

Denbighshire County Council Supporting People Local Commissioning Plan 2016-19

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Introduction

What is Supporting People?

Supporting People is a Welsh Government Programme which provides housing related support services to vulnerable people over the age of 16. It enables them to live independently in the community and avoid the risk of becoming homeless.

What is Housing related support?

Housing related support is provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible. Housing related support can include help and advice with:

- Developing life and domestic skills
- Budgeting and managing money
- Accessing other services and opportunities
- Establishing safety and security

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, pro-active and responsive solutions**
- ❖ **Transparency**
- ❖ **Outcomes focus**

Strategic Priorities

The Supporting People Programme aims to support vulnerable people to live as independently as possible by providing housing-related support services. It is focused on early intervention by preventing homelessness or a move to higher dependency institutional settings where possible, which can often result in savings to other front-line services such as social care, health and criminal justice. The Programme must therefore remain up-to-date with recent trends and developments both locally and nationally in order to remain relevant and cost-effective to other services.

There are significant legislative and policy changes affecting Supporting People, along with continued economic pressures not only on Supporting People but on wider public services. It is therefore imperative that we focus our efforts to ensure the services we deliver remain strategically relevant and take advantage of opportunities to streamline our work through increased collaboration with key partners.

Denbighshire Supporting People's current strategic priorities are:

1. Managing the ongoing budget cuts

The provisional Welsh Government budget for 2016-17 has highlighted there will be no reduction to the Supporting People budget in comparison with 2015-16. Denbighshire Supporting People have yet to receive notification of the Denbighshire allocation for 2016-17 and so it is still unclear whether cuts relating to the redistribution of Supporting People funding nationally will be applied. If these cuts are applied, this would mean a 5% reduction to the Denbighshire Supporting People budget. However, by working with providers throughout the year, we have been able to identify this level of savings and we do not expect to have to apply any further cuts to current contracts, other than those agreed and notified already.

It is expected that Supporting People will continue to face additional cuts in subsequent years as a result of reduced public spending nationally. The Denbighshire Supporting People budget has been reduced by 21.5% (£1.5 million) between 2012 and 2016, with a further 10% minimum cuts expected by 2018. Denbighshire Supporting People will continue to seek to mitigate these cuts as far as possible through careful planning and negotiation with service providers

and other stakeholders locally and regionally. However, the scale of the cuts requires some services to be decommissioned despite being assessed as strategically relevant; this will be carried out using the Denbighshire Supporting People Decommissioning Strategy.

2. Implementation of Housing (Wales) Act 2014 and Social Services & Well-being (Wales) Act 2014

The implementation of these two acts are likely to have a substantial impact on Supporting People. Both have a heavy focus on early intervention where people need support to live independently, which aligns well with Supporting People's key aim of preventing homelessness through early intervention, therefore it is anticipated there will be increased demand on our services.

Denbighshire Supporting People have already begun to work more closely with colleagues within the Homelessness Team and Social Services to support the implementation of these two acts within Denbighshire. Whilst there may be increased pressure on our services, it is anticipated that working more closely together will generate efficiencies.

3. Contributing to the Tackling Poverty Agenda

In 2014, Supporting People along with Housing and Homelessness was incorporated into the Communities and Tackling Poverty Ministerial portfolio. Welsh Government have highlighted the opportunities for greater links to be forged between Supporting People and the Tackling Poverty programmes Communities First, Families First and Flying Start.

Denbighshire Supporting People have begun to make links with these programmes locally and will explore opportunities to reduce duplication and strengthen the support delivered to vulnerable people through joint commissioning. North Wales Supporting People are also represented at the recently established National Supporting People Outcomes Group, which is exploring the potential for a joint outcomes framework across the four programmes.

4. Closer regional collaboration

The establishment of the North Wales Supporting People Regional Collaborative Committee (RCC) in 2012 has enabled a strategic overview of developments that affect Supporting People both locally and regionally through improved information-sharing. This presents opportunities for closer regional working between Supporting People Teams across North Wales, which presents an additional opportunity for making efficiency savings.

Denbighshire Supporting People are already engaged with a small number of regional and sub-regional projects and are exploring further opportunities for regional and sub-regional commissioning where appropriate. Supporting People Teams across the region are also working closely together to adopt standardised paperwork and processes, which will deliver time and cost savings to both Supporting People Teams and service providers who work across more than one authority.

Whilst working on these priorities, Denbighshire Supporting People will continue to be informed by local and national factors, including those already referenced above and:

- Equality considerations, including Denbighshire's Strategic Equality Plan and Welsh Language Scheme
- Corporate guidance, including Denbighshire's Corporate Plan 2012-17, the Wellbeing Plan 2014-2018 (Single Integrated Plan) and the Supporting Independence in Denbighshire agenda
- National guidance, including the Supporting People Programme Grant Guidance 2013, the Ten Year Homelessness Plan for Wales 2009-2019 and the Standards for Improving the Health and Well-being of Homeless People and Specific Vulnerable Groups 2013
- Developments in key areas of Health, Social Care, and Criminal Justice such as the new Probation arrangements in England and Wales

Need, Supply and Service Gaps

Need and supply

A range of data is used to identify need, assess current provision and shape future development of Supporting People services.

Needs mapping forms are completed for everyone who is identified as having housing-related support needs, with the data recorded whether a referral is taken forward or not. A regional form has been in operation since 2012, providing three years of comparable data for all six North Wales authorities. The needs mapping data helps to identify any shifting trends in the demography and specific needs of those requiring housing-related support, which may require services to be remodelled.

Regular quantitative and qualitative monitoring of Supporting People-funded projects is carried out throughout the year, which informs full service reviews that take place every three years. Monitoring data verifies demand for the project and assesses value for money, quality of the service, compliance against the contract, and identifies areas for improvement.

It is noted that all projects are different which makes it challenging to compare like-for-like or introduce benchmark measurements. However, given the year-on-year reductions to the Supporting People Programme Grant allocation, it is necessary to determine which projects are higher priorities to fund. Denbighshire Supporting People have designed a Strategic Priority To Fund (SPTF) matrix to assess both the performance and strategic relevance of a project using only data that can be appropriately compared. Denbighshire Supporting People will use the SPTF as an initial indicator of a project's priorities to begin discussions on remodelling or decommissioning services to ensure the grant continues to be used effectively to provide high quality value for money support services.

There continues to be significant demand for Supporting People services within Denbighshire at a challenging time of national economic austerity with heavy cuts to public services impacting greatly upon communities and individuals, particularly those most vulnerable. Supporting People services are funded to support over 1 300 service users at any one time (excluding Alarms). In 2014/15, almost 2500 vulnerable individuals and families received housing-related support through Supporting People services in Denbighshire alone. This highlights the hidden problem of homelessness when compared with the number of people accepted as homeless and having a full duty owed to them by the statutory homelessness team within Denbighshire –

90 in 2014/15 (illustrated in Graphic 1). It also clearly indicates the value of the work of Supporting People services, who work to prevent vulnerable people reaching a situation where they have to present to statutory homelessness services, and also pick up a number of those who make enquiries and/or are ineligible for statutory homelessness support.

Graphic 1 – Hidden Problem of Homelessness
(each figure represents 10 people)

Number of people eligible for statutory homelessness assistance in 2014/15.....



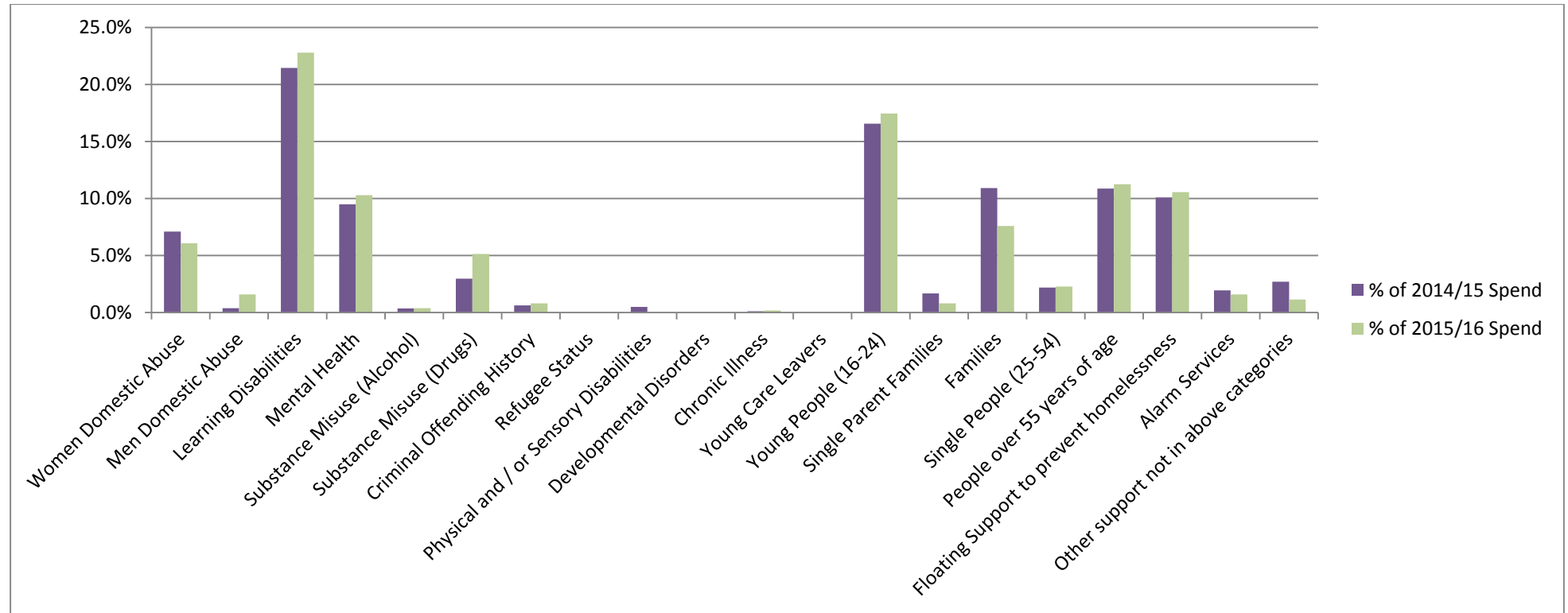
Number of people supported by Supporting People services in 2014/15.....



Whilst we have managed a significant 10.4% cut to the 2015-16 budget, no client group has been disproportionately affected with the percentage share of total spend remaining similar from 2014-15 to 2015-16 with no variance higher than +/- 3.3%

(see Graph 1). Where there is a significant increase or decrease in proportion of total spend, this has been the result of remodelling with little, if any, change to the number of service users supported.

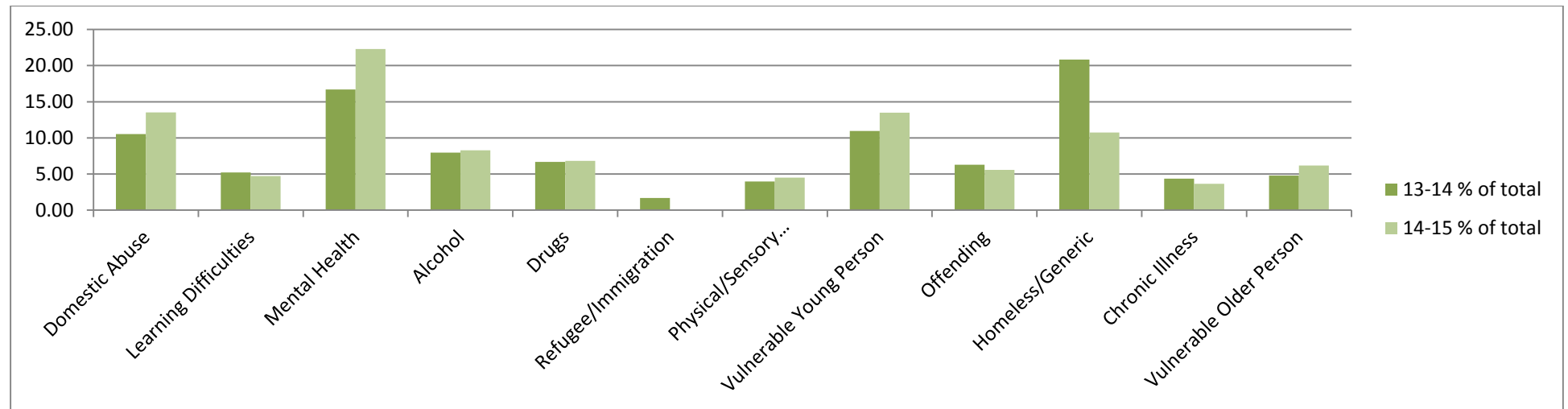
Graph 1 - Comparison of 2014/15 & 2015-16 Spend



Support needs reported in 2014-15 through the needs mapping exercise are following a similar trend to 2013-14 (see Graph 2), with rises in the proportion of forms reporting both domestic abuse and mental health related support needs. There has also been a rise in the proportion of forms specifying needs relating to being young and vulnerable. The sharp fall in the proportion of forms reporting homelessness as a need is highly likely to be due to the Welsh Government spend category changing from 'Homelessness' to 'Generic', which lacks clarity, however it is still reported as the 4th highest need. The top

four needs of mental health, domestic abuse, vulnerable young person and homelessness/generic have all had their budgets protected or increased in 2015-16.

Graph 2 - Comparison of 2013/14 & 2014/15 Support Needs Identified



There is a shift in personal and household characteristics from previous years, with a fall in the proportion of young people, couples and families presenting for support and a corresponding rise in the proportion of single people with no dependent children. There has also been a continuing increase in the proportion of females requiring support, rising in the last two years from 53% in 2012-13 to 60% in 2014-15.

The reason for homelessness has shifted slightly with a fall in the proportion of people receiving a notice of eviction and a corresponding rise in the proportion of people with mortgage or rent arrears. Whilst the change in numbers is small, it may be an indicator of the impact of the so-called ‘bedroom tax’ causing people to fall into arrears.

There are a number of changes to the needs mapping data for 2014-15 against 2013-14, which are believed to be attributable to changes to the needs mapping form and process, including the move from a paper form to referrers completing the form themselves online. The number of questions remaining unanswered has fallen sharply making the data more reliable, which

is encouraging and likely due to the process of a referrer moving through the questions online and being less likely to miss a question out.

There has also been significant work carried out with rough sleepers during 2014-15, including outreach work and a new emergency access project, which has caused an increase in the proportion of forms reporting use of a night shelter or hostel. There has also been a six-fold increase in the number of forms reporting current or previous membership of the armed forces – from 7 people in 2013-14 to 42 people in 2014-15. Whilst improved reporting may have contributed to this in Denbighshire, the numbers have significantly increased across the North Wales region too – from 19 in 2013-14 to 100 in 2014-15, which is likely to be as a result of the introduction of the Armed Forces Community Covenants in each local authority.

Service gaps

The North Wales Regional Collaborative Committee have requested a piece of work be undertaken to identify the unmet need and service gaps across the region, and to produce a robust methodology for the region to adopt in future. Currently, only those spend plan categories with no projects are highlighted as potential service gaps and it is felt that met and unmet need should be more robustly checked and evidenced, in order that support is available to those most in need especially given the pressure on budgets.

Service gaps against the spend plan are currently as follows:

- People with Refugee Status – numbers reporting needs relating to refugee status remain very low, therefore, it is anticipated that anyone presenting with these needs can access support from a generic Supporting People project.
- People with Physical and / or Sensory Disabilities – funding for this category accounted for 0.5% of 2014-15 spend, but has been removed in 2015-6 through mutual agreement with the organisations involved due to changing needs of the service users. It is anticipated that service users with needs relating to physical and/or sensory disabilities will be able to access a number of other Supporting People projects.
- People with Developmental Disorders – Supporting People are continuing to investigate the feasibility of a separate project for this specific client group with both internal and external partners, especially given continuing anecdotal evidence that low level need in this area is increasing. If a separate project is commissioned, funding for it will have to be reallocated from other existing projects given that the Supporting People budget is reducing yearly.

- Young People who are Care Leavers – whilst no projects sit within this service user group, the DCC Family Support Team (in Families service user group) does specifically support care leavers. There are also a significant number of projects for young people in Denbighshire, which those leaving care are able to access. There is no evidence that a specific project for care leavers is necessary.

Anecdotal evidence from service providers and other partner agencies have highlighted there may currently be service gaps which warrant further exploration, including:

- Access times for support services that are not flexible or suitable for everyone, e.g. a lack of services open during evening and weekend hours;
- A lack of services based in the South of Denbighshire, or poor accessibility to services for residents in the South of the County;
- Limited provision of Supported Housing for single women with no dependent children and with no history of domestic abuse.

Consultation Evidence

Denbighshire Supporting People value feedback from all stakeholders about the commissioning and delivery of Supporting People contracts. This ensures that Supporting People-funded support services are held to a high quality standard and continue to meet the needs of vulnerable people.

When projects are reviewed every 3 years, feedback is sought from staff, service users and stakeholders by Supporting People through interviews and questionnaires to ensure that projects are delivering the service as required and that they continue to meet the needs of service users effectively. Any significant issues or themes emerging from the feedback will be addressed within the review recommendations, which may include improvements to existing practices or remodelling a project to better meet demand.

If a project is considered for decommissioning, Supporting People will seek the views of service users and stakeholders when completing the Decommissioning Report, and consider how any negative impacts can be alleviated.

During 2014 and 2015, Supporting People's Service User Involvement Officer has been working with service providers and service users to capture levels of engagement, areas of good practice and collaboration opportunities within Denbighshire, in order to develop an easy-to-use quick-reference toolkit for service providers to use in developing their own service user involvement opportunities.

An 8 week consultation period was held between July – September to discuss this Plan with Supporting People service providers, service users and stakeholders and gather feedback on the commissioning, remodelling and decommissioning intentions of Denbighshire Supporting People. Summary feedback as follows:

- Supporting Housing providers should have formal strategies in place to source properties to ensure move-on.
- The Supporting People Team and projects provide invaluable support in dealing with complex individuals, which then reduces the burden on other services. Examples include input to DCC Top 20 meetings and working with Probation to reduce re-offending rates through the provision of accommodation and support.
- When I Am Ready legislation should help to reduce the demand from care leavers on Supporting People services.

- Consideration needs to be given to the possibility of increased demand from displaced refugees following recent events.
- Supporting People should make more use of third sector organisations.
- High staff turnover can impact on the effectiveness of support, as building up trusting relationships is crucial.
- Information about support services available and partnership working are important to ensure we're not giving mixed messages and that we're effectively planning support services. Examples include statutory services struggling to meet demand and not being aware of support projects that could relieve the pressure. Recognition that some support services could be provided in other ways or by other organisations if they were no longer provided by Supporting People.
- Delivering the same services with reduced resources is very challenging for everyone, it can lead to staff and wider organisations feeling that they can't question or challenge decision makers.

Denbighshire Supporting People Planning Group are consulted throughout the development of this Plan and agree any changes to the content. Following the formal consultation period, the Plan will be submitted to the Partnership Scrutiny Committee before the final document is submitted and signed off by Denbighshire County Council Cabinet for submission to the North Wales Regional Collaborative Committee in January 2016.

Priorities for Development

In Summer 2014, Denbighshire Supporting People outlined key priorities to be investigated or developed over the following 12-18 months. Table 1 details the work carried out by Supporting People so far and Table 2 outlines ongoing and new priorities for the next 12-18 months.

Table 1

| What we planned..... | What we did..... |
|---|--|
| <p>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.</p> | <p>Piloted a number of projects supporting individuals in group settings, examples include Countryside Services, DVSC training, Men’s Sheds.</p> |
| <p>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.</p> | <p>Piloted Rough Sleeper Personal Budgets with Ty Golau project as an innovative way of supporting individual needs.</p> |
| <p>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.</p> | <p>Confirmed that Denbighshire Single Pathway have excellent links with North Wales Police and Probation, however, recent changes to Probation services nationally are still being embedded which could be causing a drop in referrals - Denbighshire Single Pathway will continue to build upon these links as the new services take shape.</p> |

| What we planned..... | What we did..... |
|--|---|
| <p>Service User Involvement Denbighshire County Council team will implement the regional statement of service user involvement agreed by the North Wales Regional Collaborative Committee.</p> | <p>Denbighshire Supporting People contribute to the regional service user involvement statement and are developing a Service User Involvement Toolkit to assist providers with embedding their own processes.</p> |
| <p>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.</p> | <p>Denbighshire Supporting People Single Pathway have been attending Denbighshire Top 20 meetings (revised from Top 50) and piloted a Top 20 Personal Budgets project. Many of those assisted were known to the Pathway so this pilot will be continued and revised as a Complex Case Personal Budgets project.</p> |
| <p>Women & Men experiencing Domestic Abuse (all Domestic Abuse projects) Stage one of the remodelling of Denbighshire’s domestic abuse services is in the process of implementation and is progressing successfully to date. 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 <p>Staffing at Rhyl Cluster will increase to enhance capacity to support higher needs and higher risk.</p> | <p>The planned remodel of Supporting People Domestic Abuse services has been successfully implemented. All providers are working in partnership and floating support services now have the increased ability to support males as well as females. All projects are now subject to regular monitoring and contract management.</p> |

| What we planned..... | What we did..... |
|---|--|
| <p>People with Learning Disabilities (DCC Community Living) As identified in the Scrutiny report 24/06/13, Adult Services to continue to reduce overall funding to reflect overall grant cuts. Proposals for reconfiguration to be developed following the conclusion of the ongoing SP Solutions review and in response to its recommendations.</p> | <p>Review recommendations are being implemented to ensure the service is providing effective support with a proportionate level of reporting requirements. A new Service Level Agreement is now in place to reflect these changes and the yearly reduction in funding. The service will be subject to regular monitoring and contract management.</p> |
| <p>People with Developmental Disorders (DCC Community Living) 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> | <p>Demand for such a service and options available have been considered with relevant internal and external partners with the view to drafting a proposal during the next 12-18 months.</p> |
| <p>Generic / Floating Support / Peripatetic (Night Shelter / Rhyl Resettlement) 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>A new No Second Night Out project (Ty Golau) has been developed in collaboration with Clwyd Alyn Housing Association and implemented within a building that is fit for purpose. This includes a reduced number of emergency beds, a short-term hostel and a Housing First floating support service – the accommodation elements of the service are Housing Benefit-eligible, making the service more sustainable.</p> |

Table 2

| |
|---|
| Priority 2016-19 |
| 1 Community Support Model Develop a model of community support where sessions are held in appropriate and accessible settings in the community, as a means of efficiently and economically delivering low level services. This may contribute to the RCC pilots (see no. 4). |
| 2 People with Developmental Disorders 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. |
| 3 Generic / Floating Support / Peripatetic (Ty Golau) Denbighshire Supporting People will continue to work in collaboration with Clwyd Alyn Housing Association to implement the new Ty Golau project to ensure it effectively supports the new Housing (Wales) Act 2014, continues to develop a multi-agency approach to support the No Second Night Out model, and generates additional funding streams. |
| 4 Regional Collaborative Committee Pilots Denbighshire Supporting People will support the piloting of new cost-effective approaches of support that have been put forward by support providers to the Regional Collaborative Committee, such as trialling the use of technology, e.g. Skype, Facebook, rather than traditional face-to-face support; and supporting the development of community support and social groups. |
| 5 Supported Housing Review all Supporting People Supported Housing provision to ensure it continues to meet demand appropriately and to address any issues that prevent service users from moving on to independent living quickly and sustainably. |
| 6 Off the Shelf Develop a bank of off-the-shelf specifications for short-term initiatives, in order that any in-year underspend that is identified can be addressed and utilised quickly. |

Priority 2016-19

7 Education and Employment

Investigate the low attainment of outcomes related to education, training, employment and volunteering and renew the focus on this area of support amongst existing projects.

8 Specialist vs Generic

Following the remodelling of the majority of Supporting People services, reconsider the balance of specialist and generic support provision and consider realigning if appropriate.

9 Review Benchmark

Denbighshire Supporting People will review their benchmark cost for a full time support worker in line with the Value For Money Policy.

10 Local Connection

Consider the case for introducing a clear local connection policy for all Denbighshire Supporting People projects.

Service Development

All units currently funded by Denbighshire Supporting People are detailed in Table 3 below, along with proposals for service development, decommissioning and remodelling during the next 3 years.

Due to ongoing reductions to the Supporting People budget, Denbighshire Supporting People Team will consider all projects in line with the Decommissioning Strategy to determine what will be a priority to fund moving forward. This will also be informed by work carried out on the Priorities for Development detailed within this Plan. Service provision may change during the development of this Plan as Denbighshire Supporting People take advantage of opportunities to remodel services at contract end and/or according to demand.

Table 3

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|-----------------------------------|--|--|
| Women Experiencing Domestic Abuse | United Against Domestic Abuse <ul style="list-style-type: none"> • 12 floating support units Glyndwr Women’s Aid <ul style="list-style-type: none"> • 5 refuge units Hafan Cymru <ul style="list-style-type: none"> • 8 supported housing units North Denbighshire Domestic Abuse Services <ul style="list-style-type: none"> • 3 refuge units | <p><i>Applicable to both male and female domestic abuse services:</i></p> <p>All domestic abuse provision has been reviewed and remodelled within the last two years to reduce costs and improve services through greater partnership working.</p> <p>Work will be undertaken over the next 12 months to further develop strategic local links with the Community Safety Partnership and re-establishing a local or sub-regional Domestic Abuse Forum.</p> <p>The Regional Collaborative Committee are currently establishing a Domestic Abuse Task and Finish Group to review current service provision across the region and strengthen links with the All Wales Domestic Abuse Modernisation Group by having more North Wales representatives in the group.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|--|--|---|
| | | <p>Women only: Domestic Abuse remains one of the highest support needs reported by those accessing Supporting People services.</p> |
| <p>Men Experiencing Domestic Abuse</p> | <p>North Denbighshire Domestic Abuse Services</p> <ul style="list-style-type: none"> • 2 refuge units <p>United Against Domestic Abuse</p> <ul style="list-style-type: none"> • 12 floating support units | <p><i>See notes in service user group above (Women Experiencing Domestic Abuse) regarding domestic abuse services for both males and females.</i></p> <p>Men only: There is increased flexibility within the floating support project to provide support to men. The number of males reporting domestic abuse have remained the same as previous years, so demand for the service will be monitored over the next 2 years.</p> |
| <p>People with Learning Disabilities</p> | <p>Denbighshire County Council</p> <ul style="list-style-type: none"> • 3 floating support units • 109 community living units <p>KeyRing</p> <ul style="list-style-type: none"> • 18 floating support units <p>Cymryd Rhan</p> <ul style="list-style-type: none"> • 5 floating support units | <p>DCC community living has been reviewed and adapted to ensure it is providing a Supporting People eligible service. Funding to the community living service will continue to be reduced every year, as agreed in 2013.</p> <p>Floating support services may be remodelled in 2016-17 into one larger floating support project with the DCC floating support units (Adult Placement) being considered for decommissioning.</p> <p>The Regional Collaborative Committee are currently establishing a Task and Finish Group to explore initiatives and opportunities to make savings, which will include Learning Disabilities services.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|----------------------------------|---|---|
| People with Mental Health Issues | <p>Cymryd Rhan</p> <ul style="list-style-type: none"> • 10 floating support units <p>Hafal</p> <ul style="list-style-type: none"> • 20 floating support units • 8 supported housing units <p>Hafan Cymru</p> <ul style="list-style-type: none"> • 10 floating support units <p>Vale of Clwyd Mind</p> <ul style="list-style-type: none"> • 19 supported housing units <p>Grwp Cynefin</p> <ul style="list-style-type: none"> • 12 floating support units <p>Denbighshire County Council</p> <ul style="list-style-type: none"> • 5 supported housing units • 5 floating support units | <p>Mental Health remains one of the highest support needs reported by those accessing Supporting People services.</p> <p>The supply and demand for mental health support provision will be reviewed and current services are likely to be remodelled in 2016-17 to more effectively meet demand in light of reduced funding. This may include combining projects for efficiency savings and upskilling generic support services enabling them to effectively support people with lower level mental health needs.</p> <p>Work will be undertaken over the next 12 months to work more closely with Community Mental Health Services.</p> <p>Work will continue regionally with BCUHB to assess current provision, identify demand and research different service models in order to contribute to meeting the 'Together for Mental Health' housing objective of having a full range of accommodation with support options available at all stages of the recovery process.</p> <p>Supporting People are currently considering decommissioning the Vale of Clwyd Mind project at the end of March 2016 and working with partners to identify more appropriate funding.</p> <p>Supporting People are also considering integrating the Cymryd Rhan floating support units into the Supporting Independent Living project (in People over 55 years service user group).</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|---|--|---|
| People with Substance Misuse Issues (Alcohol) | CAIS <ul style="list-style-type: none"> • 10 floating support units | <p><i>Applicable to both drug and alcohol services:</i></p> <p>Substance misuse services (alcohol and drugs) have been reviewed and remodelled to provide a more flexible service. A new rough sleeper project has also been established with capital funding from the Substance Misuse Action Fund.</p> <p>Evidence suggests that there is a gap in supply of supported housing for single females with no dependents with substance misuse issues (drug and/or alcohol), which will be explored in more detail during 2016-17.</p> <p>Denbighshire Supporting People are currently working in collaboration with Chester University to establish the Rhyl Recovery Project, a pilot to support individuals to address substance misuse issues through mutual aid groups. This 6 month pilot has attracted revenue funding from the Substance Misuse Action Fund (SMAF).</p> <p>Denbighshire Supporting People also received SMAF funding in 2014-15 to purchase starter packs for people moving into new tenancies, e.g. bedding, crockery, microwave, toiletries.</p> <p>Work will be undertaken to explore future revenue funding available from the Substance Misuse Action Fund and consider any opportunities for regional or sub-regional working from 2016-17.</p> <p>Further work will be undertaken to improve links with Substance Misuse Services through continued representation regionally on the Area Planning Board Delivery Group.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|---|--|---|
| People with Substance Misuse Issues (Drugs & Volatile Substances) | CAIS <ul style="list-style-type: none"> • 11 supported housing units • 17 floating support units Clwyd Alyn Housing Association <ul style="list-style-type: none"> • 4 hostel units • 3 floating support units | <p><i>See notes in service user group above (Substance Misuse Issues (Alcohol)) regarding both drug and alcohol services.</i></p> <p>People with Substance Misuse Issues (Drugs & Volatile Substances) only: the CAIS Doorstop supported housing project (6 units) is currently being considered as a potential sub-regional project with Conwy from May 2016.</p> |
| People with Criminal Offending History | Nacro Cymru <ul style="list-style-type: none"> • 6 supported housing units | <p>There has been a continued decline over the past two years in offending being reported as a support need by those accessing Supporting People services. This has been investigated and further work will be done to ensure links are built with the new National Probation Service and Community Rehabilitation Company.</p> <p>Wrexham Prison for male offenders will open in 2017 and will have a focus on the education, training and resettlement of offenders. Along with legislative changes within the Housing (Wales) Act 2014 and the Social Service and Wellbeing (Wales) Act 2014, this will have a significant impact upon the resettlement of offenders within North Wales. Denbighshire Supporting People will continue to attend the North Wales Prisoner Resettlement Steering Group to address these changes.</p> <p>Demand for specialist provision for offenders will be monitored over the next 1-2 years.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|--|--|--|
| People with Refugee Status | No specific projects | <p>The number of people reporting refugee status remains very low in Denbighshire, however, consideration needs to be given to the possibility of increased demand from displaced refugees following events in 2015. Demand for support from this service user group will continue to be monitored and if required, a regional project may be considered if it is felt that the needs of this group could not be met by existing services.</p> |
| People with Physical and / or Sensory Disabilities | No specific projects | <p>Projects for this service user group have been decommissioned as the projects could not demonstrate eligibility for Supporting People funding.</p> <p>Whilst the number of people reporting mobility issues has risen within the past 12 months, it is recognised that this is due to an increase in needs mapping forms being completed by Older People's services and so does not necessarily reflect actual trends.</p> <p>Numbers reporting needs in this area will continue to be monitored alongside considering whether needs can be met by existing services.</p> |
| People with Developmental Disorders (i.e. Autism) | No specific projects | <p>Work will be undertaken to assess the needs of people with high functioning autistic spectrum disorder over the next 2 years and dependent on the level of cuts in future years, some funding removed from community living may be redeployed into a specific project.</p> <p>Supporting People will continue to make links with specialist services to promote knowledge of, and access to, existing Supporting People services.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
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| People with Chronic Illness (including HIV, AIDS) | Body Positive <ul style="list-style-type: none"> • 7 floating support units | <p>The service review of this regional project has found that service users could have their needs met more appropriately, and more cost-effectively, by generic services rather than by a specialist service. This project is therefore being considered for decommissioning at the end of the current contract in March 2016 with a proposed exit strategy of delivering chronic illness awareness training to other Supporting People providers to ensure there are no barriers to people accessing generic services.</p> |
| Young People who are Care Leavers | No specific projects | <p>There are a number of Young People projects that young people leaving care can, and do, access. The DCC Family Support Team (in Families with Support Needs service user group) can also support those leaving care where a statutory duty still exists. There is currently no evidence to suggest that a specific project is required and it is anticipated that the When I Am Ready scheme may actually reduce the demand from care leavers on Supporting People services.</p> <p>Supporting People will continue to work with Homelessness and Social Services teams to ensure the needs of care leavers are met appropriately.</p> |
| Young People with Support Needs (16 to 24) | Clwyd Alyn Housing Association <ul style="list-style-type: none"> • 33 supported housing units Barnardo's Cymru | <p>Young People continue to make up a significant proportion of those requiring housing-related support. It is expected that demand from this service user group might rise further given changes to welfare benefits affecting young people. Denbighshire Supporting People will work with Housing Benefit to reduce the impact on vulnerable young people.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|--------------------|---|--|
| | <ul style="list-style-type: none"> • 6 floating support units <p>Local Solutions</p> <ul style="list-style-type: none"> • 14 supported housing units <p>Hafan Cymru</p> <ul style="list-style-type: none"> • 6 supported housing units • 15 floating support units <p>Nacro Cymru</p> <ul style="list-style-type: none"> • 6 supported housing units <p>Grwp Cynefin</p> <ul style="list-style-type: none"> • 6 floating support units • 6 supported housing units <p>The Wallich</p> <ul style="list-style-type: none"> • 5 floating support units | <p>Supporting People will explore whether current services continue to meet the needs of young people appropriately and whether alternative support models could be used more effectively. Supporting People are currently considering remodelling the Dyfodol project delivered by Clwyd Alyn Housing Association from 2016. Work will also be undertaken to learn from the House Share Project being funded in 2015-16, and to develop closer links with short-term crisis intervention services such as conflict resolution which can be effective at helping young people to remain in the family home.</p> <p>Denbighshire Supporting People are also keen to increase the number of young people accessing education and training to improve their ability to move on to independent living.</p> <p>Denbighshire's contribution to the sub-regional projects delivered by Local Solutions will continue to be monitored against demand.</p> <p>Supporting People are currently considering decommissioning the Child Sexual Exploitation (CSE) project delivered by Barnardo's Cymru at the end of March 2016 due to a lack of demand for ongoing floating support services. Supporting People are confident that CSE awareness has been embedded within the Supported Housing projects and internal DCC services.</p> <p>Subject to review findings, Denbighshire Supporting People will consider remodelling The Wallich floating support units as part of a wider remodel of the GIFT project (in Generic service user group) and a wider review of support for Young People.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|---|---|---|
| Single Parent Families with Support Needs | Nacro Cymru <ul style="list-style-type: none"> • 6 supported housing units | <p><i>Applicable to both single parent families and families services:</i></p> <p>Families account for a significant proportion of those accessing Supporting People services, however, this has decreased slightly in the past year.</p> <p>Families can and often do access projects within other service user groups, for example, domestic abuse, young people or generic projects. Therefore, there isn't a significant demand for family-specific projects.</p> <p>Supporting People are developing close links with Families First and Flying Start locally and nationally, which may help to streamline support for families.</p> |
| Families with Support Needs | Denbighshire County Council <ul style="list-style-type: none"> • 59 floating support units The Wallich <ul style="list-style-type: none"> • 10 floating support units | <p><i>See notes in service user group above (Single Parent Families with Support Needs) regarding services for both single parent families and families.</i></p> <p>Families with Support Needs only: Supporting People are currently considering whether the proportion of funding for DCC Family Support Team is appropriate and funding eligible support tasks and not statutory functions.</p> <p>Subject to review findings, Denbighshire Supporting People will consider remodelling The Wallich floating support units as part of a wider remodel of the GIFT project (in Generic service user group).</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|--|---|---|
| Single People with Support Needs not listed above (25 to 54) | Seashells <ul style="list-style-type: none"> • 4 supported housing units | <p>As noted above (in Substance Misuse service user groups), evidence suggests that there is a gap in supply of supported housing for single females with no dependents.</p> <p>This will be explored in more detail during 2016-17 to ascertain what specifically needs addressing, for example, drug and/or alcohol, mental health, or simply generic provision for females.</p> |
| People over 55 years of age with Support Needs | Clwyd Alyn Housing Association <ul style="list-style-type: none"> • 24 sheltered housing units Denbighshire County Council <ul style="list-style-type: none"> • 700 floating support units • 10 floating support units Grwp Cynefin <ul style="list-style-type: none"> • 21 sheltered housing units | <p>A significant amount of work has been carried out within the past 3 years to implement the Aylward Review recommendation of making older people's services tenure neutral. The number of units funded by Supporting People have decreased as a result, as not all residents in sheltered housing require active support beyond the provision of an alarm, and some organisations have rejected Supporting People funding in order to continue operating a traditional warden service.</p> <p>This work will continue over the next 12 months and funding reduced where appropriate and in line with a reduction in the support needed.</p> <p>Supporting People are also considering decommissioning DCC Extra Care project at the end of March 2016. It is hoped that this will provide opportunities for learning within similar shared living and community settings.</p> |
| Generic / Floating | Clwyd Alyn Housing Association <ul style="list-style-type: none"> • 50 floating support units | <p>Generic homelessness support remains one of the highest support needs reported by those accessing Supporting People services.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|---|--|--|
| Support / Peripatetic (tenancy support services which cover a range of support needs) | <p>The Wallich</p> <ul style="list-style-type: none"> • 60 floating support units <p>Denbighshire County Council</p> <ul style="list-style-type: none"> • 128 floating support units | <p>Whilst projects offering specialist knowledge and support are crucial to supporting vulnerable people with complex needs, it remains equally important to provide more generic services that can offer flexible support on a number of issues. Supporting People will be reviewing the balance between specialist and generic services over the next 2 years to ensure demand is met appropriately.</p> <p>Supporting People will consider regional or sub-regional opportunities for the provision of generic floating support services and the coordination of the Single Pathway & Complex Case Project, both of which would improve flexibility, knowledge across county borders, and consequently, the services provided to vulnerable people.</p> <p>Supporting People are currently considering remodelling the DCC Reablement project from April 2016 to find cost savings and ensure the project is Supporting People eligible.</p> <p>Subject to review findings, Denbighshire Supporting People will consider remodelling The Wallich GIFT project to incorporate other Wallich floating support units (in Families service user group).</p> |
| Alarm services | <p>Abbeyfield</p> <ul style="list-style-type: none"> • 25 alarm units <p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> • 123 alarm units | <p>A significant amount of work has been undertaken during 2014-15 to review alarm provision and reduce Supporting People funding to monitoring of alarms only.</p> <p>This work will continue over the next 12 months to align all alarms contracts.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|--|---|--|
| | <p>Denbighshire County Council</p> <ul style="list-style-type: none"> • 1043 alarm units <p>Grwp Cynefin Housing Association</p> <ul style="list-style-type: none"> • 97 alarm units <p>Wales & West Housing Association</p> <ul style="list-style-type: none"> • 67 alarm units | <p>Supporting People are currently considering decommissioning the Denbighshire County Council Telecare project at the end of March 2016 due to the lack of evidence to demonstrate the project is Supporting People eligible.</p> |
| <p>Expenditure which does not directly link to the spend plan categories above</p> | <p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> • 4 emergency bed units <p>Denbighshire County Council</p> <ul style="list-style-type: none"> • Supporting People Administration | <p>A new rough sleeper project has been established, which includes 4 emergency beds not tied to any specific service user group. This provision will be reviewed during the next 12-18 months to assess demand for the service and the No Second Night Out approach being used within the project.</p> <p>Welsh Government have issued notice that the Supporting People Programme Grant cannot be used to fund the Local Authority's Supporting People Team from 2019/20 and that between 2016 and 2019, funding for the team must reduce by at least 10% year on year.</p> <p>The Supporting People Team have already begun to make savings in 2014/15 and 2015/16 by restructuring the team where possible when staff have left.</p> |

| Service User Group | Current Service Provision & Number of Units | Service Development, Decommissioning and Remodelling Proposals |
|---------------------------|--|---|
| | | <p>Denbighshire County Council are currently considering options for how the Supporting People Programme Grant can continue to be administered effectively in the future, ensuring that services funded by the Programme continue to meet demand, operate safely and to a high quality.</p> |

Equality Impact Assessment

Denbighshire Supporting People carried out an Equality Impact Assessment on the Local Commissioning Plan in 2013 with a full review date of March 2016. In the interim, Supporting People will consider and ensure any impact on protected characteristics is identified and addressed.

All projects that are newly commissioned or that are considered for decommissioning will be subject to an equality impact assessment to ensure there will be no disproportionate impact upon any protected characteristics.

Supporting People have carried out analysis on the equalities data collected on the needs mapping form, comparing 2014/15 with 2013/14. Positively, there has been a much higher completion rate of this information, which ensures that the data is much more representative of the people being supported. For example, in 2013/14, 42% of people did not respond to the question about Sexual Orientation; this dropped to 19% non-respondents in 2014/15. There has been no marked change to any of the data except for a shift in identified Nationality. In 2014/15, the number of people identifying themselves as British doubled from 22% in 2013/14 to 44% in 2014/15. Whilst a 14% rise in completion rate accounts for part of this, it still represents a significant shift away from people identifying themselves as English (reduction from 34% in 2013/14 to 28% in 2014/15).

Spend Plan 2016/17

To be completed upon receipt of 2016/17 budget from Welsh Government.