

To: Members of the Partnerships
Scrutiny Committee

Date: 25 October 2017

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Dear Councillor

You are invited to attend a meeting of the **PARTNERSHIPS SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 2 NOVEMBER 2017** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

PLEASE NOTE THAT THERE IS A BRIEFING FOR ALL ELECTED MEMBERS AT 9.30 A.M. IMMEDIATELY PRIOR TO THE MEETING

AGENDA

PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING

1 APOLOGIES

2 DECLARATION OF INTERESTS

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES OF THE LAST MEETING (Pages 5 - 14)

To receive minutes of the Partnerships Scrutiny Committee meeting held on 14 September, 2017 (copy attached).

10.05 a.m. – 10.10 a.m.

5 THE DENBIGHSHIRE HOMELESSNESS STRATEGY 2017-2021 & DENBIGHSHIRE SUPPORTING PEOPLE / HOMELESSNESS PREVENTION PLAN 2018/2019 (Pages 15 - 78)

To consider a report by the Homelessness Prevention Commissioning and Tendering Officer (copy attached) prior to their submission to Cabinet in December 2017, and the Regional Collaborative Committee in January 2018.

10.10 a.m. – 10.50 a.m.

~~~~~ **BREAK (10.50 a.m. – 11.05 a.m.)** ~~~~~

**6 POOLED BUDGETS (HEALTH & SOCIAL CARE) - PROGRESS REPORT (Pages 79 - 100)**

To consider a report by the Project Manager, Regional Collaboration Team (copy attached) to provide update on work that is developing to establish Pooled Budgets across North Wales.

**11.05 a.m. – 11.45 a.m.**

**7 SCRUTINY WORK PROGRAMME (Pages 101 - 122)**

To consider a report by the Scrutiny Coordinator (copy attached) seeking a review of the committee's forward work programme and updating members on relevant issues.

**11.45 a.m. – 12.00 noon**

**8 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups.

**12 noon – 12.10 p.m.**

**MEMBERSHIP**

**Councillors**

Councillor Jeanette Chamberlain-Jones (Chair)

Councillor Emrys Wynne (Vice-Chair)

Joan Butterfield  
Gareth Davies  
Tony Flynn  
Pat Jones  
Christine Marston

Melvyn Mile  
Andrew Thomas  
Rhys Thomas  
David Williams

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## PARTNERSHIPS SCRUTINY COMMITTEE

Minutes of a meeting of the Partnerships Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 14 September 2017 at 9.30 am.

### PRESENT

Councillors Jeanette Chamberlain-Jones (Chair), Gareth Davies, Pat Jones, Christine Marston, Melvyn Mile, Andrew Thomas, Rhys Thomas, Huw Williams and Emrys Wynne

**Cabinet Lead Member** – Councillor Mark Young attended for agenda item 6

### ALSO PRESENT

Corporate Director: Communities (NS), Head of Business Improvement and Modernisation (AS), Head of Community Support Services (PG), Principal Manager, Operational Services (CCN), Community Safety Partnership Manager (ST), Scrutiny Co-Ordinator (RE) and Committee Administrator (SLW)

**Also in attendance** – Dilys Percival, Assistant Area Director of Therapy Services (Central), BCUHB

#### 1 APOLOGIES

Apologies for absence were received from Councillors Joan Butterfield and Tony Flynn

#### 2 DECLARATION OF INTERESTS

Councillor Gareth Lloyd Davies declared a personal interest in items 8 and 9.

Councillor Emrys Wynne declared a personal interest in items 6 and 7.

#### 3 APPOINTMENT OF VICE-CHAIR

In accordance with the Council's Constitution, nominations were requested for the office of Vice-Chair of the Partnerships Scrutiny Committee.

Councillor Huw Williams nominated Councillor Emrys Wynne, seconded by Councillor Gareth Lloyd Davies.

**RESOLVED** that Councillor Emrys Wynne be appointed Vice-Chair of Partnerships Scrutiny Committee for the ensuing year.

#### 4 URGENT MATTERS AS AGREED BY THE CHAIR

No urgent matters had been raised.

## 5 MINUTES OF THE LAST MEETING

The minutes of the Partnerships Scrutiny Committee held on 22 June 2017 were submitted.

At this juncture, the Chair extended her thanks to the Committee Administrator for the excellent minutes.

**RESOLVED** that the minutes of the meeting held on 22 June 2017 be received and approved as a correct record.

## 6 COMMUNITY SAFETY PARTNERSHIP ANNUAL UPDATE FOR 2016-2017

Councillor Emrys Wynne declared a personal interest as he sits as a JP in North East Wales.

Prior to discussion, members were informed by the Chair that the Committee was acting in its capacity as the Council's designated Crime & Disorder Committee in accordance with sections 19 and 20 of the Police and Justice Act 2006.

The Lead Member for Corporate Standards introduced the report (previously circulated) which detailed the activity and performance of the Joint Conwy and Denbighshire Community Safety Partnership (CSP) during 2016-17 and outlined the Partnership's priorities for 2017-18.

The Community Safety Manager briefed the Committee on the background to the establishment of community safety partnerships along with their statutory roles and responsibilities. She drew members' attention to the priorities set by CSPs on a regional basis and the local priorities set by the joint CSP for progression in Conwy and Denbighshire. All of which were listed in the report. Appendix 1 to the report contained the actions identified with a view to delivering both local and regional priorities, whilst Appendix 2 detailed the Partnership's performance with their delivery.

During her introduction the Community Safety Manager highlighted the following points:

- the reduction during the year in acquisitive crime and in adult and youth re-offending rates, all of which was extremely positive. Central government had provided funding to CSPs to specifically focus on these areas, therefore there had been a correlation between the targeted approach and the reduction in the figures;
- there had been an increase in number of incidents of crimes against persons, such as anti-social behaviour (ASB), reported during 2016-17. This was partly attributable to the fact that the definition of violent crime now included a person pushing another individual over or knocking them down;
- unfortunately there had been a number of well publicised incidents of violent crime in Denbighshire during recent months. The CSP's role when such incidents occurred was to focus on low level work within the communities e.g. improve lighting, provide safety messages on how to keep safe etc. The

larger agencies, such as the Police and Fire and Rescue Service undertook the investigative work;

- all actions in the action plan had either been delivered, or were on track to be delivered. There had been a delay with respect of receiving data from the Fire and Rescue Service with regards two of its initiatives, this had been attributed to changes in personnel. The CSP had nevertheless been assured that both initiatives had exceeded the set targets;
- the CSP's work spanned a wide-range of crime and disorder matters from anti-social behaviour to environmental crime, rural crime to international terrorism, low level petty crime to serious crimes against persons and properties;
- in relation to the Welsh Government's (WG) dashboard exercise regarding terror prevention, there was one area which the CSP required to strengthen. That area related to educating the public to know how to respond if they were caught up in a terrorist incident whilst at home or away from home;
- the problems relating to ASB in and around Rhyl Railway Station had improved greatly following the utilisation of Supporting People funding. The funding provided services to individuals who were known to be causing problems in the area. The problem would probably never be eradicated, but the situation had improved in recent years;
- work was being undertaken with a number of agencies with a view to dovetailing services to address problems caused by substance misuse in both Conwy and Denbighshire. Whilst this work was reaping benefits, more still needed to be done to address the problem;
- incidents of fly-tipping in the West Rhyl area had improved during the year, but the situation was still being closely monitored;
- the situation relating to 'begging' in Rhyl also seemed to have improved, this could be attributable to the unfavourable weather during the summer as there had been no criminal reports of 'begging' recorded recently. It was emphasised that 'begging' was not only a problem in Denbighshire, but a problem regionally and nationally, as individuals who 'begged' were usually transient by nature;
- North Wales Police had been proactive in recent months in respect of rural crime following a spate of sheep worrying incidents and agricultural vehicle and equipment thefts. The Police were adopting a multi-faceted approach i.e. a campaign for owners to keep their dogs on leads when visiting the countryside, visiting livestock markets and other agricultural outlets to highlight security messages to farmers and to offer smart water marking of equipment etc.; and
- since 2012 CSPs had been responsible for undertaking 'Homicide Reviews' when suspicious deaths occurred within their boundaries. Following two recent domestic related deaths in Denbighshire the CSP was currently in the process of setting up these reviews. Such reviews were multi-agency reviews chaired by an independent person, which consequently had cost implications for the CSP. Discussions were currently underway with the Council's Section 151 Officer as to funding of the reviews.

Responding to members' questions the Head of Business Improvement and Modernisation and the Community Safety Manager advised that:

- whilst there had recently been a handful of serious crimes committed in the county, particularly in Rhyl, such incidents were extremely rare. One incident had been classed as high level organised crime, which was becoming a UK wide problem, whilst a further two incidents had been classed as domestic related incidents;
- they had spoken to the local Police Chief Inspector who had confirmed that the recent murders had been isolated incidents. However the Force was concerned about the expansion of gang related crime from inner city areas in the UK to other areas, such as North Wales;
- powers contained in Section 60 of the Criminal Justice and Public Order Act 1994 had been used in Rhyl to stop and search people for knives;
- Denbighshire County Council had recently participated in a knife amnesty campaign, with Council depots being utilised as points where people could dispose of any knives;
- whilst the proposed new Corporate Plan, subject to Council approval, would have a priority which would include an ambition to reduce domestic violence, members may wish to consider including in the Plan some aspirations relating to reducing knife crime in the area;
- CSP partners did visit schools regularly with a view to educating pupils about the health dangers of substance misuse and the criminal penalties associated with drugs etc.;
- the county's rural market towns, as well as the more urban coastal areas, were supported by the CSP's work in conjunction with partners such as the Police, in their bids to reduce ASB and drug-related problems;
- Denbighshire's Public Protection Department had set an extremely low-tolerance threshold for any licensed premises or taxi drivers that breached licensing rules. This zero-tolerant approach was paying dividends. The Corporate Safeguarding Group also robustly monitored whether all required Disclosure and Baring Service (DBS) checks were up to date;
- Child Sexual Exploitation (CSE) Awareness training was mandatory for all taxi drivers in Denbighshire;
- they would make enquiries with the Fire and Rescue Service regarding the replacement programme for 'old' or 'faulty' smoke alarms (members were also advised to raise their concerns with Councillor Meirick Lloyd Davies in his capacity as the Chair of North Wales Fire and Rescue Authority);
- the different approach used to deliver CSP actions in both counties did not cause the Partnership any problems;
- whilst the current report was accompanied by an Equality Impact Assessment (EqIA), Well-being Impact Assessments(WIAs) would be undertaken for any new policies developed in future to deliver the CSP's priorities;
- it was recommended that any queries or concerns members had with Kingdom Security's environmental crime enforcement work should be raised with the Head of Planning and Public Protection Service; and
- if members had any community safety related concerns they should contact the Community Safety Manager, the Lead Member for Corporate Standards



or Business Improvement and Modernisation Service staff who could forward their query to the relevant CSP partner organisation for resolution.

During the discussion Committee members reported that:

- from their recent experience of North Wales Police's Rural Crime Team they had nothing but praise for them as they were always extremely sympathetic to them when they contacted them about various problems. The Team would shortly be using un-manned aircrafts (drones) in a bid to combat crime in rural areas; and
- having raised concerns from constituents about drug-related anti-social behaviour in the area around St. Peter's Church in Ruthin with the Police, they had been advised that there had not been a sufficient number of complaints direct to the Police from residents to enable them to address the problem. However, one councillor reported that he personally had reported ASB in that area to the Police, but was still awaiting acknowledgement of his complaint. The Community Safety Manager undertook to follow this up with the Police's Neighbourhood Team for Ruthin.

At the conclusion of the discussion the Committee:

***RESOLVED*** that subject to the above observations, to commend the Community Safety Partnership's activities and performance in tackling crime and disorder in Denbighshire

## **7 ANNUAL REPORT ON SAFEGUARDING ADULTS IN DENBIGHSHIRE 1 APRIL 2016 - 31 MARCH 2017**

The Head of Community Support Services introduced the Protection of Vulnerable Adults (POVA) Co-ordinator's Annual Report on Safeguarding Adults in Denbighshire for 2016-17 (previously circulated).

He explained that the presentation of the report to the Committee, which gave an overview of the impact of local safeguarding arrangements, fulfilled the Service's statutory requirements to report performance in this extremely important, sensitive and high risk area to members. The report detailed the number of adult protection activities in Denbighshire which, similar to other local authority areas, was increasing year on year. In addition it detailed the county's performance in meeting the national performance indicator and developments during the year to the Safeguarding Team, which had strengthened considerably. It also gave an update on the position regarding Deprivation of Liberty (DoLS) applications during the year.

During his introduction the Head of Service advised that all local authorities across Wales had received a letter from the Care and Social Services Inspectorate Wales (CSSIW) regarding the Inspectorate's concerns in relation to adult safeguarding work. A meeting with CSSIW's Chief Inspector and DCC's Chief Executive to discuss local issues was scheduled to be held in the near future.

Members were advised that of the total number of POVA referrals received during the year, in excess 75% of them had not met the Adult Protection Threshold to

merit further investigation. The quality of referrals and the threshold set were regularly quality assured to make sure that they were fair and equitable to all parties. Hospitals were also involved with this work.

In response to members' questions the Head of Service:

- confirmed that the continual increase in the number of Adult Protection referrals and DoLS applications placed pressure on the Service and made meeting target dates extremely difficult. The ultimate aim upon receipt of any referral was to ensure the vulnerable person's safety, meeting targets was secondary;
- if at any time he was concerned about the Service's capacity to safeguard vulnerable individuals he would flag the risk up to the Corporate Executive Team (CET) to seek financial/resource assistance;
- advised that whilst statistics showed over 50% of the alleged abuse had been perpetrated by a 'paid employee' and had taken place in a 'care home setting', it was important to remember that these were 'allegations'. This was a national trend in relation to POVA statistics. It was also important to bear in mind that workers in care home settings were delivering very intense personal care and could, therefore, be more susceptible to allegations being made against them. The number of allegations proven following an investigation was far lower;
- described the escalation process followed upon receipt of an allegation, emphasising that the capacity of the Council's contract monitoring team had been strengthened during the year to support the investigation process;
- confirmed that all adult safeguarding referrals were required to be acknowledged and enquiries made within 7 days of receipt. Nevertheless, if the allegation was of a serious nature, which put an individual's safety at risk, it would be dealt with urgently on the day of receipt;
- confirmed that safeguarding training was mandatory to all staff who undertook paid employment as in the care sector;
- agreed with members that recent awareness raising in respect of adult protection matters had probably contributed towards the increase in the number of referrals. However, this was not viewed as a negative consequence if it meant that all vulnerable people were kept safe; and
- advised that the Service had sufficient resources this year to meet POVA duties and DoLS demands. A presentation would be given to all elected members during the autumn on the Social Services budget, its financial requirements to meet the Council's statutory duties, along with known and anticipated pressures for the future.

Following a detailed discussion the Committee:

**RESOLVED** *subject to the above observations to –*

- receive the report on the Council's performance in Safeguarding Adults in Denbighshire between 1 April 2016 and 31 March 2017; and*
- acknowledge the important nature of a corporate approach to the safeguarding of adults at risk and the responsibility of the Council to view this as a key priority area and to place it alongside the commitment and significance given by Denbighshire to Child Protection.*

**At this juncture (10.40 a.m.) there was a 15 minute break.**

**The meeting reconvened at 10.55 a.m.**

## **8 TIMELY HOSPITAL DISCHARGE**

Councillor Gareth Lloyd Davies declared a personal interest as he is an employee of Betsi Cadwaladr University Health Board (BCUHB).

The Head of Community Support Services introduced a report by the Principal Manager – Community Support Services (previously circulated) which updated the Committee on the progress made to date in developing community arrangements to support timely discharges from hospital in Denbighshire.

The report which the Committee had requested provided information on:

- Delayed Transfers of Care (DToC), Discharge and Flow;
- Step Down Cluster and Step Down Team;
- Work with and to support Care Homes;
- Current community activity to support timely discharge through prevention;
- Future plans and pilots; and
- Regular and improved communication

During his introduction the Head of Service informed members that during the first quarter of 2017-18 there had only been one DToC case in Denbighshire on the specific 'census days'. The establishment of the Single Point of Access (SPoA) service and the Step Down Cluster and Team approach had helped to improve performance in this area, but more importantly to help individuals to return home with sufficient appropriate support. Other services which had contributed greatly towards the reduction in DToC was the availability of the Advanced Nurse Practitioner Service and a 24 hours a day, 7 day a week District Nursing Service. It was pleasing to report that the local authority and the Betsi Cadwaladr University Health Board (BCUHB) were continually working together at all levels to remove all barriers and strive for better seamless services. Nevertheless, there were still certain aspects of health and social care work which were proving difficult to surmount i.e. pressures on domiciliary care services in the rural south of the county. BCUHB's Assistant Area Director of Therapy Services emphasised that prevention work was key to alleviate pressures on hospitals and other acute services.

During the discussion Committee members:

- welcomed the integrated approach taken by both Health and Social Care services towards supporting patients' discharge from hospital and ensuring that relevant services were in place to support them once discharged, including dementia sufferers; and
- welcomed the aspiration in the Well-being Impact Assessment (WIA) to deliver integrated health and social care services which met the Welsh Language Standards.

Responding to points raised by the Committee both Health and Social Care officers:

- confirmed that they were experiencing difficulties in recruiting sufficient numbers of Welsh speakers in certain health/social care disciplines to meet the aspiration set out in the WIA, domiciliary care was one of these areas;
- advised that they worked closely with local schools and colleges with a view to promoting careers in both Health and Social Care services;
- workforce development was being progressed on a regional basis under the guidance of Gwynedd Council's Director of Social Services;
- explained in detail the Step Down process for hospital discharge and the supporting of an individual's independence at home; and
- outlined the effectiveness of the Community Resource Team in Rhyl, and their plans to rollout this integrated services approach to other parts of the county in due course, including Denbigh, Prestatyn and Ruthin.

At the conclusion of the discussion the Committee:

**RESOLVED** subject to the above observations, to:

- (i) congratulate both Health and Social Care Services on the work undertaken to date to support timely discharges from hospital; and*
- (ii) support future plans and pilots, within hospitals and the community, which were aimed at improving outcomes for individuals*

## **9 POOLED BUDGETS**

Councillor Gareth Lloyd Davies declared a personal interest as he is an employee of Betsi Cadwaladr University Health Board (BCUHB).

The Head of Community Support Services introduced the report (previously circulated). He advised that the report, which outlined the Council's experience in relation to establishing and operating two 'pooled budget' arrangements with the Health Service, was being presented to members at their request. This would be ahead of the requirement to establish and operate a 'pooled budget' between both partners for the commissioning of residential care services. The residential care services 'pooled budget' required to be established by April 2018 in accordance with the provisions of the Social Services and Well-being Act (Wales) 2014.

The 'pooled budget' arrangements outlined in the report related to the Community Equipment Service (CESI) and the Health and Social Care Support Workers (HSCSW) Service. Arrangements for both services were detailed in the report along with the relevant legal background for their establishment. It also contained information on financial matters, governance issues, stakeholder views on the effectiveness of the 'pooled budget' arrangements and lessons learnt by both partners when planning for future larger 'pooled budget' arrangements.

At the conclusion of the report's introduction BCUHB's Assistant Area Director of Therapy Services advised that with respect of the CESI arrangements, patients now received a seamless service, which promptly delivered the health or social care equipment they required to support their independence.

In response to members' questions Health and Social Services officers:

- advised that a wider range of equipment would now be available from CESI. When the Service was established items such as 'pressure mattresses', which were supplied by the Health Service at that time, were not available. However, over the years the Service had evolved and Health Service monies which had been held in a variety of departmental budgets had been released into the 'pooled budget'. This had assisted CESI to expand to supply all types of health and social care equipment;
- gave an overview of the prices of certain types of equipment, which varied greatly;
- confirmed that used equipment returned to CESI was assessed, serviced and cleaned by specialists before it was issued to other individuals. 'Amnesties' had also been held enabling people to return equipment, to the Service, that was no longer required;
- each individual's needs would be assessed by health/social care professionals before a determination was made on which equipment/aids would assist and support their care and independence; and
- confirmed that the monies put into the existing 'pooled budgets' by both Health and Social Care services was not additional funding given to them for this purpose. It was money granted to both services as part of their overall budget which the services had earmarked for either equipment of HSCSW work. By pooling these funds together it helped both Health and Social Care to increase their 'buying'/commissioning' power for equipment and services. In addition, some surplus grant monies, if appropriate could be vired into a pooled budget, depending upon the grant's initial purpose

The Committee:

**RESOLVED** to receive the information provided in relation to the establishment and operation of current 'pooled budget' arrangements between Social Services and the Health Service, including the lessons learnt from those experiences as the Council prepared to enter into future mandatory 'pooled budget' arrangements in accordance with the requirements of the Social Services and Well-being (Wales) Act 2014.

## 10 SCRUTINY WORK PROGRAMME

The Scrutiny Co-ordinator submitted a report (previously circulated) seeking Members' review of the Committee's work programme and provided an update on relevant issues.

During the discussion it was:

- Agreed to add Denbighshire's Homelessness Strategy 2017-21 and the Supporting People/Homelessness Prevention Plan 2018/19 to the work programme for 2 November meeting
- Agreed to defer SPOA (Single Point of Access) item to the 14 December 2017 meeting
- Agreed to invite the relevant Cabinet Lead Members to future meetings of the Committee for items pertinent to their portfolios

- Agreed to a 9.30 a.m. briefing with the Partnerships Scrutiny Committee meeting to commence at 10.00 a.m. This would be on trial basis from the November 2017 meeting.

***RESOLVED*** that subject to the changes in the Forward Work Programme agreed during the meeting, the work programme, as detailed in Appendix 1 to the report, be approved.

## **11 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

None.

**The meeting concluded at 11.50 a.m.**

|                             |                                                                                                                                          |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Report to:</b>           | <b>Partnerships Scrutiny Committee</b>                                                                                                   |
| <b>Date of Meeting:</b>     | <b>2<sup>nd</sup> November 2017</b>                                                                                                      |
| <b>Lead Member/Officer:</b> | <b>Lead Member for Social Care &amp; Children's Services /<br/>Head of Community Support Services</b>                                    |
| <b>Report Author:</b>       | <b>Liana Duffy, Homelessness Prevention Commissioning and<br/>Tendering Officer</b>                                                      |
| <b>Title:</b>               | <b>The Denbighshire Homelessness Strategy 2017-21, &amp;<br/>Denbighshire Supporting People/Homelessness Prevention<br/>Plan 2018/19</b> |

## **1. What is the report about?**

The Denbighshire Homelessness Strategy 2017-21 (the Strategy – Appendix 1), and the Denbighshire Supporting People/Homelessness Prevention Plan (the Plan – Appendix 2) for 2018/19 – both of which outline the plans and actions of the Homelessness Prevention Team (and our partners) in tackling homelessness and its causes.

## **2. What is the reason for making this report?**

To enable Scrutiny Committee to consider and comment on the Strategy and Plan prior to their submission to Cabinet in December 2017, and the Regional Collaborative Committee in January 2018.

## **3. What are the Recommendations?**

That the Committee:

- 3.1 considers the Strategy (Appendix 1) and Plan (Appendix 2) and feedback any comments and recommendations; and
- 3.2 confirms that it has read, understood and taken account of the Well-being Impact Assessments (Appendices 1(a) and 2(a)) as part of its consideration.

## **4. Report details**

### **4.1**

The Homelessness Prevention Team in Denbighshire (comprising Supporting People and statutory homelessness, formerly known as Housing Solutions) currently has in development both its 4 year Homelessness Strategy (Appendix 1), and Annual Plan for 2018/19 (Appendix 2).

- 4.2 Supporting People is a Welsh Government Programme, funding support across a broad range of projects for people 16+ who are homeless or at risk of homelessness. The aim is to prevent homelessness wherever possible, working with the community and partners to identify and tackle its causes, and empower people to live as

independently as possible. Statutory homelessness means the Legal response when someone is homeless or threatened with homelessness, including support to prevent and relieve homelessness, and provision of temporary accommodation where appropriate.

- 4.3 The Housing (Wales) Act 2014 requires every Local Authority to carry out a review of homelessness in their area, and then to develop a Homelessness Strategy based on the review findings. This is Denbighshire's first Homelessness Strategy, detailing our 6 strategic priorities for the next 4 years to tackle, and ultimately end, homelessness in Denbighshire - with a strong commitment to early intervention and prevention.
- 4.4 The 6 Strategic Priorities identified in the Homelessness Strategy are:
- **Developing a holistic Homelessness Prevention Service**
  - **Prevention of homelessness against the main causes**
  - **Reducing the use of temporary accommodation and seeking to end the use of Bed & Breakfast**
  - **Improved access to accommodation**
  - **Developing an integrated approach for homeless people with complex needs**
  - **Preventing youth homelessness**
- 4.5 We are also required by Welsh Government to submit an Annual Plan to the Regional Collaborative Committee in January of each year. Our Annual Plan gives an overview of our priorities and plans for 2018/19, why we are doing what we are doing, and what this means for the people it affects. The Annual Plan is a key part of us delivering against the 4 year Strategy, with a focus on commissioned service development.
- 4.6 The 5 Strategic Priorities identified for the Annual Plan are:
- **Citizen Involvement** – at the heart of our service planning and delivery
  - **The Homelessness Strategy** – supporting its development and implementation; an overarching priority, setting our direction for the next 4 years
  - **The sustainability of housing related support services** - in the context of public spending cuts (including in excess of 20% cuts (£1.5 million) to the Supporting People Grant since 2012), and welfare reforms
  - **Tackling Poverty**
  - **Joint commissioning/collaboration** – locally and regionally
- 4.7 The Annual Plan will also include a full annual spend plan for the Supporting People Grant; however it is not possible to produce a spend plan until our budget is confirmed by Welsh Government. The cost of the Supporting People Spend Plan must be contained within the funding available.

## 5. How does the decision contribute to the Corporate Priorities?

The proposed actions within the Strategy and Annual Plan will contribute to supporting Denbighshire's Corporate Plan 2017-22 in the following areas:

- Everyone is supported to live in homes that meet their needs
- The Council works with people and communities to build independence and resilience
- Younger people want to live and work here and have the skills to do so



## **6. What will it cost and how will it affect other services?**

The actions required from the 4 year Strategy will have significant implications for the statutory homelessness budget, and the Supporting People Grant - the latter of which is ring-fenced from Welsh Government; the former coming from central Community Support Services budget. As with any such strategy, significant resource investment will be required. This will be managed within the existing allocated budgets; however there will be also be a requirement for the Homelessness Prevention Team to work and invest collaboratively with both internal and external partners. Any such plans will be developed and managed via relevant channels, including the Homelessness Prevention Planning Group. It's also vital that we achieve buy-in at all levels, including corporately.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

7.1 A Wellbeing Impact Assessment for the draft Homelessness Strategy was completed 28/03/2017, in collaboration with a sub-group of the Homelessness Prevention Steering Group. The Strategy scored 21 out of 24 in terms of its sustainability, and was determined to have a positive impact for all of the 7 Wellbeing Goals (with clear strategies identified to address any potential unintended negative consequences). The Strategy clearly recognises that housing is not only about bricks and mortar issues, and that quality accommodation and support contributes to improving health, wellbeing and quality of life. The Assessment was reviewed following the close of the Strategy's formal consultation period (13/07/2017 – 10/08/2017), and no changes were required – see Appendix 1(a).

7.2 A Wellbeing Impact Assessment for the draft Supporting People/Homelessness Prevention Plan 2018/19 was completed 18/04/2017, in collaboration with the Homelessness Prevention Planning Group. Unsurprisingly, very similarly to the 4 year Strategy, the Annual Plan scored 22 points out of 24 in terms of its sustainability, and identified that it made a positive contribution to all of the 7 wellbeing goals (with clear strategies identified to address any potential unintended negative consequences). The Assessment was reviewed following the close of the Plan's formal consultation period (27/06/2017 – 22/08/2017), and no changes were required – see Appendix 2(a).

## **8. What consultations have been carried out with Scrutiny and others?**

8.1 The Strategy is based on the findings of the 2016 Homelessness Review, which was informed by significant consultation. It was then primarily developed by the multi-agency Homelessness Prevention Steering Group, with additional input from the Homelessness Prevention (previously Supporting People) Planning Group. It has also been subject to a formal consultation period (13/07/2017 – 10/08/2017), during which time feedback was sought from citizens, service providers, and our other partners.

8.2 The priorities and actions set out in the Annual Plan are informed by a range of information we gather throughout the year, including the views of citizens, with our Citizen Involvement Officer working closely with projects to make sure people have their voices heard. At each stage of the Plan's development, the Homelessness Prevention Planning Group has been consulted and given sign-off. The Plan was also

subject to a formal consultation period (27/06/2017 – 22/08/2017), during which time it was discussed in several planning and other forums.

- 8.3 Both the Strategy and Plan were also consulted on at the Annual Homelessness Prevention Day in August, which was well attended by citizens and other stakeholders.

## **9. Chief Finance Officer Statement**

Cost implications will become clearer as the two plans develop. Whilst Supporting People grant funding levels are thought to be fixed overall in the short term, changes to policy or distribution may have an impact in future. The council's general approach is to pass reductions in grant funding through to the service area being provided.

## **10. What risks are there and is there anything we can do to reduce them?**

Despite recent budget announcements from Welsh Government, stating that the Supporting People grant will not be reduced at a national level, Welsh Government may still continue with the redistribution formula of the SP Grant. This would mean a grant reduction for Denbighshire. Ongoing planning is taking place in Denbighshire to mitigate any future grant reduction, to ensure the plan remains financially viable and within the resources available.

## **11. Power to make the Decision**

To determine the content of any plan, strategy or other policy document requires approval by the Lead Cabinet Member, in accordance with Statutory Instrument 2001 No. 2291 (W,179) Regulation 4 (3)( c) + (d)

Scrutiny's powers with respect of policy development and review are outlined in Section 7.4 of the Council's Constitution.

### **Contact Officer:**

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**Denbighshire County Council**

# **Homelessness Strategy 2017-2021**

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## Foreword

This is Denbighshire County Council's first Homelessness Strategy following the implementation of the Housing (Wales) Act 2014.

The reasons for being homeless or threatened with homelessness are many and varied and often extremely complex. The expertise and specialist knowledge of a range of organisations, both statutory, non-statutory, and voluntary, is often of vital importance in ensuring that the right advice and support is given at the right time.

Factors such as poverty, poor physical and mental health, substance misuse and addiction, domestic abuse, chaotic lifestyles and offending history are often far too common in the lives of people threatened with homelessness. These issues cannot be addressed effectively by any single agency working on its own. The principle applies not only to how we help individuals but also to how we plan and develop our services.

Working closely together we can make a really positive difference across Denbighshire to homelessness and its impact not only upon those directly affected, but also to our communities and neighbourhoods.

This Strategy reflects our strong commitment to early intervention and prevention, by continuing to invest in and improve the effectiveness and response of front line homelessness services, and through working with partners to ensure that homelessness is prevented as early as possible whenever possible.

We seek to enable people to make their own informed choices for housing they can afford and sustain. Our approach is to develop person-centered solutions, minimising the impact of homelessness on people's lives, whilst developing local solutions to create opportunities to enable people to help themselves – with support when and where needed.

### Our vision is simple – To End Homelessness in Denbighshire

This Strategy provides the platform for making this vision a reality.



**Councillor Bobby Feeley**  
Lead Member for Well-being and Independence

## Introduction

Preventing homelessness is a key priority for Denbighshire County Council and its partners.

The economic and social cost of homelessness can be significant. At a personal level, homelessness can have a profound effect on health, education and employment prospects. At a social level, homelessness can impact on social cohesion and economic participation, affecting the community as a whole.

The implementation of the Housing (Wales) Act 2014 signaled both a legislative and cultural shift in the Council's response to homelessness. Denbighshire County Council now places a high priority on tackling and responding to homelessness. Every case is treated as potentially preventable, with a focus on delivering individually tailored solutions with citizens.

This is Denbighshire's first Homelessness Strategy following the implementation of the Housing (Wales) Act 2014. (Denbighshire's strategies for homelessness have previously been captured within the broader Housing Strategy.)

This strategy for 2017-21 will build on the successes achieved to date by the Council's Housing Solutions and Supporting People teams (now aligned as the Denbighshire Homelessness Prevention Team) and seeks to further develop and enhance existing services and initiatives.

This strategy has been developed in consultation with citizens and partner agencies. We recognise that homelessness cannot be tackled by the Local Authority working in isolation, rather it is dependent upon effective joint working between the Local Authority and all organisations who are working to prevent and respond to homelessness.

The Housing (Wales) Act 2014 requires every local authority to carry out a review of homelessness in their area, and to develop a Homelessness Strategy based on the review findings. Under the Act, the Strategy must seek to achieve the following objectives in the local authority area:

- a) **The prevention of homelessness**
- b) **Suitable accommodation is and will be available for people who are or may become homeless**
- c) **Satisfactory support is available for people who are or may become homeless**

This Strategy has been developed in response to the findings of the Homelessness Review 2016, which provides a comprehensive understanding of homelessness across Denbighshire. The Review identified issues and gaps in service provision, which this strategy will seek to address.

Partnership working is fundamental to this Homelessness Strategy. Many people have multiple needs that extend beyond the basic need for a home. It is not possible for Denbighshire County Council to meet those needs in isolation. It is therefore essential to work in partnership in order to prevent homelessness and offer sustainable housing solutions.

This strategy should be seen as a multi-agency document. We have worked closely with our partners through the Preventing Homelessness Steering Group to produce this strategy. It is intended that the strategy be inclusive in its approach and partner agencies continue to work closely with the council to assist in its delivery.

The strategy will cover the period April 2017 to March 2021. Denbighshire's Homelessness Forum will play a key role in the delivery of the Homelessness Strategy's action plan.

## Our Vision

**Denbighshire's vision is simple: We aim to end homelessness.**

We will do this through a multi-agency approach to homeless prevention ensuring:

- Early intervention
- Holistic assessments and planning
- Access to safe and suitable accommodation
- Joint working & collaboration
- Support
- Tolerance
- Resilience & empowerment
- Follow up support where and when needed
- A focus on Tackling Poverty
- Support to move into employment and education

**Working in partnership is absolutely fundamental to achieving this vision.**

## Our objectives:

- To effectively prevent homelessness by offering good realistic advice and support together with practical help and individually tailored solutions.
- To understand and tackle the root causes of homelessness at a local level.
- Where people do become homeless, to help them to find and sustain suitable homes as soon as possible.
- To involve people citizens in planning services to meet their individual needs.
- To improve how we work together so services are easier to use and make the best use of available resources.
- To ensure our responses to homelessness promote citizen choice, equality of opportunity, reduce social exclusion and contribute to community cohesion.
- The delivery of high quality front line services, whilst making the best use of resources.

Our approach is to develop person-centered solutions, minimising the impact of homelessness on people's lives, whilst developing local solutions to create opportunities to enable people to help themselves and develop resilience – with support when and where needed.

### **Over the lifetime of this Strategy we aim to:**

- Reduce the number of households residing in temporary accommodation by 50%.
- Seek to end the use of bed and breakfast accommodation for all homeless households except as emergency accommodation to prevent rough sleeping.
- Ensure that no household has to sleep rough.
- Ensure that homelessness is prevented wherever possible through the delivery of bespoke personal housing plans and access to affordable and sustainable accommodation.
- Reduce youth homelessness and ensure that no 16/17 year olds are placed in B&B.
- Increase the provision and range of accommodation options available to single homeless people.

## Building upon Successes

While we still have a way to go to achieve our aims, since the introduction of the Housing (Wales) Act 2014 Denbighshire County Council and its partners have made a number of significant achievements in relation to homelessness and its prevention, including:

- Establishment of a multi-agency Homelessness Prevention Steering Group.
- Launch of Denbighshire's Homelessness Forum.
- Restructuring of the Housing Solutions team in response to the requirements of the Housing (Wales) Act 2014.
- Introduction of personal housing plans.
- Alignment of the Housing Solutions and Supporting People teams under one Team Manager, forming the Homelessness Prevention Team, resulting in effective collaborative working.
- Investment in additional posts within the Homelessness Prevention Team to focus on homelessness prevention
- Development of a triage service through the Wallich GIFT service
- Development of an effective private landlord offer, increasing the provision of affordable accommodation available to citizens.
- Relief of homelessness by assisting households to access accommodation in the private rented sector.
- Homelessness Prevention protocols introduced and processes developed to support the Act.
- Establishing the Renting Ready scheme.
- Introduction of effective Severe Weather Emergency Protocol.
- Development of a direct access emergency bed service (Ty Golau)
- Establishment of an outreach service.
- Development of a Young Persons Positive Pathway approach.
- Development of protocols between key partners such as Shelter, Registered Social Landlords (RSL's) and Community Housing
- Protocol developed between Homelessness Prevention and Public Protection to ensure safe housing is accessed.
- Prevention of homelessness through Citizens Advice county court advocacy service.
- Piloting of Supporting People Personal Budget projects for rough sleepers and people with complex support needs.
- Development of Denbighshire Supporting People Reconnection Guidance
- Funds secured from the Substance Misuse Action Fund to purchase home starter packs, to help people with substance use issues resettle after being homeless.
- Introduction of a Single Access Route to Housing (SARTH), which provides a single point of access for applying for social housing.

These successes have been achieved through the high priority placed on homelessness prevention and the continuing work in delivering practical homelessness solutions. As a consequence, a strong network of partnerships and services has been developed to support those who are either threatened with or experiencing homelessness.



**'Jane'** lost her accommodation following an illegal eviction. At first she moved in with her mum, but this was in an extra care scheme, so wasn't an option for the long term. She ended up feeling she had no other choice than to move back in with her ex-wife.

Jane is transgender, but circumstances with her ex-wife meant she had to dress as a male – seriously impacting on her mental health.

Jane hurried to find her own accommodation, and moved into a property on a short lease, in a poor state of disrepair. She had come into contact with the Homelessness Prevention Team, and been offered support, but felt she could not face going into temporary homeless accommodation with her teenage son – who, having severe epilepsy and a learning disability, was dependent on Jane for his care.

Jane's story shows how homelessness can affect anyone, and shines a light on some of the difficulties and barriers people can face in their journeys to prevent and resolve their homelessness – as well as the importance of early intervention. The Homelessness Prevention Team will continue to work with Jane to find more suitable accommodation for her and her son, where they can achieve better quality of life.

**'Helens'** landlord had just issued her with an eviction notice – they were selling the property.

Helen had several health problems, including having suffered a stroke. A Homelessness Prevention Officer (HPO) visited Helen at home, and saw that while friends and relatives provided invaluable support, Helen's quality of life wasn't as it should be – not able to manage the stairs, she was basically living in her bedroom. The HPO needed to help Helen to improve her quality of life, as well as prevent crisis point.

The HPO contacted SARTH (the Single Access Route to Housing), and explained the situation in detail. Based on this, Helen was put into Band 1, and was soon after allocated a bungalow just up the road.

Helen sent a card to her HPO, describing in just a few words the huge difference this had made to her life.

*"Thank you very much from the bottom of my heart for all your work on getting me my beautiful bungalow. You've made me very happy."*

**'Sally'** contacted the Citizens Advice Denbighshire court advocate prior to her possession hearing. She had been working previously, but due to mental health issues aggravated by stress, including dealing with a bereavement, she had to leave work approximately 12 months ago. Sally had taken a long time to apply for benefits after leaving work, which had left her in significant rent arrears (over £2,000) with her Housing Association landlord. Sally had also amassed other debts, and had kept all of this from her family

With the support of the Housing Association's Financial Welfare Officer, Sally had applied for a Discretionary Housing Payment. Following a 2 week adjournment of the hearing to await the outcome (and to allow Sally time to discuss the situation with her family), confirmation came that Sally would be given some financial assistance with her rent arrears. Further help was to be given, as long as Sally engaged with Citizens Advice to set up a more sustainable plan moving forward.

The lump sum persuaded the Judge to adjourn the matter generally at the next hearing. Sally is now working with Citizens Advice Denbighshire around managing her debts, and talking with her family about how they can work together to manage their finances in future.

## Summary of the Homelessness Review Findings

This Strategy is based upon the findings of a comprehensive review of homelessness across Denbighshire. This included both primary research and an in-depth desk-top analysis of data from the Council and other agencies to identify key issues and trends. This analysis has been supplemented by wider data on the population across Denbighshire, economic factors, health inequalities, and the housing market, alongside extensive consultation with citizens and other stakeholders.

The Homelessness Review provides a very detailed understanding of the levels and causes of homelessness in Denbighshire, together with an overview of the services available to those who are homeless or threatened with homelessness. The Review provides the evidence base upon which this Homelessness Strategy has been developed.

### The key findings from the Homelessness Review were:

- Affordability is a significant issue within parts of Denbighshire in relation to owner occupation and privately renting. Low levels of income and reliance on benefits among households in housing need further exacerbates the problem.
- The main causes of homelessness in Denbighshire are; loss of rented or tied accommodation, parents and relatives no longer willing to accommodate, relationship breakdown, domestic abuse and leaving prison.
- There is a need to develop a range of prevention tools focused at preventing the main causes of homelessness.
- The Homelessness Prevention service has had some success in preventing homelessness by assisting households to access private rented accommodation. However, more work needs to be done to fully embed a proactive prevention approach, with a particular emphasis on enabling households to remain in their existing accommodation.
- Over the last two years there has been an increase in the use of temporary accommodation. There are high numbers of households in temporary accommodation and too much use of Bed & Breakfast type accommodation. Work will need to be undertaken to reduce these numbers and ensure effective though put and move on.
- We need to continue to source more suitable temporary accommodation properties to avoid the use of Bed & Breakfast. Further work is needed to more fully understand the temporary accommodation requirements and how these are best met.
- There are a very high proportion of single people who are homeless or threatened with homelessness. Specific housing options and prevention solutions need to be developed to meet the needs of single people, including those who don't fall into a priority need category.
- There is a need to develop greater options and provision for single people under the age of 35 in particular, including lodgings, house shares and high quality bedsits/HMOs.
- Young people are over-represented in the homelessness statistics and Supporting People

data, when compared with census data, indicating a lack of suitable and affordable housing options for young people. It also indicates that young people are at a greater risk of becoming homeless.

- There is a need for a holistic approach that includes support around; debt, money management, resilience and worklessness. This approach needs to commence at the assessment stage and carry through to the delivery of the Personal Housing Plans.
- We need to strengthen our partnership working with key agencies such as Citizens Advice Denbighshire and Shelter Cymru to effectively prevent homelessness and stop it from reoccurring.
- There are a very high number of complex cases, including both single people and families with multiple and challenging needs. The Homelessness Prevention service has struggled to find sustainable solutions for these households. There is a need to have a better quantitative and qualitative understanding of these issues, alongside understanding if existing provision meets the needs of these citizens.
- There is a need to increase awareness of the Homelessness Prevention Service and other services available across Denbighshire to ensure that citizens and other partners are aware of what is available and how to access it. This is especially important if early intervention and prevention is to be achieved.
- There has been an increase in the number of evictions from social housing in 2015/16 due to rent arrears. It is essential that social housing tenants are able to access debt and money advice alongside the development of a pre-eviction protocol.
- In recent years significant work has been undertaken to improve the services for people who are sleeping rough. To build upon this a full 'No Second Night Out' offer needs to be developed, which may include the provision of Safe Seats, alongside looking to develop a 'No First Night Out' service. There is also a need to review the provision of day services to ensure a best practice approach to ending rough sleeping.
- There are high levels of demand for Supported Accommodation. Move on from Supported Housing can be problematic, with many single people struggling to find affordable and suitable move on accommodation.
- Former prisoners account for a very significant number of people accessing Homelessness Prevention services. There is a need to ensure that the Prisoner Pathway works much more effectively resulting in a more coordinated approach and better support for people leaving custody.
- The impact of welfare reform set against a backdrop of a difficult economic climate and on-going personal debt will continue to pose particular challenges and make it even more important that services for those at risk of, or experiencing, homelessness, are as effective as possible. There is need to work in partnership with a range of key agencies to prepare citizens for further changes to welfare benefits and identify a range of strategies to prevent homelessness as a result of welfare reform.

- There is a need to maximise access to social housing for households who are homeless or threatened with homelessness. Following the implementation of SARTH in April 2017 the development of any new Allocations Scheme should ensure that the needs of this client group are met, alongside promoting planned moves and supporting prevention activity.
- Consultation identified that the vast majority of citizens had a positive experience of the Homelessness Prevention service. However, responses indicate that there is inconsistency in the service citizens receive, and often a lack of ongoing contact. We need to build on the progress which has been made in strengthening the quality of this service.

An Executive Summary of the Homelessness Review can be found [\[web address to be inserted\]](#). The full Homelessness Review is available upon request from the Homelessness Prevention Team.

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## Strategic Context

Denbighshire's Homelessness Strategy has been developed in the context of a wide range of national, regional and local policies, strategies and plans. These are covered in considerable detail within the Homelessness Review, however the key ones are detailed below.

### i. National Strategic context

- **National Housing Strategy – ‘Improving Lives and Communities – Homes in Wales’**

The Strategy recognises that investing in housing is not only about bricks and mortar issues, besides improving people's homes, it brings benefits for people too, contributing to improving their health, wellbeing and quality of life.

The Strategy's priorities are:

- Providing more housing of the right type and offering more choice;
- Improving homes and communities, including the energy efficiency of new and existing homes;
- Improving housing-related services and support, particularly for vulnerable people and people from minority groups.

- **Ten Year Homelessness Plan for Wales**

In 2009 the Welsh Government published its 10 Year Homelessness Plan for Wales. The Ten Year Plan sets out some guiding principles for the development and delivery of homelessness services.

The strategic aims underlying the Plan are:

- Preventing homelessness wherever possible;
- Working across organisational and policy boundaries;
- Placing the service user at the centre of service delivery;
- Ensuring social inclusion and equality of access to services;
- Making the best use of resources.

The plan's vision is to reduce homelessness and its impact. At the heart of achieving this vision is ensuring that everyone can receive the help they need to avoid becoming homeless. Where homelessness cannot be prevented, the plan seeks to ensure that the amount of distress, deprivation and disadvantage that can be caused is kept to an absolute minimum. To do this, services need to be easily accessible, readily available, designed around and responsive to the needs of the people who use them.

- **Housing (Wales) Act 2014**

Part two of the Housing (Wales) Act 2014 created multiple changes in the duties that Local Authorities owe to people who are homeless or threatened with homelessness within 56 days.

These changes include:

- New duties for local authorities to help prevent homelessness for anyone who asks for help



- Involving people in designing their own solutions, by jointly developing a Personal Housing Plan looking not just at immediate housing problems but also at any underlying issues
- Intervening early – within 56 days of homelessness – to prevent people’s situations escalating out of hand
- Removing automatic priority need for prison leavers
- Placing new duties on housing associations to cooperate in homelessness prevention; and
- Allowing local authorities to discharge homelessness duties with an offer of private rented accommodation without the consent of the applicant.

In the longer term the Welsh Government has pledged to remove the intentionality test for all families. It is envisaged this will be introduced from April 2019.

- **Rent Smart Wales**

The Housing (Wales) Act 2014, also introduced the requirement for all private landlords to be registered. Rent Smart Wales ensures that all private rented property in Wales and their landlords are named on a central register. In addition, self-managing landlords and agents who let and manage property must have a licence. In order to get a licence people must be trained in their rights and responsibilities when renting out property to tenants.

- **Equal Ground Standard**

The Equal Ground Standard sets out guidelines to the standard of service that people should receive when they approach Welsh homelessness services. Organisations who sign up to the Equal Ground Standard will demonstrate their commitment to providing a quality, person-centred service. The Standard has been developed by past and current users of housing and homelessness services through the Shelter Cymru Take Notice Project.

- **Social Services & Wellbeing (Wales) Act 2014**

The Act provides the legal framework for improving the wellbeing of people who need care and support and carers who need support and for transforming social services in Wales. The Act changes the way people’s needs are assessed and the way services are delivered, giving people more of a say in the care and support they receive.

- Services will be available to provide the right support at the right time
- More information and advice will be available
- Assessment will be simpler and proportionate
- Carers will have an equal right to be assessed for support
- There will be stronger powers to keep people safe from abuse and neglect.

- **Well-being of Future Generations (Wales) Act 2015**

The Well-being of Future Generations (Wales) Act 2015 requires public bodies to carry out their functions in a sustainable way which improves the economic, social, environmental and cultural well-being – in practice, this means delivering preventative services, considering both short- and long-term needs, and working in collaboration with partners to deliver better outcomes and avoid duplication.

- **Renting Homes (Wales) Act 2016**

The Renting Homes (Wales) Act will make it simpler and easier to rent a home, replacing various and complex pieces of existing legislation with one clear legal framework.

With a limited number of exceptions, the act replaces all current tenancies and licences with just two types of occupation contract:

- secure contract - modelled on the current secure tenancy issued by Local Authorities
- standard contract - modelled on the current assured shorthold tenancy used mainly in the private rented sector.

The Act will require landlords to issue a written statement of the occupation contract which clearly sets out the rights and responsibilities of landlords and those renting from them.

- **Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015**

The legislation aims to improve the Public Sector response in Wales to domestic abuse and violence. The Act will:

- Improve arrangements to promote awareness of, and prevent, protect and support victims of gender-based violence, domestic abuse and sexual violence
- Introduce a needs-based approach to developing strategies which will ensure strong strategic direction and strengthened accountability
- Ensure strategic level ownership, through the appointment of a Ministerial Adviser who will have a role in advising Welsh Ministers and improving joint working amongst agencies across this sector
- Improve consistency, quality and join-up of service provision in Wales.

- **Ten Year Welsh Substance Misuse Strategy -Working Together to Reduce Harm**

Working Together to Reduce Harm recognises that housing and homelessness prevention services have a vital role to play in helping substance misusers to access the accommodation they need. Housing must be seen as a core element of wrap-around services and be reflected in planning mechanisms.

- **Welfare Reform**

The Government has introduced a series of welfare reforms and changes to the welfare to work provision under the provisions of the Welfare Reform Act of 2012. Welfare Reforms include the introduction of Universal Credit, changes to Housing Benefit Regulations, and introducing a cap on the amount of benefits working aged people can receive.

The impact of welfare reform set against a backdrop of a difficult economic climate will continue to pose particular challenges and make it even more important that services for those at risk of, or experiencing, homelessness, are as effective as possible. In particular young people have been adversely affected by welfare reform and as a result the affordable accommodation options available to young people reliant on benefits has decreased.

## ii. Local Strategic context

### • **Supporting People / Homelessness Prevention Plan 2018/19**

Supporting People is a Welsh Government Programme funding support for people 16+ who are homeless or at risk of homelessness. The aim is to prevent homelessness wherever possible, working with the community and partners to identify and tackle its causes and empower people to live as independently as possible. In Denbighshire there are a range of Supporting People Grant commissioned projects, supporting over 1,000 people at any one time. With statutory homelessness (previously known as Housing Solutions), Supporting People is part of the Denbighshire Homelessness Prevention Team.

The Plan's strategic priorities for 2018/19 are:

- Citizen Involvement
- The DCC Homelessness Strategy 2017-21
- The sustainability of housing related support
- Tackling poverty
- Joint-Commissioning/collaboration

### • **Denbighshire Strategic Partnership Board**

The Strategic Partnership Board (SPB) brings together a number of other strategic partnerships; to improve the way partners work to deliver the objectives set out in the Wellbeing Plan.

The Wellbeing Plan focuses on the theme of Independence and Resilience and aims that:

- People are active, connected and contribute to their community
- People take notice of what is going on around them and in doing so keep learning about their world
- People prioritise their wellbeing and actively plan to maintain their independence

### • **Local Safeguarding Children's Board**

The Local Safeguarding Children's Board (LSCB) is responsible for protecting children and young people from significant harm, and for promoting their welfare. The LSCB has two main functions: to coordinate all agencies' work to promote the safety and welfare of children and to ensure the effectiveness of that work.

### • **Community Safety Partnership**

The Council is responsible for effectively tackling crime and disorder in Denbighshire. Through partnership working the Council aims to build safer communities and reduce crime, by tackling four key areas: substance misuse; domestic violence; anti-social behaviour and youth offending.

### • **Denbighshire Council's Corporate Plan 2012- 2017**

The Council's corporate plan's priorities are:

- Developing the local economy
- Improving performance in education and the quality of our school buildings
- Improving our roads
- Vulnerable people are protected and are able to live as independently as possible



- Clean and tidy streets
- Ensuring access to good quality housing
- Modernising the council to deliver efficiencies and improve services for our citizens.

The following themes have been developed for Denbighshire's new Corporate Plan 2017-2022:

- A place where younger people will want to live and work and they have the skills to do so
- Communities are connected and have access to goods and services locally, online or through good transport links
- The Council and communities work together to overcome challenges; devising and delivering joint solutions
- People can live independent and fulfilled lives in strong, caring, safe and resilient communities
- Events bring people together, creating active communities and helping business to prosper
- An attractive and protected environment that supports communities' wellbeing and economic prosperity

- **Denbighshire's Housing Strategy 2016-2021**

Denbighshire's Housing Strategy's vision is that *"Everyone is supported with pride to live in homes that meet their needs, within the vibrant and sustainable communities Denbighshire aspires to."* In order to deliver this vision the Strategy is based around the following five themes:

- More Homes to Meet Local Need and Demand
- Creating a Supply of Affordable Homes
- Ensuring Safe and Healthy Homes
- Homes and Support for Vulnerable People
- Promoting and Supporting Communities

- **The Denbighshire Local Development Plan 2006-2021**

Covering 2006-2021 and adopted in June 2013, Denbighshire's Local Development Plan (LDP) provides guidelines as to what can be built and where over the course of a 15 year period. Denbighshire's LDP has set aside land available for the development of 7,500 homes over the 15 year life of the plan, some of which has already been delivered.

## Strategic Priorities

The magnitude and complexity of the issues that face the Council and its partners over the next 4 years must not be under- estimated. However, we will strive to address these challenges in partnership, ensuring that our citizens are able to access safe, secure and sustainable accommodation.

This 4 year strategy covers the period 2017 – 2021 and seeks to further strengthen the partnership approach to tackling homelessness across Denbighshire and to continue to make significant improvements across homelessness services. This will be achieved through adoption of the following priorities. Key actions across each of the priorities are detailed in the Homelessness Strategy Action Plan.

The following strategic priorities have been adopted and are based upon the Homelessness Review findings:

**Priority 1** – Developing a holistic Homelessness Prevention Service

**Priority 2** – Prevention of homelessness against the main causes

**Priority 3** – Reducing the use of temporary accommodation and seeking to end the use of Bed & Breakfast

**Priority 4** – Improved access to accommodation

**Priority 5** – Developing an integrated approach for homeless people with complex needs

**Priority 6** – Preventing youth homelessness

## Priority 1 – Developing a holistic Homelessness Prevention Service

Denbighshire County Council recognises that early intervention and prevention is the key to successfully tackling homelessness, alongside addressing the underlying causes of homelessness.

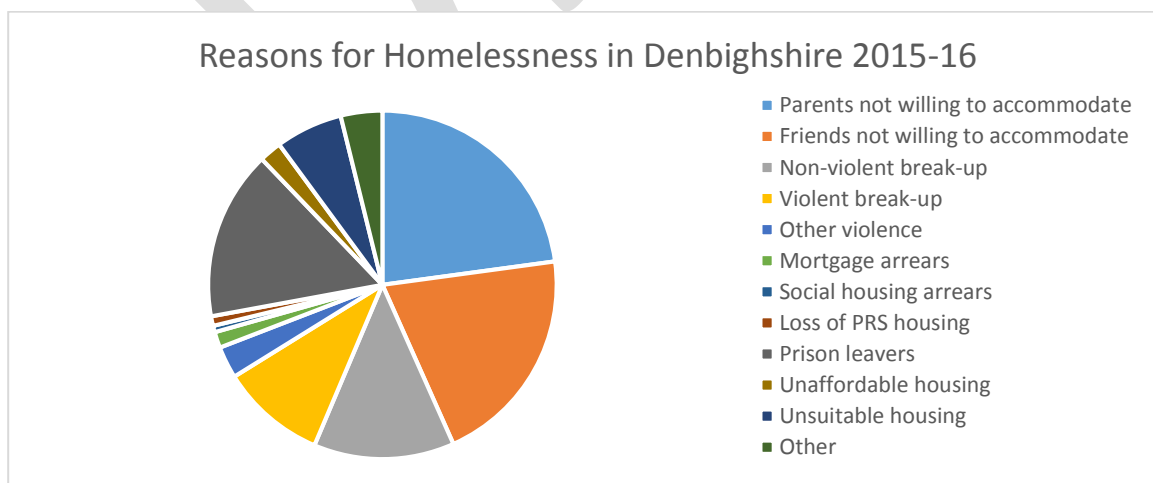
Integral to this approach is the provision of good quality housing advice, bespoke personal housing plans and a range of housing options. In developing our Homelessness Prevention Service it is essential to tackle a dependency culture by promoting choice, building resilience and empowering people to find their own housing solutions.

The provision of good quality timely housing advice is integral to an effective Homelessness Strategy. 1210 households presented to the Housing Solutions service, with a housing need in 2015/16, the vast majority of these citizens were homeless or threatened with homelessness. Information from the Homelessness Review identified that many of these individuals only approached the service when they were in crisis. Consultation with both citizens and partners revealed a lack of awareness of what help and support is available to those threatened with homelessness.

To enhance opportunities for effective homeless prevention it is essential that citizens contact the Homelessness Prevention service as soon as they begin to experience housing problems. We will therefore invest in an awareness raising campaign to raise the profile of the service internally within the Council, with partners and the wider public. In addition to this we will develop resources, including advice factsheets to empower individuals to resolve their own housing issues. In the longer term an interactive Homelessness Prevention ICT package will be able to provide citizens with personal housing solutions plans.

There is a need for a holistic approach that addresses debt, money management, resilience and worklessness. This approach needs to commence at the assessment stage and carry through to the delivery of the Personal Housing Plans.

We will also seek to tackle the underlying causes of homelessness and address the wider needs of citizens including money-management, education, employment and training. This will provide a bespoke package of advice and assistance to tackle not only homelessness but the wider social problems associated with homelessness.



Tackling homelessness requires a partnership approach by many organisations. We will work with partner organisations to ensure that citizens receive quality housing advice, referrals to the Homelessness Prevention Service at the appropriate time and services work together to provide a holistic package of advice and assistance. We will develop protocols further with key partners, complete joint training and ensure effective referral arrangements are in place to assist with the delivery of personal housing plans.

Consultation was an essential component of the Homelessness Review and the Strategy will build on this by ensuring that the citizen sits at the heart of service delivery and that services are developed in response to their needs. Services will be accessible, flexible and responsive to the needs of each homeless household. Citizens will be involved in the planning of services and how they are delivered; this will be achieved by adopting the Equal Ground Standard.

| What we will do to provide a Holistic Housing Solutions Service                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Ensure a consistent high quality and accessible Homelessness Prevention Service                                                                                                                       |
| 2. Ensure all staff have access to appropriate training                                                                                                                                                  |
| 3. Implement the Equal Ground Standard to ensure that person centred principles are embedded in service delivery                                                                                         |
| 4. Increase the accessibility of the service by providing outreach surgeries, online and telephone advice and explore further opportunities for service delivery through the use of technology           |
| 5. In partnership develop an integrated and holistic approach to tackling the underlying causes of homelessness, through joined up service delivery, joint protocols and effective referral arrangements |
| 6. Develop resources, including website material and factsheets to be used by citizens and partners                                                                                                      |
| 7. Undertake an awareness raising campaign in relation to homeless prevention and specifically the Homelessness Prevention Service                                                                       |

## **Priority 2 - Prevention of Homelessness against the Main Causes**

The Homelessness Review identified that we have achieved success in preventing homelessness; in particular in assisting households to access private rented accommodation. However more needs to be done to enable citizens to remain in their existing accommodation.

Welfare reform, economic uncertainty, together with new regulations in the private rented sector is reducing the housing options available for working age low income households. The economic crisis has led to uncertainty in the employment market, reduced wages and an increased cost of living, putting pressure on low income households.

It is anticipated that these factors will continue to place increased demand on the Homelessness Prevention service and as such service delivery models need to be reviewed to ensure effective and strategic approaches to customer demand management.

In order to strengthen our approach to tackling homelessness we will gain support from the whole council to prevent homelessness. We will seek commitment from both Members and Senior Managers across all service areas to work together to deliver a joined up and holistic approach to preventing and ending homelessness.

We will work across the Council to develop a coordinated approach to homelessness prevention across a range of services and programmes, including; Community Support Services, Housing Services, Children and Family Services, Community Mental Health Services, Communities First, Families First, Flying Start and the Intensive Family Support Service. We will also seek to strengthen our partnership with Betsi Cadwaladr University Health Board in addressing this issue.

We will continue to commission and work with our partners to deliver effective, pro-active homelessness prevention services. These services will be strategically targeted, accessible and be able to respond to the diverse needs of all citizens, providing innovative and flexible solutions.

We will work with households to enable them to remain in their current home or assist with planned and timely moves into suitable and sustainable accommodation. We will do this through the delivery of housing options advice, personal housing plans and appropriate referrals to support organisations. Bespoke personal housing plans, advice and support will be provided to all households threatened with homelessness within 56 days.

| <b>What we will do to Prevent Homelessness against the Main Causes</b>                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Ensure that we have a strong corporate commitment to a joined up approach to ending homelessness across all services.                                                   |
| 2. Ensure homelessness is prevented through an effective homelessness prevention toolkit targeted at the main causes.                                                      |
| 3. Ensure effective tools are in place to prevent end of assured shorthold tenancies leading to homelessness, through effective landlord and tenant support and mediation. |
| 4. Develop and implement a pre-eviction protocol with Community Housing and Housing Associations.                                                                          |

**Priority 3 - Reduce the use of Temporary Accommodation and seek to end the use of Bed & Breakfast Accommodation**

We will undertake a review of our approach to temporary accommodation to ensure that it meets the current needs, ends the use of Bed & Breakfast accommodation and supports our intended approach to use private sector offers to discharge the homeless duty. This review will respond to the immediate need, but will take a longer term approach to ensuring a model that is flexible and responsive to the changes that Universal Credit will bring in relation to both demand and funding subsidies.

We will continue to source more suitable temporary accommodation properties to no longer necessitate the use of Bed & Breakfast. Further work is needed to more fully understand the temporary accommodation requirements and how these are best met.

We will work to reduce the number of households placed in temporary accommodation and to minimise their length of stay. We will actively work with households in temporary accommodation to continue to review their housing options and plan their move into settled accommodation. We will aim to use temporary accommodation for emergency purposes only and where it is most appropriate for the needs of the citizen, but for no longer than is absolutely necessary.

We will work closely with providers of accommodation, to ensure that while households are in temporary accommodation they are provided with all the necessary advice and assistance to enable them to sustain future permanent accommodation and access training and employment.

| <b>What we will do to reduce the use of Temporary Accommodation and Bed &amp; Breakfast</b>                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Carry out a review of the use of temporary accommodation, identifying future need and appropriate delivery arrangements                            |
| 2. Minimise and in the longer term end, the use of unsuitable B&B accommodation                                                                       |
| 3. Develop a policy and procedure to discharge the main homeless duty with an offer of accommodation in the private rented sector                     |
| 4. Ensure that appropriate accommodation is available for 16 and 17 year olds so that they are not placed in B&B                                      |
| 5. Develop a range of monitoring arrangements, processes and performance management measures to monitor and manage the use of temporary accommodation |

#### Priority 4 - Improved Access to Accommodation

We are committed to delivering more homes to meet local needs and demand. Alongside our strategic commitment to the development of affordable housing, we recognise the increasingly important role that the private rented sector plays in meeting the housing needs of the community, including those citizens who are homeless or threatened with homelessness.

We have successfully developed an effective landlord offer which increases the provision of private sector housing available to people who are homeless or threatened with homelessness. The scheme has provided good quality, well managed, private sector accommodation in the local area. However, there is a need to review this offer to meet the needs of landlord's, whilst seeking to increase the availability of private sector accommodation.

We will develop a process that ensures we discharge our homelessness duty through the offer of a suitable private rented sector property. It is anticipated that this approach will underpin and strengthen existing housing advice and homelessness prevention activities and ensure homeless households are able to access suitable and secure accommodation. To ensure the sustainability of this tenancy model, effective and timely support to both tenants and landlords is critical.

We will make the most effective use of our own housing stock in meeting the needs of our communities, including those that are at risk of becoming homeless. We will regularly review our Allocations Policy to ensure that it is working for those in the greatest housing need and supporting the prevention of homelessness. We will also explore using Council stock for developing temporary accommodation solutions as well as sourcing other properties, such as private Landlords. We must liaise closely with Housing Strategy, Planning and Public Protection to ensure we take up all opportunities to improve the availability of quality accommodation and that our current properties are compliant with regulations and maintained to a good standard.

We are working with Housing Strategy to establish a corporate approach to developing house shares to meet the needs of young single people within the County. This effective partnership approach will include the development of a house share market position statement, together with exploring the use of Council stock, alongside the private rented sector, to facilitate house shares.

The role that supported housing plays in preventing homelessness is critical. We are committed to developing supported housing models which act as a place of change, not only meeting the housing needs of homeless people; but supporting people to tackle the underlying causes of homelessness, raising their aspirations, empowering change and assisting them to access training, education and employment.

The Welsh Government's Supporting People programme funds a range of supported housing accommodation and floating support services for those that are homeless or at risk of homelessness in Denbighshire. The Homelessness Review identified that demand for supported accommodation is high, therefore it is essential that we make the most effective use of the current provision ensuring that referrals are appropriate and based on a comprehensive assessment of need and that vacancies are prioritised to those in the greatest need.

Alongside this, it is essential that there is effective move-on from supported accommodation. Move-on planning is critical and this can best be supported by a multi-agency approach.

The Local Housing Allowance cap will apply to all new tenants living in supported housing from April 2019. While the Government have indicated that there will be ring fenced top ups, the future

funding and sustainability of supported housing remains unclear. We will work with all providers of supported accommodation locally to identify a sustainable model moving forward.

| <b>What we will do to improve access to accommodation</b>                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Develop a coordinated approach to increase the supply of affordable private rented accommodation.                                                       |
| 2. Ensure the best use of Council Housing stock to meet customer need through the Allocations Policy, tenancy sustainment approaches and shared tenancies. |
| 3. Develop a coordinated approach to increase the provision of and move-on from, supported accommodation to meet identified needs                          |
| 4. Ensure that existing and new supported accommodation provision and floating support meet the diverse needs of our citizens.                             |
| 5. Develop a range of affordable accommodation options to meet the needs of single people under 35.                                                        |
| 6. Work with accommodation providers to prepare for the Local Housing Allowance cap to Supporting Housing                                                  |



## Priority 5 - Developing an integrated approach for homeless people with complex needs

We recognise that many homeless people can have multiple and complex needs. Many have a transient lifestyle and the complexity of their needs can prevent or exclude them from being able to access or engage with mainstream accommodation and services.

In particular too many rough sleepers are living chaotic lives and often don't receive the support they need to help them overcome their problems. They can face a combination of problems, in addition to homelessness, which can often include mental health issues, substance misuse and challenging behaviour. These issues are complex and mutually reinforcing, often having their roots in entrenched disadvantage and leaving people socially and economically excluded.

*For example, amongst the rough sleepers in Rhyl there is a very high prevalence of mental health problems (92%) and drug and alcohol use (84%) alongside physical health issues (67%).*

The Homelessness Review identified that there are a very high number of complex cases, including both single people and families with multiple and challenging needs. There is a need to have a better quantitative and qualitative understanding of these issues to ascertain if existing provision meets the needs of these citizens. It will be essential that health services and drug and alcohol services work with the Outreach team to provide specialist support to these individuals.

Addressing one support need in isolation from others is unlikely to lead to successful outcomes for people who face complex issues. We must further develop a holistic approach to recovery, supporting citizens to address all of their issues simultaneously. Moving forward, therefore, we should explore joint commissioning arrangements, involving social care, drug & alcohol services, health and the criminal justice system, so that services can address the multiplicity of needs that complex homeless individuals and families face.

Within Denbighshire there is a range of services for rough sleepers and single homeless people; including day centres, assertive outreach, floating support and supported accommodation services. However, we must ensure that these services are both effective and responsive to the needs of rough sleepers, where we challenge a street based lifestyle and work to end rough sleeping through a transactional exchange model.

We will work with the Substance Misuse Action Fund to consider the role of the Day Centre, to ensure that it provides a real opportunity for Rough Sleepers to engage with services and end rough sleeping.

We will also review the outreach service provision to ensure an assertive approach to outreach, which adopts a tailored approach to both new and entrenched rough sleepers. There will continue to be a focus on effective reconnection.

We will ensure that no one in Denbighshire has to sleep rough through the continuing development of a 'No Second Night Out' Offer. In the longer term we will develop a 'No First Night Out' Offer. We will also ensure that effective preventative work is targeted at groups who have a greater likelihood of becoming homeless and rough sleeping.

Former prisoners account for a very significant number of people accessing the Homelessness Prevention service. We will work with the criminal justice system to ensure that the Prisoner

Pathway works much more effectively resulting in a more coordinated approach and better support for people leaving custody.

We will also work with Children’s Services and Community Housing and RSL’s to develop an integrated approach to working with complex families, through the provision of accommodation, intensive support and a focus on tackling the underlying causes of homelessness.

There is a lot of evidence to suggest that homelessness, especially rough sleeping, has significant and adverse consequences for an individual’s health. It is widely recognised that there are strong correlations between homelessness and severe physical and mental health conditions, alongside significantly reduced life expectancy.

We will work to improve access to health services for single homeless people to address both immediate and longer term needs, ensuring that they are given the same choices in relation to accessing health care service as the general population, while recognising that homeless people may not find it easy to access mainstream service provision. We will learn from and contribute to the 2025 movement, established to end avoidable health inequalities in North Wales.

| <b>What we will do to develop an integrated approach for homeless people with complex needs</b>                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Develop a coordinated approach to ending rough sleeping in Denbighshire through the development of No Second Night out and No First Night Out Models |
| 2. Consider the role of the Day Centre and Outreach provision to ensure that it meets the Council’s strategic vision to end rough sleeping              |
| 3. Ensure that the Prisoner Pathway works effectively to prevent homelessness on release from custody                                                   |
| 4. Develop an integrated approach to working with complex families to ensure homelessness and repeat homelessness is prevented.                         |
| 5. Improve access to appropriate treatment and health care and reduce unplanned admission to hospital                                                   |

## Priority 6 - Preventing Youth Homelessness

The Homelessness Review identified that young people are increasingly disadvantaged by the combined impact of high unemployment, low incomes, welfare reform and limited housing options. A growing proportion of young people are leaving care or presenting as homeless from the parental home with complex needs – for example a combination of mental health problems, behavioural problems, substance misuse and offending behaviour. Their needs do not fit into any one service area and responses from public sector agencies can be fragmented, reactive, often ineffective and have a high cost.

The Review identified that young people are over-represented in the homeless population in Denbighshire; there has also been a recent increase in the number of young people sleeping rough. Further welfare reform is likely to adversely affect young people, further reducing the housing options available to them.

We want to ensure that our young people have the best start in life and are able to develop well so that they can fulfill their potential and meet their aspirations.

We will continue to commission effective homelessness prevention services for 16 and 17 year olds and review existing services to ensure that they effectively prevent homelessness and meet the needs of young people with complex and multiple needs. We will also commission education work in schools and other youth provision, to raise awareness of the available housing options and the reality and risks of homelessness.

We will intervene as early as possible to prevent housing instability and homelessness from occurring or persisting. Prevention will focus on supporting young people to remain at home with their family, or in wider family networks, where appropriate and safe to do so. Where young people do become homeless, the strategy supports the commissioning of specialist services to provide respite, emergency and longer term accommodation and support that can effectively address young people's housing and support needs.

We will ensure service pathways are planned and integrated to better meet the needs of young people. Through the Young People's Positive Pathway we will ensure a joined up approach with Children's Services, ensuring young people get the right advice and support at the right time.

We will safeguard young people who are at risk because of housing instability or homelessness. We will work to ensure that care leavers do not become homeless upon leaving care and that their accommodation is maintained, ensuring necessary safeguards and support are in place.

We will make better use of available resources to maintain a sufficient range of accommodation-based services with support for young people experiencing housing instability and homelessness. We will do this by negotiating better value for money and re-modelling existing service provision.

| <b>What we will do to prevent youth homelessness</b>                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Prevent youth homelessness through education, peer mentoring, mediation and emergency respite accommodation                                        |
| 2. Continue to fund and review the Young People's Positive Pathway to ensure an integrated approach to responding to youth homelessness               |
| 3. Develop an effective care leaver accommodation and support pathway                                                                                 |
| 4. Remodel accommodation based support services to ensure an integrated approach that meets the needs of young people with multiple and complex needs |

## Governance and Delivering the Homelessness Strategy

In order to meet our commitment to deliver the strategic priorities we need to ensure that together with partners, we have the skills, services, resources and infrastructure for the delivery of the Strategy's objectives.

To achieve the strategic priorities and objectives an action plan has been developed in partnership with partners and stakeholders, to outline key actions to be delivered over the lifetime of this strategy.

The Homelessness Prevention action plan will be reviewed annually so that it is responsive to emerging needs, policy and legislative changes and achieves the priorities contained within it.

The Homelessness Forum will be involved in the delivery and monitoring of this Homelessness Strategy and action plan. The Forum, which is made up of a range of organisations who work across the area, meets on a quarterly basis and provides a joint approach to tackling homelessness by information sharing, improving joint working and contributing to the delivery of the Homelessness Strategy action plan. The action plan will be governed and monitored by the Supporting People Planning Group, which will ensure both effective governance arrangements, alongside a coordinated and comprehensive approach to the prevention of homelessness.

A joined up partnership approach is critical to delivering the ambitious and innovative plans detailed within this strategy and meeting Denbighshire's vision for homelessness.

By adopting the Homelessness Strategy, Denbighshire County Council is making a commitment to end rough sleeping and prevent homelessness.

## Commissioning of Homelessness Services

The Council will commission services that support and directly contribute to meeting the objectives set out in this strategy.

The Homelessness Strategy will inform the Supporting People/Homelessness Prevention Plan. Services will be commissioned that meet the objectives contained within this Strategy and the Supporting People/Homelessness Prevention Plan priorities.

Commissioning homelessness services in Denbighshire will be underpinned by the following key principles:

- Early intervention and prevention
- Putting citizens at the centre of commissioning.
- Social value and local benefit.

Commissioned services must also:

- Be based on a robust analysis of need and intelligence, focused on evidence based interventions, and guided by early help and prevention.
- Assure high quality provision by specifying outcomes and using effective financial mechanisms.
- Demonstrate a strategic link to national, regional and local priorities.
- Meet the aims of the Wellbeing of Future Generations (Wales) Act 2015.

# DCC Homelessness Strategy 2017-2021

## Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

|                                      |                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assessment Number:                   | 192                                                                                                                                                                                                                                                                                                                  |
| Brief description:                   | The Housing (Wales) Act 2014 requires every Local Authority to carry out a Homelessness Review, and formulate a Strategy based upon that Review. The Act stipulates that every Local Housing Authority must adopt their first Homelessness Strategy by 2018, and develop a new Strategy every four years thereafter. |
| Date Completed:                      | Version: 0                                                                                                                                                                                                                                                                                                           |
| Completed by:                        |                                                                                                                                                                                                                                                                                                                      |
| Responsible Service:                 | Community Support Services                                                                                                                                                                                                                                                                                           |
| Localities affected by the proposal: | Whole County,                                                                                                                                                                                                                                                                                                        |

# IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

## Score for the sustainability of the approach

Could some small changes in your thinking produce a better result?

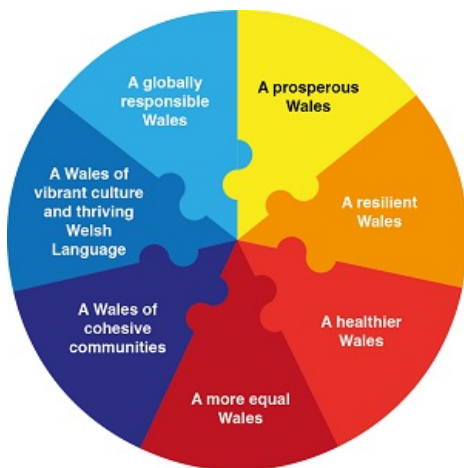


(3 out of 4 stars)

Actual score : 21 / 24.

## Summary of impact

Wellbeing Goals



|                                                               |          |
|---------------------------------------------------------------|----------|
| A prosperous Denbighshire                                     | Positive |
| A resilient Denbighshire                                      | Positive |
| A healthier Denbighshire                                      | Positive |
| A more equal Denbighshire                                     | Positive |
| A Denbighshire of cohesive communities                        | Positive |
| A Denbighshire of vibrant culture and thriving Welsh language | Positive |
| A globally responsible Denbighshire                           | Positive |

## Main conclusions

The Homelessness Strategy has been determined to have a positive impact for all of the 7 Wellbeing Goals, which is perhaps unsurprising, given that its priorities and actions are based on a comprehensive review of homelessness and related services, needs, and demand. The Strategy recognises that housing is not only about bricks and mortar issues and that quality accommodation (and support where needed) contributes to improving health, wellbeing and quality of life. There is also a clear emphasis that this is a partnership document, and therefore that the actions and priorities set out should have a positive impact in pooling knowledge and skills, and providing a holistic response to the needs of people who are homeless or threatened with homelessness in Denbighshire.

# THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

## A prosperous Denbighshire

|                          |                                                                                                                          |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                 |
| Justification for impact | This Strategy takes a long-term, holistic view of tackling homelessness and providing quality accommodation and support. |

### **Positive consequences identified:**

Temporary accommodation officer and private rented sector officer roles, as set out in the Strategy, support around energy efficiency. Housing Solutions support also contributes to addressing fuel poverty.

There is a focus on providing affordable, sustainable accommodation for people, and areas such as supporting people back into work, i.e. addressing the underlying causes of homelessness. The strategy will also capture future areas of development e.g. social enterprise, DCC work experience pilot. The strategy will consider the implications of the Renting Homes (Wales) Act, including supporting the stability of tenancies, and working alongside landlords to support the provision of quality accommodation. Additionally, one of the key priorities of the strategy is reducing the use of B&B as temporary accommodation - this should have a positive impact in terms of development, tourism.

There is a focus on supporting people back into work. The strategy will also capture future areas of development e.g. social enterprise, DCC work experience pilot. The restructuring of SP and Housing Solutions Management additionally allows for greater efficiency and sustainability.

There is a focus on training and peer support. The Strategy is influenced by the citizen engagement policy; there is also a joint Service User Involvement Officer across Housing Solutions and SP. The strategy will also capture future areas of development e.g. social enterprise, DCC work experience pilot.

The Homelessness Strategy will support the delivery of the DCC Housing Strategy, and puts a focus on working closely with landlords to establish a quality supply of accommodation, making best use of previously developed land and existing buildings.

The Housing Solutions and SP Manager links in closely with the other Tackling Poverty streams (under which are initiatives such as PACE), as well as the Children, Young People, and Families partnership.

### **Unintended negative consequences identified:**

One of the key priorities of the strategy is reducing the use of B&B as temporary accommodation, this may impact negatively on some local businesses.

With the uncertainty of funding, it is made very difficult to plan in the long term, therefore some jobs within Housing Solutions have to be temporary.

As above, with the uncertainty of funding, it is made very difficult to plan in the long term, therefore some jobs within Housing Solutions have to be temporary.

The majority of Housing Solutions/homelessness support provision is based in the North.

### **Mitigating actions:**

Liaise with Facilities, Assets and Housing regarding the possible impacts on B&B's, there may be potential opportunities for regeneration. In relation to shorter-term jobs, HST will be exploring qualifications to promote career progression, including looking at opportunities via Cymrorth Cymru and WLGA. In relation to the majority of Housing Solutions/homelessness support provision being based in the North, online options will be developed, and there will be a drop-in presence in rural community resources, e.g. libraries, as this need is assessed (it should be noted that a service

mapping exercise for the review has identified that the majority of related need is in the North). In terms of maximising the positives under child care (and more broadly, accessing employment), Housing Solutions will work to promote opportunities available via Tackling Poverty Streams amongst service users, e.g. via promotion of DEWIS Cymru and Tackling Poverty info pack resource. This will involve skilling up staff, and embedding into Triage system.

## A resilient Denbighshire

|                          |                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                     |
| Justification for impact | The Strategy focuses on the importance of partnerships with agencies such as DCC Enforcement, other Housing colleagues, and Citizens Advice. |

### Positive consequences identified:

Temporary accommodation officer and private rented sector officer roles, as set out in the Strategy, support around energy efficiency. Housing Solutions support also contributes to addressing fuel poverty, including via linking with Citizens Advice Denbighshire.

Housing Solutions will be working closely with DCC Enforcement to ensure that accommodation is safe and of a good standard.

Housing Solutions will prioritize online promotion (rather than leaflets etc.) wherever possible. The Strategy itself will be available online.

The Strategy will support and work alongside DCC's other corporate priorities, and as such, Housing Solutions staff are committed to agile working.

Housing Solutions will be working closely with DCC Enforcement to ensure that accommodation is safe and of a good standard. Housing Solutions would also be key in responding to any flood crisis, supporting/accommodating displaced households.

### Unintended negative consequences identified:

### Mitigating actions:

## A healthier Denbighshire

|                          |                                                                                                                                                                                                        |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                               |
| Justification for impact | The Strategy recognises that housing is not only about bricks and mortar issues; that quality accommodation (and support where needed) contributes to improving health, wellbeing and quality of life. |

### Positive consequences identified:

The Strategy recognises that investing in housing is not only about bricks and mortar issues - besides improving people's homes, it brings benefits for people too, contributing to improving their health, wellbeing and quality of life. A key aim of the Strategy is tackling the underlying causes of homelessness - this includes ensuring that people are able to access the support they might need around their health and wellbeing. A key aim of the strategy is to end rough sleeping - the health implications of rough sleeping are well established, including higher levels of mortality, chronic illnesses and mental health issues. Housing Solutions will also continue to work closely with DCC Enforcement, to ensure that accommodation is safe and of a good standard. The Strategy will also support the 2025 movement, established to end avoidable health inequalities in North Wales.

In the context of the above, a key aim of the Strategy is holistic assessment and planning. Housing Solutions link closely with Supporting People to ensure that people are able to access the support



they need - this will include supporting access to good quality, healthy food, by supporting around menu planning, cooking well on a budget etc. Another key aim of the Strategy is reducing the use of B&B as temporary accommodation; this will mean that more people will have access to better cooking facilities.

As above, a key aim of the Strategy is holistic assessment and planning. Housing Solutions link closely with Supporting People to ensure that people are able to access the support they need. This support would also include supporting participation in leisure activities, both from the point of view of physical health, and community involvement.

As above, a key aim of the Strategy is holistic assessment and planning. Housing Solutions link closely with Supporting People and other key partners to ensure that people are able to access the support they need. This support would include that around people's emotional and mental wellbeing, be it via accessing the Community Mental Health Team, or supporting access of activities to improve mental health and wellbeing. A key aim of the strategy is to end rough sleeping - the health implications of rough sleeping are well established, including higher levels of mortality, chronic illnesses and mental health issues.

In carrying out holistic assessments, Housing Solutions will ensure that people are supported to access the healthcare they might need. The Strategy includes Housing Solutions seeking to strengthen the partnership with BCUHB.

### **Unintended negative consequences identified:**

### **Mitigating actions:**

## **A more equal Denbighshire**

| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Justification for impact | Housing Solutions' fundamental aim of tackling homelessness is underpinned by a holistic look at the causes and effects of homelessness, it therefore naturally focuses on tackling inequalities and poverty. One of the key objectives of the Strategy is to ensure Denbighshire's responses to homelessness promote customer choice, equality of opportunity, reduce social exclusion and contribute to community cohesion. |

### **Positive consequences identified:**

The Strategy recognises that investing in housing is not only about bricks and mortar issues - besides improving people's homes, it brings benefits for people too, contributing to improving their health, wellbeing and quality of life. All temporary accommodation is accessible to people with disabilities, and this will remain the case. The Strategy will also support the 2025 movement, established to end avoidable health inequalities in North Wales. The Strategy will additionally support Denbighshire's Equality Plan.

Increasing the supply of suitable temporary accommodation (and reducing the use of B&B's) will have a positive impact on pregnant women - although Housing Solutions currently do try to avoid placing pregnant women in B&B, this may occasionally occur, if demand for other temporary accommodation outstrips supply. All temporary accommodation is currently accessible to people with disabilities, and this will remain the case. The Strategy will also support the 2025 movement, established to end avoidable health inequalities in North Wales. The Strategy will additionally support Denbighshire's Equality Plan.

Housing Solutions links very closely with Supporting People (now sitting under one manager), and are key contributors to the Tackling Poverty Agenda. Housing Solutions and Supporting People contribute to the Tackling Poverty leads group, and the operational and strategic groups. The Strategy sets out Housing Solutions focus on tackling poverty, including areas such as accessing money advice.

## Mitigating actions:

As a consequence of completing the Wellbeing Impact Assessment, tackling poverty has been added as a specific emphasis in delivering the overall vision - 'to end homelessness'.

## A Denbighshire of cohesive communities

|                          |                                                                                                                                                                                    |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                           |
| Justification for impact | Access to safe and suitable accommodation, as well as resilience & empowerment, are 2 of the key strands of the approach to achieving the Strategy's vision - to end homelessness. |

## Positive consequences identified:

Safeguarding is a primary consideration Housing Solutions will continue to work closely with DCC Enforcement, to ensure that accommodation is safe and of a good standard. Housing Solutions also work closely with Criminal Justice, including the Police and Probation service, to ensure a joined up and holistic approach to managing ASB and offending behaviour, ensuring that any placement or offer of accommodation is appropriate, considering the safety of the individual and wider community. As part of this, Housing Solutions will work with the criminal justice system to ensure that the Prisoner Pathway works much more effectively, resulting in a more coordinated approach and better support for people leaving custody.

The Strategy is influenced by the citizen engagement policy; there is also a joint Service User Involvement Officer across Housing Solutions and SP. The strategy will also capture future areas of development e.g. social enterprise, DCC work experience pilot. Housing Solutions will also be developing resources, including advice factsheets, to empower individuals to resolve their own housing issues.

One of the key priorities of the strategy is reducing the use of B&B as temporary accommodation - this should have a positive impact in terms of development, tourism. The Strategy will also support the Denbighshire Housing Strategy and Development Plan.

## Unintended negative consequences identified:

Placements of some higher risk citizens may have negative impacts on neighbours and communities, if e.g. there is ongoing ASB.

One of the key priorities of the strategy is reducing the use of B&B as temporary accommodation, this may impact negatively on some local businesses, which could have the potential to lead to some deterioration.

## Mitigating actions:

Liaise with Community Housing regarding the possible impacts on B&B's, there may be potential opportunities for regeneration. Housing Solutions will work in close partnership with Criminal Justice, Enforcement, support agencies and landlords to ensure that issues such as ASB are addressed in a coordinated way; protocols to be further developed, as outlined in the Strategy, will support this.

## A Denbighshire of vibrant culture and thriving Welsh language

|                          |                                                                                                                                                                                                                                      |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                             |
| Justification for impact | There is nothing specifically set out in the Strategy around the Welsh language; however, Housing Solutions will continue to deliver against the Welsh Language standards in implementing all of the things set out in the Strategy. |

### **Positive consequences identified:**

Housing Solutions have a fluent Welsh speaker in the team, and have adopted the 'active offer' and Denbighshire Welsh Language Standards. The Strategy, as well as all public information, will be available in both Welsh and English.

As above, Housing Solutions have a fluent Welsh speaker in the team, and have adopted the 'active offer' and Denbighshire Welsh Language Standards.

The Strategy will support the Denbighshire Housing Strategy and Development Plan. Supporting People have also provided opportunities for people to access activities in the community via the Personal Budget project(s).

### **Unintended negative consequences identified:**

Not all staff are able to speak fluent Welsh. There could therefore be a high level of demand for the one Welsh speaking staff member.

### **Mitigating actions:**

Ensure that all staff are aware of policies, and encourage staff to take up training.

## **A globally responsible Denbighshire**

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Justification for impact | Ending homelessness, the fundamental aim of the Strategy, naturally sits within the maintenance of human rights - everyone has a fundamental human right to housing, which ensures access to a safe, secure, habitable, and affordable home with freedom from forced eviction. Ending homelessness and the focus on prevention means that the burden on other statutory services (e.g. criminal justice) will be reduced. |

### **Positive consequences identified:**

Housing Solutions ensure that all landlords worked with are registered with Rent Smart Wales, which ensures that people are trained in their rights and responsibilities when renting out a property to tenants. Housing Solutions also work closely with DCC Enforcement, to ensure that properties are safe and of a good standard. Any Housing Solutions decision will also be made in compliance with legislation and case law.

Partnership working is fundamental to the Strategy, and the focus on prevention means that the burden on other statutory services (e.g. criminal justice) will be reduced.

### **Unintended negative consequences identified:**

Reducing the use of B&B's as temporary accommodation could have a negative impact on some local businesses. Additionally, local connection, as stipulated in the Act, means that we may sometimes have to reconnect people to another area - this could result in increased pressure on services in those areas.

### **Mitigating actions:**

Liaise with Community Housing regarding the possible impacts on B&B's, there may be potential opportunities for regeneration. Re. reconnection, we will ensure that a coordinated approach is taken; that we liaise with services in areas in question and offer support where practicable. In this, we will be guided by Homeless Link's Reconnection Toolkit. We will also be considering regional

commissioning where appropriate.

# Denbighshire County Council

## Supporting People/Homelessness Prevention Plan

### 2018/19

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|---------|---------------------------|
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| Status  | <b>Draft for Scrutiny</b> |

## 1. Introduction

**Homelessness means being without a safe and secure place to live.** This includes things like 'sofa-surfing', living in unsuitable/unsafe accommodation, accessing emergency beds, and sleeping rough. For many, it means facing a number of difficult and traumatic experiences. Homelessness, or risk of homelessness, can happen for a thousand different reasons – and can affect anyone, at any time.

Supporting People is a Welsh Government Programme, funding support for people 16+ who are homeless or at risk of homelessness. We aim to prevent homelessness wherever possible, working with the community and our partners to identify and tackle its causes, and empower people to live as independently as possible. In Denbighshire we have a range of projects, supporting over 1,000 people at any one time.<sup>1</sup> With statutory homelessness (previously known as Housing Solutions), we're part of the **Denbighshire Homelessness Prevention Team**.

### Our Vision:

**Safety, security, and good quality of life for all**

**Our Mission Statement:** *We will work together to deliver quality support, empowering people to live independently and avoid homelessness*

### Our Principles:

- ➔ Early intervention and prevention
- ➔ Person-centred and asset-based support
- ➔ Transparency, and equality of access
- ➔ Outcomes focus
- ➔ Continued learning and development

Our support is always person-centered, but could include help with things like:

- **Budgeting, including accessing money advice**
- **Achieving safety and security**
- **Developing life skills**
- **Accessing other helpful services and opportunities**

**This Plan gives an overview of our priorities and plans for 2018/19 - why we're doing what we're doing, and what this means for the people it affects.**

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<sup>1</sup> Excluding alarm services, of which there are 1,192 units

## Supporting People/Homelessness Prevention plays a vital role in the delivery of key support legislation:

- **The Housing (Wales) Act 2014**, and **Social Services & Well-being (Wales) Act 2014** have brought about real changes to the ways people are supported. Early intervention and prevention, and empowerment of people to achieve independence are central to both Acts.
- The **Well-being of Future Generations (Wales) Act 2015** means that plans must be sustainable and increase wellbeing. This also means a prevention focus, looking at short and long-term needs, and partnership working.
- **The Violence Against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015** highlights the importance of early intervention to prevent victims of this kind of violence and abuse becoming homeless in the first place, and also wherever possible to support them to stay in their own homes.
- **The Renting Homes (Wales) Act 2016** means some new rights and responsibilities for tenants and landlords - so it's important that people can access good advice and support where needed.

## We also support the delivery of other national and local plans and agendas, such as:

- **Denbighshire plans and guidance**, including Denbighshire's Corporate Plan 2017-22; the Wellbeing Plan 2014-2018, the Supporting Independence in Denbighshire agenda; the Housing Strategy, and the Care and Support at Home Strategic Plan.
- **National plans and guidance**, including the Supporting People Grant Guidance, the Regional Strategic Plan, and the Ten Year Homelessness Plan for Wales 2009-2019.
- **Commissioning guidance/agendas**, including the Domestic Abuse and Sexual Violence Collaborative Commissioning Toolkit, and the North Wales Mental Health Supported Housing Commissioning Statement.
- **Equality and diversity**, including Denbighshire's Strategic Equality Plan, and the Welsh Language Standards. We also contribute to the 2025 movement, with its aim of ending avoidable health inequalities in North Wales by the year 2025.
- Other developments, research, and strategies in key areas such as **Health, Social Care, and Criminal Justice**.
- We also represent North Wales Supporting People at **regional groups** such as the National Rough Sleeper Working Group, North Wales Area Planning Board Delivery Group, and Supporting People National Advisory Board.

## 2. People's stories

### 'Ben'

Ben became alcohol dependent when his marriage ended, he felt **alone and bewildered**, pushing away colleagues and friends. His **health was deteriorating**, and **unpaid bills** were stacking up, unopened, hidden away. The mortgage hadn't been paid for 6 months. With the help of his CAIS Support Worker, working closely with the Substance Misuse Service, Ben completed a home detox. He got help to **address his health issues**, and began to **sort out his finances**. His Support Worker was also able to help Ben's family to **understand his issues**, and ways he could lead a **healthier and safer lifestyle**. He began rebuilding his **relationship with family**, as well as his **self-worth**. Ben began contributing to a self-help group. His **confidence growing**, he was able to slowly begin going **back to work** as a builder. He also regularly visits the library, **enjoying the alone time and quietness he'd once hated**.

### 'Jane'

Jane lost her accommodation following an **illegal eviction**. At first she moved in with her mum, but this was in an extra care scheme, so wasn't an option for the long term. She ended up **feeling she had no other choice** than to move back in with her ex-wife.

Jane is transgender, but circumstances with her ex-wife meant she had to dress as a male – **seriously impacting on her mental health**.

Jane hurried to find her own accommodation, and moved into a property on a short lease, in a **poor state of disrepair**. She had come into contact with the Homelessness Prevention Team, and been offered support, but felt she **could not face going into temporary homeless accommodation** with her teenage son – who, having severe epilepsy and a learning disability, was dependent on Jane for his care.

Jane's story shows how **homelessness can affect anyone**, and shines a light on some of the difficulties and barriers people can face in their journeys to prevent and resolve their homelessness – as well as the **importance of early intervention**. The Homelessness Prevention Team will continue to work with Jane to find more suitable accommodation for her and her son, **where they can achieve better quality of life**.

### 'Tim'

Tim was **staying in a leaky tent**. He'd been **coerced into illegal activity** in lieu of rent, and **fled violence** when he refused to continue.

He was scared of being found, reluctant to give too much away – so he found it difficult to access the help he needed.

Tim's Outreach Worker recognised there were issues not only around violence, but **modern day slavery**. Tim accessed advice from the Police Modern Day Slavery Unit. His **fears of being found were alleviated**, and he agreed for his Outreach Worker to involve the Police.

Once there was a crime number, it was much **easier for Tim to access the help he needed**. He also had much more **peace of mind** in speaking to services. He began accessing the emergency beds project, where his dog was also able to stay in a sheltered area.



### 3. Our Five Strategic Priorities

#### The DCC Homelessness Strategy 2017-2021

Tackling homelessness through **early intervention, prevention, and providing quality accommodation and support** is central to our priorities. We've worked closely with our partners in developing the Denbighshire Homelessness Strategy 2017-21, which sets out in detail all of Denbighshire's priorities and plans for tackling homelessness. The vision of the Strategy is simple: **To end homelessness in Denbighshire**

#### Tackling Poverty

We know **homelessness and poverty will often go hand in hand**. We are a Tackling Poverty programme, partnered with Communities First, Families First, and Flying Start - we have a shared goal of **tackling the causes and effects of poverty**. Exploring opportunities through groups including the Corporate Anti-Poverty Group, and Tackling Poverty Strategic and Operational Groups, we'll continue to work together to reduce duplication and strengthen our support.

#### Citizen Involvement

**The people we support must have their voices heard, and be able to shape how services develop. We are currently developing a Citizen Involvement Policy, detailing how involvement will be at the heart of all of our priorities and developments.**

#### The sustainability of housing related support

We face a number of **current and future challenges** in keeping our support affordable and effective, including **public spending cuts and welfare reform**. We must work together to be creative and resourceful, and make sure our approach is **needs-led for both the short and long-term**. We must also play a role in campaigning for policy reform and developments, to make sure support continues to be available wherever needed.

#### Joint-Commissioning/Collaboration

In recent years we've joint-commissioned/ collaborated with other North Wales Supporting People Teams, the Tackling Poverty Programmes, and with Children's Services and Youth Justice. Doing this is important as it means we're able to **pool knowledge and skills, and reduce duplication** across our services – meaning our support is more effective and efficient. We'll continue to explore opportunities, including developing pilot regional projects. We'll also support the priorities of the Regional Strategic Plan.

## 4. Shaping our services

We look at a range of information to identify need and demand, and develop our services. This includes:

**The views of citizens** – These are welcomed throughout the year, with our Service User Involvement Officer working closely with projects to make sure that people have their voices heard, and can play an active role in shaping the support they receive.

### The Homelessness Prevention Day

Every year we put on a 'Homelessness Prevention day' – an opportunity for the people we support, our projects and partners to gather together to talk about what matters to them, and contribute to what this Plan looks like.

**The views of our other partners** – Including the projects we fund, and other agencies we work with.

**Consultation** – Including as part of service reviews and decommissioning decisions, and consultation on each annual Supporting People Plan.

**Information from our Single Pathway Team** – Who coordinate all support referrals, ensuring equality of access to the right support.

**Project monitoring and reviews** – All of our projects are regularly monitored and reviewed to ensure service quality - to identify any areas for improvement, and learn from good practice.

**Other information** - Including Outcomes & Housing Solutions data, the population assessment, and other studies/reports.

### We also look at potential unmet need.

Work we've done to try to determine and address unmet need has included:

- Piloting of an annual Unmet Need survey
- Reviewing the ways we map need, including looking at the effectiveness of our Needs Mapping data.
- Investigations into the need for veterans supported housing, supported housing for females with complex needs, and 'wet' provision (supportive, safe drinking environments).
- The Reconnection Guidance – ensuring there are suitable and consistent support offers for people without a 'local connection'.

There are 3 (spend plan) areas where we don't currently fund any specific projects: people with physical/sensory disabilities; people with chronic illness, and young people who are care leavers. In all cases we've made sure that people who might fall within one of these groups are able to (and do) access our other support. We monitor this throughout the year, and investigate further as needed.

✓ **The information we gather tells us that there continues to be high demand for Supporting People services.**

Some key messages from 2016/17 were:

**Independent accommodation is in high demand**

People are increasingly telling us they have a preference for independent accommodation, e.g. in the private rented sector - rather than supported housing. At the same time, people receiving an eviction notice has increased by 46%, from 108 to 158.

**Demand for support remains pretty steady**

1,178 Needs Mapping forms were completed in 2016/17, compared with 1,257 the previous year.

**We're seeing greater diversity**

16 people identified as non-white in 2015/16, compared to 42 in 2016/17. There's also been an increase in language diversity. Numbers of people identifying as a different gender than that at birth have also more than doubled (from 7 to 17), & gay and bi-sexual people both have increased by 50% (from 10 to 15).

**Main support needs are changing, but only slightly**

People are still mostly telling us they want support around mental health, domestic abuse, generic (housing related) needs, & being a young person - however, generic (rather than domestic abuse) is now the main 'lead need' identified. Feeling safe, accommodation, & managing money remain the top 3 target outcomes people tell us they want to achieve.

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✓ **We also see the importance of our alignment with statutory Homelessness, as the Homelessness Prevention Team.**

**Number of households owed a full duty by Denbighshire to secure accommodation in 2016/17:** 62

**Number of households eligible for statutory assistance to prevent and/or relieve homelessness in 2016/17:** 672  
(This isn't including general advice and assistance, which was accessed by 484 people in 2016/17)

**Number of people supported by commissioned housing related support services in 2016/17:** 1,553

It's a good sign when there are less people receiving statutory homelessness assistance than accessing commissioned housing related support services – this shows that people are getting support to prevent crisis point. Almost a quarter of all commissioned housing related support referrals came from Statutory Homelessness Prevention Officers in 2016/17 – showing how important our alignment is in providing a whole response to homelessness.

## 5. Our Priority areas for Development in 2018/19

### 1. Young People (16-25)

We've been developing a 'positive pathway' approach since 2016, working closely with Children's Services and other partners. This has already meant significant service remodels, with some ongoing in 2018/19. We'll make sure that young people continue to be involved in shaping these developments. We'll also be working with our partners to ensure we're able to minimise the negative impacts of welfare reform on young people as far as possible, and will continue to support the development of house share opportunities.

### 2. Mental Health

We'll continue to strengthen links (e.g. by contributing to the Mental Health Planning Group) so that we can better take up opportunities for early intervention and prevention, and make sure support is accessible for people being discharged from hospital.

### 3. Education, employment and training

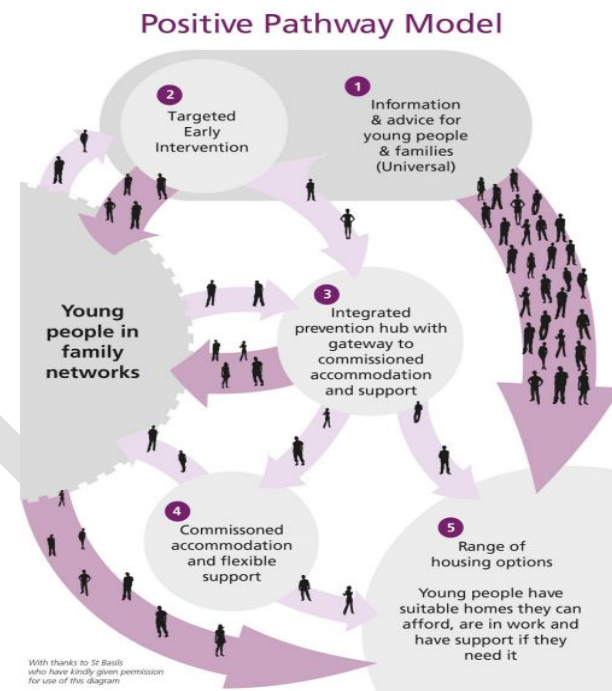
It's vital that education, employment and training is accessible for everyone - not least because it can open the door to affordable, quality accommodation. This is also a priority area for all Tackling Poverty partners, and DCC corporately. We've already developed staff training, and had qualifications included in some pilot projects. Work experience opportunities will be a key priority for us in 2018/19. Transport is also important here, so we'll be strengthening links with Community Transport, as well as supporting the delivery of corporate priorities around connected communities. Our Citizen Involvement Officer will also continue to work with projects to identify and challenge barriers in this area.

### 4. People with a criminal offending history

With the opening of the Wrexham Prison in 2017, along with legislative changes, we need to make sure we're geared up to supporting the resettlement of people leaving prison. We'll continue to attend the North Wales Prisoner Resettlement Steering Group, as well as take learning from the offender services research via the RCC, and monitor demand for our projects to support offenders.

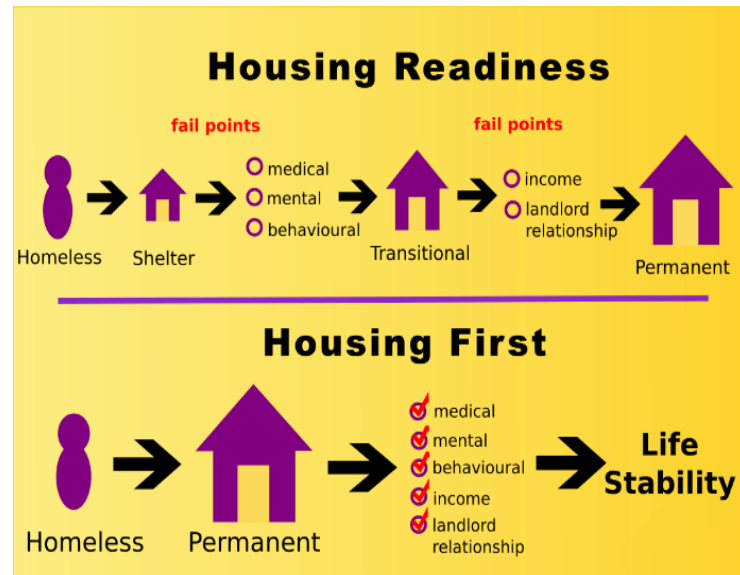
### 5. Supported Housing (affordability)

Supported housing can unfortunately be unaffordable for some, especially when working full-time and unable to claim full Housing Benefit. The LHA cap due in 2019, may offer some opportunities; however, we really don't know enough to plan around this just yet. We must shine a light on such cases, explore remodelling opportunities, and ensure people receive the right advice.



## 6. Rough Sleeping

'Housing First' is founded on the principle that housing is a basic human right. It means secure accommodation is provided as soon as it's available – then holistic wrap-around support is put in place. We're committed to developing Housing First; however, we've



recognised that we can't achieve this alone. We'll be exploring opportunities for joint-funding with Health and other partners, and working with suppliers to improve availability of suitable accommodation. Our aim is to have Housing First in place by the end of 2019 – but we can only do this with support and buy-in from key partners.

We'll also be working to develop a 'No First Night Out' approach, including targeted intensive support where people are at risk of spending a first night on the streets. We'll also be looking at options for developing a 'sit-up' service. We will additionally contribute to work to review day services - to ensure a best practice, consistent approach to ending rough sleeping. To support all of this work, as well as to strengthen our response to rough sleeping generally, our Outreach Team will be closely aligned with the Ty Golau (emergency beds and Hostel) project.

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## 7. Substance misuse

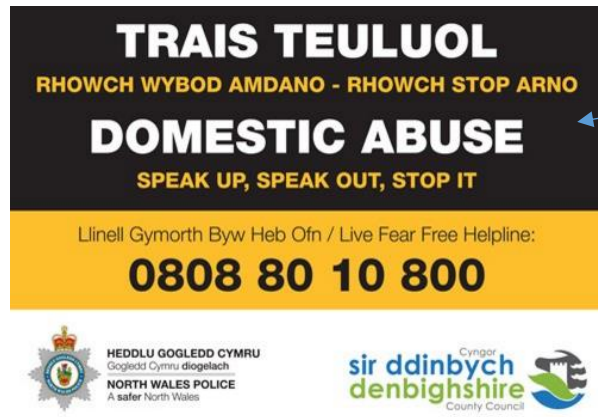
We've seen a decrease in people with substance use issues accessing our support; referrals from the Substance Misuse Service (SMS) have also fallen. Our Single Pathway will be working with SMS to make sure there are no barriers to accessing support. We'll also strengthen links through the Area Planning Board (APB) Delivery Group, as well as exploring any future funding available from the Substance Misuse Action Fund (which has funded our tenancy starter packs for the last 3 years). We'll also be further considering options for safe drinking environments – liaising with the APB, and continuing to learn from good practice, including visiting 'wet' services in other areas.

## 8. Autistic Spectrum Disorder (ASD)

We are developing a Complex Disabilities 'Tenancy Enabler' service, which will support people with learning disabilities, acquired brain injury, and ASD - which we'll be learning from over the coming year, to better inform us around the housing related support needs of people with ASD.

## 9. Domestic Abuse

We'll be making sure we're well-informed around our duties under the The Violence Against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015, including ensuring we and all project staff are trained up in line with the National Training Framework.



We will also be supporting the strengthening of links between the North Wales Domestic Abuse Strategic group and the RCC, including looking at joint commissioning opportunities.

← You may have seen these stickers if you've been in a Denbighshire taxi recently; we funded these back in 2016.

## 10. Off the shelf

We sometimes have under-spend which we can use for in-year 'off-the-shelf' projects. We've held workshops to come up with suggestions, and will continue to seek out ideas for pilot or spend-to-save projects.

## 11. Regional Collaborative Committee

We will continue to support the priorities of the Regional Strategic Plan. This will include supporting the development of regional working and projects, as identified by the Committee throughout the year (e.g. the regional prison leavers research in 2016/17).

## 12. The community support model

This kind of support (e.g. community groups) can allow people to develop their own support networks, which for many, is key to their independence. We've already piloted some community support projects, including a volunteer programme with Countryside Services, and the Denbighshire Community Podcast. Our Outreach Team also continue to support weekly group sessions for rough sleepers in the Dewi Sant Centre, made possible by funding from the ASB Tasking Group.

Over the coming year we'll be exploring further ideas for pilot projects and remodelling opportunities. We must also consider the importance of transport to enable this kind of support, so will be strengthening links with Community Transport, as well as supporting the delivery of corporate priorities around connected communities.

### Rough Sleeper Group Support

Every Thursday afternoon our Outreach Team re-open the Dewi Sant day centre for an activities/drop-in session for rough sleepers. Quizzes are a firm favourite. We see the importance of peer support here, with those coming from 'outside' being welcomed by all, and feedback capturing the good spirits of the groups. It's the goal that these sessions will in future be run entirely by rough sleepers.

**While we must respond to changes throughout the year, below are details of our current plans for specific funding changes and service remodels identified for 2018/19 within particular service areas.**

| <u>Spend Plan Area</u>                   | <u>Plans for 2018/19</u>                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>People with learning disabilities</b> | We are developing a Complex Disabilities 'Tenancy Enabler' service, which will support people with learning disabilities, acquired brain injury, and autistic spectrum disorder (ASD), which we will be learning from over the coming year. Funding to the DCC Community Living service will also continue to reduce every year, as agreed in 2013.                                                          |
| <b>People 55+</b>                        | The Supporting Independent Living (SIL) service was aligned with the DCC Reablement service in 2016/17, to offer a consistent and streamlined support service to people 55+ with a range of support needs. This will require further funding to enable the service to effectively support the delivery of the Social Services & Well-being (Wales) Act 2014.                                                 |
| <b>Young people</b>                      | Young people's services in Denbighshire will continue to be developed and re-shaped, as part of our development of a 'Positive Pathway' model. This will include the continued remodelling of the Dyfodol project, and reviewing other young people's projects to ensure that they provide an appropriate and needs-led response to the housing related support needs of all young people in Denbighshire.   |
| <b>'Generic'</b>                         | We are developing a proposed service remodel to commence in June 2018 – a multi-disciplinary homelessness prevention project, combining 4 separate contracts (currently covering young people's, single parents, ex-offenders, substance misuse and alcohol misuse support).                                                                                                                                 |
| <b>Other funding</b>                     | The Supporting People Grant can't be used to fund Supporting People Staff (who administer the Grant) from 2019/20. The budget for the Team has been reduced by 46.5% since 2013, and Denbighshire County Council intend to identify other sources of funding internally, to make sure that the Grant can continue to be administered effectively. The Team will no longer be funded by the Grant by 2019/20. |

For full details of all of our projects, please see our directory of services, available on the Denbighshire County Council website.

**We must be needs-led, and outcomes focussed in everything we do...  
So we're reviewing and developing the ways we commission services.**

- **Multi-disciplinary/Generic Support Projects** – This means that one service can support anyone who is homeless or at risk of homelessness - it is flexible and needs-led, and doesn't focus on one specific area (e.g. substance use issues). We already have some generic projects in Denbighshire. This approach can mean less duplication with specialist services, and easier access to support. We're therefore considering opportunities to make our projects more flexible and needs-led, including merging contracts.
- **Payment by results** – We will be piloting a payment by results approach. This involves payments being made to projects when outcomes are achieved - this means there must be a tailored package of support, with realistic agreed outcomes, for people who might not usually be able to access supported housing because of high/complex needs.
- **Risk-based reviewing** – We're currently working towards a fully risk-based approach to our project reviewing. This means that levels of project risks inform when and how we review – i.e. where projects are assessed as lower risk, a lighter-touch review may take place, and higher risk projects would be reviewed first.
- **Mapping need and future demand** – We're working to make sure that we're gathering the right information to inform our commissioning, including reviewing our 'Needs Mapping' system, and developing information gathering within our Single Pathway (referrals) Team. We'll also be contributing to work to gather data on dementia, via our ABBA (Aros Byw Bod Adref) project.

**This also includes embedding new directions for support delivery, including:**

**Asset (strengths) based support, and positive risk taking:** maximising people's own strengths and resources, and recognising that people are experts in their own lives.

**Trauma informed support:** including understanding and mitigating the impact of Adverse Childhood Experiences (ACEs), and developing psychologically informed environments (PIEs).

**What are PIEs?**

*PIEs involve helping people to understand where behaviours come from, allowing people to work more creatively and effectively. This means thinking not only about what our physical environments look like, but how we communicate, respond to challenging situations, and shape our support.*

There are five key areas to consider when developing PIEs

- Developing a psychological framework
- The physical environment and social spaces
- Staff training and support
- Managing relationships
- Evaluation of outcomes



## 6. More people's stories

### 'Helen'

Helen's landlord had just issued her with an **eviction notice** – they were selling the property.

Helen had several health problems, including having suffered a stroke. A Homelessness Prevention Officer (HPO) visited Helen at home, and saw that while friends and relatives provided invaluable support, Helen's **quality of life wasn't as it should be** – not able to manage the stairs, she was basically living in her bedroom. The HPO needed to help Helen to improve her quality of life, as well as **prevent crisis point**.

The HPO contacted SARTH (the Single Access Route to Housing), and explained the situation in detail. Based on this, Helen was put into Band 1, and was soon after allocated a bungalow just up the road.

Helen sent a card to her HPO, describing in just a few words the huge difference this had made to her life.

*"Thank you very much from the bottom of my heart for all your work on getting me my beautiful bungalow. You've made me very happy."*

'Maria' *(This story was put together by Carly, a volunteer representative for Nacro Community Voice, and supported housing resident.)*

Maria first got in touch with Nacro when she was still in prison. It had been **one of several prison sentences**.

Maria was born intersex, and experienced a very **difficult childhood and transition to adulthood** - and had made some **destructive associations and choices**. Determined to make some changes in her life, she knew she needed some support coming out.

Coming out of prison this time was the **start of a new chapter** for Maria. With the support of Nacro and the trans charity, Unique, Maria began taking as many opportunities as she could to **improve her quality of life**. She moved into supported accommodation, and completed numerous qualifications. Maria also underwent the surgery to fully assign her sex as female.

Having been out of prison for six years, Maria still spends the majority of her time there - but now she's **'on the other side of the bars'**, delivering LGBT and Diversity training to the prison service and the police. Maria now has her **own home, a job she adores**, and a much **loved and valued support network**. She feels that with support, and the huge efforts she's made herself, she has **become a better person**.

### 'Gemma'

Gemma had to leave home at 17 when her **relationship broke down** with her mother. After a stay in temporary accommodation, Gemma moved into a young people's supported housing project run by Grwp Cynefin.

Gemma had a difficult first couple of months settling into the new environment; however, things soon began to improve. Gemma was **learning how to look after her accommodation**, understanding her rights and responsibilities as a tenant.

But more than this - her **life outlook was getting better**. Anxieties around her housing situation had made existing health issues worse, but Gemma was now **looking after her physical health**, and feeling **able to crack on with college work**. She was also completing various other courses around independent living and healthy relationships.

Feeling in a **much better place**, Gemma was able to begin exploring hobbies. She was then **successful in getting a job** at a nursery. Gemma moved into her own accommodation, equipped with the skills and tools to maintain her tenancy, and to **live a happier and healthier life**.

## Jim'

*"I spent years under the stars, I got used to it. I was sleeping out in one place for quite a long time, the owners got used to me too.  
**I was the unpaid night watchman.***

*Drugs, drinking, they help you block things out, they distract you.  
**It can be hard to see a way out.***

*I've known lots of services over the years, some have been a life line. But it's hard to break out. I had a flat before, but it ended up a homeless hostel.  
**It was still the same life.***

*An Outreach Worker came to speak to me. At first I'd wondered what her agenda was. We spoke about Prestatyn, where I was born and bred. We talked about memories. We got on. I realised she had no agenda, she just wanted to help me.  
**And I was ready to bite the bullet.***

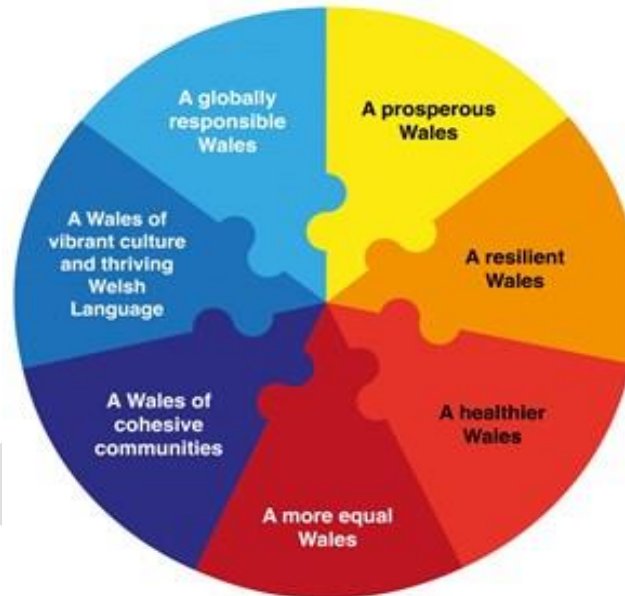
*She doesn't let me down, and I don't want to let her down. But she's also patient when I have a wobble.  
**There is trust, which means everything.***

*I used to sail, and I do miss seeing the world. **But I'm really enjoying the quiet life.** 'Normal' things, putting electric on the meter, going food shopping. I've even started watching soaps.*

*It's a big adjustment. It's been hard work. But my Outreach Worker's helped me with getting used to these things, being in four walls.  
**I feel I've a new lease on life."***

## **7. Wellbeing Impact Assessment (WIA)**

A WIA is a tool we use to help us evaluate the impact of a new idea, policy, report or project. It helps us to consider ways to strengthen the contribution we can make to the wellbeing of future generations, looking at the 7 wellbeing goals identified in the Wellbeing of Future Generations (Wales) Act 2015:



A WIA for the draft Supporting People/Homelessness Prevention Plan 2018/19 was completed 18/04/2017. It scored the Plan 22 points out of 24 in terms of its sustainability, and identified that it made a positive contribution to all of the 7 wellbeing goals (with strategies identified to address any unintended negative consequences). The WIA was reviewed following the close of the Plan's formal consultation period (27/06/2017 – 22/08/2017), and no changes were required.

**8. Denbighshire Supporting People Grant Spend Plan 2018/19**

To be inserted once confirmed by WG.

DRAFT

# Supporting People Plan 2018/19

## Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

|                                      |                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assessment Number:                   | 226                                                                                                                                                                                                                                                                                                                                 |
| Brief description:                   | This Plan updates on Supporting People's commissioning intentions for the next financial year, following on from the broader three year 2016-19 Local Commissioning Plan. It details Denbighshire Supporting People's strategic priorities, need and supply analysis, priorities for development, and areas of service development. |
| Date Completed:                      | Version: 0                                                                                                                                                                                                                                                                                                                          |
| Completed By:                        |                                                                                                                                                                                                                                                                                                                                     |
| Responsible Service:                 | Community Support Services                                                                                                                                                                                                                                                                                                          |
| Localities affected by the proposal: | Whole County,                                                                                                                                                                                                                                                                                                                       |

# IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

## Score for the sustainability of the approach

Could some small changes in your thinking produce a better result?

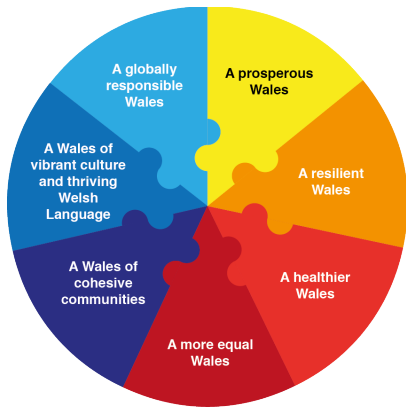
(3 out of 4 stars)



Actual score: 22/ 24.

## Summary of impact

Wellbeing Goals



- A prosperous Denbighshire Positive
- A resilient Denbighshire Positive
- A healthier Denbighshire Positive
- A more equal Denbighshire Positive
- A Denbighshire of cohesive communities Positive
- A Denbighshire of vibrant culture and thriving Welsh language Positive
- A globally responsible Denbighshire Positive

## Main conclusions

# THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

## A prosperous Denbighshire

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### **Positive consequences identified:**

Reviewing the ways we commission is a key priority set out in the Plan, which includes consideration of merging contracts where possible. Having less contracts would result in greater efficiencies, which we could reasonably expect would have a positive impact on reducing energy/fuel consumption.

Education, employment, volunteering and training are key areas for development outlined in the Plan - contributing to the development and promotion of work experience opportunities will be a key priority for us over the coming year. Our Service User Involvement Officer will also continue to work with projects to identify and challenge barriers in this area, and encourage links with employment support services, e.g. Communities for Work, OPUS, Sova etc. Developing community support models may also provide opportunities for communities to contribute and develop their local economy. Finally, offering larger (merged) contracts may encourage greater market interest and investment.

As above, education, training, employment and volunteering are continuing key priorities for SP for 2018/19, which includes the promotion and development of work experience placements. Offering larger (merged) contracts should also offer more sustainability, as well as increase opportunities for community benefits.

As above, education, training, employment and volunteering are continuing key priorities for SP for 2018/19, which includes the promotion and development of work experience placements. Offering larger (merged) contracts should also offer more sustainability, as well as increase opportunities for community benefits.

The Plan sets out how we will need to forge greater links with transport agencies (particularly third sector), particularly in the context of facilitating models of community support. Rural community transport is to be explored in the development of DCC's next Corporate Plan, which the SP Plan will be informed by, and will help to deliver.

We will continue to ensure that SP support is available to all, including people with children - SP's support does not necessitate childcare. In supporting people to achieve outcomes in education, employment, volunteering and training, we will be working closely with other Tackling Poverty Partners to ensure that child care schemes can be utilised.

### **Unintended negative consequences identified:**

With merging any contracts there is the possibility of redundancies.

### **Mitigating actions:**

In terms of the possibility of redundancies, as with any contract which goes out to tender, we will adhere to TUPE regulations.

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### **Positive consequences identified:**

Reviewing the ways we commission is a key priority set out in the Plan, which includes consideration of merging contracts where possible. Having less contracts would result in greater efficiencies, which we could reasonably expect would have a positive impact on reducing energy/fuel consumption.

Having less contracts would result in greater efficiencies, which we could reasonably expect would have a positive impact on reducing energy/fuel consumption. The Plan will also support and work alongside DCC's other corporate priorities, and as such, SP staff are committed to agile working.

We will be working closely with DCC Enforcement (and Housing Solutions) to ensure that accommodation is safe and of a good standard. Along with Housing Solutions, SP would be key in responding to any flood crisis, supporting displaced households.

### **Unintended negative consequences identified:**

With the possible merging of contracts, it may be that certain properties (for supported housing) cannot be retained, therefore new developments may be necessitated. Our priority around building psychologically informed environments may also require some physical development, e.g. building improvements, decorating etc.

As above, with the possible merging of contracts, it may be that certain properties (for supported housing) cannot be retained, therefore new developments may be necessitated. Our priority around building psychologically informed environments may also require some physical development, e.g. building improvements, decorating etc.

### **Mitigating actions:**

In relation to the possibility of losing current supported housing properties, we will consider this carefully in any tender processes, and ensure that best use is made of existing properties wherever possible. We will liaise with Housing Strategy where needed to investigate opportunities for sustainable development, and be informed by the Local Development Plan.



## A healthier Denbighshire

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### Positive consequences identified:

Developing psychologically informed environments is a key priority set out in the Plan. These focus on helping people to understand where behaviours come from, allowing people to work more creatively and effectively. This means thinking not only about what our physical environments look like, but how we communicate; respond to challenging situations, and assess and meet need. Supporting People and Housing Solutions attended complex trauma training in 2017 – which is an important starting point for developing PIEs. Over the coming year, PIE ideas will be considered within our tender processes, and we will plan further ways to encourage their development, e.g. through staff training. More generally speaking, SP support has a clear focus on improving wellbeing, which looks both at a person's physical needs (e.g. shelter, food, warmth, general health), and their social environment (e.g. by supporting people to develop their own support networks, and encouraging cohesion with neighbours, families etc.). SP's aims, as set out in the Plan, are heavily influenced by the Social Services and Wellbeing Act, and Wellbeing of Future Generations Act. SP will also continue to contribute to the 2025 movement, established to end avoidable health inequalities in North Wales. Additionally, a lot of work was carried out in 2016/17, looking into whether 'wet' provision (support services where people accessing are able to drink on-site) is needed in Denbighshire. We have continued to explore different options in this area, including visiting wet services in other areas, and we are currently considering whether there may be opportunities to remodel existing services, e.g. developing safe drinking rooms within projects.

All SP projects support people in matters such as menu planning, cooking well on a budget etc. We will also continue to work closely with our Tackling Poverty partners to address poverty in Denbighshire, including food poverty.

One of our priorities is developing models of community support, and as part of this we are also looking to forge greater links with transport agencies to support community participation.

The Plan sets out how we will continue to strengthen links with mental health services (e.g. via contributing to the Mental Health Planning Group, and Mental Health Rehabilitation and Accommodation Group) to ensure that best use of Supporting People projects is made, especially for people being discharged from hospital who might not have suitable accommodation to return to. We will also be looking at the remits of our mental health projects – considering whether these could be more flexible, to ensure that people are able to access the support they need (e.g. regardless of whether they have a diagnosis). We will also be contributing to work to gather data on dementia, via our ABBA (Aros Byw Bod Adref) project.

Citizens leading a healthy and active lifestyle is one of the outcomes SP projects are required to report on (as part of the National Outcomes Framework). Citizens are frequently supported by SP services to access healthcare, e.g. their GP. Additionally, as above, SP will continue to work to strengthen links with mental health services. SP will also continue to contribute to the 2025, established to end avoidable health inequalities in North Wales.

### Unintended negative consequences identified:

### Mitigating actions:

## A more equal Denbighshire

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### **Positive consequences identified:**

SP's planning is heavily influenced by the Strategic Equality Plan. Links between poverty (and homelessness) and certain protected characteristics are well established; as a Tackling Poverty partner, along with our close alignment with Housing Solutions, we have a clear focus on tackling homelessness and its underlying causes. More specifically, our proposed move to more generic support may reduce limitations or remove barriers to access which are currently imposed by specific eligibility criteria.

SP will continue to contribute to the 2025 movement, established to end avoidable health inequalities in North Wales. Much of what is set out in the Plan focusses on removing barriers which are presented by more traditional service arrangements, e.g. development of wet services, psychologically informed environments, payment by results (linked to complex/high needs) and a true Housing First offer for rough sleepers (which we will be seeking to implement in partnership with Health).

Tackling poverty is a key strategic priority set out in the Plan. Supporting People is a Tackling Poverty programme, partnered with Communities First, Families First, and Flying Start. This means we have a shared focus on tackling the causes and effects of poverty. We will continue to work with our Tackling Poverty partners to strengthen the support delivered, and reduce duplication. Further opportunities for working together and joint-commissioning will be explored over the next year, through groups such as the Corporate Anti-Poverty Group, and Tackling Poverty Strategic and Operational Groups. We will also be focussing on the affordability of our supported housing. There is certainly no rule that people in work cannot access support housing. While projects work hard to support however, for some (especially when working full-time) it can become difficult to make supported housing sustainable. This is because when a person is not claiming housing benefit, they have to cover the whole cost of the core rent plus the 'eligible charges' (for things like furniture, maintenance etc.). The introduction of the Local Housing Allowance cap, due in 2019, may offer opportunities to improve the situation; however, at this point, we really don't know enough to plan around this. We must therefore continue to discuss and shine a light on such cases, encourage ideas, and ensure that individuals affected receive the right advice.

### **Unintended negative consequences identified:**

### **Mitigating actions:**

## A Denbighshire of cohesive communities

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### Positive consequences identified:

All SP projects support the safety of individuals and others (this is a specific area captured in the SP outcomes framework). Homelessness/risk of homelessness unquestionably increases people's vulnerability. Safeguarding is a primary consideration, and SP will continue to work closely with DCC Enforcement and Housing Solutions, to ensure that accommodation is safe and of a good standard. We also work closely with Criminal Justice, including the Police and Probation service, to ensure a joined up and holistic approach to managing ASB and offending behaviour, ensuring that any supported housing placement is appropriate, considering the safety of the individual and wider community. As part of this, we will work with Housing Solutions and the criminal justice system to ensure that the Prisoner Pathway works much more effectively, resulting in a more coordinated approach and better support for people leaving custody. We will continue to attend the North Wales Prisoner Resettlement Steering Group, as well as take learning from the offender services research via the RCC, and monitor demand for our projects to support offenders. Additionally, we have been developing a 'positive pathway' model for young people since 2016, which has involved working very closely with Housing Solutions, Social Services, Youth Justice, and other partners. Welsh Government have also strategically adopted this positive pathway approach, as has DCC corporately. We have a shared goal of ensuring the needs of young people, who may be homeless or at risk of homelessness, are met effectively and appropriately – through 1) providing information and advice; 2) early intervention; 3) prevention; 4) support, and 5) a range of housing options. This has already involved significant service remodels, some of which is still ongoing in 2018/19 (the remodel of Y Dyfodol). We have made sure that young people and other partners have been involved in shaping these developments, but must continue to develop our learning - also looking to relevant research and strategies, including the Welsh Adverse Childhood Experiences (ACE) Study, and the Welsh Government's Child Poverty Strategy. We are also currently working towards a fully risk-based approach to our project reviewing. This involves project risks being identified and measured, which informs when and how we review. For example, where projects are assessed as lower risk, a lighter-touch review may take place - and as a general rule, higher risk projects would be reviewed first. The Plan is influenced by the citizen engagement policy; there is also a joint Service User Involvement Officer across SP and Housing Solutions. The formulation of the Plan itself also involves active encouragement and facilitation of community participation - this includes formal consultation, including as part of service reviews and decommissioning decisions; at our annual Supporting People day, and an 8 week consultation for each annual Supporting People Plan. We also look at evidence from other sources, for example, the domestic abuse survivor consultation, "Are you listening and am I being heard?". Citizens' views are also encouraged throughout the year, with our Service User Involvement Officer working closely with projects to make sure that people not only have their voices heard, but can play an active role in shaping the support they receive. Additionally, much of what is set out in the Plan focusses on removing barriers to participation which may be presented by more traditional service arrangements, e.g. development of wet services, psychologically informed environments, payment by results (linked to complex/high needs) and a true Housing First offer for rough sleepers. Our priority around building psychologically informed environments may require some physical development, e.g. building improvements, decorating etc.

### Unintended negative consequences identified:

With the possible merging of contracts, it may be that certain properties (for supported housing) cannot be retained, therefore new developments may be necessary. It is therefore possible that some buildings could become dis-used.

**Mitigating actions:**

In relation to the possibility of losing current supported housing properties, we will consider this carefully in any tender processes, and ensure that best use is made of existing properties wherever possible. We will liaise with Housing Strategy where needed to investigate opportunities for sustainable development, and be informed by the Local Development Plan.

## A Denbighshire of vibrant culture and thriving Welsh language

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### **Positive consequences identified:**

SP has adopted the 'active offer' and Denbighshire Welsh Language Standards. The Plan, as well as all public information, will be available in both Welsh and English.

As above.

The Plan will support the Denbighshire Housing Strategy and Development Plan. SP have also provided opportunities for people to access activities in the community via the Personal Budget project(s).

### **Unintended negative consequences identified:**

### **Mitigating actions:**

## A globally responsible Denbighshire

|                           |          |
|---------------------------|----------|
| Overall Impact:           | Positive |
| Justification for Impact: |          |

### **Positive consequences identified:**

Having larger (merged) contracts would mean increased opportunities for contracts to incorporate significant community benefits.

The provision of quality accommodation and support naturally sits within the upholding of human rights - everyone has a fundamental human right to housing, which ensures access to a safe, secure, habitable, and affordable home with freedom from forced eviction. Our development of a true Housing First offer is one such example captured in the Plan, with the model being founded on the principle of housing being a basic human right.

Partnership working is fundamental to the Plan, and the focus on prevention means that the burden on statutory services (e.g. Housing Solutions and criminal justice) in particular will be reduced. Additionally, the Plan sets out how we will be working to make sure that we are gathering the right need and demand information to inform our commissioning (locally and regionally), including reviewing our 'Needs Mapping' system, and developing information gathering within our Single Pathway (referrals) Team. We will also continue to contribute to meeting the priorities of the Regional Development Plan. This will include supporting the development of regional working and projects, as identified by the group throughout the year.

### **Unintended negative consequences identified:**

It is possible that offering larger contracts may exclude some smaller suppliers from the market.

### **Mitigating actions:**

In relation to the possibility of smaller suppliers being excluded, where contracts are merged we will be encouraging consortium bids where possible, and will also ensure compliance with TUPE.

|                         |                                                                                |
|-------------------------|--------------------------------------------------------------------------------|
| <b>Report to:</b>       | <b>Partnerships Scrutiny Committee</b>                                         |
| <b>Date of Meeting:</b> | <b>2<sup>nd</sup> November 2017</b>                                            |
| <b>Lead Officer:</b>    | <b>Corporate Director: Communities (Statutory Director of Social Services)</b> |
| <b>Report Author:</b>   | <b>Project Manager, Regional Collaboration Team</b>                            |
| <b>Title:</b>           | <b>Pooled Budgets (Health &amp; Social Care) – Progress Report</b>             |

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1. What is the report about?

To provide a further update to members of the Partnerships Scrutiny Committee on work that is developing to establish Pooled budgets across North Wales as required within Part 9 of the Social Services and Well-Being (Wales) Act 2014. To set out the actions that North Wales will undertake between partners to establish regional pooled funds for the areas specified within the Social Services and Well-Being (Wales) Act 2014 as required by the Minister for Social Services and Public Health by end of September 2017.

2. What is the reason for making this report?

Members will be aware that a Regional Pooled Budgets working group has been established and the group has been meeting since the beginning of the year. It is the view of this group and Directors of Social Services that pooled budgets are a tool to support the journey towards integration and are not a form of integration in their own right. They agreed the areas that could be explored further in relation to integration and pooled budgets as being:

- IFSS
- Delivering Transformation funding
- ICF
- Children with complex needs
- Carers grant
- Regional Safeguarding
- Disability equipment stores (essentially developing what's already in place)
- Funded Nursing care element of care homes budget

There was also a suggestion that some localities may be able to pilot the pooling of care home budgets where services were already integrated such as Ffordd Gwynedd.

3. What are the Recommendations?  
That the Committee:

- 3.1 confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix 1) as part of its consideration
- 3.2 notes that as a region we will not achieve the pooling of budgets for Care Homes by April 2018, although there has been significant work underway across the region to develop work around integration and pooled budgets
- 3.3 considers the resource requirements to complete the above within the timescales set out in the Act and potential costs and funding sources to deliver it.

#### 4. Report details

Further work has been undertaken by the Regional Pooled Budget group and the direction of travel that we have taken across partners is to:

- 4.1 Develop a regional Integration Agreement which all partners will sign up to, this signifies the commitment of partners to work collaboratively and to integrate services. Each partnership agreement or section 33 agreement that will be developed across the region and those already in existence will sit below this agreement. This Integration Agreement is agreed and will be signed by partners by end of October 2017.
- 4.2 Develop a partnership agreement for the Integrated Care Fund (as specified in the statutory guidance) – this will be signed by partners by end of October 2017.
- 4.3 Develop a partnership agreement for the Carer’s Transitional Funding (as specified in the statutory guidance) – this will be signed by partners by end of October 2017. 2017/18 is the final year for this Grant Funding stream. Work is currently underway to map the services that are being provided for Carer’s across the region by partners. Once this work has been completed further discussions will need to be undertaken to agree future funding streams and pooling of funding where appropriate.
- 4.4 Undertake a range of pilot pooled budget areas across the region where this is deemed to be the natural next step in a journey to integration. The areas confirmed as those to be developed as pooled budgets would be:
  - **Children with complex needs**  
This area has already been identified as a priority area for integration by the NWRPB. The NWRPB is yet to endorse the Scope and Delivery plan for this work stream. Until the scope and delivery plan is completed and agreed there is no progress or timeline available for this pooled budget
  - **Integrated Family Support Services**  
This is a requirement in the Act, Integrated Family Support Services is a priority area for integration for the NWRPB. IFSS is an established service and there are sub-regional partnership arrangements for East and West. Work is required to ensure that the IFSS service meets the requirements within the Part 9 Statutory Guidance and the partnership arrangements meet Welsh Government expectations.  
Work is underway across Denbighshire and Conwy as, at present, the service is established separately however, within the broader context of Children services. A partnership approach will need to be developed to meet the IFSS requirements within the SSWBA. If there becomes a requirement to establish a regional pooled budget for IFSS partners will need to agree a host authority for this however, given the size, scale and scope of the IFSS service this would add



no value to the service and would not bring any additional outcomes to those receiving the service.

- **Community services – Care homes and Domiciliary care** – Ffordd Gwynedd Gwynedd Council and the Health Board have decided to pilot a pooled budget in the Tywyn area. The area consists of four electoral divisions and will include the following provisions (x1 Community Hospital, x2 Nursing Homes, x3 Private Residential Homes and x1 Local Authority owned Residential Home). As a starting point, an Operational Group has been set up to gather and verify financial data from both the Local Authority and the Health Board. Gathering and verifying data has taken place over the summer and the Operational Group has met again on the 13th of September. The initial focus will be on Care Homes rather than on other community services e.g. Domiciliary Care.
- **Section 117 care homes placements**  
At the Regional Pooled Budgets meeting on 27th June 2017 BCUHB representative proposed that a pooled budget could be established in relation to Section 117 placements and Conwy County Borough Council agreed to develop this with the Health Board. An initial meeting was held on 24th July 2017 but unfortunately the Health Board representative did not attend the meeting. There has been no further progress and BCUHB to clarify its position in relation to progressing this pooled budget.
- **Flintshire care home capacity**  
In Flintshire, there is a clear priority to strengthen the care home sector, due the national and local pressures in this area. Therefore Flintshire County Council and BCUHB have agreed to work together to develop a joint approach with a pooled budget to increase care home capacity in the South Flintshire area. This innovative approach will strengthen in house care home and intermediate care capacity supporting the 3 main hospitals, serving Flintshire and particularly Wrexham Maelor Hospital. This will involve pooling capital and revenue budgets to increase the provision of quality care and relieve pressure in the health and social care system

4.5 With regard to the Delivering Transformation Funding, this is funding which the 6 Local Authorities pool to fund the regional activity in North Wales – this will be subject to a partnership agreement between the 6 Local Authorities and the agreement is currently being finalised. This agreement will be completed October 2017.

4.6 As the funding contributions relating to Regional Safeguarding is stipulated in the SSWBA, it is not deemed necessary at the present time to proceed with the development of a pooled budget, we will further consider the need for a partnership agreement in due course.

4.7 Regional Plan for the Minister

We have submitted a regional plan to The Minister for Social Services and Public Health, Rebecca Evans as requested in her letter to the Chairs of the Regional Partnership Boards asking that each region writes to her by the end of September setting out the actions being taken among partners to establish pooled funds in relation to the exercise of care home accommodation functions (appendix 2)

5. How does the decision contribute to the Corporate Priorities?

The Partnership Arrangements Regulations require the establishment of pooled funds in relation to:

- The exercise of care home accommodation functions;
- The exercise of family support functions;
- Functions that will be exercised jointly as a result of an assessment carried out under section 14 of the Act or any plan prepared under section 14A.

These duties came into effect from 6 April 2016, with the exception of the duty to establish pooled funds in relation to the care home accommodation functions, which comes into force on 6 April 2018.

6. What will it cost and how will it affect other services?

The Delivering Transformation funding which the 6 Local Authorities has pooled to support regional working is now funding project management capacity and a Legal Officer to support the work of this group. A HR resource has now also joined the Regional Pooled Budgets group since June 2017

7. What are the main conclusions of the Well-being Impact Assessment?

This is the second impact assessment undertaken and whilst the project remains at an early stage, significant progress has taken shape in the form of an integration agreement which sets out the framework for partners across the region to take integration and pooling of budgets forward.

The impact assessment will need to be continually reviewed and revised as the project develops but consideration will also need to be given to completing individual impact assessments for each integration / pooled budgets pilot flowing from the integration agreement itself.

8. What consultations have been carried out with Scrutiny and others?

Members will be aware of the Social Services and Well-Being (Wales) Act 2014 and will have received information about Part 9 of the Social Services Act and the development of the Regional Partnership Boards.

Formal consultations will be conducted in relation to specific areas of pooling of budgets.

9. Chief Finance Officer Statement

Developing pooled budgets is a complex undertaking. Some of the risks and issues to be overcome are set out in Section 10 below. Across the region, the collaboration agenda has been progressed though it will not meet the statutory requirement to fully pool care home budgets for the reasons explained in this report. The financial scale of such a pool would be in excess of £120m but would be closer to £200m if other areas of care provision were also pooled. It is therefore critical that the business case and governance arrangements are well thought through. There are a number of longstanding funding issues that must be resolved before fully integrating budgets across the region.

10. What risks are there and is there anything we can do to reduce them?

There are risks or issues that need to be addressed in depth when entering into a pooled budget agreement:

Treatment of budget overspends/underspends  
Benefits being gained by one partner at the expense of the other partner  
Loss of or perceived loss of accountability over budgets  
Cross subsidisation of services  
Application of budget cuts or service growth  
Focus on who funded what instead of outcomes  
Different VAT regimes (generally local authorities charge and recover VAT whereas the NHS does not)  
Different funding and charging regimes  
Lack of consideration of impact on corporate services e.g. finance and/or governance to manage pooled funds  
Insurance liabilities and costs  
Audit arrangements  
Pension arrangements  
Legacy costs if the agreement unwinds  
Unpredictable pressures on the system e.g. local political changes in the council, national political imperatives in the NHS  
Change of leadership in the partnership  
Lack of culture and values alignment

11. Power to make the Decision

- Social Services and Well-being Act 2014, Part 9.
- Scrutiny's powers with respect of this particular area of work are outlined in Sections 7.3, 7.4.1 and 7.15.2 of the Council's Constitution.

Contact Officer:  
Project Manager, Regional Collaboration Team  
Tel: 01824 706216

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CYDWEITHREDFA GWELLA GWASANAETHAU  
GOFAL A LLESIANT **GOGLEDD CYMRU**  
**NORTH WALES SOCIAL CARE AND WELL-BEING**  
SERVICES IMPROVEMENT COLLABORATIVE

15th September 2017

Rebecca Evans AM  
Minister for Social Services and Public Health  
Welsh Government  
Cardiff Bay  
Cardiff  
CF99 1NA

Dear Minister,

Thank you for your letter dated 2<sup>nd</sup> August 2017 and I am pleased to provide you with information in relation to the North Wales Regional Partnership Board (NWRPB).

As Chair of the NWRPB I am extremely pleased with the progress that partners across the region are making with the development of pooled budgets and commissioning arrangements. The development of the Regional Integration Agreement is a significant milestone for the region in showing commitment to working together for the future. Given the geographical size and nature of North Wales and the number of partners this involves, we are mindful of losing sight of what is important for our populations on a local level; which is in line with the initial findings of the Parliamentary review of Health and Social Care in Wales. As a Board we challenge ourselves constantly to check that our actions and future intentions have a positive impact on our population.

To this end our achievements to date are in-keeping with our journey of integration as partners. We do believe that pooled budgets can be a key part of a whole system approach to health and social care but must take place at the right stage within the development of integrated services. Our integrated teams are very much local in nature and one challenge that we have as a Board is to understand how such local integrated services can work effectively with a regional pooled budget. It is likely that for this part of our journey local or sub-regional arrangements for pooling of funds would be more effective.

The approach we have agreed is to build on the excellent collaborative working taking place in the region and also to pilot a range of different models that will test the principles and arrangements for pooled budgets as listed below.

## Regional Pooled Budgets Group

We have set up a regional Pooled Budgets group; this is a technical/expert group and is Chaired by Nicola Stubbins, Director of Social Services. Representatives on that group include legal officers, HR expertise, Finance Section 151 Officers as well as officers from within social care and health services. This pooled budgets group has been working together to understand the nature and range of pooled budget arrangements and it is clear that pooled budgets are administrative means of supporting a desired outcome or objective and are a means to an end, rather than the end itself. It recognises that pooling of budgets can be a significant obstacle to successful integration or slow down the speed of implementation. It has also concluded that there is no evidence to suggest that pooling of budgets alone will address the significant financial pressures and demographic challenges facing social care and health services. Pooled budgets can be an enabler of integration however, it is only one step within the integration journey.

The pooled budgets group has also identified risks and issues that partners will need to address in depth before entering into a pooled budget agreement:

- Treatment of budget overspends/underspends
- Benefits gained by one partner at the expense of another partner
- Loss of or perceived loss of accountability over budgets
- Cross subsidisation of services across local authority boundaries
- Application of budget cuts or service growth
- Focus on who funded what instead of outcomes
- Different VAT regimes (generally local authorities charge and recover VAT whereas the NHS does not)
- Different funding and charging regimes
- Lack of consideration of impact on corporate services e.g. finance and/or governance to manage pooled funds
- Insurance liabilities and costs
- Audit arrangements and costs
- Pension arrangements
- Legacy costs if the agreement unwinds
- Unpredicted pressures on the system e.g. local political changes in the council, national political imperatives in the NHS
- Change of leadership in the partnership
- Lack of culture and values alignment

Section 151 Finance Officers of the Local Authorities who sit on the regional pooled budgets meeting have met with Wales Audit Office to discuss audit implications relating to pooled budgets and further discussions will be arranged. We would like to draw your attention to a report dated 8<sup>th</sup> February 2017 by the National Audit Office – “Health and Social Care Integration” – Department of Health and Department for Communities and Local Government and NHS England which highlights the experiences of integration and pooled budgets in England and, as a region, we are keen to learn from these experiences to ensure that any pooled budgets across North Wales are successful. The questions that are raised

within the White Paper “Reforming Local Government: Resilient and Renewed” dated 31<sup>st</sup> January 2007 raises a set of questions about the nature, challenges and opportunities of regional working and these are equally pertinent questions to be raising when considering pooled budgets. To this end, we have therefore developed an options appraisal template (Appendix 1) which partners will utilise when integrating services and considering the pooling of budgets. The NWRPB has endorsed this options appraisal template to be used by partners when considering integration and pooling of budgets.

Due to the factors noted above, the NWRPB is taking a cautious and careful approach to pooling of budgets and it is clear that the development of pooled budgets is led by social care and health leaders rather than finance led.

### Regional Integration Agreement

In June 2017 the NWRPB endorsed the development of a Regional Integration Agreement. This is an over-arching agreement which all partners sign up to which records the basis on which the partners will collaborate with each other and sets out:

- The key objectives
- Principles of collaboration
- Governance structures the parties have put in place (reporting to the NWRPB)
- Respective roles and responsibilities of the parties

Any pooled budget arrangement developed across North Wales whether it is regional or sub-regional in nature will sit as a schedule to this over-arching agreement. This approach provides flexibility for existing Section 33 agreements to be brought under this agreement. The NWRPB has endorsed the Regional Integration Agreement which has been developed and we are pleased to report that this will be proceeding through the political/governance structures of partners for signature. This is a significant development and achievement for the NWRPB.

Whilst, as a region we are taking a cautious approach to the pooling of budgets, ensuring these are service driven and naturally following an integration journey we have been progressing pilot areas for the pooling of budgets:

### Integrated Care Fund (ICF)

A draft partnership agreement has been developed for the ICF. This approach is in line with para 62 in the Part 9 Statutory Guidance and the ICF Guidance. This approach has been endorsed by the NWRPB and we will proceed to complete this agreement and signing.

### Carer's Transition Funding Grant

A draft partnership agreement has been developed, again this approach is in line with para 62 in the Part 9 Statutory Guidance, pending further discussions with the Health Board the NWRPB endorsed this approach and the agreement will be completed for signatures.

### Integrated Family Support Services (IFSS)

As a region, the IFSS service is established in North Wales. There are sub-regional partnership arrangements which were set up when the IFSS came into being. Due to the very discreet nature of the IFSS service the NWRPB has endorsed that the current sub-regional approach is maintained however, this can be reviewed at a later date once clarity is received from Welsh Government as to whether it is a requirement to have one regional pool. It is noted however, that creating one regional pooled budget for IFSS will not bring about any added value to the service and will not bring any further outcomes to those receiving the service.

### Community Services – Ffordd Gwynedd

Gwynedd Council and the Health Board will pilot a pooled budget in the Tywyn area of the County. The area consists of four electoral divisions and will include the following provisions – 1 Community Hospital; 2 Nursing Homes; 3 Private Residential Homes and 1 Local Authority owned Residential home. Current progress includes collating and verifying of data and a local operational group has been set up to drive forward this development. The NWRPB has endorsed a proposal that this pilot pooled budget progresses and reports back to the NWRPB in 6 months' time as this will provide valuable learning to the region through the development of a pooled budget in a discreet area where the integration journey is already significantly progressed.

### Flintshire Care Home Capacity

As a county Flintshire has a clear priority to strengthen the care home sector due to national and local pressures. Flintshire County Council and the Health Board have agreed to work together to develop a joint approach with a pooled budget to increase care home capacity in the south Flintshire area. This innovative approach will strengthen in-house care home and intermediate care capacity supporting the 3 main hospitals serving Flintshire and particularly Wrexham Maelor Hospital. This will involve the pooling of capital and revenue budgets to increase the provision of quality care and relieve pressure in the health and social care system. The NWRPB endorsed that this pilot progress and report progress in 6 months' time as again, this will be valuable learning for the region.



### Section 117 care home placements

There has been a proposal from the Health Board to pilot the pooling of budgets for Section 117 care home placements and Conwy County Borough Council has agreed to work with the Health Board on this. Pending clarity from the Health Board on this pilot, the NWRPB has endorsed its commencement with a further report on progress in 6 months' time.

### Children with Complex needs

This is a priority area for integration within the Act and for the NWRPB. Further work will be undertaken by a sub-group of the NWRPB to identify areas of integration which could lead to a pooled budget in the future.

You will be aware that in addition to pooling of budgets, Part 9 of the Act requires us as a region to undertake several other activities relating to commissioning. To give you a full picture of the work of the region I have taken the opportunity to give you an overview of how we are progressing against the requirements:

### **Regional Commissioning**

Welsh Government will be aware that partners in North Wales have a long standing history of working jointly to commission services; as a region, in 2012, we established a regional commissioning hub which was funded by the 6 Local Authorities and the Health Board. The remit of the hub was commissioning and sourcing of high cost, low volume placements for partners. This involved the development of frameworks for children and adults residential placements. An independent review of this model was undertaken in 2014 and this led to the re-shaping of the nature of the commissioning work being undertaken regionally, again funded by the 7 partners. The emphasis since this time has been on strategic commissioning with substantial work happening regionally around care homes and domiciliary care commissioning across the partners. As a region, we have led on a number of national initiatives on behalf of the National Commissioning Board for example the care homes market analysis which was then rolled out across the rest of Wales. As partners we believe that there are greater benefits to be achieved by integrated or joint commissioning and common regional approaches that are delivered locally than we would achieve by the pooling of budgets at this time. The work that we are undertaking under our Strategic Commissioning Partnership arrangements across partners will bring significant better outcomes to citizens within a commissioned market which is sustainable and fit for purpose.

### **Undertake a population needs assessment and market analysis to include the needs of self funders**

As a region, North Wales partners completed and published its Population Needs Assessment on 30<sup>th</sup> March 2017 as was required. The Assessment is available in various formats and can be accessed via [www.northwalescollaborative.wales](http://www.northwalescollaborative.wales).

Work is now underway with partners to complete our Area Plan and we are currently consulting on the draft plan.

As a region North Wales piloted the creation and completion of the Care Homes Market Analysis, working jointly with the National Commissioning Board on this pilot.

### **Agree integrated market position statement and commissioning strategy**

As a region we have been working collectively through our Regional Commissioning Board on the development of our regional “Market position statement (MPS)/Care Home Market Shaping Statement”. We have a mature draft statement completed which will be signed off by partners by the end of the year. This MPS contains information for each partner in relation to their commissioning intentions, a separate commissioning strategy is therefore not required.

### **Agree a common contract and specification**

As a region North Wales has developed a regional Pre-placement agreement for care homes. This is a tri-partite agreement between the Local Authority, the Health Board and Providers. This approach has been in existence for some time. There is some concern emerging however, that the Health Board is being advised of the need for them to tender for Care Homes provision as they are currently working outside their permitted financial/procurement regulations. If the Health Board proceeds to tender this will result in withdrawing from the current common contract. There will need to be further discussions across partners with regard to this direction of travel.

### **Integrated approach to agreeing fees with providers**

North Wales Local Authorities have worked collectively for a number of years in relation to care fees. We have a methodology which is utilised by the 6 Local Authorities however, due to the different market forces, care homes provision across the region and local factors such as staffing levels, nature of the provider market and affordability it is not possible to agree one regional care fee across the region.

In relation to Continuing Health Care, the Health Board is working on developing a fee methodology for agreeing the CHC rate for Care homes which is aligned to clinical need of this population and service required to meet the needs of individuals. This fee in the future will not be aligned to the regional fee setting methodology used by the Local Authorities.

Following the recent Supreme Court judgement the FNC rate will now be subject to review nationally and a national approach adopted to setting the rate.

### Integrated approach to quality assurance

As a region partners work collectively to maintain a monthly homes quality assurance report. This report provides information on homes in relating to quality concerns. This report records increasing or formal escalating concerns information, key themes and what we are doing collectively in response to these. This also captures information on bed capacity; recording increases and decreases over time of registered beds.

In two Local Authority areas we are piloting a quality monitoring tool based on the national outcomes framework and equivalent for health care standards. This has also been shared across each of the Local Authorities in North Wales. There will be a meeting to consider lessons learnt and to look at how the tool and practice can improve. We are aiming as a region to have one single comprehensive tool (Quality Monitoring Tool). This would include questionnaires for people being supported and their families, representatives, care home staff and managers and other professionals. Care Homes will also be required to complete a self-assessment.

Alongside this as a region we have reviewed the Escalating Concerns procedures and developed a quality management tool, delivering what matters policy and procedure which starts from a point of monitoring and details how we respond to quality concerns. This work has been developed working with safeguarding colleagues and contract management colleagues.

In your letter you also ask us to include details of how the region is involving housing in its work. The NWRPB has now established a robust link with the Supporting People Collaborative Committee in the North and the Chair will attend the NWRPB meetings on a 6 monthly basis. Many of the Directors of Social Services also have strategic responsibilities for their own housing services and more locally there are the housing partnerships on which partners sit. The NWRPB will however, endeavour to identify a regional representative either from the housing partnerships or the umbrella organisation for the RSL's and form a link on a similar basis as that for the Supporting People. This will be in addition to the housing involvement as currently noted and that will be happening within individual work priority areas of the NWRPB.

I hope that this response provides you with the assurance that as a region we are progressing well on a range of collaborative and partnership arrangements. At the heart of everything that we do as a Board is making a positive difference to our population in North Wales. I am sure that you will agree that the evidence presented in this letter demonstrates this in action.

If you require any further information please do not hesitate to contact me and I will gladly meet to discuss further.

Kind regards.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Gareth Roberts', with a long horizontal flourish extending to the right.

Councillor Gareth Roberts

North Wales Regional Partnership Board Chair

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(Head of Regional Collaboration)

# Pooled Budgets for Health and Social Care

## Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

|                    |     |
|--------------------|-----|
| Assessment Number: | 304 |
|--------------------|-----|

|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brief description:                   | <p>A Regional Pooled Budgets group has been established and is Chaired by Nicola Stubbins, Director of Social Services on behalf of partners. This group has been meeting since the beginning of the year and it is the view of this group and Directors of Social Services that integration and pooled budgets should not be finance-led and that social care and health leaders need to propose areas for integration. In its highlight report in January 2017 the group highlighted areas that could be explored further in relation to integration and pooled budgets which were: - IFSS - Delivering Transformation funding - ICF - Children with complex needs - Carers grant - Regional Safeguarding - Disability equipment stores (essentially developing what's already in place) - Funded Nursing care element of care homes budget There was also a suggestion that some localities may be able to pilot the pooling of care home budgets where services were already integrated such as Ffordd Gwynedd. 4.2 Further work undertaken by the Regional Pooled Budgets group and in its report to the NWRPB in June 2017 it was reported that the group were developing a regional Integration Agreement which would be signed by the 6 Local Authorities and the Health Board with individual schedules developed for each area of integration and pooled budgets which would sit beneath this agreement. The areas confirmed as those to be developed as pooled budgets would be: - Intermediate Care Fund (ICF) – It has been a requirement of the grant to have a Memorandum of Understanding in place however, a Partnership Agreement would strengthen the arrangements in place (and this is what WG is specifying in the Part 9 Guidance) - Carer's grant/services – to initially start with putting a Partnership Agreement around the grant and then look to incorporate other carer's services from April 2018 - Children with complex needs – this area has already been identified as a priority area for integration by the NWRPB - Integrated Family Support Services – this is a requirement in the Act - Community services – Care homes and Domiciliary care – Ffordd Gwynedd</p> |
| Date Completed:                      | 19/10/2017 10:43:35 Version: 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Completed by:                        | Nicola Stubbins                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Responsible Service:                 | Community Support Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Localities affected by the proposal: | Whole County,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

# IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

## Score for the sustainability of the approach

Could some small changes in your thinking produce a better result?



(3 out of 4 stars)

Actual score : 20 / 24.

## Summary of impact

Wellbeing Goals



|                                                        |                                                               |          |
|--------------------------------------------------------|---------------------------------------------------------------|----------|
| A globally responsible Wales                           | A prosperous Denbighshire                                     | Neutral  |
| A Wales of vibrant culture and thriving Welsh Language | A resilient Denbighshire                                      | Neutral  |
| A Wales of cohesive communities                        | A healthier Denbighshire                                      | Positive |
| A more equal Wales                                     | A more equal Denbighshire                                     | Positive |
| A healthier Wales                                      | A Denbighshire of cohesive communities                        | Positive |
| A resilient Wales                                      | A Denbighshire of vibrant culture and thriving Welsh language | Positive |
| A globally responsible Wales                           | A globally responsible Denbighshire                           | Positive |

## Main conclusions

This is the second impact assessment undertaken and whilst the project remains at an early stage, significant progress has taken shape in the form of an integration agreement which sets out the framework for partners across the region to take integration and pooling of budgets forward. The impact assessment will need to be continually reviewed and revised as the project develops but consideration will also need to be given to completing individual impact assessments for each integration / pooled budgets pilot flowing from the integration agreement itself.

# THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

## A prosperous Denbighshire

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Neutral                                                                                                                                                                                                                                                                                                                                                                                                                |
| Justification for impact | A vision is set out in our Integration Agreement stating our intentions to integrate services and improve outcomes for individuals across the region, however the pilots for pooled budgets that will sit under this agreement have not progressed sufficiently to evaluate the overall impact at this time. The learning from these will shape further development around integration of services and pooled budgets. |

### Positive consequences identified:

Until the pilots for pooled budgets have progressed further this is unknown at present

Development may result in opportunities for community resilience initiatives

It is unclear as the development of integration and pooled budgets is at an early stage. There will be some pilot developments in localities across North Wales and learning from these will provide a clearer understanding.

It is unclear as the development of integration and pooled budgets is at an early stage. There will be some pilot developments in localities across North Wales and learning from these will provide a clearer understanding.

Until the pilots for pooled budgets have progressed further this is unknown at present

Until the pilots for pooled budgets have progressed further this is unknown at present

### Unintended negative consequences identified:

Until the pilots for pooled budgets have progressed further this is unknown at present

Integrating services across Health and Social Care could result in negative impact on current employee terms and conditions

### Mitigating actions:

Once the pooled budget pilots have progressed further this impact assessment will be revisited

## A resilient Denbighshire

|                          |                                                                                                                                                                                      |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Neutral                                                                                                                                                                              |
| Justification for impact | Currently we are not clear about the impact in relation to resilience however we would strive to ensure that any integration and pooling of budgets strengthens community resilience |

### Positive consequences identified:

It is unclear as the development of integration and pooled budgets remains at an early stage. The pilot developments in localities across North Wales will inform learning and provide a clearer understanding



### **Unintended negative consequences identified:**

Regional working may incur longer travelling times

### **Mitigating actions:**

Unknown at present time

## **A healthier Denbighshire**

|                          |                                                                                           |
|--------------------------|-------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                  |
| Justification for impact | To improve outcomes and health and well-being and provide person centred care and support |

### **Positive consequences identified:**

The focus of the Social Services and Well-being Act is improving outcomes for citizens to include integration of services for all parts of the populations which includes social and physical environments  
Community resilience / early intervention initiatives could include luncheon clubs for the elderly and provision of meals for vulnerable people, however it will depend on which services are agreed to fall within scope

Community resilience / early intervention initiatives could include accessing leisure facilities for different groups in the population - however it will depend on which services are agreed to fall within scope

Improve care and support, ensuring older people with more complex needs and long term conditions, and that citizens who are in need of care and support have voice, choice and control

Integration of health and social care services including the pooling of budgets will provide a mechanism for delivering this

### **Unintended negative consequences identified:**

### **Mitigating actions:**

Having agreed to enter into an Integration Agreement the partners have expressed commitment to regional integrated working including the pooling of budgets as mandated by law and where it will benefit service users. Consultation with service users and staff so that we deliver the outcome that is right for them.

## **A more equal Denbighshire**

|                          |                                                                                                                                   |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                          |
| Justification for impact | To improve care and support, ensuring people have more say and control by providing co-ordinated, person centred care and support |

### **Positive consequences identified:**

We deliver integrated services for Children with complex needs, Older people with complex needs, people with learning disabilities and carers. There may be further opportunities to integrate services and pool budgets to improve the well-being of a wider group of people with protected characteristics however they are not currently in scope

As this is integration of health and social care services, health inequalities for areas within scope

should be improved

Using the What Matters within service delivery across Health and Social Care should improve this aspect for individuals

**Unintended negative consequences identified:**

**Mitigating actions:**

Ensuring equity of service position across the region

**A Denbighshire of cohesive communities**

|                          |                                                                                                                                                                                                     |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                                                                                                                                            |
| Justification for impact | Integration should only be undertaken with citizens at the heart of service delivery and integration of services should only be undertaken where there is evidence of better outcomes for citizens. |

**Positive consequences identified:**

Within health and social care services the safeguarding of individuals remains the paramount concern regardless of integration of pooling of budgets

This is a fundamental aspect in providing services within the spirit and ethos of the Act

**Unintended negative consequences identified:**

**Mitigating actions:**

An options appraisal toolkit has been developed regionally to ensure that integration has citizens at the heart of service delivery.

**A Denbighshire of vibrant culture and thriving Welsh language**

|                          |                                                           |
|--------------------------|-----------------------------------------------------------|
| Overall Impact           | Positive                                                  |
| Justification for impact | People who prefer to receive services in Welsh will do so |

**Positive consequences identified:**

Mwy Na Geiriau requires health and social care services to be delivered in the service users language of choice

Services will be promoted on a bilingual basis, some of the regions business language is Welsh

Utilise events across the region to promote the Welsh culture within health and social care services

**Unintended negative consequences identified:**

**Mitigating actions:**

This may cause issues for staff that are not currently Welsh speakers

## A globally responsible Denbighshire

|                          |                                                                             |
|--------------------------|-----------------------------------------------------------------------------|
| Overall Impact           | Positive                                                                    |
| Justification for impact | Utilise local businesses so that they continue to thrive within communities |

### **Positive consequences identified:**

There are a number of independent third sector providers locally based within the region who need support to continue to thrive

This is managed within contractual and employment terms and conditions

Providers may have to revisit objectives when we move to a region based approach

### **Unintended negative consequences identified:**

### **Mitigating actions:**

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|                         |                                        |
|-------------------------|----------------------------------------|
| <b>Report to:</b>       | <b>Partnerships Scrutiny Committee</b> |
| <b>Date of Meeting:</b> | <b>2 November 2017</b>                 |
| <b>Lead Officer:</b>    | <b>Scrutiny Co-ordinator</b>           |
| <b>Report Author:</b>   | <b>Scrutiny Co-ordinator</b>           |
| <b>Title:</b>           | <b>Scrutiny Work Programme</b>         |

---

## **1. What is the report about?**

The report presents Partnerships Scrutiny Committee with its draft forward work programme for members' consideration.

## **2. What is the reason for making this report?**

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

## **3. What are the Recommendations?**

That the Committee:

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate; and
- 3.2 appoints a representative to serve on the School Standards Monitoring Group.

## **4. Report details**

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly review, a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and the Wales Audit Office (WAO) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. From now on scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately

lead to better outcomes for citizens. The WAO will measure scrutiny's effectiveness in fulfilling these expectations.

- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
  - achievement of the Corporate Plan objectives (with particular emphasis on the their deliverability during a period of financial austerity);
  - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2) and;
  - Urgent, unforeseen or high priority issues

#### 4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested subjects. No officer proposal form has been received for consideration at the current meeting.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). No items should be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

#### Draft Well-being Plan

- 4.8 The Public Services Board's (PSB) draft Well-being Plan for Conwy and Denbighshire was scheduled for presentation to the Committee at the current meeting. However, a request was received that the draft Plan's presentation to the Committee be deferred until December's meeting to enable the views of the Council's Senior Leadership Team (SLT) and Cabinet to be sought on it, prior to it being formally presented to Scrutiny as part of the statutory consultation process on the

Plan. To facilitate the above the Chair permitted the deferral of the draft Plan's presentation to the Committee, see Appendix 1.

#### Cabinet Forward Work Programme

- 4.9 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 3.

#### Progress on Committee Resolutions

- 4.10 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

### **5. Scrutiny Chairs and Vice-Chairs Group**

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group met on 12 October 2017. No topics were referred to this Committee for consideration.

### **6. Appointments to Council Boards and Groups**

- 6.1 The Council operates various Boards and Groups to oversee specific areas of work or services' performance. Membership of these boards/groups include both councillors and officers. Councillor representatives on them are either by virtue of their Cabinet position or by appointment by the committees on which they serve.
- 6.2 At the current meeting the Committee is asked to appoint a representative to serve on the School Standards Monitoring Group (SSMG). The terms of reference for this group is currently under review, however the requirement for the Committee to appoint a representative remains. For information the Group's previous terms of reference is attached at Appendix 5.

### **7. How does the decision contribute to the Corporate Priorities?**

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget cuts.

### **8. What will it cost and how will it affect other services?**

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

9. **What are the main conclusions of the Well-being Impact Assessment? The completed Well-being Impact Assessment report can be downloaded from the [website](#) and should be attached as an appendix to the report**

A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny's through it work in examining service delivery, policies, procedures and proposals will consider their impact or potential

impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

**10. What consultations have been carried out with Scrutiny and others?**

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

**11. What risks are there and is there anything we can do to reduce them?**

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

**12. Power to make the decision**

Section 7.11 of the Council's Constitution stipulates that scrutiny committees and/or the Scrutiny Chairs and Vice-Chairs Group will be responsible for setting their own work programmes, taking into account the wishes of Members of the Committee who are not members of the largest political group on the Council.

**Contact Officer:**

Scrutiny Coordinator

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e-mail: [rhian.evans@denbighshire.gov.uk](mailto:rhian.evans@denbighshire.gov.uk)



Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

| Meeting     | Lead Member(s)            | Item (description / title)       | Purpose of report                                                                                                                                                                                               | Expected Outcomes                                                                                                                                                                                                      | Author                          | Date Entered                                    |
|-------------|---------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------------------------|
| 14 December | <b>Cllr. Bobby Feeley</b> | 1. Carers Strategy               | An update on the progress made to date in implementing the Carers Strategy Action Plan 2016-19 and in complying with the duties laid out in the Social Services and Wellbeing Act 2014 as they relate to carers | The provision of sufficient information and support to Denbighshire's carers to improve their quality of life and to ensure that the county's vulnerable residents are supported to live independently                 | Carys Williams/Phil Gilroy      | June 2017                                       |
|             | <b>Cllr. Bobby Feeley</b> | 2. Single Point of Access (SPoA) | To detail progress to date in developing the service, the findings of a recent review, identifying any areas of concern and funding streams                                                                     | Supporting seamless joint working with a view to increasing prevention activities to protect and support vulnerable people to live independently and safely within their communities and enhance their quality of life | Phil Gilroy/Cathy Curtis-Nelson | April 2016 (rescheduled March 2017 & Sept 2017) |

| Meeting                 | Lead Member(s)         | Item (description / title) | Purpose of report                                                                                                                                                                                                                                      | Expected Outcomes                                                                                                                                                                      | Author                   | Date Entered                           |
|-------------------------|------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------|
|                         | <b>Leader</b>          | 3. Draft Well-being Plan   | To consider the Conwy & Denbighshire Public Services Board's (PSB) draft Well-being Plan for both county areas                                                                                                                                         | As part of the consultation exercise on the draft Plan to provide comments and observations and fulfil the Committee's statutory duties in relation to the Plan                        | Nicola Kneale            | August 2017 (rescheduled October 2017) |
| Monday, 22 January 2018 |                        |                            |                                                                                                                                                                                                                                                        |                                                                                                                                                                                        |                          |                                        |
| 1 March                 |                        |                            |                                                                                                                                                                                                                                                        |                                                                                                                                                                                        |                          |                                        |
| 3 May                   |                        |                            |                                                                                                                                                                                                                                                        |                                                                                                                                                                                        |                          |                                        |
| 28 June 2018            | <b>Cllr Mark Young</b> | 1. CCTV Partnership        | To report on the progress made in establishing new arrangements between the Denbighshire CCTV Partnership and Cheshire West and Chester Council and their effectiveness in delivering a CCTV service for the north Denbighshire area and any potential | Securing effective arrangements which deliver a viable CCTV service that supports the delivery of the Council's priorities of developing the local economy, clean and tidy streets and | Emlyn Jones/Graham Boase | June 2017                              |

| Meeting      | Lead Member(s)            | Item (description / title)                                                     | Purpose of report                                                                                                                                                                                                                                                                                 | Expected Outcomes                                                                                                                                                                                                                       | Author                                 | Date Entered   |
|--------------|---------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|----------------|
|              |                           |                                                                                | options for extending the service to other areas of the county                                                                                                                                                                                                                                    | protecting vulnerable people                                                                                                                                                                                                            |                                        |                |
| 13 September | <b>Cllr. Bobby Feeley</b> | 1. Protection of Vulnerable Adults Annual Report 2017/18                       | To consider the POVA annual report, and information in place to meet the statutory requirements of the Social Services and Well-being Act 2014 and an evaluation of the financial and resource impact of the Supreme Court's 2014 Judgement on deprivation of liberty on the Service and its work | An evaluation of whether the Authority is meeting its statutory duty with respect to adult safeguarding and has sufficient resources to undertake this work along with the additional work in the wake of the Supreme Court's judgement | Phil Gilroy/Alaw Pierce/Nerys Tompsett | September 2017 |
|              | <b>Cllr. Mark Young</b>   | 2. Community Safety Partnership <b>[Crime and Disorder Scrutiny Committee]</b> | To detail the Partnership's achievement in delivering its 2017/18 action plan and its progress to date in delivering its action plan for 2018/19. The report to include financial sources and the progress made in spending the allocated funding.                                                | Effective monitoring of the CSP's delivery of its action plan for 2017/18 and its progress to date in delivering its plan for 2018/19 will ensure that the CSP delivers the services which the Council and local residents require      | Alan Smith/Nicola Kneale/Sian Taylor   | September 2017 |

| Meeting      | Lead Member(s) | Item (description / title) | Purpose of report | Expected Outcomes | Author | Date Entered |
|--------------|----------------|----------------------------|-------------------|-------------------|--------|--------------|
| 8 November   |                |                            |                   |                   |        |              |
| 20 December  |                |                            |                   |                   |        |              |
| Jan/Feb 2019 |                |                            |                   |                   |        |              |

**Future Issues**

| Item (description / title)                                                                                                                | Purpose of report                                                                                                                                                                                                             | Expected Outcomes                                                                                                                                                     | Author                       | Date Entered          |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------|
| HASCAS Report on Tawelfan (Summer 2017 date tbc dependent upon the report's publication)                                                  | To consider HASCAS' findings with respect to the failings in care and treatment of patients on the ward                                                                                                                       | The identification of lessons learnt from what happened at Tawelfan for the purpose of safeguarding the Council and residents against such failings in care in future | HASCAS/BCUHB/Nicola Stubbins | By SCVCG October 2015 |
| Update following conclusion of inquiry undertaken by the National Crime Agency in to historic abuse in North Wales Children's' Care Homes | To update the Committee of the outcome of the National Crime Agency (NCA) investigation in to the abuse of children in the care of the former Clwyd County Council, and to determine whether any procedures require revision. | Determination of whether any of the Council's safeguarding policies and procedures need to be revised in light of the NCA's findings                                  | Nicola Stubbins              | November 2012         |

**For future years**

|  |  |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
|  |  |  |  |  |

**Information/Consultation Reports**

| Information / Consultation | Item (description / title) | Purpose of report | Author | Date Entered |
|----------------------------|----------------------------|-------------------|--------|--------------|
|                            |                            |                   |        |              |

19/10/17 - RhE

**Note for officers – Committee Report Deadlines**

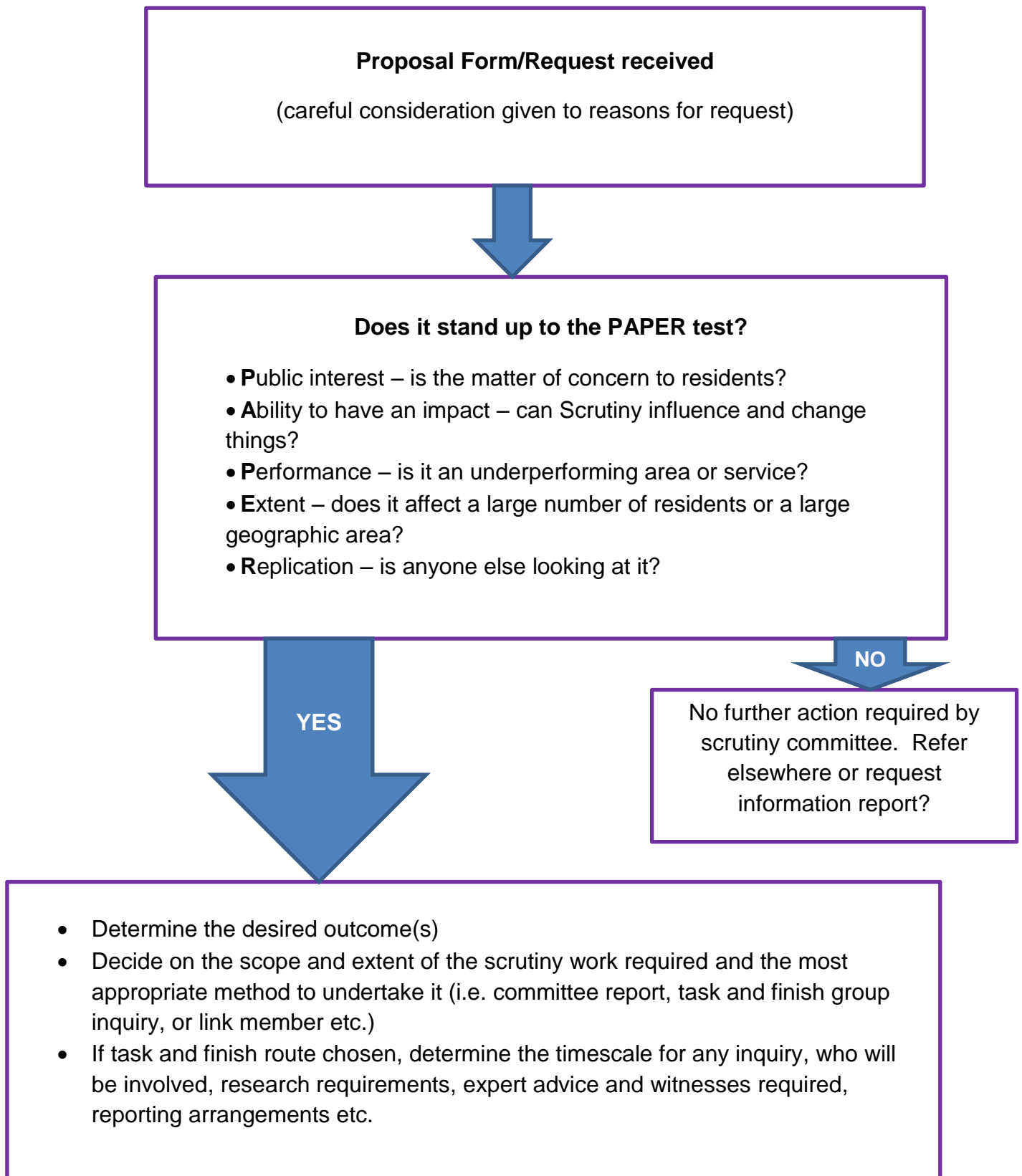
| Meeting     | Deadline           | Meeting         | Deadline              | Meeting | Deadline           |
|-------------|--------------------|-----------------|-----------------------|---------|--------------------|
| 14 December | <b>30 November</b> | 22 January 2018 | <b>8 January 2018</b> | 1 March | <b>15 February</b> |

Partnerships Scrutiny Work Programme.doc

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| <b>Member Proposal Form for Scrutiny Forward Work Programme</b>                                                                                                                        |               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>NAME OF SCRUTINY COMMITTEE</b>                                                                                                                                                      |               |
| <b>TIMESCALE FOR CONSIDERATION</b>                                                                                                                                                     |               |
| <b>TOPIC</b>                                                                                                                                                                           |               |
| <b>What needs to be scrutinised (and why)?</b>                                                                                                                                         |               |
| <b>Is the matter one of concern to residents/local businesses?</b>                                                                                                                     | <b>YES/NO</b> |
| <b>Can Scrutiny influence and change things?</b><br>(if 'yes' please state how you think scrutiny can influence or change things)                                                      | <b>YES/NO</b> |
| <b>Does the matter relate to an underperforming service or area?</b>                                                                                                                   | <b>YES/NO</b> |
| <b>Does the matter affect a large number of residents or a large geographical area of the County</b><br>(if 'yes' please give an indication of the size of the affected group or area) | <b>YES/NO</b> |
| <b>Is the matter linked to the Council's Corporate priorities</b><br>(if 'yes' please state which priority/priorities)                                                                 | <b>YES/NO</b> |
| <b>To your knowledge is anyone else looking at this matter?</b><br>(If 'yes', please say who is looking at it)                                                                         | <b>YES/NO</b> |
| <b>If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?</b>                                       |               |
| <b>Name of Councillor/Co-opted Member</b>                                                                                                                                              |               |
| <b>Date</b>                                                                                                                                                                            |               |

## Consideration of a topic's suitability for scrutiny





## Cabinet Forward Work Plan

| Meeting       | Item (description / title) |                                                                                      | Purpose of report                                                                                                                    | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                           |
|---------------|----------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------|
| <b>21 Nov</b> | 1                          | Eisteddfod yr Urdd                                                                   | To agree investment in the county's presence on the Eisteddfod Maes                                                                  | Yes                                | Councillor Richard Mainon / Gareth Watson                          |
|               | 2                          | Rhyl Town Centre Masterplan and TRIP (Targeted Regeneration Investment Programme)    | For Cabinet to agree the broad principles within the Masterplan as a means of bidding for WG Regeneration funding 2018/19 and beyond | Yes                                | Councillor Hugh Evans / Graham Boase                               |
|               | 3                          | Denbighshire Learning Disability Community Living – Extensions to existing contracts | To award 17 contracts to existing providers pending the completion of a regional tender for the procurement of domiciliary care      | Yes                                | Councillor Bobby Feeley / Phil Gilroy / Alison Heaton / Katie Newe |
|               | 4                          | Economic Development Approach Across Denbighshire                                    | tbc                                                                                                                                  | tbc                                | tbc                                                                |
|               | 5                          | Finance Report                                                                       | To update Cabinet on the current financial position of the Council                                                                   | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh                    |
|               | 6                          | Items from Scrutiny Committees                                                       | To consider any issues raised by Scrutiny for Cabinet's attention                                                                    | Tbc                                | Scrutiny Coordinator                                               |
|               |                            |                                                                                      |                                                                                                                                      |                                    |                                                                    |
|               |                            |                                                                                      |                                                                                                                                      |                                    |                                                                    |

## Cabinet Forward Work Plan

| Meeting       | Item (description / title) |                                                               | Purpose of report                                                                                                                                      | Cabinet Decision required (yes/no) | Author – Lead member and contact officer                       |
|---------------|----------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------------------------|
| <b>12 Dec</b> | 1                          | DCC Homelessness Strategy 2017-21                             | To approve the Homelessness Strategy                                                                                                                   | Yes                                | Councillor Bobby Feeley / Liana Duffy                          |
|               | 2                          | Supporting People/Homelessness Prevention Plan 2018/19        | To approve the annual plan.                                                                                                                            | Yes                                | Councillor Bobby Feeley / Liana Duffy                          |
|               | 3                          | Finance Report                                                | To update Cabinet on the current financial position of the Council                                                                                     | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh                |
|               | 4                          | Items from Scrutiny Committees                                | To consider any issues raised by Scrutiny for Cabinet's attention                                                                                      | Tbc                                | Scrutiny Coordinator                                           |
| <b>23 Jan</b> | 1                          | Housing Rent Increase / Housing Revenue Account Business Plan | To seek approval for the proposed rent increase for council housing and to approve the Housing Revenue Account Capital and Revenue Budgets for 2018/19 | Yes                                | Councillor Julian Thompson-Hill / Richard Weigh / Geoff Davies |
|               | 2                          | Finance Report                                                | To update Cabinet on the current financial position of the Council                                                                                     | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh                |

## Cabinet Forward Work Plan

| Meeting       | Item (description / title) |                                                   | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|---------------|----------------------------|---------------------------------------------------|--------------------------------------------------------------------|------------------------------------|-------------------------------------------------|
|               | 3                          | Items from Scrutiny Committees                    | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
| <b>27 Feb</b> | 1                          | Finance Report                                    | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|               | 2                          | Items from Scrutiny Committees                    | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
| <b>20 Mar</b> | 1                          | Finance Report                                    | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|               | 2                          | Items from Scrutiny Committees                    |                                                                    | Tbc                                | Scrutiny Coordinator                            |
| <b>24 Apr</b> | 1                          | Finance Report                                    | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|               | 2                          | Items from Scrutiny Committees                    | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
| <b>22 May</b> | 1                          | Rhyl and Prestatyn Business Improvement Districts | To consider the full business case relating to the                 | Yes                                | Councillor Hugh Evans / Mike Horrocks           |

## Cabinet Forward Work Plan

| Meeting | Item (description / title) |                                | Purpose of report                                                  | Cabinet Decision required (yes/no) | Author – Lead member and contact officer        |
|---------|----------------------------|--------------------------------|--------------------------------------------------------------------|------------------------------------|-------------------------------------------------|
|         |                            |                                | establishment of business improvement districts                    |                                    |                                                 |
|         | 2                          | Finance Report                 | To update Cabinet on the current financial position of the Council | Tbc                                | Councillor Julian Thompson-Hill / Richard Weigh |
|         | 3                          | Items from Scrutiny Committees | To consider any issues raised by Scrutiny for Cabinet's attention  | Tbc                                | Scrutiny Coordinator                            |
|         |                            |                                |                                                                    |                                    |                                                 |

Note for officers – Cabinet Report Deadlines

| <i>Meeting</i>  | <i>Deadline</i>   | <i>Meeting</i>  | <i>Deadline</i>    | <i>Meeting</i> | <i>Deadline</i>  |
|-----------------|-------------------|-----------------|--------------------|----------------|------------------|
|                 |                   |                 |                    |                |                  |
| <b>November</b> | <b>7 November</b> | <b>December</b> | <b>28 November</b> | <b>January</b> | <b>9 January</b> |

Updated 18/10/17 - KEJ

Cabinet Forward Work Programme.doc

## Progress with Committee Resolutions

| Date of Meeting   | Item number and title                                                                | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Progress                                                                                                                                                                                                |
|-------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14 September 2017 | 6. Community Safety Partnership's Annual Update for 2016-17                          | <b>RESOLVED</b> that subject to the above observations, to commend the Community Safety Partnership's activities and performance in tackling crime and disorder in Denbighshire                                                                                                                                                                                                                                                                                                                | Lead Member and officers advised of the Committee's recommendation and the Partnership's next Annual Report has been placed on the Committee's forward work programme for its meeting in September 2018 |
|                   | 7. Annual Report on Safeguarding Adults in Denbighshire 1 April 2016 – 31 March 2017 | <b>RESOLVED</b> subject to the above observations to –<br><br>(i) receive the report on the Council's performance in Safeguarding Adults in Denbighshire between 1 April 2016 and 31 March 2017; and<br><br>(ii) acknowledge the important nature of a corporate approach to the safeguarding of adults at risk and the responsibility of the Council to view this as a key priority area and to place it alongside the commitment and significance given by Denbighshire to Child Protection. | Lead Member and officers informed of the Committee's recommendations. The next annual report has been scheduled into the Committee's forward work programme for its meeting in September 2018           |

|  |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                     |
|--|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|  | <p><b>8. Timely Hospital Discharge</b></p> | <p><b>RESOLVED</b> subject to the above observations, to:</p> <p><i>(i) congratulate both Health and Social Care Services on the work undertaken to date to support timely discharges from hospital; and</i></p> <p><i>(ii) support future plans and pilots, within hospitals and the community, which were aimed at improving outcomes for individuals</i></p>                                                                       | <p>Lead Member and Health and Social Care officers informed of the Committee's observations and recommendations</p> |
|  | <p><b>9. Pooled Budgets</b></p>            | <p><b>RESOLVED</b> to receive the information provided in relation to the establishment and operation of current 'pooled budget' arrangements between Social Services and the Health Service, including the lessons learnt from those experiences as the Council prepared to enter into future mandatory 'pooled budget' arrangements in accordance with the requirements of the Social Services and Well-being (Wales) Act 2014.</p> | <p>Lead Member and relevant personnel informed of the Committee's comments</p>                                      |

## **Schools Standards Monitoring Group**

### **Terms of Reference**

Denbighshire's School Standards Monitoring Group was set up in October 2007 to support the improvement of school standards. The Group gives headteachers and Chairs of governors the opportunity to discuss the performance and standards of a school with Councillors and senior officers in a non-public forum.

#### **Membership of the Group:**

Leader of the Council and Lead Member for Education  
Deputy Lead Member for Education  
Chair of Resources Scrutiny  
Chair of Lifelong Learning Scrutiny  
Lifelong Learning Scrutiny Member  
Corporate Director – Resources  
Head of School Improvement  
Head of Partnership and Inclusion  
Appropriate School Improvement Officer – depending on school in attendance  
Head of Planning and Performance (Lifelong Learning)  
Policy and Performance Manager (Administration of the Group)  
Senior Performance Officer (Administration of the Group)


The Group will:

Monitor the performance of every school on a 3 yearly basis or more frequently as the Group deems appropriate.

1. Consider the following information:
  - Key stage results
  - Other attainment information
  - Attendance
  - Exclusions rate
  - School context
2. Receive a verbal presentation from the Headteacher on the context of the school and school standards.
3. Question the Headteacher and Chair of Governors in relation to school standards
4. Identify areas of good practice and support its dissemination.
5. Identify areas and actions for improvement
6. Provide Headteachers and Chairs of Governors the opportunity to comment on the support received from the Council.

Each school who is invited to attend SSMG will be asked to complete a proforma containing information on their school.

Following the meeting, notes and action points from the meeting will be circulated to all members of the Group. The appropriate School Improvement Officer will



visit the school to go through the action points. The School Improvement Officer will then attend the next SSMG to update the Group on how the actions have / will progress.

Issues raised through SSMG will be included as part of the Quarterly Performance Report taken to Lifelong Learning Scrutiny. The Leader will provide verbal reports to Cabinet, DMT and the Modernising Education Board as appropriate.