

Denbighshire County Council Supporting People Local Commissioning Plan 2015-18

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VERSION: Seventh draft – 7th November 2014



Introduction

*“The **Supporting People** programme offers vulnerable people the opportunity **to improve their quality of life** by providing positive services, which enable them to have greater independence and control in making choices within their lives. It promotes housing related support services, which are both cost effective, robustly funded and planned using a coordinated approach”.*

Supporting People: Policy into Practice (Ministerial Foreword, DETR, January 2001)

Denbighshire Supporting People Vision: Supporting People to Improve Their Quality of Life

Our mission statement: “We are working together to ensure the delivery of quality housing support services that enable vulnerable people to live independently or avoid homelessness”

Our Principles:

- Early Intervention
- Service User Focus
- Creative, Flexible, Proactive & Responsive Solutions
- Transparency
- Outcomes Focus

This is the second Local Commissioning Plan produced by Denbighshire County Council. It considers the housing-related support services required to meet the needs of vulnerable people residing within the county for the period 1st April 2015 to 31st March 2018.

Challenges

This plan has been developed in the context of ongoing funding cuts arising from the redistribution of Supporting People Programme Grant across Wales as well as the impact of reductions in public spending. Welfare benefit reform and budget reductions for local authorities and other services have had an indirect but significant impact on housing related support services. The Denbighshire Single Referral Pathway has reported an increased level of referrals. Delivering the savings required to meet funding cuts in this context is likely to necessitate the decommissioning of services. This plan is based on the 5.8% cuts indicated for 2015-16 by Welsh Government in June 2014.

Strategic Priority to Fund

Background:

- Denbighshire County Council Supporting People have given a commitment that grant reductions arising from redistribution will not be managed through simply “salami-slicing” budgets.
- We have proposed to adopt a strategic approach to identifying the savings required to meet the successive cuts in Denbighshire’s SP allocation over the coming years.
- A new Strategic Priority to Fund (SPTF) matrix has been developed to categorise projects as a high, medium or low priority to fund.
- The SPTF uses a small number of indicators, each of which is rated as demonstrating a High, Medium or Low priority to fund.
- The score produced by the matrix will not be a definitive indication of a project’s priority. This will also require wider debate and discussion around individual projects.
- Following consultation feedback, outcomes have been removed from the SPTF and will be considered within the wider discussions along with review findings. Supporting People will continue to consult on the SPTF separately to the Local Commissioning Plan for use in strategic planning for 2016-17.

N.B: The figures used to calculate SPTF ratings will be updated regularly as new information becomes available (e.g. following the end of each financial year).

Also, rankings may change over time in response to changes in performance, strategic priorities, need & supply maps and contract values (e.g. to match the transition from the Denbighshire’s Big Plan to the new plan published on 5th December 2014 - Supporting Independence & Resilience: Denbighshire’s Wellbeing Plan) or indeed as a result of the remodelling or tendering of services.

Opportunities

The present circumstances offer enhanced potential for collaborative and partnership working, both among different Council services and among external partners – as through the North Wales Regional Collaborative Committee. Additionally, the situation presents an opportunity for focussed, targeted and efficient commissioning: for example, to explore opportunities to promote financial inclusion through support which delivers sustainable independence and improved employability as successful outcomes for service users. At the same time, the Supporting People programme in Denbighshire complements Adult Social Services’ approach to “Supporting People in Denbighshire” (SID).

Strategic Priority to Fund - Methodology

Performance

How well is the project doing?

Service delivery:

Proportion of contracted minimum hours actually delivered:

> 100% = High

100% = Medium

< 100% = Low

Voids:

Proportion of contracted minimum spaces not occupied:

0% = High

< 10% = Medium

> 10% = Low

Strategic Outcomes

Is the project doing the things we most want and need?

Wellbeing Plan:

Does this project meet the needs of Denbighshire's Single Integrated Plan?

Projects are scored by ranking their client category against the number of Wellbeing Plan Actions supported.

Corporate Priorities:

Does this project meet the needs of Denbighshire's Corporate Priorities?

Projects are scored by ranking their client category against the number of Corporate Priorities supported.

Need vs. Supply

How long is the "queue" for this project?

Variance between the proportion of total referrals reporting a particular area of need and the proportion of supply units for that client group (e.g. Mental Health, Older people etc.)

Variance > 6% = High

Variance > 0 % < 6% = Medium

Variance < 0 % = Low

Local Priority Groups

Does this project meet the particular needs of Denbighshire?

Client categories are ranked according to total level of needs reported through the needs mapping exercise.

Top 4 rankings = High

Ranked 5,6 or 7 = Medium

Ranked 8 or lower = Low

Regional Priorities

Does this project meet the needs of North Wales?

Client categories are ranked according to total level of needs reported through the needs mapping exercise.

Top 4 rankings = High

Ranked 5,6 or 7 = Medium

Ranked 8 or lower = Low

Cost

What is the return on the Supporting People investment?

Annual cost:

Annual contract value

Below average cost = High

Average and above = Medium

Well above average cost = Low

Service users:

Annual contract value divided by minimum contracted service users

Below average cost = High

Average and above = Medium

Well above average cost = Low

FTE Staff:

Annual contract value divided by minimum contracted FTE staff

Below average cost = High

Average and above = Medium

Well above average cost = Low

1. Strategic Priorities

1.1. Denbighshire's Wellbeing Plan 2014-17

This is Denbighshire's second Single Integrated Plan, following the Big Plan published in 2011.

Vision

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

Priority Areas

- Challenges of our rural areas
- Supporting the most disadvantaged to build their resilience
- Building the capacity of communities to develop and thrive

Framework for Delivery: Five Ways to Wellbeing

Connect Be Active Take Notice Keep Learning Give

The Five Ways to Wellbeing were developed by the New Economics Foundation from evidence gathered in a UK Government-commissioned project called the Foresight Project on Mental Capital and Wellbeing. The Project, published in 2008, drew on research about mental wellbeing through life. Wellbeing - feeling good and functioning well - is positively associated with various positive health outcomes. Research tells us that positive mental states actually precede and help to cause good outcomes in health and wellbeing. For instance, studies of wellbeing have shown that the prevalence of good moods predicts working days lost through illness five years later,

likelihood of stroke six years later and of cardio-vascular disease ten years later.

What will look different as a result of the Plan?

- Wide participation in local initiatives – ‘co-production’ with service users in service design and delivery
- Widespread & diverse public involvement in community developments
- Vibrant cultural and educational opportunities
- Improved neighbourhood knowledge and awareness: “Neighbourliness”

Denbighshire's Wellbeing Plan Projects – Years 1-3

A number of new initiatives are being proposed to help achieve the vision.

- **Strengthening our Communities** – Understand the changes predicted for Denbighshire, and plan a resilient future.
- Understand communities' assets and needs and collaborate to develop communities rather than services.
- Support the development of **Time Banking** across the county
- **Empowering & Enabling Services** – Ensure that services reinforce people's independence and wellbeing.
- Develop a **Wellbeing Information Hub** to support people to understand and develop their wellbeing.
- **Employee Wellbeing** – empower staff to improve and maintain their wellbeing & independence. Develop a **Partnership Volunteering Strategy** for employees.
- **The Denbighshire 50** – Maximise independence & resilience for those with the poorest outcomes.

- Develop Collaborative Progression Pathways between services & organisations. Develop shared outcome monitoring

Conclusion

By focussing on individual & community independence & resilience, this plan aims to develop the right environment for people to prioritise and maintain their wellbeing; connecting and contributing to their communities to help create and sustain the Denbighshire they want.

1.2. Denbighshire County Council's Strategic Equality Plan

Our Equality Objectives

We have agreed to contribute to each of the six broad regional objectives and have added a seventh objective of our own about managing equality related issues which are identified by our impact assessment process. Therefore our seven equality objectives are:

- Reducing health inequalities
- Reducing unequal outcomes in education to maximise individual potential
- Reducing inequalities in employment and pay
- Reducing inequalities in personal safety
- Reducing inequalities in representation and voice
- Reducing inequalities in access to information, services, buildings and the environment
- Managing identified equality and fairness issues as part of our Business Planning and Performance Management Framework

These are broad long-term objectives and will involve focusing on different areas of priority over time.

1.3. Supporting Independence In Denbighshire

Denbighshire's Adult & Business Services agenda following the philosophy of the Five Ways to Wellbeing (see above).

Principles:

- Independence
- Empowerment
- Inclusion

Journey:

- Active Community that Supports Wellbeing
- Universal Services that Optimise Independence
- Accessible Advice & Information that Supports Wellbeing & Independence
- A Single Point of Access to Community Health and Social Care
- Short-term Therapeutic Intervention that Maximises Independence
- Stable Managed Support

1.4. Financial Inclusion

Key themes:

- Access to mainstream Financial Services
- Financial capability (to include digital inclusion)
- Accessible financial and debt advice
- Income maximisation
- Access to affordable credit and loans

Aims of the Financial Inclusion Together Project:

- To improve the strategic co-ordination and collaboration of services across Conwy and Denbighshire to ensure that financial inclusion is integrated and embedded into the

normal service delivery of relevant public, private and third sector organisations.

- To improve access to quality financial inclusion information and advice services which will ensure that people in Conwy and Denbighshire are empowered to manage a challenging economic future.
- To help the people we serve be more financially included, mitigating and preventing the effects of poverty

1.5. Fuel Poverty Action Plan

- Training and Awareness: Staff and volunteers are trained and use toolkits which enable them to identify and empower people to eliminate their fuel poverty.
- Publicity and Promotion: People at risk of fuel poverty are encouraged to access relevant information and advice.
- Reduce fuel poverty through projects, especially in rural areas.
- Reducing home poverty: Ensure that people have the money to keep warm.

1.6. Homelessness

Denbighshire's Corporate Plan 2012-17 outlines seven priorities, which include:

- Vulnerable People are protected and are able to live as independently as possible
- Ensuring access to good quality housing

The Homelessness Team continue to seek alternatives to bed and breakfast accommodation and proactively pursue the route of prevention and support for homeless people.

1.6.1. Housing Services Service Standards 2011

- We will seek to prevent homelessness through early intervention, safeguarding of existing accommodation or

arrangement of an alternative which is affordable and of an appropriate standard. Where this is not possible, we will deal fairly and transparently with formal applications for homelessness.

- We will access appropriate support services to help with maintaining your temporary accommodation and with other issues which can arise at a time of homelessness.
- When we arrange temporary or permanent accommodation, we will ensure the accommodation is of a good quality. We will ensure that all our temporary accommodation complies with the "Homelessness (Suitability of Accommodation) (Wales) Order 2006". This will include locations and property type to take into account personal circumstances.
- We will decide upon all homeless applications within 33 working days unless there are exceptional circumstances.
- We will make one reasonable offer of accommodation under the homelessness regulations.
- We will offer a formal Review of all decisions under the homelessness regulations and an independent officer will carry out Reviews within 6 weeks.
- We will work with Shelter Cymru, Women's Aid organisations, Housing Associations and other partners to ensure a range of solutions are available.

1.6.2. Housing Services Business Plan 2013-14

Outcome 1: Everyone will have the opportunity to access good quality, affordable housing designed to meet their needs now and in the future, whether they choose to rent or buy a home.

Performance measures for this outcome include:

- The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months
- The number of potentially homeless people assisted to find a home

Outcome 2: To build communities which are strong and sustainable with good community spirit and engaged tenants

Outcome 3: Local Authority tenants live in high quality, modern, well-maintained homes

Outcome 4: The development, regeneration and use of land and buildings meet the need of communities and businesses

Outcome 5: The Housing & Community Development is efficient and well-managed

1.6.3. Draft Local Housing Strategy 2014 to 2019

Vision: Everyone is supported to live with pride in homes that meet their needs, within the vibrant and sustainable communities that Denbighshire aspires to.

Theme 1 Construction: To ensure homes are built to meet the changing needs and demands of households and contribute to the economic strength of the County.

Theme 2 Consolidation: To build on the successes achieved, and to protect and improve the County's existing natural and built assets

Housing Options – Local authorities and partners must:

- Do more to prevent homelessness, and improve housing services to help people, particularly those who are vulnerable, to lead healthy, independent, lives.
- Make a significant contribution towards our long-term vision of ending intentionality of family homelessness by 2019.

Homelessness

- Denbighshire operate a targeted pilot project to home vulnerable adults in the Private Rented Sector to sustain tenancies in the long term to avoid repeat presentations and placements in temporary accommodation.
- The Council are also working with landlords to help house people under 35 (primarily 25-35) in house shares.
- Information & advice will be extended to all residents experiencing pressures relating to housing.

Gypsies and Travellers

The 2013 Gypsy and Traveller Accommodation Needs Assessment recognised the need to address the specific housing needs of these communities through cross border initiatives.

1.7. Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act became law on 1 May 2014. It provides the legal framework for improving the well-being of people who need care and support, and carers who need support, and for transforming social services in Wales.

The White Paper 'Sustainable Social Services for Wales: A Framework for Action' highlighted a number of challenges faced by public services in Wales including demographic changes, increased expectations from those who access care and support as well as continuing hard economic realities. The Act aims to address these issues and in doing so, give people greater freedom to decide which services they need while offering consistent, high-quality services across the country.

The Act will transform the way social services are delivered, promoting people's independence to give them stronger voice and control.

Integration and simplification of the law will also provide greater consistency and clarity to:

- people who use social services
- their carers
- local authority staff and their partner organisations
- the courts and the judiciary.

The Act will promote equality, improve the quality of services and enhance access to the provision of information people receive. It also encourages a renewed focus on prevention and early intervention.

Some of the functions within the new Act have similarities to the support services funded by the Supporting People programme, so it will be necessary to consider the implications of the Act on Supporting People.

1.8. Welsh Language Scheme (Revised 2009)

Denbighshire County Council aims to safeguard and promote the use of the Welsh language throughout Denbighshire through the services it provides, through the partners it works with and through its role as a major employer and contractor within the county.

The council's Welsh Language Scheme is linked to its Corporate Equalities Policy which is designed to assist the council in working towards:

- Fair treatment for all;
- Elimination of disadvantage; and
- Recognition and inclusion of previously excluded groups.

The council aims to achieve a situation where staff who come into contact with the public are bilingual and that the services it provides to the public are available bilingually. In doing so the council will ensure it is:

- offering the public the right to choose which language to use;
- recognising that members of the public can express their views and needs better in their preferred language;
- recognising that enabling the public to use their preferred language is a matter of good practice, not a concession;
- recognising that denying people the right to use their preferred language could place them at a real disadvantage.

2. Need, Supply & Service Gaps

2.1. Needs Mapping Exercise (NME) Analysis

2.1.1. All Reported Needs

2013-14 was the second year of the operation of the single Needs Mapping database across all six North Wales counties. This has enabled a like-for like comparison of two years needs mapping information. 1204 forms were recorded for Denbighshire in 2013-14, comparable to 1204 the previous year.

The picture of presenting need in Denbighshire is largely stable and is similar to that described in the Local Commissioning Plan 2014-15. There has been a fall-off in the reporting of low level needs across the board, with the rate down by 42%.

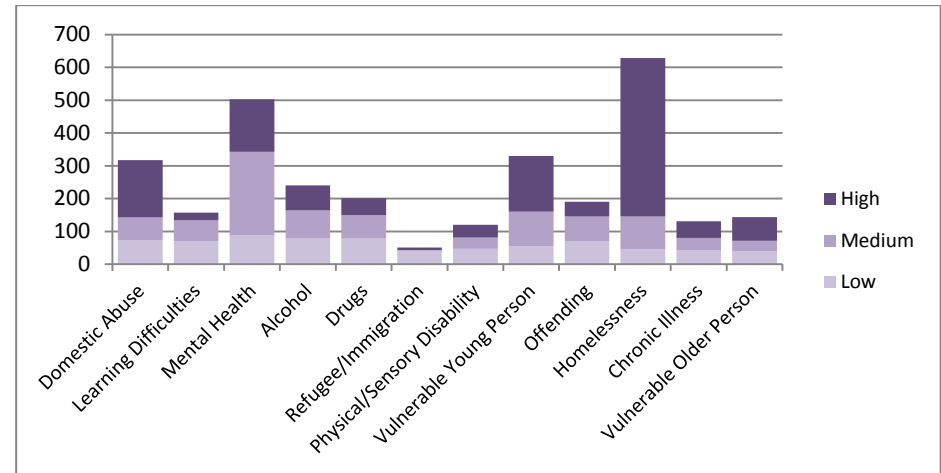
Recent years' gradual increase in the proportion of forms reporting Mental Health related needs has been sustained and remains stable at 42%. This is again the second highest area of need after Homelessness at 52%.

Historically, the second highest area of need has been domestic abuse. Though the number of forms reporting this has again fallen, domestic abuse remains a very common and significant issue, being cited on 317 forms (26%).

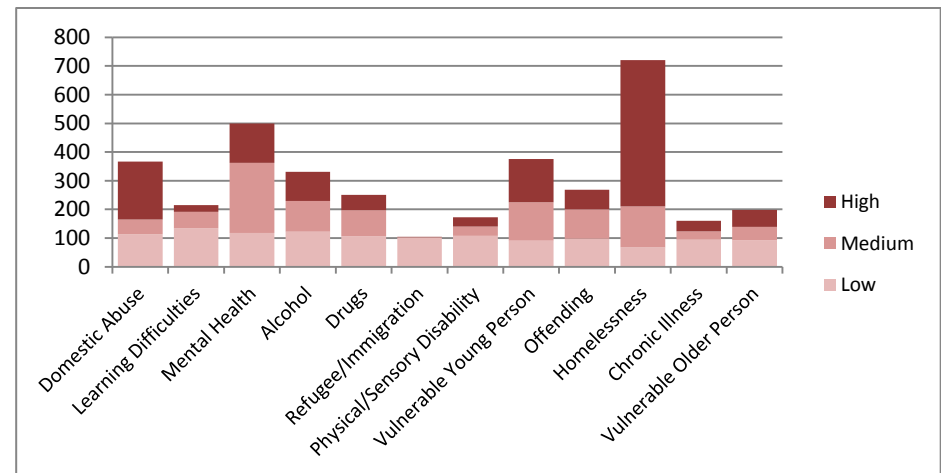
Other significant areas of need include substance misuse, with alcohol related needs indicated on 20% of forms and drugs on 17%.

Numbers indicating needs as a vulnerable young person are also very high at 330 (27%), though this is a decrease on the previous year. Patterns of need among the 16-24 age group are very similar to the pattern among needs mapping forms in general, though the proportion reporting needs arising from homelessness is much higher at 80%.

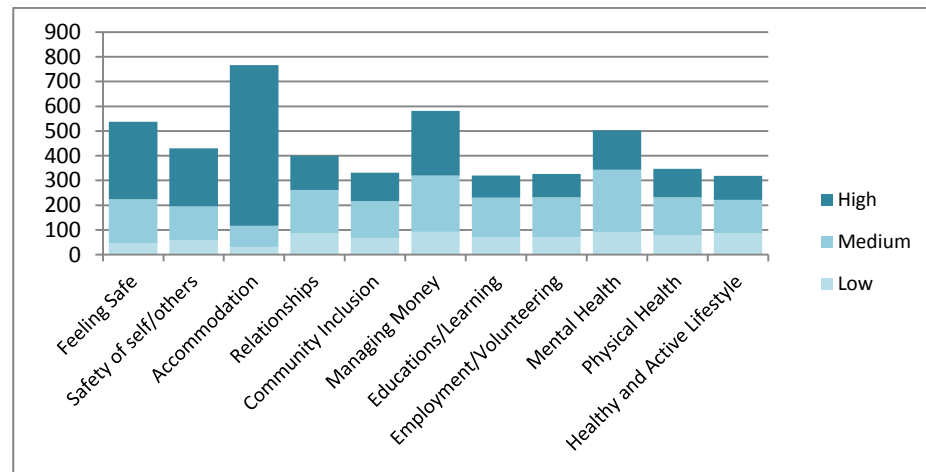
Support Needs 2013-14



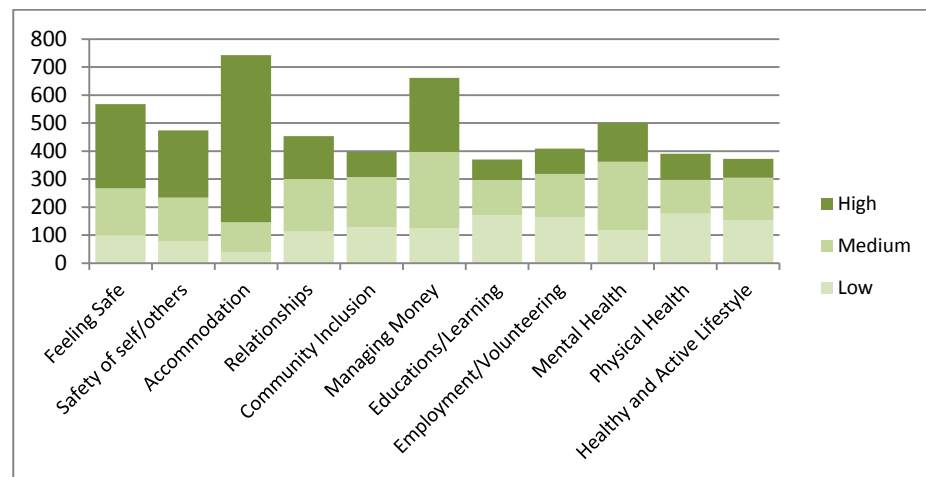
Support Needs 2012-13



Required Outcomes 2013-14



Required Outcomes 2012-13



There has been a decrease in presenting need associated with offending from 269 forms in 2012-13 to 190 last year. This may simply reflect a reduction in the numbers of ex-offenders requiring support. However, to ensure that this group continue to be able to access support when needed, potential causes will to be explored with providers, referrers and other stakeholders. It is possible that the change may be in some way connected to recent changes in the Probation Service or proposed changes in the imminent Welsh Housing Bill. Alternatively, it may relate to factors relating to the operation of the needs mapping or referrals processes, which have highlighted a significant reduction in referrals to Supporting People from both the Probation Service and Police.

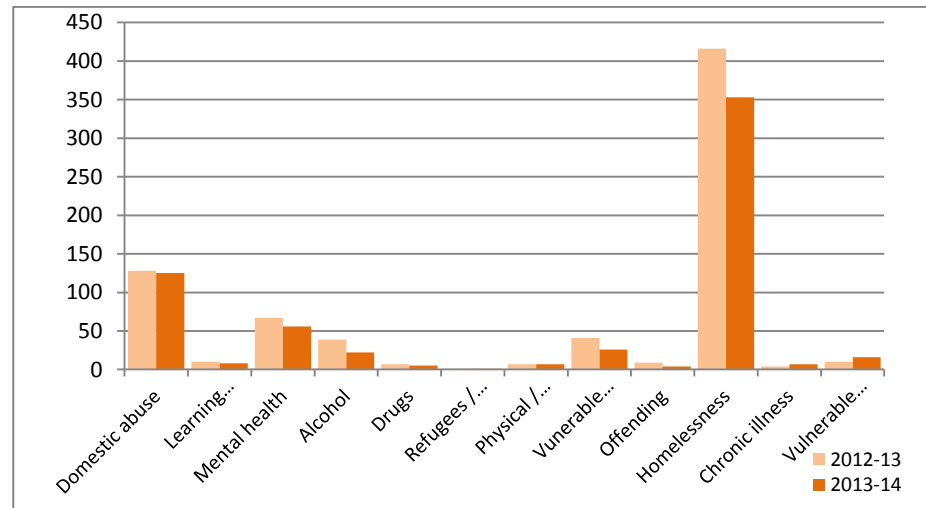
There has also been a 9% fall in reported needs associated with the outcome “Contributing to the safety of myself and others.” This outcome has historically related to needs around offending, anti-social behaviour etc. and so may be connected to changes in offending needs

The pattern of presenting need associated with the required outcomes (in line with the Supporting People outcomes framework) has remained broadly stable. The most numerous reported needs are associated with managing accommodation (64% of forms) and managing money (48%).

The reporting of needs associated with employment & volunteering and with education & learning have both fallen, as have needs around managing relationships and community inclusion. It will be interesting to compare this needs information with outcomes data over successive years as this becomes available.

2.1.2. Lead Needs

Lead Needs 2012-13 & 2013-14



People completing needs mapping forms are asked to nominate a “lead need” and a comparison of data from 2012-13 and 2013-14 data is shown in the chart above. By this measure, the need for support around domestic abuse remains second only to homelessness, perhaps reflecting the primacy and urgency of this issue for those experiencing abuse.

2.1.3. Personal & Household Information

There has been a slight shift in gender balance from male to female (2012-13 53% female, 2013-14 58% female)

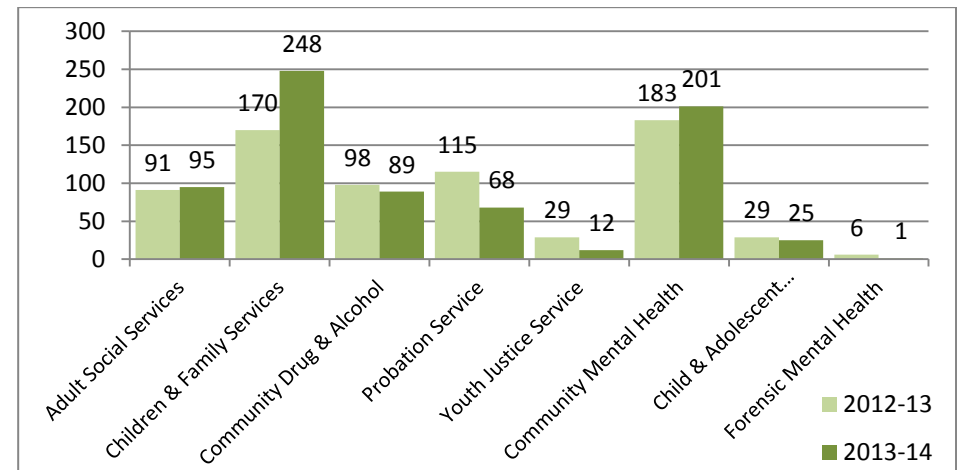
The age breakdown indicated by forms has been broadly stable.

There have been increases in numbers living with partners, those with dependent children and particularly single parents, suggesting an increase in needs among family groups.

Personal & Household Data 2012-13 & 2013-14

Gender	2012-13	2013-14
Female	641	695
Male	563	509
Live with Partner	166	197
Dependent Children	305	387
Single Parent	206	263
Pregnant	59	56
Dependent Adults	40	32
Age	2012-13	2013-14
16-24	478	488
25-40	379	363
41-60	277	262
61 or over	70	91

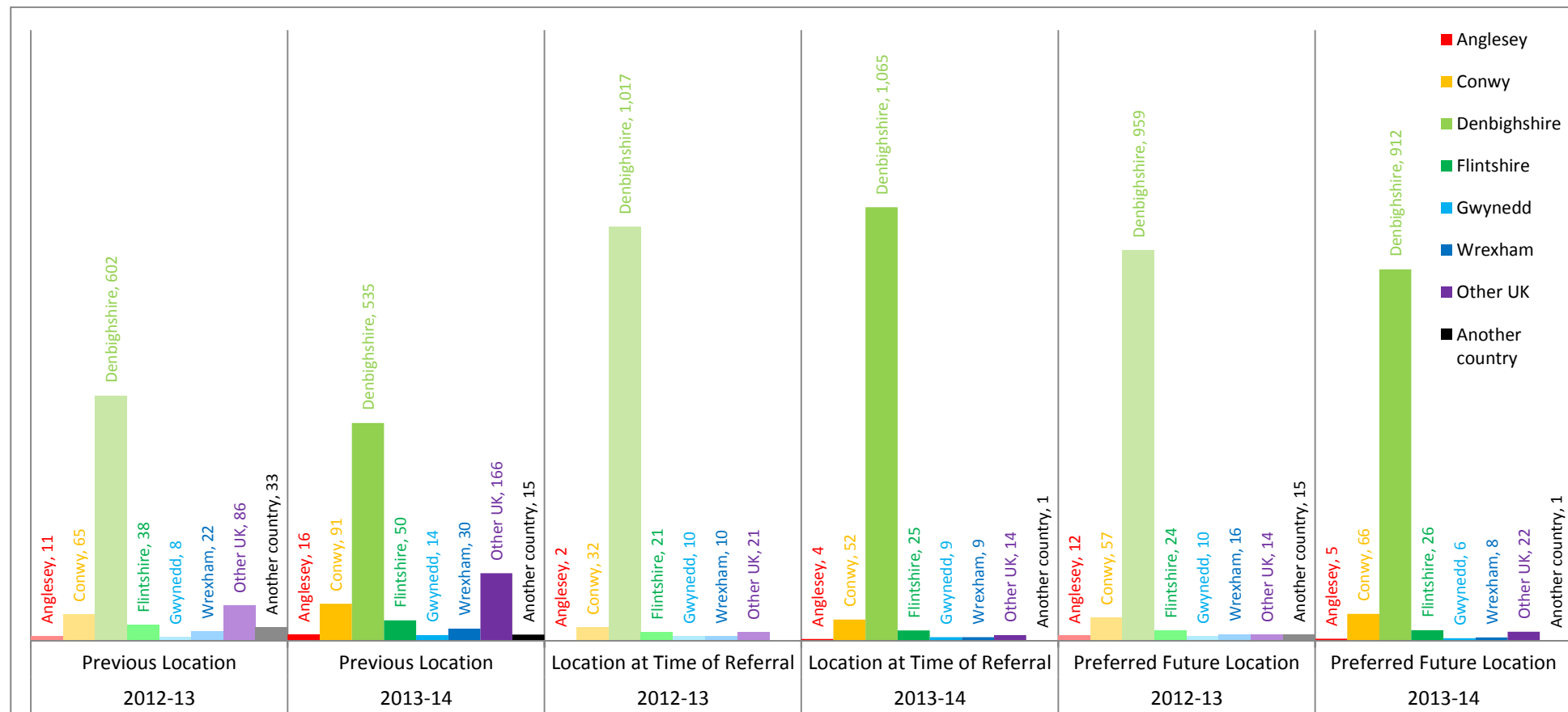
This is reflected in reported engagement with other services, with a very clear increase among those accessing Children and Family Services from 170 to 248.



There has also been a very significant fall in those reporting engagement with the Probation Service from 115 to 68. This may be connected to the fall in those reporting offending related needs referred to above.

2.1.4. Accommodation Needs

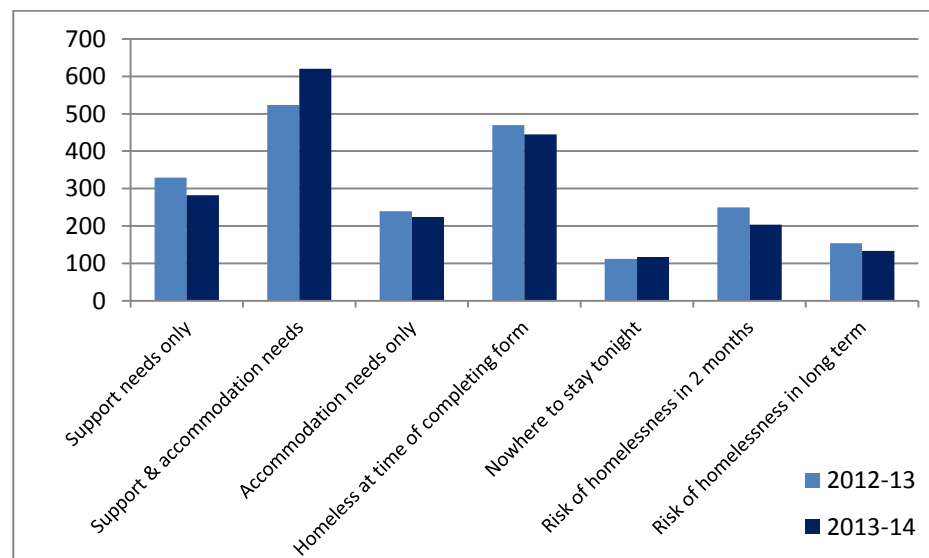
Service Users' Locations 2012-13 & 2013-14



There is a common perception that Supporting People services attract people with support needs from outside the local area. The chart above compares information from needs mapping forms received in 2013-13 and 2013-14. It examines data provided by referrers regarding the previous, current and preferred locations of the people they refer for support services.

In each instance, by far the largest proportion of service users specify a location within Denbighshire. Given the common perception of high levels of transience among vulnerable groups accessing support services, the numbers specifying previous locations outside Denbighshire are low. Almost half of all forms indicate living at a current location for more than a year.

In 2013-14 844 out of 1204 needs mapping forms indicated accommodation needs. 445 indicated homelessness at the time of completion.



2013-14 saw a 12% increase in those reporting current accommodation as “no fixed abode” and a 73% increase in those reporting rough sleeping.

Numbers of forms from those living in housing association properties has risen a little. The pattern of current accommodation has remained largely stable with the largest group living in the private rented sector, as previously.

There has been a marked fall in those reporting current accommodation as “Prison”. Though the numbers involved are too small to be statistically significant, taken with other data about offenders, this may warrant further investigation.

Significant changes in “Other Fixed Accommodation” and “Other No Fixed Abode” appear anomalous and may be attributable to improved reporting. Further consultation may explain this.

Current Accommodation	2012-13	2013-14
Council Housing	77	72
Housing association	85	103
Private rented	307	326
Home owner	62	56
Caravan or mobile home	8	13
Other Fixed Accommodation	156	101
Rough sleeping	40	69
Night shelter / hostel	54	44
Hotel or B&B	41	60
Family or friends short term	160	145
Hospital	9	11
Prison	13	3
Other No Fixed Abode	12	37

2.1.5. Current & previous members of UK Armed Forces

The needs mapping form includes a space to indicate membership of the armed forces, but this is very rarely completed. In the last two years, only 11 people have indicated membership of the forces.

This absence of needs mapping data may be due to a number of factors:

- Veterans fall into many other needs groups, e.g. mental health substance misuse etc.
- People may not disclose they are ex-forces for a number of reasons
- There may be a stigma attached to asking for help
- Veterans may be accessing services not funded by Supporting People and outside the needs mapping exercise.

2.2. Supply Analysis

Client Spend Category	Projects	SUs	FTE	Spend Plan 2014-15	
Domestic Abuse (Women)	8	40	11	412,443	6.7%
Domestic Abuse (Men)	1	2	1	22,003	0.4%
Learning Disabilities	6	103	4	1,247,321	20.4%
Mental Health	10	98	19.2	551,601	9.0%
Alcohol	1	8	1.4	21,670	0.4%
Drugs	3	20	4.3	172,331	2.8%
Offending	1	4	0.9	36,388	0.6%
Refugee	0	0	0	0	0.0%
Physical/Sensory Disabilities	2	1	0.1	28,962	0.5%
Developmental Disorders (Autism)	0	0	0	0	0.0%
Chronic Illness (inc HIV, Aids)	1	7	0	7,324	0.1%
Care Leavers	0	0	0	0	0.0%
Young people (16 to 24)	9	83	25.9	963,386	15.7%
Single Parent Families	2	10	2.3	98,177	1.6%
Families	4	89	15.3	634,396	10.4%
Single people (25 to 54)	1	4	4.5	127,470	2.1%
People over 55	5	1308	18.6	631,710	10.3%
Generic	13	290	20.2	745,274	12.2%
Alarms	9	1729	0	113,485	1.9%

In the present funding environment, with significant cuts to Denbighshire's Supporting People Programme Grant, the principle requirement in managing the supply of services will be the need to identify cost savings. Going forward, this will involve the reconfiguration, reduction and potential decommissioning of services. It is unlikely that resources will be available for the commissioning of new support projects unless they are reallocated from existing provision.

All Denbighshire commissioned services have been subject to successive review processes. Those transferred from direct Welsh Government administration will all have been reviewed by the end of 2014. There is every indication that all services are

strategically relevant. Their comparative strategic priority will be determined over the coming financial year.

The pattern and distribution of support provision has been proactively and progressively aligned with a largely stable pattern of presenting need over successive commissioning cycles and through repeated iterations of the Supporting People Operational Plan and Local Commissioning Plan processes.

Levels of service provision and funding will need to be considered in the context of the strategic priorities identified in Section 1 above. Continued investment can only be justified if supported by evidence of need and demand as well as evidence of the successful delivery of sustainable outcomes for service users.

Location	Projects	SUs	FTE
Denbighshire	51	3452	84.9
North Denbighshire	5	17	13.1
South Denbighshire	1	10	1.3
Rhyl	12	192	22.4
Prestatyn	3	97	1.1
Elwy	0	0	0
Denbigh	4	14	8.3
Ruthin	1	22	0
Dee Valley	0	0	0

The majority of projects serve the whole County of Denbighshire, whilst Supported Housing projects are location-specific. These projects are geographically distributed in broad proportion with the population of the county and hence are largely concentrated in the north. This is consistent with the distribution of presenting need.

The needs of rural communities are addressed through the provision of floating support and the effectiveness of this approach may be considered for further investigation. This may present an opportunity for regional commissioning which might

deliver improved service levels and quality as well as securing efficiency savings through the pooling of resources,

2.3. Service Gaps

Clear gaps in provision exist for People with Refugee status, People with Developmental Disorders (i.e. Autism) and Young People who are Care Leavers where Supporting People do not presently fund specific housing related support services (although other services are available).

Numbers of people reporting needs related to refugee status in Denbighshire are relatively low. This might potentially be an area for regional or sub-regional collaboration and may be considered for inclusion in the Regional Collaborative Committee's strategic plan.

People with developmental disorders (including Autistic Spectrum Disorder and Asperger's Syndrome) have previously been included in the Learning Disabilities client group. No specific data in this area are collected through the needs mapping exercise, however, anecdotal evidence suggest there is a growing need amongst this client group. Colleagues in the Councils' Complex Disabilities team in Social Services have identified a potential need to develop a model of supported housing for people with this group. Given the present lack of services in this area, we will explore the possibility of commissioning such a service if resources can be reallocated from within the learning disabilities portfolio.

Supporting People are committed to collecting data from other sources and will develop proportionate responses to service gaps for People with Refugee Status and People with Developmental Disorders.

N.B: A decision was previously taken to ensure that ex-offenders are able to access generic and other services and so specialist

provision for this client group is low. Similarly, Young people leaving care are able to access generic Young People's support provision.

3. Consultation

The Supporting People Planning Group will hold three meetings during the development of the plan to consider Needs Mapping (NM) data, supply map information and feedback from stakeholders and consultation meetings.

A ten week consultation process encompassing current support providers and service users and other stakeholders was held from July to September 2014. Views, comments and suggestions from the process were reported back to the SP Planning Group to inform the development of this plan and are summarised briefly below.

The final document will be submitted to the Denbighshire Supporting People Planning Group in September 2014, to the Council's Communities Scrutiny Committee in October, and to the Council's Cabinet for approval in November.

The document will be submitted for the consideration of the North Wales Supporting People Regional Collaborative Committee in January 2015, to inform the development of the next North Wales Regional Plan.

The final document will be published on the Supporting People pages of the Denbighshire County Council website and circulated to all existing planning groups and forums linked to Supporting People in Denbighshire.

3.1. Findings from Consultation

3.1.1. Service Users

Ty Mor (9th July)

- Happy with the service, it has helped.

Mind (30th July)

- Would like reassurance there will be no further cuts.
- Staff are trying to sustain support hours needed.

Y Dyfodol (31st July)

- Staff should be recognised for the work they do, they're really helpful.
- Service users and staff have noticed there are a lot of younger people in the project (16-17 year olds).

Nest (11th August)

- Project has been really good.
- Understood need to cut costs, but combining projects run by separate organisations could have an impact on service users if not organised well.

North Denbighshire Domestic Abuse Services (15th August)

- Very happy with service, staff really help with any problems.

3.1.2. Providers

Individual Providers:

Cais (15/16th July)

- Staff seeing a rise in service users with undiagnosed disorders such as autism and attention deficit hyperactivity disorder.

Provider Forum:

Local Commissioning Plan launch (2nd July)

- Issues raised with outcomes and how this feeds into SPTF.
- Lucky to still have ringfence, must demonstrate quantitative outcomes in light of cuts.

Full Provider Forum (23rd July)

- SPTF – we know we have to measure performance but this is very generalised.
- More data available compared to other authorities due to Single Pathway requiring needs mapping completion.

3.1.3. Other Stakeholders

Feedback from a number of internal stakeholders

- Need to explore whether CSE Project has potential to be jointly commissioned locally and regionally.
- It would be useful to know if the projects have been successful in delivering sustainable outcomes for people.
- What do you think the future projected needs of service users will be?
- There is a lack of suitable property available for people displaying very risky behaviour.
- Where projects are regional, does evidence of need and usage in Denbighshire support our investment?
- Understand cost savings benefit of combining projects which are very similar.
- Single Pathway could link in with new Denbighshire County Council Single Point of Access.
- Supporting People should feed in to Wellbeing Plan's 'Top 50'.
- SPTF is too complicated.

4. Priorities for Development

4.1. Community Support Model

Develop a model of community support where sessions are held in appropriate and accessible settings in the community, away from service users homes, as a means of efficiently and economically delivering low level services.

4.2. 24:7 Support Model

Consider how to develop a model of intense, flexible 24:7 support within current provision to meet the needs of high needs high risk single people, couples and families who are hard to reach and hard to engage with, as a means of preventing repeat presentations and failure to progress.

4.3. Services for People with Offending Related Support Needs

To further investigate the apparent fall in demand for support from people with needs related to offending, considering referrals data and building links with relevant organisations to ensure clear referral routes.

4.4. Service User Involvement

Denbighshire County Council team will implement the regional statement of service user involvement agreed by the North Wales Regional Collaborative Committee.

4.5. Denbighshire Top 50

To contribute to the identification of Denbighshire's top 50 individuals or families who are collectively having the biggest impact on all public services and work towards a more coordinated approach to supporting these individuals or families, reducing duplication.

Project(s)	Affected providers	Priority 2015-18
4.6. Women & Men experiencing Domestic Abuse		
<ul style="list-style-type: none"> Additional Refuge Units Families (Domestic Violence) North Denbighshire Domestic Abuse Supported Housing North Denbighshire Refuge Rhyl Cluster South Denbighshire Domestic Abuse Floating Support South Denbighshire Domestic Abuse Supported Housing South Denbighshire Refuge 	<p>North Denbighshire Domestic Abuse Service</p> <p>Glyndwr Women's Aid</p> <p>Hafan Cymru</p>	<p>Stage one of the remodelling of Denbighshire's domestic abuse services is in the process of implementation and is progressing successfully to date.</p> <p>Stage two remodelling will be considered in the context of developing regional priorities and confirmed Welsh Government budget allocation.</p> <ul style="list-style-type: none"> Continue to review the configuration of Refuge accommodation in the north of the county. Seek to secure a third unit of supported housing Floating support services will be combined into a single contract Staffing at Rhyl Cluster will increase to enhance capacity to support higher needs and higher risk.

4.7. People with Learning Disabilities

<ul style="list-style-type: none"> DCC Learning Disabilities – Community Living 	Denbighshire County Council	<p>As identified in the Scrutiny report 24/06/13, Adult Services to continue reduce overall funding to reflect overall grant cuts.</p> <p>Proposals for reconfiguration to be developed following the conclusion of the ongoing SP Solutions review and in response to its recommendations.</p> <p>(see also 4.7 below)</p>
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4.8. People with Developmental Disorders (i.e. Autism)

<ul style="list-style-type: none"> DCC Learning Disabilities – Community Living 	Denbighshire County Council	<p>To give consideration to the possibility of redeploying funding within the DCC Learning Disabilities Community Living allocation to develop a small supported housing project for people with a diagnosis of high functioning autistic spectrum disorder.</p>
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4.9. Generic/Floating support/Peripatetic (tenancy support services which cover a range of user needs)

<ul style="list-style-type: none"> Night Shelter Rhyl Resettlement Project 	Nacro Cymru	<p>To continue to pursue the development of a new model of services for Rough Sleepers following the closure of the present Night Shelter in October 2014.</p> <p>(NB: Following a legal judgement in 2013, users of the Night Shelter lost entitlement to Housing Benefit. Supporting People provided additional funding until the end of the present contract in October 2014. This position is not sustainable in the context of budget cuts.</p> <p>Also, the recent review of the service suggests that it cannot readily be characterised as housing related support. In its present form, its eligibility for Supporting People funding is therefore questionable.</p> <p>As a result, a need to commission a new service for rough sleepers has been identified. This will be based on the No Second Night Out model which has been successful in other areas. It will still include some emergency beds but will mainly focus on providing support through a short term hostel and a Housing First service.)</p>
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5. Service Development – Proposed Actions 2015 -16, 2016-17 & 2017-18

All Supporting People projects are listed below with details of proposed actions for 2015-16, 2016-17 and 2017-18.

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
Women experiencing Domestic Abuse				
BAWSO Domestic Abuse Floating Support Project Provider: BAWSO A project for vulnerable people who have domestic violence related support needs.	Floating Support 6 - 24 Months Min SUs: 2 FTE: 0.2	Implement second phase of remodelling plans for Domestic Abuse services in Denbighshire.		
GWA Domestic Abuse FS Provider: GWA A project for vulnerable people who have domestic violence related support needs.	Floating Support 6 - 24 Months Min SUs: 10 FTE: 1.3			
GWA Refuge Provider: GWA To provide refuge to women and their children who are experiencing physical, mental, emotional, financial or sexual abuse. The refuge has one unit of accommodation suitable for disabled access.	Supported Housing < 6 Months Min SUs: 5 FTE: 2.5			
Hafan Cymru Floating Support Project Provider: Hafan Cymru A project for vulnerable people who have domestic violence related support needs.	Floating Support 6 - 24 Months Min SUs: 8 FTE: 1			
Hafan Cymru Rhyl Cluster Provider: Hafan Cymru A project for homeless families. Key areas of support include: Emotional, health & wellbeing, financial management, social involvement, learning and employment choices, basic skills, children, home management, their future i.e. housing - move on. (1 unit is partially adapted for 1 disabled person).	Supported Housing < 6 Months Min SUs: 5 FTE: 2.5			
Hafan Cymru Supported Housing Project Provider: Hafan Cymru A project for vulnerable people who have domestic violence related support needs.	Supported Housing < 6 Months Min SUs: 3 FTE: 1.5			

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
NDDAS - Refuge Provider: NDDAS To provide refuge to women and their children who are experiencing physical, mental, emotional, financial or sexual abuse.	Supported Housing < 6 Months Min SUs: 3 FTE: 1.5			
NDDAS DA FS Project Provider: NDDAS A project for vulnerable people who have domestic violence related support needs.	Floating Support 6 - 24 Months Min SUs: 4 FTE: 0.5			

Men experiencing Domestic Abuse

NDDAS - Refuge Provider: NDDAS To provide refuge for people (including men) who are experiencing physical, mental, emotional, financial or sexual abuse and cannot access communal refuge provision.	Supported Housing < 6 Months Min SUs: 2 FTE: 1	Implement second phase of remodelling plans for Domestic Abuse services in Denbighshire.		
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People with Learning Disabilities

Anheddau Provider: Anheddau Cyf A low level support project specifically for two service users who have a learning disability and require continuing support.	Floating Support > 24 months Min SUs: 2 FTE: 0.2			
DCC Adult Placement Scheme Provider: DCC	Floating Support > 24 months Min SUs: FTE:			
DCC LD Community Living - O/T Support Provider: DCC Adult & Business Services	Floating Support > 24 months Min SUs: 39 FTE: 1	Consider the future of this role in light of the review findings of DCC LD Community Living.		

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
DCC Learning Disabilities Purchasing Team Provider: DCC	Supported Housing > 24 months Min SUs: 39 FTE:	As identified in scrutiny report 24/06/13, Adult Services to continue to reduce overall funding year on year. Subject to review findings, consider redeploying funding to develop a small supported housing project for people with a diagnosis of high functioning autistic spectrum disorder.		
Keyring Denbighshire Provider: Keyring Ltd A project for people with diagnosed learning disabilities, autistic spectrum disorder, Asperger's syndrome, acquired brain injury or other similar needs.	Floating Support 6 - 24 months Min SUs: 18 FTE: 1.9			
Street Cred Provider: Cymryd Rhan A project for people aged 18 or over with learning difficulties or low level learning disabilities, with the focus on those who are likely to dip in and out of statutory services at times of difficulty or crisis.	Floating Support 6 - 24 months Min SUs: 5 FTE: 0.9			

People with Mental Health Issues

ABBA Provider: Cymryd Rhan A project for people who are experiencing early signs of dementia, and who could potentially experience difficulties in maintaining their independence due to memory problems, depression, psychosis or similar problems.	Floating Support 6 - 24 months Min SUs: 20 FTE: 1.9			
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Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
<p>ACTS Provider: Hafal Ltd A project for people with mental health needs aged 18 or over who have diagnosed mental health needs are accessing secondary mental health services.</p>	<p>Floating Support 6 - 24 months Min SUs: 12 FTE: 2.4</p>			
<p>CAIS MH support 'Gracelands' Provider: CAIS Ltd One unit of low level/ongoing support for a service user with long term mental health and substance misuse needs and a high risk of homelessness.</p>	<p>Floating Support > 24 months Min SUs: 1 FTE: 0.3</p>	<p>Subject to review findings, consider remodelling CAIS FS, Move On, Graceland & possibly OFA into one flexible project.</p>		
<p>Four Walls Provider: Hafal A project for people with mental health needs who are either homeless or threatened with homelessness. This service is for people who are not receiving secondary mental health services, but who may be receiving primary care. The project will also support people who are identified as having mental health needs through a homeless assessment.</p>	<p>Floating Support 6 - 24 months Min SUs: 8 FTE: 1.8</p>			
<p>Hafan Cymru Mental Health single sex environment Provider: Hafan Cymru A project for vulnerable single females with no dependent children who are resident in Denbighshire and who have mental health needs.</p>	<p>Floating Support 6 - 24 months Min SUs: 4 FTE: 0.9</p>			
<p>Mental Health Homeless Supported Housing - Hafal Provider: Hafal A project in North Denbighshire providing accommodation and support to homeless people with mental health needs who are not accessing mental health services. Includes a core house for 4 service users with 24hr support and a cluster of four nearby properties for individuals ready to leave the core house.</p>	<p>Supported Housing 6 - 24 months Min SUs: 8 FTE: 6.1</p>			
<p>MIND Supported Housing Provider: Vale of Clwyd MIND A project for people with enduring mental health needs who are engaged with secondary mental health services and living in specific Vale of Clwyd Mind properties.</p>	<p>Supported Housing > 24 months Min SUs: 19 FTE: 0.5</p>			

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
Grwp Cynefin Phase 1 & 2 (MH High & Low Level) Provider: Grwp Cynefin A project for people with mental health issues. A higher level of support is initially provided for 7 tenants. A further 4 low level support spaces are made available for those who are ready to move to a lower level of support.	Floating Support 6 - 24 months Min SUs: 11 FTE: 0.9	Subject to review findings, consider remodelling Phases 1 & 2 into one flexible project with reduced funding.		
Ty Mor Provider: CMHT A hybrid supported accommodation and floating support service for people who have diagnosed mental health needs and are accessing secondary mental health services.	Supported Housing > 24 months Min SUs: 10 FTE: 3.4			
New MH FS Worker Provider: tbc A flexible project for people with complex, multiple needs including high level mental health needs.	Floating Support 6 - 24 months Min SUs: 5 FTE: 1	New project not yet commissioned. If progressed, to develop from existing resources.		

People with Substance Misuse Issues (Alcohol)

OFA Provider: CAIS Ltd A project for vulnerable single people and couples over 25 who have alcohol related support needs.	Floating Support 6 - 24 months Min SUs: 8 FTE: 1.4	Subject to review findings, consider remodelling CAIS FS, Move On, Graceland & possibly OFA into one flexible project.		
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People with Substance Misuse Issues (Drugs & Volatile Substances)

CAIS FS Provider: CAIS Ltd A project for vulnerable single people and couples over 25 who have substance misuse related support needs.	Floating Support 6 - 24 months Min SUs: 9 FTE: 1.7	Subject to review findings, consider remodelling CAIS FS, Move On, Graceland & possibly OFA into one		
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Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
CAIS Move-on Provider: CAIS Ltd A project for vulnerable single people and couples over 25 who have substance misuse related support needs. To contribute to reducing instability and contributing to a higher success rate with treatment and reducing the likelihood of relapse.	Supported Housing 6 - 24 months Min SUs: 5 FTE: 1.2	flexible project.		
Denbighshire Doorstop Project Provider: CAIS Ltd A project for vulnerable single people and couples over 25 who have alcohol or substance misuse related support needs.	Supported Housing 6 - 24 months Min SUs: 6 FTE: 1.4	Subject to review findings, consider opportunities for the regional or sub-regional commissioning of Doorstop supported housing.		

People with Criminal Offending History

Rhyl Flats Provider: Nacro A service for ex-offenders age 18+. The service aims to enable Service Users to successfully manage their tenancies, to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves.	Supported Housing 6 - 24 months Min SUs: 4 FTE: 0.9			
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People with Refugee Status

No projects		To consider regional or sub-regional project.		
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People with Physical and / or Sensory Disabilities

Gwilym Provider: H Roberts One unit of low level/ongoing support for a service user with a physical disability.	Supported Housing > 24 months Min SUs: 1 FTE: 0.1			
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Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
PDSI North Provider: DCC Adult & Business Services	Floating Support > 24 months Min SUs: FTE:			

People with Developmental Disorders (i.e. Autism)

No projects		Consider redeploying funding within the DCC LD allocation to develop a small supported housing project for people with a diagnosis of high functioning autistic spectrum disorder.		
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People with Chronic Illness (including HIV, Aids)

Body Positive Provider: Body Positive A regional project for people across north Wales with AIDS, HIV and related illnesses as well as identified accommodation support needs.	Floating Support 6 - 24 months Min SUs: 7 FTE:	Support Flintshire County Council to continue this regional project across 6 Authorities.		
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Young people who are Care Leavers

No projects - young people leaving care are able to access all generic Young People's support provision.				
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Young people with Support Needs (16 to 24)

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
<p>CAHA Y Dyfodol Phases 1 & 2 Provider: Clwyd Alyn HA Supported Housing for young people aged 16-25. The project consists of four phases and provides a range of safe & secure accommodation to vulnerable young single people with the aim of enabling and motivating individuals to take control of their lives and achieve independence.</p>	<p>Supported Housing 6 - 24 months Min SUs: 33 FTE: 9.7</p>	<p>Remodel to allow more flexible use of staffing, accommodation and resources across an even wider range of support intensities. This will vary from very low level 'move-on' accommodation to very high intensity support for young people with very high needs who are currently accommodated in licensed Bed & Breakfast premises. To consider proposals put forward by Clwyd Alyn to use additional bed spaces in Crescent Court</p>		
<p>Child Sexual Exploitation (CSE) Worker Provider: Barnardo's Cymru To work alongside current Supporting People providers who support young people from 16 years to 25 years of age who could be at risk of child sexual exploitation (CSE).</p>	<p>Floating Support 6 - 24 months Min SUs: 5 FTE: 1</p>	<p>Short term 2013-15 project only. Consider findings of this project and share learning with colleagues internally and regionally. Recommend that the project continue using other funding streams, as not SP eligible long-term.</p>		
<p>Denbighshire & Flintshire Night Stop Service Provider: Local Solutions An emergency accommodation service in recruited private households for vulnerable single young homeless people.</p>	<p>Supported Housing < 6 months Min SUs: 5 FTE: 1</p>	<p>Support Flintshire County Council to continue with this cross boundary project to the end of the contract.</p>	<p>Review contribution to this project.</p>	

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
<p>Denbighshire & Flintshire Supported Lodgings Provider: Local Solutions A supported accommodation service in recruited private households for vulnerable single young homeless people and young people leaving care between the ages of 16 and 21. Householders provide support to enable independent and sustainable living skills.</p>	<p>Supported Housing 6 - 24 months Min SUs: 9 FTE: 4.1</p>	<p>Support Flintshire County Council to continue with this cross boundary project.</p>	<p>Review contribution to this project.</p>	
<p>Hafan Cymru Young single people under 25 Provider: Hafan Cymru A project for vulnerable single people and couples aged under 25 with no dependent children.</p>	<p>Floating Support 6 - 24 months Min SUs: 5 FTE: 0.9</p>		<p>Remodel The Wallich Young People Generic Support and Hafan Cymru Young Single People Under 25 into a single floating support service for young people with reduced capacity and higher intensity.</p>	
<p>Symud Ymlaen Provider: Nacro A project for young people aged 16-25, the majority being either engaged with the Youth Justice Service or leaving Local Authority Care. The project includes a 24 hour staffed accommodation element.</p>	<p>Supported Housing 6 - 24 months Min SUs: 10 FTE: 2.7</p>			
<p>Grwp Cynefin 5 YP Provider: Grwp Cynefin A project for young single people age 16-25 to help them live independently and develop life skills in their new home.</p>	<p>Floating Support 6 - 24 months Min SUs: 5 FTE: 0.2</p>	<p>Subject to review findings, link Yr Hafod (Denbigh Young People Supported Housing) contract to help facilitate young people moving on to more independence</p>		

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
<p>Young People Generic Support Provider: The Wallich A project for vulnerable single people and couples aged under 25 with no dependent children.</p>	<p>Floating Support 6 - 24 months Min SUs: 5 FTE: 1</p>		<p>Remodel The Wallich Young People Generic Support with Hafan Cymru Young Single People Under 25 into a single floating support service for young people with reduced capacity and higher intensity.</p>	
<p>Yr Hafod (Denbigh Young People Supported Housing) Provider: Grwp Cynefin 24hour staffed Supported Housing for young people aged 16-25 from Denbigh and the surrounding area.</p>	<p>Supported Housing 6 - 24 months Min SUs: 6 FTE: 5.3</p>	<p>Subject to review findings, link to Tai Clwyd 5 YP to help facilitate young people moving on to more independence.</p>	<p>At the end of the current contract, review the service structure, model and specification.</p>	

Single Parent Families with Support Needs

<p>Hafan Cymru RYWP SH Provider: Hafan Cymru A project for vulnerable young women age 16-25, some of whom will be pregnant or already young mothers with babies.</p>	<p>Supported Housing 6 - 24 months Min SUs: 6 FTE: 1.4</p>	<p>Subject to review findings, consider remodelling RYWP and NEST into one project.</p>		
<p>NEST Provider: Nacro A project for vulnerable single parents age 16+ who are not involved with statutory services and who need time limited support to enable them to set up home, maintain a tenancy and live independently in the community.</p>	<p>Supported Housing 6 - 24 months Min SUs: 4 FTE: 0.9</p>			

Families with Support Needs

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
<p>Child Protection Family Support Provider: DCC Children & Family Services A project for families receiving statutory services in the areas of child protection and children in need as well as families identified as being in crisis and in urgent need of such services.</p>	<p>Floating Support 6 - 24 months Min SUs: 59 FTE: 9.5</p>	<p>Reduce staffing by not filling a long-term vacant post, allowing a reduction in funding of £20K per year.</p>		
<p>Hafan Cymru Families Generic (both genders) Provider: Hafan Cymru A project for vulnerable single people and couples with dependent children.</p>	<p>Floating Support 6 - 24 months Min SUs: 10 FTE: 1.9</p>	<p>Subject to review findings, remodel Hafan Cymru Families Generic and Young Families into a single project.</p>	<p>Consider remodelling The Wallich Vulnerable Families Generic Support with the remodelled Hafan Cymru Families service into a single floating support project for families.</p>	
<p>Hafan Cymru Young Families (under 25) Provider: Hafan Cymru A project for vulnerable single people and couples aged under 25 with dependent children.</p>	<p>Floating Support 6 - 24 months Min SUs: 10 FTE: 1.9</p>	<p>Subject to review findings, remodel Hafan Cymru Families Generic and Young Families into a single project.</p>	<p>Consider remodelling The Wallich Vulnerable Families Generic Support with the remodelled Hafan Cymru Families service into a single floating support project for families.</p>	
<p>Vulnerable Families Generic Support Provider: The Wallich A project for vulnerable single people and couples with dependent children.</p>	<p>Floating Support 6 - 24 months Min SUs: 10 FTE: 2</p>		<p>Consider remodelling The Wallich Vulnerable Families Generic Support with the remodelled Hafan Cymru Families service into a single floating support project for families.</p>	

Single people with Support Needs not listed above (25 to 54)

<p>Seashells Supported Housing Provider: Seashells Ltd A 24hr staffed project for vulnerable males aged over 25.</p>	<p>Supported Housing 6 - 24 months Min SUs: 4 FTE: 4.5</p>	<p>Implement previously agreed cost savings carried forward from 2014-15</p>		
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People over 55 years of age with Support Needs

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
Abbeyfield - Ongoing Warden Support Provider: Abbeyfield Wales Tenure specific sheltered housing.	Sheltered Housing > 24 months Min SUs: 23 FTE:	Remodel as a single tenure neutral service with one flexible block contract for all Abbeyfield houses.		
Clwyd Alyn HA - Ty Gwylfa and Llys Erw Provider: Clwyd Alyn HA Tenure specific sheltered housing.	Sheltered Housing > 24 months Min SUs: 37 FTE: 1	Remodel as tenure neutral		
Denbighshire Supporting Independent Living (SIL) Provider: DCC Housing Tenure neutral sheltered housing.	Sheltered Housing > 24 months Min SUs: 1218 FTE: 16.6	To continue to work with DCC Housing in implementing this model of support		
Extracare Provider: DCC Adult & Business Services A time limited low level housing related support service for vulnerable older people who currently live in one of three Extracare schemes across Denbighshire and who need support to regain or maintain their independence.	Floating Support > 24 months Min SUs: 10 FTE: 1	To evaluate new service and use learning to inform plans for group support in other areas		
Grwp Cynefin - Wynnes Parc, Llys Y Faner & Outreach Provider: Grwp Cynefin Tenure specific sheltered housing.	Sheltered Housing > 24 months Min SUs: 20 FTE:	Remodel as tenure neutral		

Generic Floating support to prevent homelessness

Beginnings Floating Support Project Provider: Clwyd Alyn HA A project for people over 25 without dependent children	Floating Support 6 - 24 months Min SUs: 40 FTE: 2.5	Subject to further review findings, remodel Beginnings, Denbighshire Generic FS and Rhyl Coastal	Consider further remodelling into generic regional floating support project across Conwy, Denbighshire, Flintshire, Wrexham & Powys in line with CAHA proposal.
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Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
CAHA Denbighshire Generic Floating support Provider: Clwyd Alyn HA Services for clients who may need some extra help in maintaining their tenancies.	Floating Support 6 - 24 months Min SUs: 6 FTE: 0.9	Strip to make one project.		
CAHA Rhyl Coastal Strip & Community Support Provider: Clwyd Alyn HA Services for clients who may need some extra help in maintaining their tenancies.	Floating Support 6 - 24 months Min SUs: 14 FTE: 0.9			
GIFT Floating Support Service Provider: The Wallich A project for people who have presented as homeless to the Denbighshire Homelessness Team, including provision for families, the over-25s, young people and those with particularly high needs. Support is allocated without regard to tenure or statutory considerations (e.g. intentionality).	Floating Support 6 - 24 months Min SUs: 60 FTE: 8.3			
Reablement Provider: DCC Adult & Business Services	Floating Support < 6 months Min SUs: FTE:	Reduce and remodel funding to contribute to a new multi-disciplinary team supporting young people with Complex Disabilities to settle and live more independently in the community.		
Rhyl Resettlement Project Provider: Nacro A tenure neutral project in the Rhyl area enabling Service Users to manage their tenancies, identify areas of concern and develop skills to deal with issues for themselves.	Floating Support < 6 months Min SUs: 8 FTE: 0.8	Implement new No Second Night Out project (see Nightshelter below)		
Grwp Cynefin FS and General Needs Provider: Grwp Cynefin Support for individual Grwp Cynefin tenants in Denbighshire to deal with tenancy issues e.g. rent arrears and antisocial behaviour.	Floating Support 6 - 24 months Min SUs: 2 FTE: 0.1			

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
<p>Welfare Reform Provider: DCC Housing Services A short-term project for people who live in Denbighshire County Council housing and are threatened with homelessness as a result of changes to Welfare Benefits.</p>	<p>Floating Support < 6 months Min SUs: 10 FTE: 1</p>	<p>Short term 2014-15 project only.</p>		
<p>Men In Sheds Provider: DCC Adult & Business Services A temporary Co-ordinator to work to set up a 'Men in Sheds' project in Rhyl with the aim of expanding across the county and becoming self sustaining.</p>	<p>Floating Support < 6 months Min SUs: 10 FTE: 0.8</p>	<p>Short term 2013-15 project only. Use learning from this project to inform plans for group support in other areas.</p>		
<p>Outreach Worker Pilot Provider: The Wallich A combined support and information gathering project to engage with and gather data on 'hard to reach' groups.</p>	<p>Floating Support < 6 months Min SUs: 5 FTE: 1</p>	<p>Short term 2014-15 project only. Use learning from this project to inform new No Second Night Out project. Consider sub-regional Outreach Worker pilot in collaboration with Wrexham.</p>		
<p>Case Worker (CDA) Provider: DCC Adult & Business Services A short term project for people who are potentially threatened with homelessness or loss of independence and who need support in identifying and maintaining appropriate learning, volunteering or employment opportunities.</p>	<p>Floating Support < 6 months Min SUs: 5 FTE: 0.9</p>	<p>Short term 2014-15 project only.</p>		
<p>Single Pathway Project Provider: DCC Adult & Business Services To work with Supporting People service providers, statutory services and other key stakeholders to manage complex referrals through the single pathway, to coordinate multi-agency complex case meetings and to support those with complex needs in a way that enables them to maximise their independence and access opportunities.</p>	<p>Floating Support < 6 months Min SUs: 120 FTE: 2</p>	<p>Reduce funding by one FTE. Build links with internal and other key services, e.g. Single Point of Access, Children and Families Support Gateway, Team Around the Family, Families First.</p>		

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
Housing Options Provider: DCC Housing Services A time-limited, flexible Housing Options Support service to support people who have presented as homeless or potentially homeless.	Floating Support < 6 months Min SUs: 10 FTE: 1	Short term 2014-15 project only.		

Alarm services

Abbeyfield - Alarms Provider: Abbeyfield Wales Alarm services	Alarm services > 24 months Min SUs: 23 FTE: n/a	To discuss with provider possibility of reducing funding to monitoring only, following agreement that maintenance is a Housing Benefit eligible charge.		
Clwyd Alyn HA - Sheltered Alarms Provider: Clwyd Alyn HA Alarm services	Alarm services > 24 months Min SUs: 76 FTE: n/a			
Denbighshire Warden & Alarm Services Provider: DCC Housing Alarm services	Alarm services > 24 months Min SUs: 1218 FTE: n/a	Reduce funding to monitoring only, following agreement that maintenance is a Housing Benefit eligible charge.		
Gorwel Newydd (Alarms) Provider: DCC Provider unit Alarm services	Alarm services > 24 months Min SUs: 59 FTE: n/a	To discuss with provider possibility of reducing funding to monitoring only, following agreement that maintenance is a Housing Benefit eligible charge.		
Llys Awelon - Alarms Provider: DCC Provider Unit Alarm services	Alarm services > 24 months Min SUs: 22 FTE: n/a			
Nant y Mor - Alarms Provider: DCC Provider Unit Alarm services	Alarm services > 24 months Min SUs: 59 FTE: n/a			

Project	Type	Action 2015-16	Action 2016-17	Action 2017-18
Grwp Cynefin - Alarms Provider: Grwp Cynefin Alarm services	Alarm services > 24 months Min SUs: 81 FTE: n/a	To discuss with provider possibility of reducing funding to monitoring only, following agreement that maintenance is a Housing Benefit eligible charge.		
Telecare Provider: DCC Adult & Business Services Alarm services	Alarm services > 24 months Min SUs: 166 FTE: n/a	To discuss with service possibility of reducing funding to monitoring only, following agreement that maintenance is a Housing Benefit eligible charge.		
Wales & West HA Provider: Wales & West HA Alarm services	Alarm services > 24 months Min SUs: 25 FTE: n/a	To discuss with provider possibility of reducing funding to monitoring only, following agreement that maintenance is a Housing Benefit eligible charge.		

Expenditure which does not directly link to the spend plan categories above

Night Shelter Provider: Nacro Emergency overnight accommodation for people age 18 & over available from 5pm to 9:00am seven days per week. Service users are referred to the Resettlement team for medium and long-term housing and support needs.	Supported Housing < 6 months Min SUs: 8 FTE: 2.4	Decommission current Rhyl Resettlement and Nightshelter services and reallocate funding into the provision of a more responsive and flexible new service for rough sleepers based on the No Second Night Out model.		
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6. Equality Impact Assessment

6.1. What type of proposal / decision is being assessed?

A strategic or service plan

6.2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

The Supporting People Local Commissioning Plan considers the housing-related support services required to meet the needs of vulnerable people residing within the county for the period 1st April 2015 to 31st March 2018.

6.3. Does this proposal / decision require an equality impact assessment?

Yes. An equality impact assessment is required to consider the potential for the Supporting People Local Commissioning Plan to impact on local people and other stakeholders in order to prevent discrimination or harassment and promote equality and fairness, particularly concerning the protected characteristics described in the Equality Act 2010: i.e. age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

6.4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

We all need somewhere to live and most people in our community live independently, usually in a house or a flat. However some are unable to do so and housing related support enables people to live within the community with some degree of independence.

The updated Supporting People Programme Grant (SPPG) Guidance (issued June 2013) requires local authorities to produce Local Commissioning Plan (LCP) which replaces the previous Operational Plan and gives a summary of the Council's commissioning intentions.

Following the Welsh Government's aim to redistribute SP funding across Wales, Denbighshire's grant was cut in 2012-13, 2013-14 and 2014-15. It is anticipated that Welsh Government will announce further cuts to the Supporting People budget of at least 5% in each of 2015-16, 2016-17 and 2017-18. Denbighshire's SP Team has so far managed these reductions without significant impact on frontline support services. This Local Commissioning Plan has been written with the intention to continue to manage cuts in a way that minimises their effect on the people who use our services. It is important to ensure that this is carried out in a fair and equitable manner which includes consideration of the likely impact

This plan was developed in consultation with:

- A significant number of service user groups representing a broad range of the people who use Supporting People services.
- The Denbighshire Supporting People Provider Forum
- Denbighshire's multi agency Supporting People Planning Group
- Denbighshire County Council colleagues, including Housing Services and Adult and Children & Families Social Services
- Other stakeholders including the Community Safety Partnership, the Children, Young People and Families Partnership, the Older People's Reference Group, the Learning Disabilities Strategic Planning Group, the Mental Health Planning Group, Substance Misuse Action Team / Area Planning Board, The Domestic Abuse Forum and others.

Meetings were held with individual service provider organisations affected by specific proposals. The Final Plan was submitted for comment or approval to Denbighshire County Council's Communities Scrutiny Committee and Cabinet as well as to the North Wales Supporting People Regional Collaborative Committee.

The plan has been drafted with reference to Denbighshire's Wellbeing Plan and the Council's Corporate Priorities and Strategic Equality Plan.

The nature and scope of Supporting People Commissioning necessarily involves consultation with and consideration of the needs of a wide range of vulnerable people, many of whom experience discrimination. The majority of Supporting People support providers are voluntary/third sector organisations committed to provide not only services, but also advocacy and representation for a broad spectrum of vulnerable people. The wide remit of the Supporting People programme necessitates engagement with multi-sectorial strategic groups and bodies which themselves number among their membership representatives of service users and carers, voluntary/third sector organisations and statutory service providers.

Regional needs mapping forms are routinely collected by Supporting People Teams across all six North Wales counties to gather data on ethnicity, nationality, preferred language, religion, disability, carers, gender reassignment and sexual orientation in order to monitor equal access to services.

6.5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

This plan is intended to set out proposals to manage the planned cuts to supporting People funding in a way which minimises the negative impact on vulnerable people as far as possible. The services listed in the plan support people with all of the protected characteristics:

- People experiencing Domestic Abuse

- People with Learning Disabilities
- People with Mental Health Issues
- People with Alcohol Issues
- People with Substance Misuse Issues
- People with Criminal Offending History
- People with Refugee Status
- People with Physical and / or Sensory Disabilities
- People with Developmental Disorders
- People with Chronic Illness
- Young people who are Care Leavers or who have Support Needs
- Families with Support Needs
- Older people with Support Needs

The people listed will almost inevitably fall into one or more of the protected characteristics. Explicit examples of this include

- Services for Young People & Older People - Age
- Mental Health projects - Disability
- Community Living Schemes - Disability
- Women's/Men's Refuges - Sex

People from all protected characteristic groups access housing related support services. While the plan presents severe challenges to commissioners, administrators and providers, the approach taken to protecting front line services will benefit all service users.

Data on protected characteristics has been collected via the needs mapping process (see tables below). This will be reviewed to identify changes and trends. In this way we will continue to monitor the impact of changes arising from the implementation of successive Local Commissioning Plans. This will inform our assessment of the potential impact of planned changes going forward.

Ethnicity:	2012-13		2013-14	
A. White	994	82.6%	1017	84.5%
B. Mixed	17	1.4%	5	0.4%
White & Asian	3	0.2%	2	0.2%
White & Black African	3	0.2%		
White & Black Caribbean	7	0.6%	2	0.2%
Other	4	0.3%	1	0.1%
C. Asian or Asian British	5	0.4%	11	0.9%
Indian	1	0.1%	2	0.2%
Pakistani	2	0.2%	2	0.2%
Chinese			1	0.1%
Other	2	0.2%	6	0.5%
D. Black or Black British	3	0.2%	9	0.7%
African	1	0.1%	5	0.4%
Caribbean	2	0.2%	2	0.2%
Other			2	0.2%
E. Other Groups	3	0.2%	3	0.2%
Arab			1	0.1%
Gypsy / Traveller	2	0.2%	1	0.1%
Other	1	0.1%	1	0.1%

Nationality	2012-13		2013-14	
British	187	15.5%	263	21.8%
English	401	33.3%	409	34.0%
Irish	5	0.4%	11	0.9%
N Irish	4			
Scottish	12	1.0%	15	1.2%
Welsh	237	19.7%	236	19.6%
Other	15	1.2%	20	1.7%

Religion	2012-13		2013-14	
Buddhist			2	0.2%
Christian	137	11.4%	119	9.9%
Hindu	3	0.2%	2	0.2%
Muslim	2	0.2%	5	0.4%
None	378	31.4%	452	37.5%
Other	35	2.9%	32	2.7%

Language	2012-13		2013-14	
Welsh	15	1.2%	25	2.1%
English	827	68.7%	855	71.0%
BSL	1	0.1%	1	0.1%
Arabic			2	0.2%
Chinese			1	0.1%
German	1	0.1%	1	0.1%
Lithuanian	1	0.1%		
Nepalese			1	0.1%
Polish	5	0.4%	4	0.3%
Thailand			1	0.1%
Urdu			1	0.1%

Disability	2012-13		2013-14	
Mobility impairment	72	6.0%	79	6.6%
Sight impairment	19	1.6%	22	1.8%
Hearing impairment	19	1.6%	23	1.9%
Dexterity impairment	13	1.1%	15	1.2%
Learning difficulty	70	5.8%	71	5.9%
Mental health	198	16.4%	253	21.0%
Other impairment	25	2.1%	37	3.1%

Carer	2012-13		2013-14	
Yes	22	1.8%	30	2.5%

Gender Same as at Birth	2012-13		2013-14	
No	11	0.9%	7	0.6%

Sexual Orientation	2012-13		2013-14	
Heterosexual	642	53.3%	605	50.2%
Gay or Lesbian	13	1.1%	13	1.1%
Bi-sexual	2	0.2%	12	1.0%
Prefer not to say	47	3.9%	72	6.0%

6.6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

It is not anticipated that the proposals outlined in this plan will have any disproportionate negative impacts on any of the protected characteristics.

The plan was consulted on widely in an endeavour to identify any unanticipated negative impact.

6.7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.

The plan was/will be consulted on widely as outlined in point 6.4 above. Responses to consultation related to negative impacts will be listed below. Any further actions will be detailed in the table at point 6.8 below.

6.8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

Action	Owner	By When
6.8.1.		

6.9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date	31 st March 2016
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Name of Lead Officer for Equality Impact Assessment	Date
Gary Major, Supporting People Planning & Service Development Officer	

DENBIGHSHIRE SUPPORTING PEOPLE LOCAL COMMISSIONING PLAN

7. Spend Plan 2015-16

Local Authority Spend plan 2015-16																	
Region :	North Wales										*The Total SPPG must not exceed the Annual Allocation*						
Local Authority :	Denbighshire County Council																
Grant Allocation :																	
Client Spend Category (The category to which the service is primarily focused)	Previous year Total units from spend plan	Previous year Total cost from spend plan	Service Type												Local Authority Contribution	Total Units (ex LA cont.)	Total (ex LA cont.)
			Fixed Site (Accommodation Based)						Floating (Community Based)								
			Client Units	Less than 6 Months	Client Units	6 - 24 Months	Client Units	24 Months plus	Client Units	Less than 6 Months	Client Units	6 - 24 Months	Client Units	24 Months plus			
			Num bers	£	Num bers	£	Num bers	£	Num bers	£	Num bers	£	Num bers	£	£	Num bers	£
Women experiencing Domestic Abuse																	
Men experiencing Domestic Abuse																	
People with Learning Disabilities																	
People with Mental Health Issues																	
People with Substance Misuse Issues (Alcohol)																	
People with Substance Misuse Issues (Drugs & Volatile Substances)																	
People with Criminal Offending History																	
People with Refugee Status																	
People with Physical and / or Sensory Disabilities																	
People with Developmental Disorders (i.e. Autism)																	

Client Spend Category	Previous year Total units from	Previous year Total cost from spend plan	Service Type												Local Authority Contribution	Total Units (ex LA cont.)	Total (ex LA cont.)
			Fixed Site (Accommodation Based)						Floating (Community Based)								
			Client Units	Less than 6 Months	Client Units	6 - 24 Months	Client Units	24 Months plus	Client Units	Less than 6 Months	Client Units	6 - 24 Months	Client Units	24 Months plus			
People with Chronic Illness (including HIV, Aids)																	
Young people who are Care Leavers																	
Young people with Support Needs (16 to 24)																	
Single Parent Families with Support Needs																	
Families with Support Needs																	
Single people with Support Needs not listed above (25 to 54)																	
People over 55 years of age with Support Needs																	
Generic Floating support to prevent homelessness																	
Alarm services																	
Expenditure which does not directly link to the spend plan categories above																	
TOTALS																	

Glossary: This list is intended to help you understand the language of Supporting People.

Local Authority (LA)	The local authority which receives the Supporting People Grant and administers contracts for Supporting People services through the Supporting People team.
BME	Black Minority Ethnic
Commissioning	Arrangements for the tendering, contracting, monitoring and review of providers who deliver a service.
Client Group	A category, such as 'people with learning difficulties' used to help the Supporting People team monitor who is accessing services, and identify where there is need for new services. There are 12 identified client groups within Wales.
Cross boundary issues	This term is used to highlight the need for local authorities to discuss the provision of services that serve the needs of Supporting People eligible clients who may, for whatever reason, move between local authority areas.
Floating Support	This type of support is 'allocated' to the person, not the property and can follow a service user if they move to another address.
Generic	A worker or service which can support service users across all "lead need" groups without differentiating on the grounds of age, gender or lead need
Housing Related Support	Support specifically aimed at helping people to establish themselves, or stay in their own homes. Examples of housing related support include helping people learn to: manage their money, apply for benefits, keep their home secure, and access other services.
Needs Mapping Exercise	The NME is a mechanism to gather demographic information as well as individual support needs information and has assisted the Local Authority to assess the level of unmet need in the area, and on that basis decide what housing and support is required to meet that need.

Service Provider	An agency that provides services to people living in supported accommodation and older person's services. This may include housing associations, local authorities, and voluntary sector or private sector bodies.
Registered Social Landlord (RSL)	A non-profit-making voluntary group, generally a Housing Association, formed to provide affordable housing.
Service Review	A service review examines the support provided to see if it is good quality support, if it gives value for money and if there needs to be any changes. The Monitoring Officer also consults services users and staff to find out their views of the service. The aim of these visits is to work with providers to improve the quality of services in Denbighshire.
Sheltered Housing	Housing specifically for older and/or disabled people. Includes a block or group of houses with resident or visiting warden, and individual houses, bungalows and flats which receive support from a mobile warden or community alarm service.
Supporting People Planning Group	In Denbighshire, the Planning group is made up of representatives from all of the partners involved in Supporting People, such as Housing, Social Services, Health and Probation. This group looks at the existing supply of supported housing and identifies areas where there is a need for new services.
Supporting People programme	The programme came into effect on 1 st April 2003, and pays for all services providing housing related support. Services are monitored on their quality, performance and cost.
Support Provider	The organisation providing housing-related support services paid for by Supporting People. Organisation types include Registered Social Landlords, voluntary sector organisations, local authorities, charities and the private sector.
Support Service	A service eligible for funding through Supporting People. This could include advice on maintaining a tenancy, help with filling in forms, help with keeping accommodation safe and secure, etc.
Void	The period when a unit of supported housing accommodation is unoccupied.
WG	Welsh Government