 2013/14, the Isle of Anglesey Supporting People Team have undertaken five out of a possible six service reviews within Learning Disabilities. Consultation remains ongoing with 4 of the providers, with the remaining review to be commenced shortly.

5.5.3 Evidence gleaned from the reviews to date clearly highlight

disproportionate levels of ousing related support within some projects compared with care levels. Questions in relation to eligibility for the levels of housing related support within some projects will need to be further addressed over the forthcoming months and consideration given to re-investing some of the current investment into lower level need with emphasis on move-on and promoting increased levels of independence where possible.

5.5.4   The current level of investment of Supporting People funding within Learning Disabilities coupled with the need to identity efficiency savings due to the reduced funding from Welsh Government, poses a significant risk to this service area. Additionally this may impact detrimentally further upon Social Services' financial ability to maintain current levels of support to people with learning disabilities in the short to medium term.

5.5.5   An joint exercise will be undertaken between the Supporting People Team and colleagues from Social Care to re-evaluate current packages of joint commissioning and housing related support during this commissioning cycle. The results of this substantial piece of work in addition to the findings of the strategic reviews already undertaken and collaboration with service users, families and advocates will assist the Supporting People Team to formulate a business case for presentation to the Planning Group to remodel future housing related support services for people with Learning Disabilities.

5.6   Services to Families with a range of complex needs

Provider	Units	Description
Hafan Cymru	**4**	**Supported Accommodation for Vulnerable Single Parents**
Hafan Cymru	**12**	**Floating Support for Vulnerable Single Parents**
CAIS - Eilianfa	**2**	**Move-on**
CAIS - 13 Maes Y Garreg	**3**	**Supported Accommodation**
CAIS – 51 Bro Tudur	**2**	**Move-On**
CAIS – Anglesey Contract	**6**	**High Intensity Floating Support**
CAIS – Ynys Môn	**24**	**Low Level Floating Support**
Total	**53**	

5.6.1   The Isle of Anglesey County Council in conjunction with Gwynedd Council will implement an Integrated Family Support Service (IFSS) during 2014/15 which will focus on providing support to families where parents who have substance misuse issues which affect their children.

5.6.2   The IFSS intervention will include an initial period of intensive intervention from Health and Social Care practitioners which will not involve Supporting People input.

5.6.3   However, following the intensive targeted support, a period of housing related support will be necessary to consolidate the initial intervention, and prevent regression, family breakdown and potential homelessness.

5.6.4   Inevitably, the targeted families will have enduring and complex needs which will contribute to family dysfunction and separation in a number of cases. The input of Supporting People Funding is therefore seen as a preventative measure and result in reduced costs and dependency on further statutory services in the longer term.

5.6.4   IFFS professionals will need to liaise with the Supporting People Team to facilitate access to appropriate Supporting People funded projects that can provide the necessary support to complement the earlier intervention, and assist the IFFS to meet its aims and objectives to empower families to take positive steps to improve their lives.

5.7   Reconfiguration of Floating Support Services

Nine floating support services are currently provided in Anglesey in respect of substance misuse, domestic abuse, generic homeless, offenders, vulnerable single parents and young people. Up until August 2012, which saw the introduction of the Supporting People Programme Grant, all the afore mentioned services were funded directly by the Welsh Government under the Supporting People Revenue Grant Funding. The total cost of this provision amounts to £577,447 per annum. A total of 112 service users are supported by these services, therefore the average cost of provision per service user is commensurate with £5,156 per person per year.

5.7.1

Service User	Provider	Units	Description
Substance Misuse	CAIS	6	High Level
	CAIS	3	High Level
	CAIS	24	Low Level
Domestic Abuse	Gorwel	6	High Level
Generic Homeless	Agorfa	21	Low Level
Young and Vulnerable	Digartref Ynys Môn	9	Low Level
	Digartref Ynys Môn	6	Low Level floating support for families
Vulnerable Single	Hafan Cymru	12	Low Level

Parents			
Generic	NACRO	13	Low Level
Single People Aged 25 and over who are homeless and or rough sleep.	The Wallich	12	High Level
Total		**112**	

5.7.2   In addition to the services shown in the supply map above, a further 8 schemes provide a level of floating support services within mental health, learning disabilities, physical disabilities and older people. The table below provides a synopsis of the number and types of floating support services. A total of 208 units are commissioned with an annual cost of £484,858. This equates to £2,184.05 per service user per annum.

Service User	**Provider**	**Units**	**Description**
Mental Health	Community Support Services	70	Floating Support
	Anheddau	12	Floating Support
Physical Disabilities	Anheddau	2	Floating Support
	Môn Care	13	Flaoting Support
Learning Disabilities	Môn Care	3	Floating Support
	Anheddau	1	Floating Support
Older People	Môn Care	5	Floating Support
	Môn Care	16	Rebalement Floating Support
	Plas Garnedd	20	Floating Support (Early Onset Dementia)
Generic	Housing Services	80	Floating Support
Total		**222**	

5.7.3 As previously referenced in this document, service reviews remain ongoing, within emphasis placed on service areas rather than individual projects. It is therefore likely that the reviews will continue well into 2014/15 before informed decisions are made as to in relation to the decommissioning, or remodelling of specific individual projects. However it is inevitable given the current wide range of floating support services that are commissioned on Anglesey, that careful consideration needs to be given to future provision which will provide better value for money and remain strategically relevant. The undertaking of a value for money benchmarking exercise will assist the review process and also provide key intelligence to our future commissioning priorities and intentions. Possible future models of floating support provision include:

- One generic floating support service across all supporting people groups
- Merge multiple contracts with individual providers into one contract

- Merge designated service areas where there are crosscutting issues e.g. Mental Health, Substance Missuse, Offending.
- Explore further possible opportunities for sub-regional commissioning with Gwynedd Council.

5.8 Services to Single People aged 25 and over who are homeless and or sleeping rough

Service User	Provider	Units	Description
Singe People aged 25 or over who are homeless or rough sleep	The Wallich	12	Intensive Floating Support Service based on Housing First Model
Total		12	

5.8.1 The above mentioned service was commissioned form April 2012 as a pilot for 12 months to incorporate a Housing First Model of Provision, following the submission of business case outlining the need for a service for single people aged 25 and over who are homeless and or sleep rough. Depending on the success of the pilot an option to extend for a further two years was agreed within the tender process.

5.8.2 Evidence and intelligence presented to the Board as part of the monitoring arrangements clearly indicate that the service has been successful with both referrals and take up of the service high.

5.8.3 A review of service is currently ongoing and a recommendation will be made to the Local Planning Group before the end of the current financial year on the future intentions in terms of commissioning arrangements.

6.0 Spend Plan.

6.1   The information and data contained in the table below, compares the proposed budget for the 2014-15 year with the previous three 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	Local Authority Contribution	Total
2012/13 (Aug/March)	£2,111,315.05	Nil	£2,111,315.05
2013/14	£3,052, 211	£45,000	£3,097,211
2014/15 (indicative amount)	£2,899,598	£197,613	£3,097211
2015/16	£2,786,280.41	Nil	Nil

6.1.1

Based upon the above mentioned indicative amounts for 2014/15 and 2015/16, it would be reasonable to assume that Anglesey's Supporting People funding will be significantly reduced over the cycle of this commissioning Plan. In real terms the proposed reductions equate to 5.26% for 2014/15 and 4.1% for 2015/16.

Supporting People Spend Plan 2014/15

| Client Group	2014/15 Total Grant Allocated £		
	Supporting People Funding	**Local Authority Contribution**	**Total Funding**
Women experiencing Domestic Abuse	169,796.82	9,427.18	179,224
Men Experiencing Domestic Abuse	0.00	0.00	0
People with Learning Disabilities	857,415.00	47,604.00	905,019
People with Mental Health Needs	194,394.16	10,792.84	205,187
People with Alcohol Needs	0.00	0.00	0
People with Substance Misuse Needs	167,665.17	9,308.83	176,974
People with Criminal Offending History	160,901.68	8,933.32	169,835
People with Refugee Status	0.00	0.00	0
People with Physical and Sensory Disabilities	39,621.22	2,199.78	41,821
People with Development Disorders (e.g Autism)	0.00	0.00	0
People with Chronic Illness Needs (e.g. HIV and Aids)	3,875.81	215.19	4,091
Young People who are Care Leavers	0.00	0.00	0
Young People with Support Needs (16-24)	392,126.02	21,770.98	413,897
Single Parent Families with Support Needs	74,609.64	4,142.36	78,752
Families with Support Needs	0.00	0.00	0
Single People with Support Needs not listed above (25-54)	142,110.00	7,890.00	150,000
People aged over 55 years of age with Support Needs (exclusive of alarm services)	336,764.70	18,697.30	355,462
Generic Floating Support / Peripatetic (tenancy support services which cover a range of needs.	226,858.72	12,595.28	239,454
Alarm Services (inc sheltered / extra care.	125,523.87	6,969.13	132,493
Total	**2,891,662.81**	**160,546.19**	**3,052,209**

% Funding Per Service Area

- ■ Women experiencing Domestic Abuse
- ■ People with Learning Disabilities
- ■ People with Mental Health Needs
- ■ People with Substance Misuse Needs
- ■ People with Criminal Offending History
- ■ People with Physical and Sensory Disabilities
- ■ People with Chronic Illness Needs (e.g. HIV and Aids)
- ■ Young People with Support Needs (16-24)
- ■ Single Parent Families with Support Needs
- ■ Single People with Support Needs not listed above (25-54)
- ■ People aged over 55 years of age with Support Needs (exclusive of alarm services)
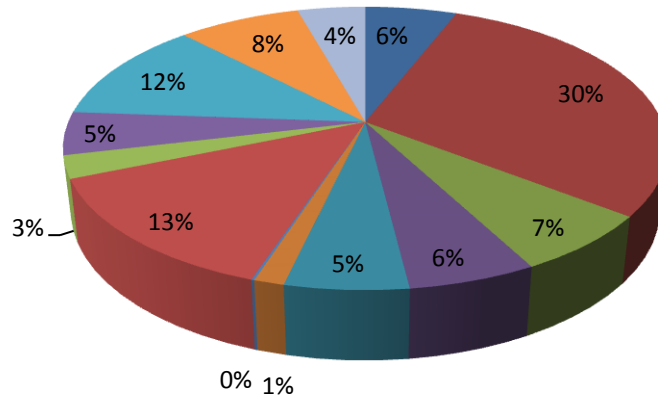
Number of Units Per Service Area of Funding

- Women experiencing Domestic Abuse
- People with Learning Disabilities
- People with Mental Health Needs
- People with Substance Misuse Needs
- People with Criminal Offending History
- People with Physical and Sensory Disabilities
- People with Chronic Illness Needs (e.g. HIV and Aids)
- Young People with Support Needs (16-24)
- Single Parent Families with Support Needs
- Single People with Support Needs not listed above (25-54)
- People aged over 55 years of age with Support Needs (exclusive of alarm services)
- Generic Floating Support / Peripatetic (tenancy support services which cover a range of needs.
- Alarm Services (inc sheltered / extra care.
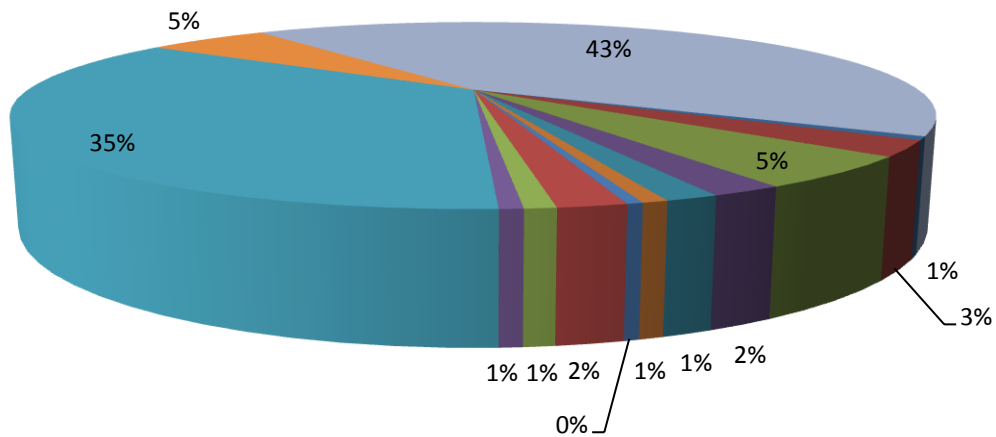
7. Equality Impact Assessment

Future commissioning arrangements for Supporting People Services on Anglesey will include an equality impact assessment process. This will assess the impact of commissioning new services, remodelling, or decommissioning and will ensure parity and equality across all components of the Equality Act 2010.

**Appendix 1**

Anglesey

Needs Mapping Report 2012-13

20/05/2013

COMPLETION YEAR

	Number
Total	443
Apr 2011 - Mar 2012	2
Apr 2012 - Mar 2013	435
Apr 2013 - Mar 2014	6

Distinct count of forms (HSID)	443
Distinct count of anonymity codes	397
Sum of duplicates	69

Domestic abuse	62
Learning difficulties	5
Mental health	7
Alcohol	26
Drugs	6
Physical / sensory disability	1
Vunerable young person	15
Offending	2
Homelessness	257
Chronic illness	1
Vulnerable older person	5
Unspecified	56

Section: Person this Form is About

AGE

AGE	Number
Total	443
16-24	147
25-40	175
41-60	95
61 or over	26

6%

Age Group
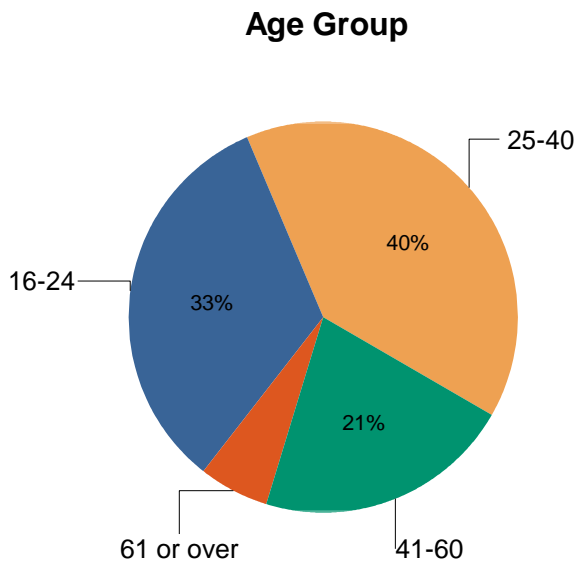
GENDER

GENDER	Number
Total	443
Female	236
Male	207

Gender
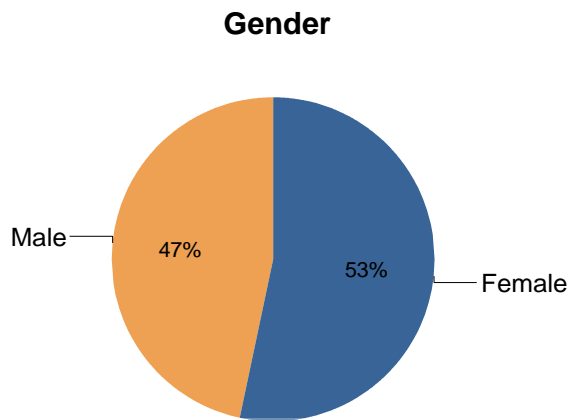
ARMED FORCES

ARMED FORCES	Number
Yes	1

Section: Person Completing this Form

SOURCE OF NM FORMS	No. Forms
Total	443
	2
01248 752168	1
Agorfa Cefni	55
Agorfa Cefni Cyf	23
Agorfa Cefni Lettings	38
Anglesey County Council	69
CAIS	35
Cartrefi Cymru	1
Cefni Lettings	1
Cymdeithas Tai Eryri	12
Digartref Ynys Mon	35
Digartref Ynys Môn	9
DYM	6
Gorwel	64
Hafan Cymru	18
Housing Services	2
Housing Services IOACC	33
Nacro	36
Tai Eryri	2
Tyddyn Mon	1

Organisation
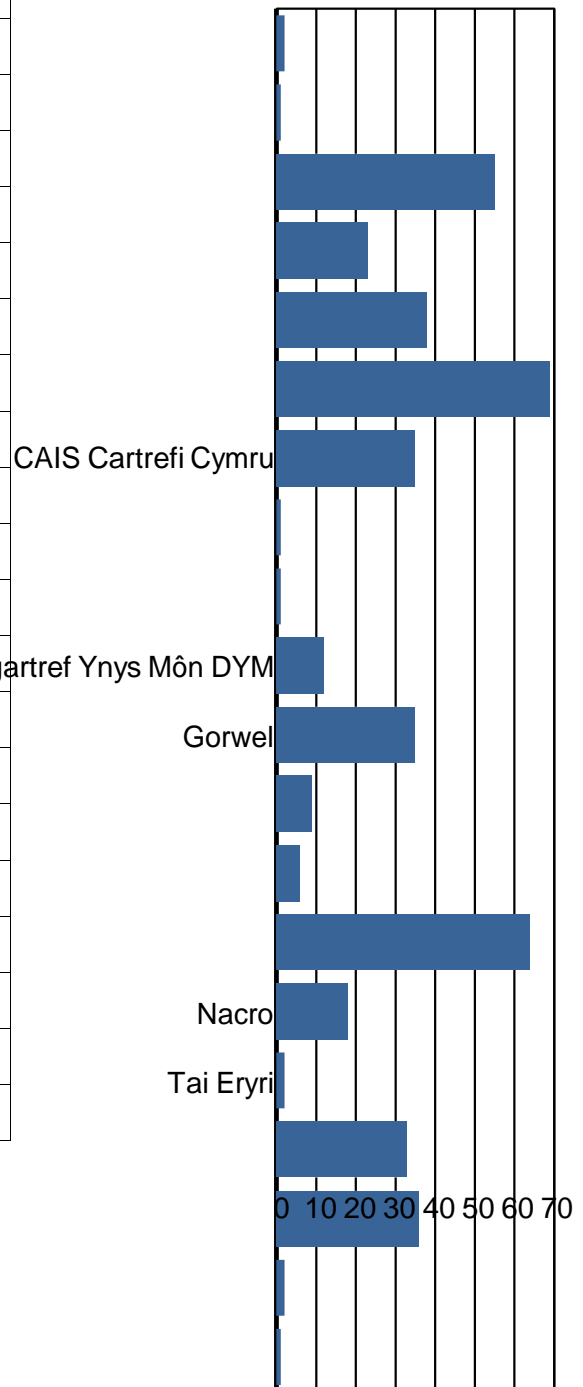
Section: Reason for Completing this Form

REASON FOR COMPLETING	Number
Total	443
Support needs only	85
Accommodation needs only	211
Support & accommodation needs	95
Not specified	52

FILLED IN FORM BEFORE?	Number
Total	443
No	289
Unspecified	154

Reasons for Completing Form
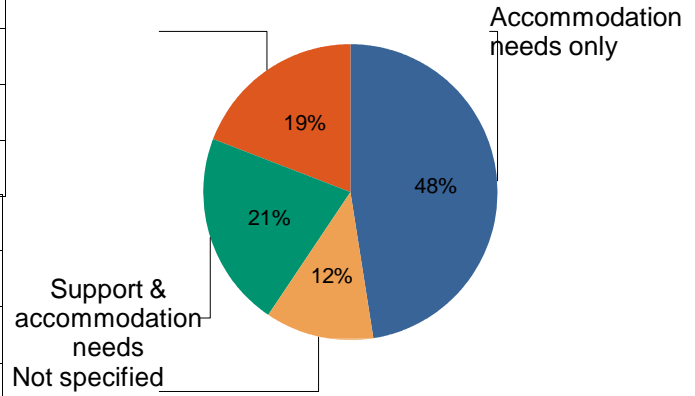
IF "YES", HOW LONG AGO?	Number
Total	0

Section: Household

LIVE WITH PARTNER?

	Number
Total	443
Yes	71
No	347
Unspecified	25

Unspecified

Currently live with Partner

Yes — 16%
6%
78% — No
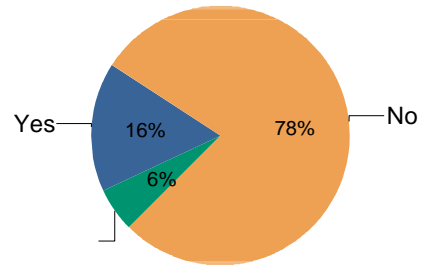
DEPENDENT CHILDREN?

	Number
Total	443
Yes	135
No	279
Unspecified	29

Unspecified

Dependent Children?

Yes
30%
7%
63% — No
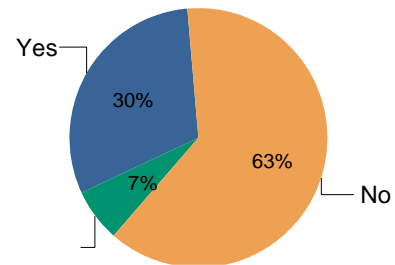
NUMBER OF CHILDREN

	Number
Total	443
1	65
2	44
3	16
4	4
5	6
7+	2
Unspecified	306

Number of Children
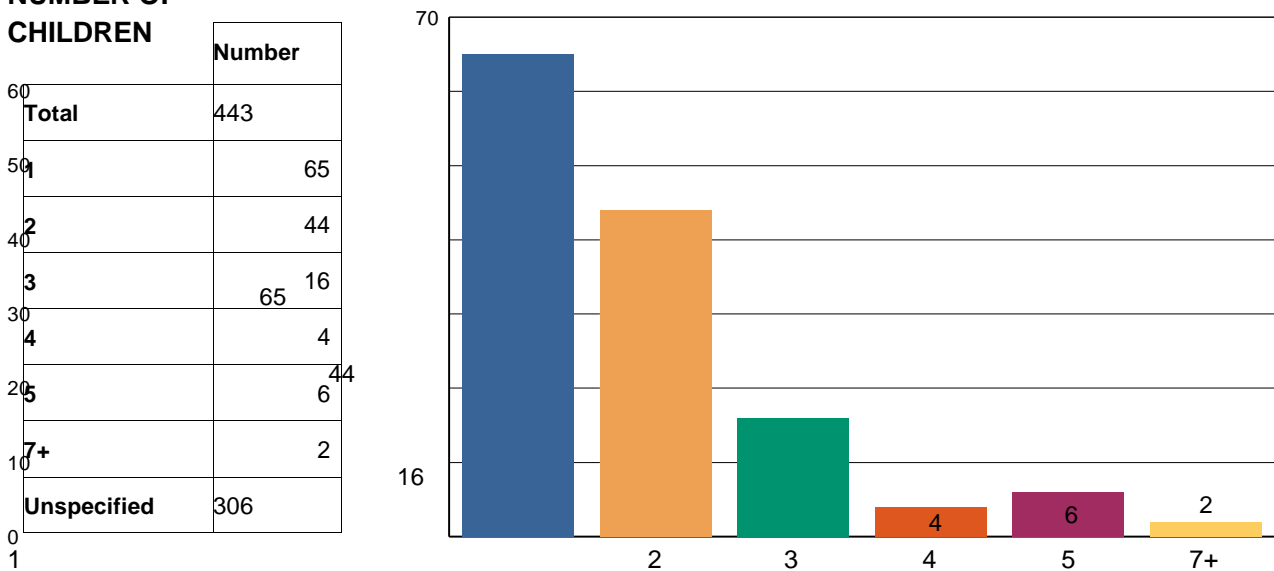
PARTNER / CHILDREN

		Children: Yes	Children: No	Children: Unspec
Total	443	135	279	29
Partner: Yes	71	36	28	7
Partner: No	347	92	251	4
Partner: Unspecified	25	7	0	18

PREGNANT?

	Number
Total	443
Yes	23
No	376
Unspecified	44

Unspecified

Pregnant
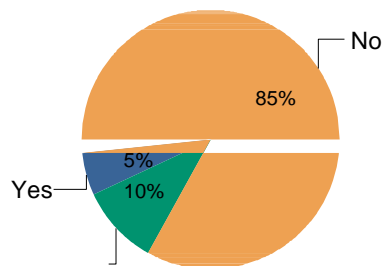
DEPENDENT ADULTS?

	Number
Total	443
Yes	4
No	411
Unspecified	28

Dependent Adults
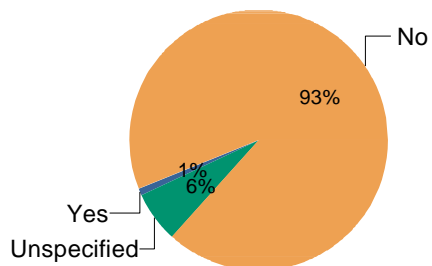
Section: Current Services

Housing Related Support	129
Adult Social Services	24
Children & Family Services	60
Community Drug & Alcohol Service	28
Probation Service	29
Youth Justice Service	4
Community Mental Health Service	43
Child & Adolescent Mental Health Service	5
Forensic Mental Health Service	1

Multiple Current Services (not including HRS)

No of Different Services Accessed (not including HRS)
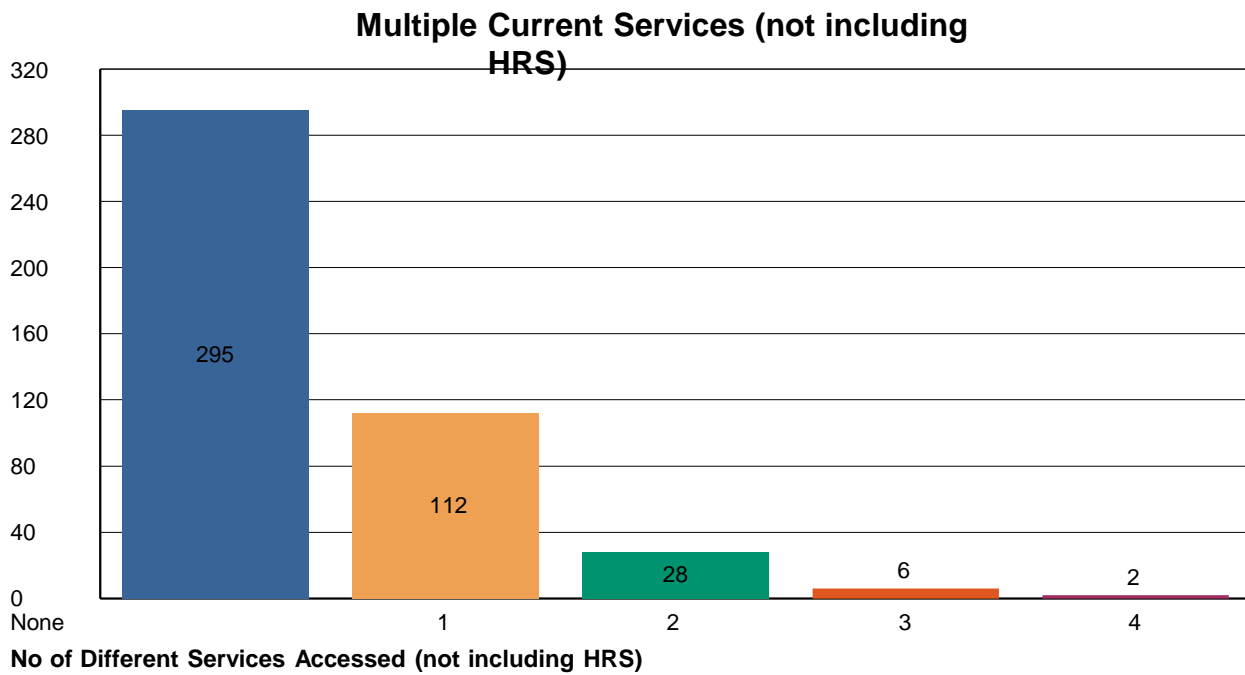
Section: Support Needs

	Low	Medium	High
Domestic Abuse	18	20	79
Learning Difficulties	22	10	5
Mental Health	29	54	28
Alcohol	31	25	34
Drugs	26	30	20
Refugee/Immigration	19	0	0
Physical/Sensory Disability	19	14	2
Vulnerable Young Person	10	12	59
Offending	30	19	19
Homelessness	20	81	217
Chronic Illness	17	9	1
Vulnerable Older Person	19	13	10
Feeling Safe	23	36	87
Safety of self/others	22	23	60
Accommodation	15	25	143
Relationships	23	49	54
Community Inclusion	23	42	29
Managing Money	20	39	41
Educations/Learning	26	34	20
Employment/Volunteering	19	32	29
Physical Health	35	23	21
Healthy and Active Lifestyle	25	33	20

LEAD NEED	Number
Total	443
Domestic abuse	62
Learning difficulties	5
Mental health	7
Alcohol	26
Drugs	6
Physical / sensory disability	1
Vunerable young person	15
Offending	2
Homelessness	257
Chronic illness	1
Vulnerable older person	5
Unspecified	56

Lead Need

Section: Accommodation Needs

HOMELESSNESS

	Number
Homeless at time of completing form	145
Risk of homelessness in 2 months	118
Risk of homelessness in long term	46

NOWHWERE TO STAY TONIGHT?

	Number
Box ticked	33

|	
Notice of eviction	86
Condition/suitability of property	35
Rent/mortgage arrears	20
Family/relationship breakdown	155
Neighbour disputes/harassment	4

Homelessness
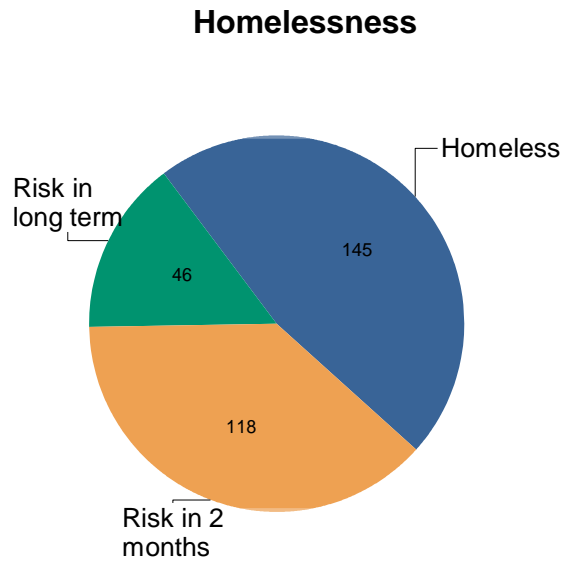
Section: Current Location

CURRENT	Number
Total	443
Anglesey	401
Conwy	2
Denbighshire	1
Flintshire	1
Gwynedd	29
Wrexham	3
Other UK	4
Unspecified	2

Current Location
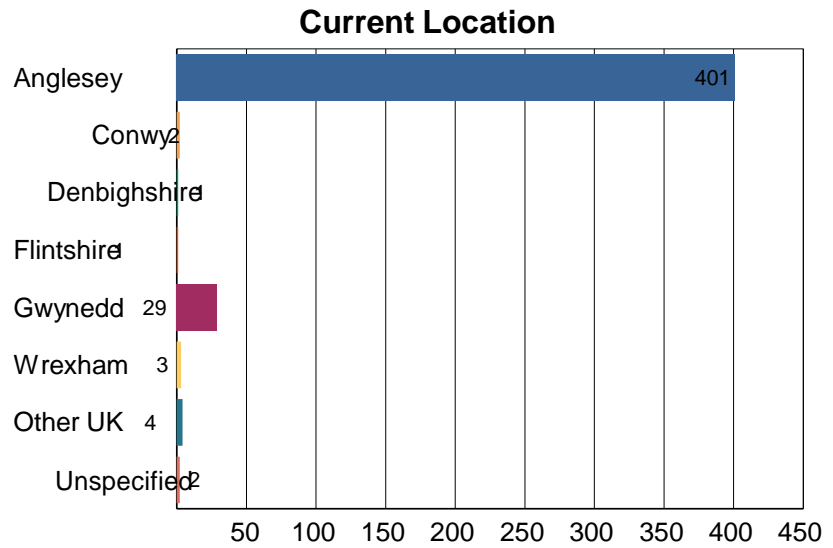
TIME	Number
Total	443
Less than 1 week	28
1-4 Weeks	37
1-3 Months	42
3-6 Months	20
6-12 Months	43
1-2 Years	40
2-5 Years	41
More than 5 years	80
Unspecified	112

Time at Current Location
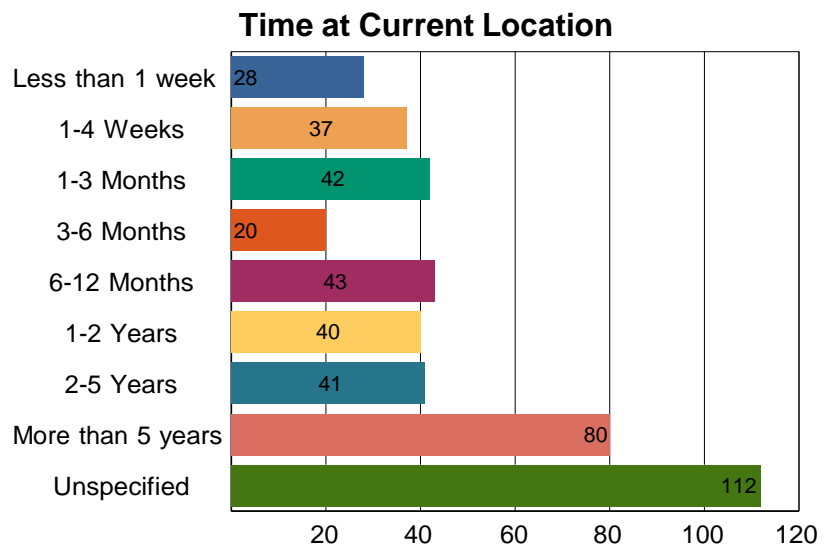
Section: Previous Location

PREVIOUS	Number
Total	443
Anglesey	252
Conwy	13
Denbighshire	3
Flintshire	2
Gwynedd	29
Wrexham	5
Other UK	25
Another country	3
Unspecified	111
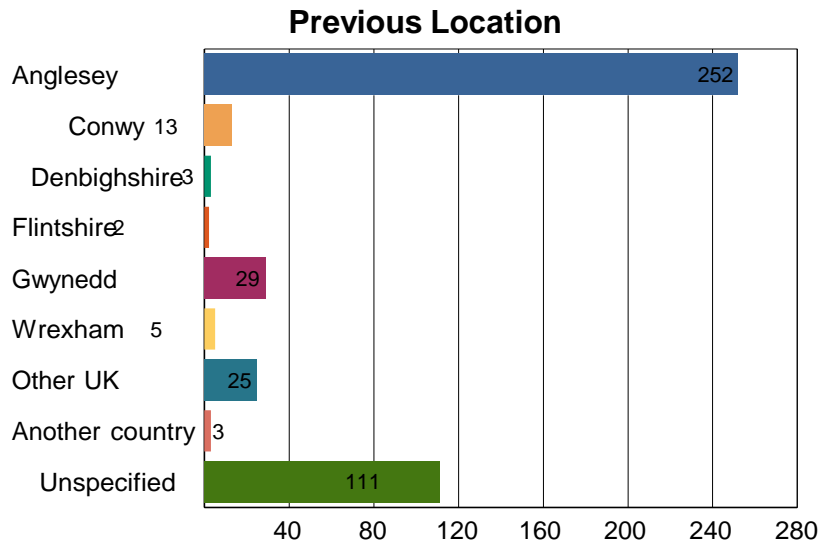
Previous Location

| TIME AT CURRENT LOCATION / PREVIOUS LOCATION		Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham	Other UK	Another country	Unspecified
Total	443	252	13	3	2	29	5	25	3	111
Less than 1 week	28	18	3	1	1	4	0	1	0	0
1-4 Weeks	37	22	5	0	0	4	3	2	0	1
1-3 Months	42	25	1	0	1	5	1	7	0	2
3-6 Months	20	15	1	0	0	1	1	1	0	1
6-12 Months	43	32	0	0	0	0	0	4	0	7
1-2 Years	40	26	0	1	0	6	0	2	0	5
2-5 Years	41	27	0	0	0	2	0	1	1	10
More than 5 years	80	57	0	0	0	1	0	3	0	19
Unspecified	112	30	3	1	0	6	0	4	2	66

49

Section: Current Accommodation

FIXED ACCOMMODATION	Total	Living in the Home of Family / Friends	Others
Council Housing	26	1	25
Housing association	21	1	20
Private rented	96	2	94
Home owner	31	1	30
Caravan or mobile home	4	0	4
Other	43	1	42
Unspecified	222	40	182

Current Accommodation
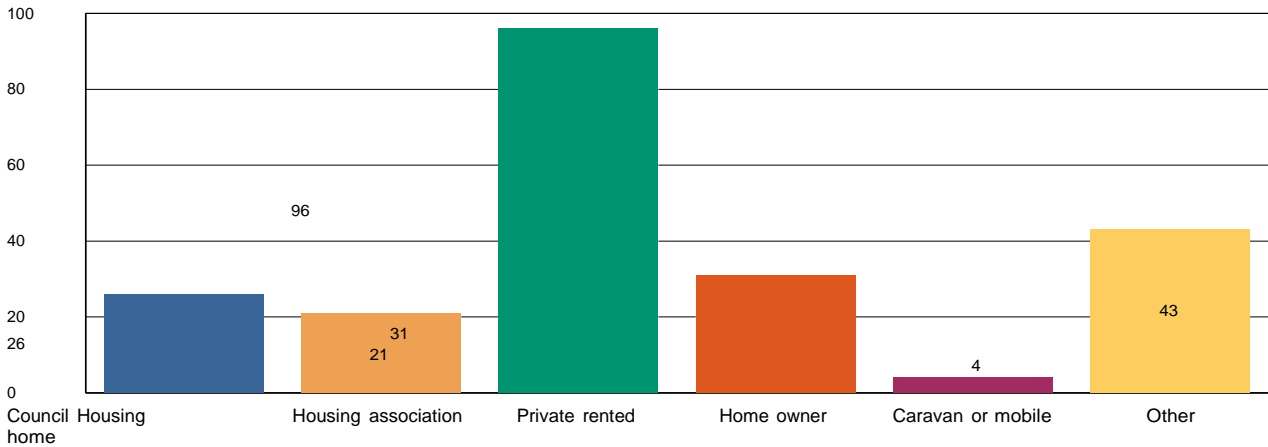
NO FIXED ABODE	Total
Rough sleeping	23
Night shelter / hostel	15
Hotel or B&B	19
Family or friends short term	83
Prison	3
Other	10
Unspecified	290

No Fixed Abode
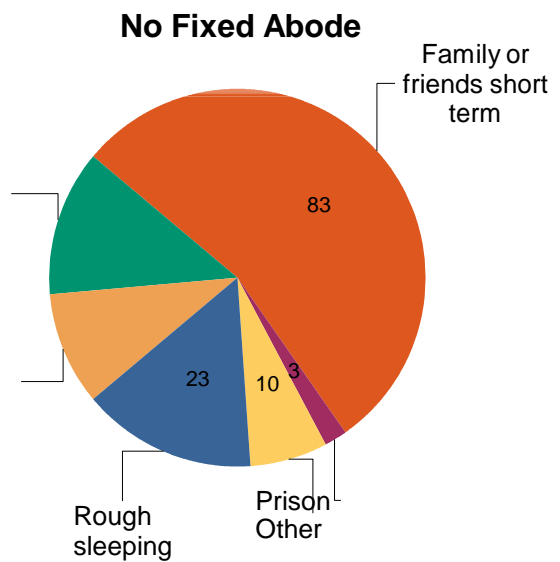
Section: Preferred Location

Anglesey 342

Conwy 6

Denbighshire 3

Flintshire 2

Gwynedd 37

Wrexham 4

Other UK 4

Another Country 1

Section: Preferred Accommodation

ORDINARY ACCOMMODATION

Council housing 223

Housing association 162

Private rented 209

Home owner 12

Caravan or mobile home 23

Other 13

SUPPORTED ACCOMMODATION

Self contained supported housing 24

Shared supported housing 21

Sheltered housing 11

Supported lodgings 0

Refuge or safe-house 2

Short term hostel 13

Residential rehabilitation facility 1

Nursing or residential care home 0

Other supported accommodation 5

Section: Equalities Information

CARER

	Total
Total	443
Yes	1
No	198
Unspecified	244

ETHNICITY:

A. WHITE

	Total
Total	375
White	375

B. MIXED

	Total
Total	3
White & Black Caribbean	2
Other	1

E. OTHER GROUPS

D. BLACK OR BLACK BRITISH

	Total
	0

	Total
Total	1
Gypsy / Traveller	1

C. ASIAN OR ASIAN BRITISH

	Total
Total	1
Other	1

NATIONALITY

NATIONALITY	Total
Total	387
Welsh	181
English	95
Scottish	1
N Irish	4
British	102
Irish	1
Other	3

Nationality
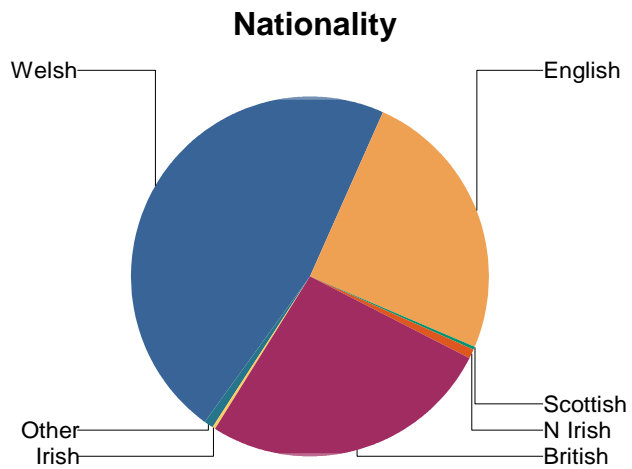
LANGUAGE

LANGUAGE	Total
Total	380
Welsh	74
English	300
BSL	2
Other	4
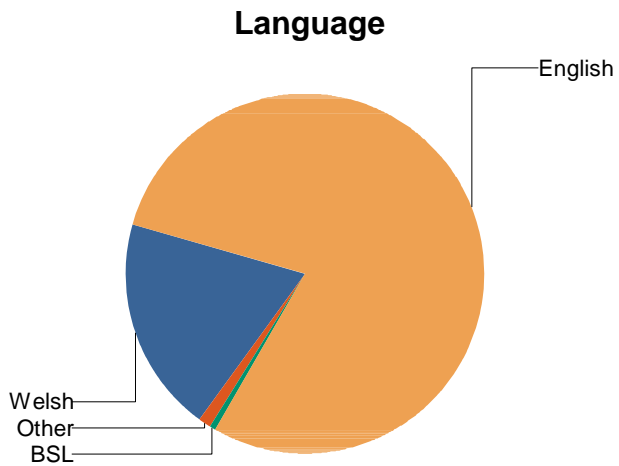
LANGUAGE	Total
Total	4
Portuguese	3
Romanian	1

Language

RELIGION

	Total
Total	273
None	167
Christian	92
Other	14

Religion

53
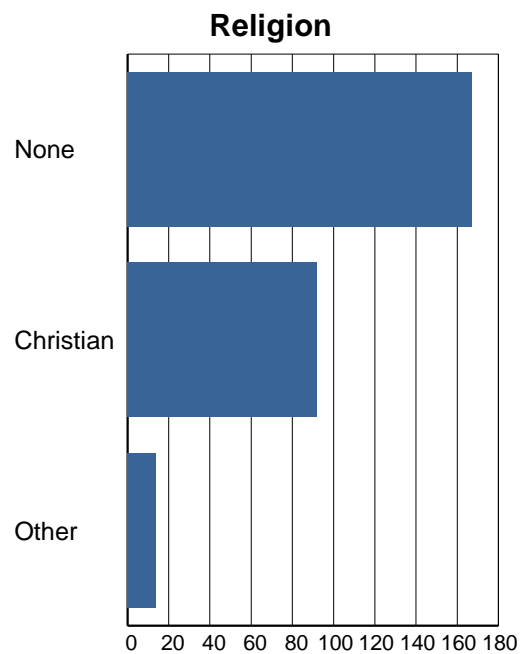
Mobility impairment	14
Sight impairment	3
Hearing impairment	2
Dexterity impairment	4
Learning difficulty	9
Mental health	24
Other impairment	9

GENDER SAME AS AT BIRTH

	Total
Total	443
Yes	259
No	9
Unspecified	175

SEXUAL ORIENTATION

	Total
Total	443
	443