

## Appendix 1

# Denbighshire County Council Supporting People Local Commissioning Plan 2017-18

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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**

It is expected that Supporting People will continue to face additional cuts as a result of reduced public spending nationally, despite a welcome reprieve in 2016-17 when the Supporting People budget was protected and maintained at 2015-16 level across Wales. 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 may require some services to be decommissioned despite being assessed as strategically relevant; this will be carried out using the Denbighshire Supporting People Decommissioning Strategy.

Denbighshire Supporting People are currently modelling their 2017-18 budget on anticipated cuts of at least 5%. However, savings in excess of this were found in anticipation of a 10% cut in 2016-17, which were then reinvested in

short-term in-year projects when no cuts were made. Therefore, it is anticipated savings at this level will be easily found through the natural end of these in-year projects.

2. **Implementation of key pieces of legislation: Housing (Wales) Act 2014, Social Services & Well-being (Wales) Act 2014, Well-being of Future Generations (Wales) Act 2015, and Violence Against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015**

The implementation of the first two acts will have a substantial impact on Supporting People over the coming years. 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.

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

The Violence Against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015 highlights the importance of early intervention work to prevent victims of violence against women, domestic abuse and sexual violence, becoming homeless in the first instance, and also wherever possible to allow them to stay in their own homes – again, aligning well with Supporting People's aims. Requirements under the Act are predicted to increase the numbers of people disclosing domestic abuse, which will likely in turn increase demand on our services in this area.

Denbighshire Supporting People continue to develop closer relationships with colleagues within Community Support Services and Education and Children's Services to support the implementation of these acts within Denbighshire, including exploring opportunities for joint commissioning with statutory services where appropriate. Denbighshire Supporting People have identified available funding to assist with the development of the Denbighshire Homelessness Strategy, in addition to working collaboratively to inform the content and proposed solutions within the Strategy.

### **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 highlighted the opportunities for greater links to be forged between Supporting People and the Tackling Poverty programmes Communities First, Families First and Flying Start, and in 2016 have streamlined the administrative processes to allow greater flexibility and alignment between the four programmes.

The four programmes are already collaborating locally through the development of a Corporate Anti-Poverty Group and a Strategic Group. Work is currently underway in 2016 to map all services across the Tackling Poverty programmes, reduce duplication and strengthen the support delivered to vulnerable people by identifying areas for joint commissioning, the first of which is likely to be around education and employment.

### **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 continue to explore further opportunities for regional and sub-regional commissioning where appropriate, most recently working with Flintshire and Wrexham Councils on the delivery of a Syrian Resettlement Programme Orientation Project. Supporting People Teams across the region also work closely together to adopt standardised paperwork and processes, which delivers time and cost savings to both Supporting People Teams and service providers who work across more than one authority. Further opportunities for working closer together that are currently being explored include developing a joint Supporting People commissioning team across Flintshire and Denbighshire, development of a regional or sub-regional Referral Pathway, and contributing to the development of pilot regional projects.

Denbighshire Supporting People also represent North Wales Supporting People at groups such as the National Supporting People Outcomes Data Group, National Rough Sleeper Working Group, North Wales Area Planning Board Delivery Group, National Domestic Abuse Modernisation Group, Supporting People National Advisory Board and the Local Health Board's Homeless & Vulnerable Groups Health Action Plan, for which Denbighshire Supporting People carried out a significant piece of service user consultation work across North Wales.

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 the new Welsh Language Standards
- 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 (new guidance due out in 2016-17), 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 and findings associated with Denbighshire's Housing and Homelessness Strategies, as well as the Homelessness Forum.
- Other key commissioning guidance/frameworks, including the Domestic Abuse and Sexual Violence Collaborative Commissioning Toolkit, and the North Wales Mental Health Supported Housing Commissioning Statement.
- Other developments, research, and strategies in key areas of Health, Social Care, and Criminal Justice

## 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 in providing 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 and policy development with heavy cuts to public services impacting greatly upon communities and individuals, particularly those most **in need of support**. Supporting People services are funded to support over 1000

service users at any one time (excluding Alarms). In 2015/16, over 2000 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 official figures reported under the Housing (Wales) Act 2014. In 2015-16, 419 households who were homeless or threatened with homelessness were eligible for some sort of assistance from Denbighshire County Council. Of these, Denbighshire had a full duty to secure accommodation for 20 households who were found to be eligible, unintentionally homeless and in priority need (illustrated in Graphic 1). It also clearly indicates the value of the work of Supporting People services, who work to prevent 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 households)

Number of households owed a full duty by Denbighshire to secure accommodation in 2015/16.....



Number of people eligible for statutory assistance to prevent and/or relieve homelessness in 2015/16.....



Number of people supported by Supporting People services in 2015/16.....

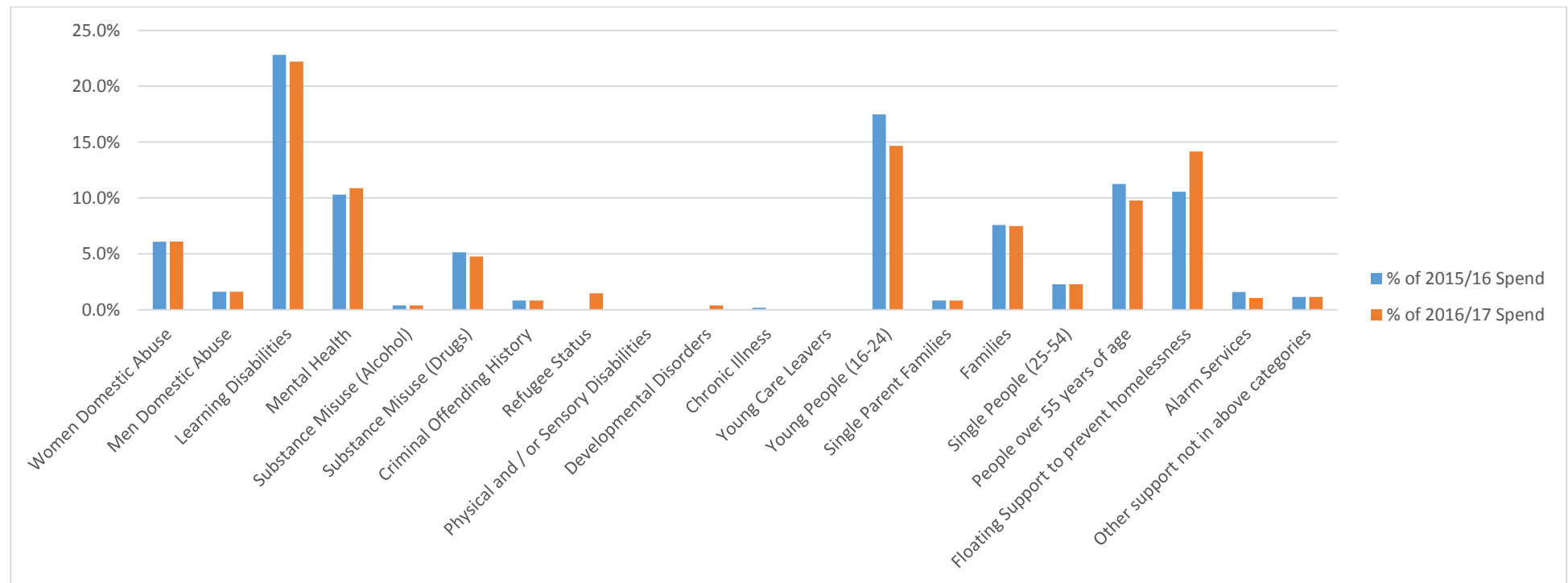






Denbighshire Supporting People have worked with providers to manage the ongoing budget cuts by aligning project costs to our benchmark where possible, and by reviewing projects' eligibility for the Supporting People Grant. As a result of not receiving the cuts expected for 2016-17, the savings already identified have been reinvested into in-year spend-to-save projects, most of which are within the Floating Support to prevent homelessness/Generic category (see Graph 1).

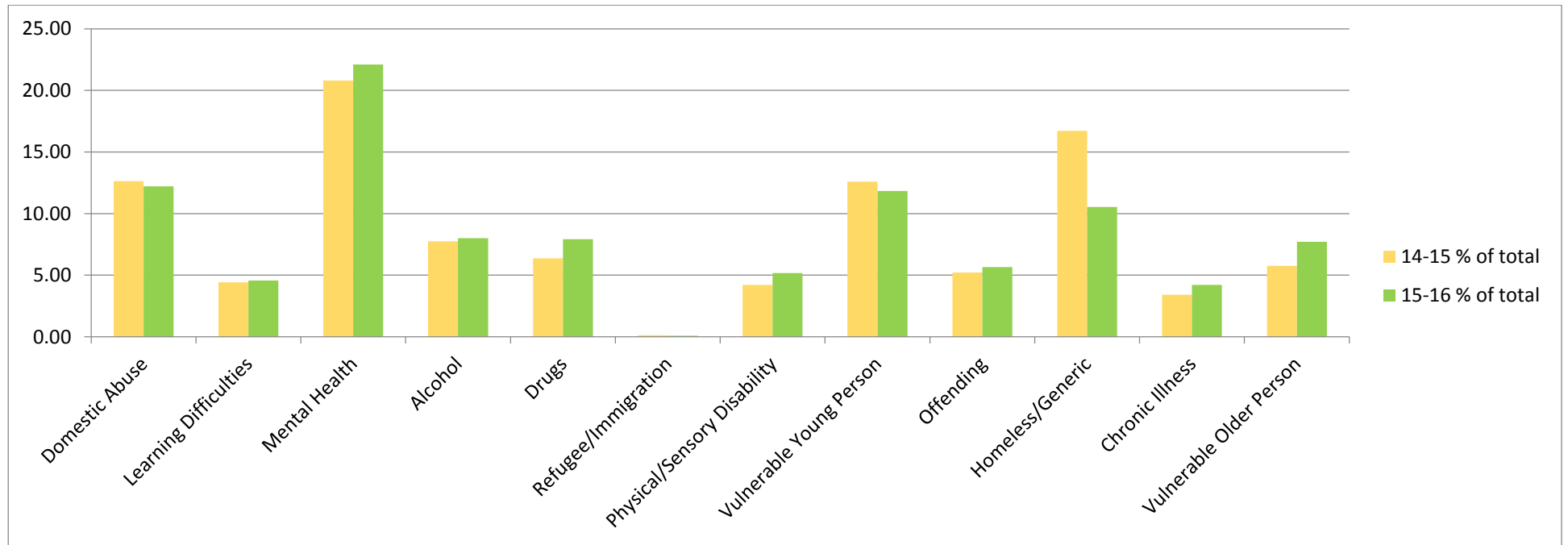
**Graph 1 – Comparison of 2015/16 & 2016–17 Spend**



Support needs reported in 2015-16 through the needs mapping exercise have deviated slightly from the trends in 2013-14 and 2014-15. The proportion of forms reporting domestic abuse related support needs has remained steady in 2015-16, whilst the proportion of forms reporting mental health related support needs has risen only slightly in comparison to larger rises in previous years. There have been notable rises in the proportion of forms reporting drug related support needs and also support needs relating to being a vulnerable older person, whilst there has been a fall in the proportion of forms identifying needs relating to being young and vulnerable, in direct contrast to previous years. The drop in the proportion of forms reporting homelessness has continued, most likely because of the change to the category from 'Homelessness' to 'Generic' which is somewhat ambiguous. Despite some of these changes, the top four support needs identified remain the same as in previous years: mental health, domestic abuse, vulnerable young person, and homelessness/generic.

The increase in drug related support needs is also evident from the proportion of forms reporting this area as a Lead Need, which has more than doubled from 2% of forms in 2014-15, to 5% of forms in 2015-16. There has been a corresponding rise in the proportion of forms identifying engagement with Community Drug and Alcohol Services – 10.9% of those referred in 2015-16 compared to 7.8% of those referred in 2014-15. This may require further investigation to ascertain whether this is due to improved reporting or an actual increase in people with drug related support needs.

## **Graph 2 – Comparison of 2014/15 & 2015/16 Support Needs Identified**



There have been further changes in personal and household characteristics, with a continued fall in the proportion of young people and a corresponding rise in older people presenting for support – this may be due to significant work being completed by Supporting People with older people’s services which has resulted in improved reporting and/or a turnover of service users. The proportion of couples and families presenting for support has remained steady, following a fall last year. There has also been a slight fall in the proportion of females requiring support (57% in 2015-16), despite a rise in the last two years from 53% in 2012-13 to 60% in 2014-15.

The reason for homelessness has seen a further fall in the proportion of people receiving a notice of eviction in 2015-16, with a small rise in neighbour disputes/harassment. The main reason for homelessness continues to be family/relationship breakdown (51% in 2015-16).

There has been a continued rise in completion of more fields within the form, which is encouraging and makes the data increasingly reliable.

Following the six-fold increase in the number of forms reporting current or previous membership of the armed forces in 2014-15 compared to the previous year, the numbers have remained steady in 2015-16. Denbighshire Supporting People continues to contribute to delivering against the Armed Forces Covenant.

### Service gaps

The North Wales Regional Collaborative Committee requested a piece of work to be undertaken in 2015-16 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 was 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. Denbighshire Supporting People undertook this work on behalf of the region, and has recommended piloting the distribution of an annual survey to service providers, stakeholders and service users, which focuses on the service user groups identified as a priority by the RCC. This would supplement the data collected by the Needs Mapping form, and can inform whether any further changes need to be made to data collection on met and unmet need.

Service gaps against the spend plan are currently as follows:

- People with Physical and / or Sensory Disabilities – needs mapping data indicates that people with Physical and/or Sensory Disabilities (PSD) are presenting for services and are able to disclose their impairment, evidenced by increased completion rates of questions relating to PSD. It is recommended that this data continues to be monitored and some work carried out with service users and referrers to ensure people with PSD are able to access Supporting People projects and to assess whether there is a need for a specialist project for this client group.
- People with Chronic Illness (including HIV / AIDS) – funding for this category accounted for 0.2% of 2015/16 spend, however, the review of this provision found that service users could have their needs met more appropriately, and more cost-effectively, by generic services rather than a specialist service.
- 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 and the new DCC Generic Support Project has been commissioned to support a range of hard-to-reach service user groups, which includes Care Leavers. There

are also a significant number of projects for young people in Denbighshire, which those leaving care are able to access. It has been recognised that Supporting People can't effectively meet the needs of young people alone, whether leaving care or not, and so are currently working with internal partners to develop a Young Person's Pathway (see Young People with Support Needs, under Service Development).

During 2015/16, there has been increased evidence of need for Supporting People to develop a process for people presenting with no local connection to Denbighshire. . Whilst the numbers presenting from other areas **remain small** and are not identified as having increased within the Needs Mapping data, there has been an increased need for clarity for all Supporting People projects in how to respond to presentations from those with no local connection to Denbighshire. A process has been drafted and approved by **Supporting People Planning Group, and will be implemented by April 2017.**

## **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, Supporting People seek feedback from staff, service users and stakeholders 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.

Between 2014 and 2016, 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.

Supporting People are also considering consultation evidence gathered throughout the development of the homelessness strategy and Homelessness Forum.

An 8 week consultation period was held between August – September, to discuss the LCP with Supporting People service providers, service users and other stakeholders and gather feedback on the commissioning, remodelling and decommissioning intentions of Denbighshire Supporting People. The LCP was circulated to a wide variety of stakeholders, including all SP commissioned projects, referrers, colleagues throughout Denbighshire Council, our Tackling Poverty Partners, and other support, health, and social care agencies in the area. Various meetings were also attended by SP where feedback was sought. Additionally, a Supporting People Day was held in Rhyl Town Hall on 12th September 2016, with attendees including service users and staff from a variety of stakeholder agencies. Feedback received during this consultation period was largely very positive; it did however highlight the need for the Plan to better capture domestic abuse related priorities, particularly in the context of the Violence Against Women Domestic Abuse & Sexual Violence (Wales) Act 2015.

Denbighshire Supporting People Planning Group are also 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 Partnership Scrutiny Committee members, before the final document is submitted and signed off by Denbighshire County Council Cabinet, The LCP will be submitted to the North Wales Regional Collaborative Committee in January 2017.

## **Priorities for Development**

During the summer 2015, 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 2015-17.....	What we did.....
<p><b>1 Community Support Model</b> 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).</p>	<p>Continued to pilot projects supporting individuals in group settings, examples include Countryside Services and DVSC training. Commissioned House Share project which provides life skills training for service users.</p>
<p><b>2 People with Developmental Disorders</b> 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>Denbighshire Supporting People have contributed to a draft Commissioning Strategy for this service user group through the Commissioning for Adults with Autism Group. Funding provisionally allocated subject to evidence of demand for housing related support.</p>
<p><b>3 Generic / Floating Support / Peripatetic (Ty Golau)</b> 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.</p>	<p>Denbighshire Supporting People attend Partnership meetings with Clwyd Alyn Housing Association and have provided additional funding for Rough Sleeper Personal Budgets project. Single Pathway attend weekly operational meetings and have conducted research into the feasibility of wet provision in Denbighshire. Commissioned pilot Generic Floating Support project to work with hard-to-reach groups using an outreach</p>

What we planned 2015-17.....	What we did.....
	approach.
<p><b>4 Regional Collaborative Committee Pilots</b> 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.</p>	<p>The Wallich Young People Generic Floating Support project have piloted new approaches to support using technology and provide regular updates to the RCC Sub-Group.</p>
<p><b>5 Supported Housing</b> 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.</p>	<p>Supporting People are looking at the balance between Floating Support and Supported Housing and will further work with providers to address the affordability of Supported Housing if the resident is working. Building Futures group set up to investigate the possibility of combining learning skills with bringing an empty property back to use.</p>
<p><b>6 Off the Shelf</b> 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.</p>	<p>Underspend was closely monitored in 2015/16 and a number of short-term projects explored and implemented as this money became available. In contrast to previous years, this allowed the SP Grant to be fully utilised with no remaining underspend.</p>
<p><b>7 Education and Employment</b> Investigate the low attainment of outcomes related to education, training, employment and volunteering and renew</p>	<p>Linked to 1 above, DVSC and Countryside Services have engaged service users in volunteering and DVSC in particular are encouraging people into employment</p>



What we planned 2015-17.....	What we did.....
the focus on this area of support amongst existing projects.	through confidence building. Supporting People will continue to work with providers to encourage increased uptake of training and employment and to challenge barriers.
<b>8 Specialist vs Generic</b> Following the remodelling of the majority of Supporting People services, reconsider the balance of specialist and generic support provision and consider realigning if appropriate.	Denbighshire Supporting People have begun to look at the balance of specialist and generic services now that all SP projects have undergone a full service evaluation within the last 4 years. <b>In doing so, Supporting People will be guided by local evidence of need, as well as national evidence bases.</b>
<b>9 Review Benchmark</b> Denbighshire Supporting People will review their benchmark cost for a full time support worker in line with the Value For Money Policy.	Denbighshire SP benchmark was increased by 1% following notification of 0% cuts to 2016/17 budget. Supporting People will continue to monitor the benchmark through service evaluations.
<b>10 Local Connection</b> Consider the case for introducing a clear local connection policy for all Denbighshire Supporting People projects.	Local Connection paper completed by Supporting People and distributed for consultation in 2016.

**Table 2**

<b>Priority 2017-18</b>
1. <b>Community Support Model</b>

## Priority 2017–18

Develop models 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 and combatting social isolation by enabling people to establish their own networks of support. Develop close links with **other relevant DCC departments and third sector agencies**, to assist service users to access **group support** and volunteering opportunities **(including access to transport)**.

### 2. People with Developmental Disorders

To explore the possibility of redeploying funding within the DCC Learning Disabilities Community Living allocation to develop a housing related support project for people with a diagnosis of high functioning autistic spectrum disorder.

### 3. Regional Collaborative Committee

Denbighshire will contribute to meeting the priorities of the regional development plan. This will include evaluating the pilot projects from the previous year and exploring opportunities for regional working.

### 4. Supported Housing

Review Supporting People Supported Housing provision to ensure it continues to meet demand appropriately and to address affordability issues if the service user enters employment. To consider the impact of the Local Housing Allowance cap on Supported Housing, **proposed for 2019/20**.

### 5. 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. To explore joint commissioning of a pilot project with other Tackling Poverty Programmes to improve access to, and achievement within, education and employment.

### 6. Homelessness Strategy

Work collaboratively with Denbighshire Housing Solutions to develop and inform the Homelessness Strategy, as well as the Homelessness Forum.

## Priority 2017–18

### 7. Young Person's Pathway

Work closely with Homelessness, Social Services, YOT and other stakeholders to develop a Young Person's Pathway and ensure the needs of young people in Denbighshire are met appropriately. In doing so, Supporting People will be informed by collaborative working across health, education, social services and criminal justice services, and research initiatives such as the Welsh Adverse Childhood Experiences (ACE) Study.

### 8. Personal Budgets

Evaluate the two Personal Budgets pilots within Ty Golau and Single Pathway to inform future commissioning of these projects.

### 9. Wet Provision

Work alongside Conwy & Denbighshire Community Safety Partnership to determine the need for 'wet' provision in Denbighshire (support services where people accessing can consume alcohol on site). Following initial research by the Single Pathway, the Supporting People Outreach Team is undertaking a piece of work to establish the perceived need for such provision amongst service users and stakeholders in Denbighshire.

### 10. Older People's Services

Align the Supporting Independent Living service with the DCC Reablement service to offer a consistent and streamlined service to people from high to low needs. To ensure that all of our Older Peoples Services contribute to the aims of the Denbighshire Ageing Well Plan.

## 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
<p>Women Experiencing Domestic Abuse</p>	<p>United Against Domestic Abuse</p> <ul style="list-style-type: none"> <li>• 12 floating support units</li> </ul> <p>Glyndwr Women’s Aid</p> <ul style="list-style-type: none"> <li>• 5 refuge units</li> </ul> <p>Hafan Cymru</p> <ul style="list-style-type: none"> <li>• 8 supported housing units</li> </ul> <p>North Denbighshire Domestic Abuse Services</p> <ul style="list-style-type: none"> <li>• 3 refuge units</li> </ul>	<p><i>Applicable to both male and female domestic abuse services:</i></p> <p>A strategic group has been established between Supporting People and the Community Safety Partnership to address domestic abuse in Denbighshire. This group has representation on the North Wales Gender Based Violence Domestic Abuse and Sexual Violence Forum.</p> <p>Denbighshire Supporting People regularly attend the All Wales Domestic Abuse Modernisation Group and hope to further increase North Wales representation on the group.</p> <p><b>Denbighshire Supporting People will also contribute to the Domestic Abuse Task and Finish Group to be developed by the RCC.</b></p> <p>Target hardening is on the national agenda with slippage funds being</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
		<p>allocated by Welsh Government to purchase equipment across the country, £68,500 allocated to North Wales. 'Soft' target hardening equipment has now been distributed to SP specialist DA services across Denbighshire, to enable staff to offer the equipment to low/med risk service users. Supporting People Grant terms have also explicitly included the fitting of target hardening as SP-eligible, which Denbighshire Supporting People intend to support</p> <p><b>Women only:</b> Domestic Abuse remains one of the highest support needs reported by those accessing Supporting People services.</p>
Men Experiencing Domestic Abuse	<p>North Denbighshire Domestic Abuse Services</p> <ul style="list-style-type: none"> <li>• 2 refuge units</li> </ul> <p>United Against Domestic Abuse</p> <ul style="list-style-type: none"> <li>• 12 floating support units</li> </ul>	<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><b>Men only:</b> The number of males reporting domestic abuse have risen slightly in 2015/16 compared to previous years, although it is rarely identified as a lead support need on the needs mapping form. Demand for floating support remains low for males, however, this will continue to be monitored against the needs mapping data to ensure there are no barriers to accessing support.</p> <p>Flintshire Supporting People had identified a gap in their provision for a male-only domestic abuse service, and have now opened an accommodation-based service, which is accessible to Denbighshire residents.</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
People with Learning Disabilities	<p>Denbighshire County Council</p> <ul style="list-style-type: none"> <li>• 109 community living units</li> </ul> <p>KeyRing</p> <ul style="list-style-type: none"> <li>• 18 floating support units</li> </ul> <p>Cymryd Rhan</p> <ul style="list-style-type: none"> <li>• 5 floating support units</li> </ul>	<p>Funding to DCC Community Living will continue to be reduced every year as agreed in 2013. A Supporting People Link Worker is in post for 12 months to assist the development and implementation of standardised paperwork for all Supporting People-funded internal services and to ensure they are delivering SP-eligible support.</p> <p>Floating support services are being considered for remodelling between 2016-18, options include combining smaller projects into one and exploring sub-regional commissioning with Flintshire County Council.</p> <p>The RCC Sub-Group are currently overseeing the work across all North Wales authorities to address SP eligibility issues as well as considering the risks and opportunities to future funding and service delivery.</p>
People with Mental Health Issues	<p>Cymryd Rhan</p> <ul style="list-style-type: none"> <li>• 10 floating support units</li> </ul> <p>Hafal</p> <ul style="list-style-type: none"> <li>• 20 floating support units</li> <li>• 8 supported housing units</li> </ul> <p>Hafan Cymru</p> <ul style="list-style-type: none"> <li>• 10 floating support units</li> </ul> <p>Grwp Cynefin</p> <ul style="list-style-type: none"> <li>• 12 floating support units</li> </ul>	<p>Mental Health remains one of the highest support needs reported by those accessing Supporting People services, although only 30% of those identify it as a lead need, which further supports the trend that more people are presenting with lower level mental health needs.</p> <p>As part of our response to this, Denbighshire Supporting People have commissioned a support and research project for people who may be presenting with mental health issues as a result of using substances, in particular the use of novel psychoactive substances.</p> <p>Partnership working will continue to be developed with Community Mental Health Services and BCUHB to ensure our services complement those provided by statutory services. This includes a piece of work to map all Mental Health services provided within Denbighshire to improve</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
	Denbighshire County Council <ul style="list-style-type: none"> <li>• 5 supported housing units</li> <li>• 5 floating support units</li> </ul> CAIS <ul style="list-style-type: none"> <li>• 15 floating support units</li> </ul>	<p>understanding of the provision in place, to reduce duplication and potentially commission joint services.</p> <p>A Supporting People Link Worker is in post for 12 months to assist the development and implementation of standardised paperwork for all Supporting People-funded internal services and to ensure they are delivering SP-eligible support.</p>
People with Substance Misuse Issues (Alcohol)	CAIS <ul style="list-style-type: none"> <li>• 10 floating support units</li> </ul>	<p><i>Applicable to both drug and alcohol services:</i></p> <p>Work is ongoing to explore whether there is a need for supported housing specifically for single females with no dependents with substance misuse issues (drug and/or alcohol). Denbighshire Supporting People have been working closely with the Community Safety Partnership to develop a response to anti-social behaviour issues in Denbighshire and have been investigating the need for wet provision in Denbighshire.</p> <p>All North Wales Supporting People teams have once again received SMAF funding in 2015-16 to purchase starter packs for people moving into new tenancies, e.g. bedding, crockery, microwave, toiletries. SMAF funding has been provided to the Rhyl Recovery Project once again, which supports individuals to address substance misuse issues through mutual aid groups and is delivered from the Dewi Sant Centre.</p> <p>Denbighshire Supporting People will continue to improve links with Substance Misuse Services through continued representation on the Area Planning Board Delivery Group, and will include exploring future revenue funding available from the Substance Misuse Action Fund considering any</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
		opportunities for regional or sub-regional working.
People with Substance Misuse Issues (Drugs & Volatile Substances)	<p>CAIS</p> <ul style="list-style-type: none"> <li>• 5 supported housing units</li> <li>• 17 floating support units</li> </ul> <p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> <li>• 4 hostel units</li> <li>• 3 floating support units</li> </ul> <p>The Wallich</p> <ul style="list-style-type: none"> <li>• 6 supported housing units</li> <li>• 1 floating support unit</li> </ul>	<p><i>See notes in service user group above (Substance Misuse Issue (Alcohol)) regarding both drug and alcohol services.</i></p> <p><b>People with Substance Misuse Issues (Drugs &amp; Volatile Substances) only:</b></p> <p>The Wallich Doorstop project is being delivered sub-regionally with Conwy from 2016.</p> <p>The Ty Golau project are working to develop closer relationships with their partner agencies and are further developing the Housing First element of the project to overcome the challenges encountered and ensure it operates in line with Housing First principles. The project continues to pilot the Rough Sleeper Personal Budgets, which provide innovative one-off solutions to assist a move towards independent living.</p> <p>Denbighshire Supporting People will liaise with neighbouring Supporting People teams to explore opportunities to consider the development of a sub-regional Housing First project for single people who have substance misuse issues.</p> <p>The increase in the number of people identifying drug related support needs will be investigated further.</p>



Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
People with Criminal Offending History	Nacro Cymru <ul style="list-style-type: none"> <li>• 6 supported housing units</li> </ul>	<p>Following a decline in offending being reported as a support need by those accessing Supporting People services in the previous two years, the numbers now remain steady which may in part be due to the changes to the Housing (Wales) Act 2014 removing priority need for offenders and thus, offenders may need more support on release.</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.</p> <p>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>
People with Refugee Status	British Red Cross <ul style="list-style-type: none"> <li>• 8 floating support units</li> </ul>	<p>Denbighshire Supporting People have commissioned a floating support project as part of Denbighshire's response to the Syrian Resettlement Programme. This is currently being developed sub-regionally with both Flintshire and Wrexham Councils. Supporting People are also coordinating the wider Local Authority response, a role which will be shared with Flintshire Supporting People.</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
People with Physical and / or Sensory Disabilities	No specific projects	<p>Needs mapping data indicates that people with Physical and/or Sensory Disabilities (PSD) are presenting for services and are able to disclose their impairment, evidenced by increased completion rates of questions relating to PSD.</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 is being undertaken to assess the needs of people with high functioning autistic spectrum disorder and dependent on the level of cuts in future years, some funding removed from community living may be redeployed into a specific project. Denbighshire Supporting People are currently contributing to the development of a Denbighshire Commissioning Strategy for people with high-functioning autism.</p> <p>Supporting People will continue to make links with specialist services to promote knowledge of, and access to, existing Supporting People services. This includes the provision of training on autism to providers in 2016.</p>
People with Chronic Illness (including HIV, AIDS)	No specific projects	<p>The regional project for this client group has been decommissioned as a service review found that service users could have their needs met more appropriately, and more cost-effectively, by generic services rather than a specialist service.</p> <p>Numbers reporting needs in this area will continue to be monitored and whether these needs can be met by existing services.</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
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 and the new DCC Generic Support Project has been commissioned to support a range of hard-to-reach service user groups which includes Care Leavers. 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>It has been recognised that Supporting People can't effectively meet the needs of young people alone, whether leaving care or not, and so are currently working with Homelessness and Social Services teams to develop a Young Person's Pathway and ensure the needs of young people in Denbighshire are met appropriately.</p>
Young People with Support Needs (16 to 24)	<p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> <li>• 33 supported housing units</li> </ul> <p>Local Solutions</p> <ul style="list-style-type: none"> <li>• 14 supported housing units</li> </ul> <p>Hafan Cymru</p>	<p>Young people continue to make up a significant proportion of those requiring housing-related support, however, numbers have reduced slightly in the last year. It is expected that demand from this service user group might rise over the next few years given changes to welfare benefits affecting young people, unless they can remain in the family home. Denbighshire Supporting People will work with Housing Benefit to reduce the impact on vulnerable young people. Further learning is also expected from the House Share project which has been extended into 2016-17.</p> <p>Denbighshire Supporting People are currently evaluating all SP provision</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
	<ul style="list-style-type: none"> <li>• 6 supported housing units</li> <li>• 15 floating support units</li> </ul> <p>Nacro Cymru</p> <ul style="list-style-type: none"> <li>• 6 supported housing units</li> </ul> <p>Grwp Cynefin</p> <ul style="list-style-type: none"> <li>• 6 floating support units</li> <li>• 6 supported housing units</li> </ul> <p>The Wallich</p> <ul style="list-style-type: none"> <li>• 5 floating support units</li> </ul>	<p>for young people and whether services continue to meet the needs of young people appropriately or whether alternative support models could be used more effectively. As already identified, it is recognised that Supporting People can't effectively meet the needs of young people alone, and so are currently working with other internal services to develop a Young Person's Pathway and improve outcomes for young people in Denbighshire. This includes remodelling the Dyfodol project in 2016-17 and potentially integrating The Wallich floating support units into the GIFT project (in Generic service user group).</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>
Single Parent Families with Support Needs	<p>Nacro Cymru</p> <ul style="list-style-type: none"> <li>• 6 supported housing units</li> </ul>	<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, families can and often do access projects within other service users 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 continue to develop close links with Families First and Flying Start locally and nationally as part of the wider alignment of all four Tackling Poverty programmes, which may help to streamline support for</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
		families.
Families with Support Needs	Denbighshire County Council <ul style="list-style-type: none"> <li>• 59 floating support units</li> </ul> The Wallich <ul style="list-style-type: none"> <li>• 10 floating support units</li> </ul>	<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><b>Families with Support Needs only:</b> A Supporting People Link Worker is in post for 12 months to assist the development and implementation of standardised paperwork for all Supporting People-funded internal services and to ensure they are delivering SP-eligible support. A Welsh Government review of Denbighshire Supporting People in 2015 identified that some Supporting People-funded support appeared to be delivering statutory services and this should be monitored to ensure it is funding housing related support only, this will be addressed by the Link Worker.</p>
Single People with Support Needs not listed above (25 to 54)	Seashells <ul style="list-style-type: none"> <li>• 4 supported housing units</li> </ul>	<p>As noted above (in Substance Misuse service user groups), work is ongoing to explore the need for supported housing for single females with no dependents and what specifically needs addressing, for example, drug and/or alcohol, mental health, or simply generic provision for females. This includes investigating the need for wet provision in Denbighshire.</p>
People over 55 years of age with Support	Denbighshire County Council <ul style="list-style-type: none"> <li>• 320 floating support units</li> </ul>	<p>A significant amount of work has been carried out within the past 4 years to implement the Aylward Review recommendation of making older people's services tenure neutral. The number of units funded by</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
Needs		<p>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 declined Supporting People funding in order to continue operating a traditional warden service.</p> <p>A Supporting People Link Worker is in post for 12 months to assist the development and implementation of standardised paperwork for all Supporting People-funded internal services and to ensure they are delivering SP-eligible support.</p> <p>The Supporting Independent Living service will be aligned with the DCC Reablement service to offer a consistent and streamlined service to people from high to low needs. This will require further funding to enable the service to effectively support the Social Services &amp; Well-being (Wales) Act 2014.</p>
Generic / Floating Support / Peripatetic (tenancy support services which cover a range of support needs)	<p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> <li>• 50 floating support units</li> </ul> <p>The Wallich</p> <ul style="list-style-type: none"> <li>• 60 floating support units</li> </ul> <p>Denbighshire County Council</p> <ul style="list-style-type: none"> <li>• 151 floating support units</li> </ul>	<p>Generic homelessness support remains one of the highest support needs reported by those accessing Supporting People services.</p> <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 between 2016-18 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</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
		<p>the Single Pathway &amp; Complex Case Project, both of which would improve flexibility, knowledge across county borders, and consequently, the services provided to vulnerable people.</p> <p>Denbighshire Supporting People have commissioned a generic floating support project in 2016-17 to deliver outreach support to hard-to-reach groups, such as rough sleepers and street drinkers. This project will link in closely with the services delivered in the Dewi Sant Centre in Rhyl and is applying for funding from the Police and Crime Commissioner to develop a service user group in the Centre.</p> <p>A Housing Solutions post is being funded by Denbighshire Supporting People to pilot the reasonable steps work required by the Housing (Wales) Act 2014, which will also inform future collaborative working.</p> <p>Denbighshire Supporting People are also considering integrating smaller Wallich projects (in Young People and Families service user groups) into the larger GIFT project.</p>
Alarm services	<p>Abbeyfield</p> <ul style="list-style-type: none"> <li>• 25 alarm units</li> </ul> <p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> <li>• 123 alarm units</li> </ul> <p>Denbighshire County Council</p>	<p>All Alarm contracts have now been re-issued following the work undertaken to reduce Supporting People funding to monitoring of alarms only in line with SP eligibility.</p>

Service User Group	Current Service Provision & Number of Units	Service Development, Decommissioning and Remodelling Proposals
	<ul style="list-style-type: none"> <li>• 877 alarm units</li> </ul> <p>Grwp Cynefin Housing Association</p> <ul style="list-style-type: none"> <li>• 100 alarm units</li> </ul> <p>Wales &amp; West Housing Association</p> <ul style="list-style-type: none"> <li>• 67 alarm units</li> </ul>	
Expenditure which does not directly link to the spend plan categories above	<p>Clwyd Alyn Housing Association</p> <ul style="list-style-type: none"> <li>• 4 emergency bed units</li> </ul> <p>Denbighshire County Council</p> <ul style="list-style-type: none"> <li>• Supporting People Administration</li> </ul>	<p>The use of emergency beds in Ty Golau will continue to be monitored and challenged to ensure it is operating a No Second Night Approach and will further inform the need for wet provision in Denbighshire.</p> <p>Welsh Government 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 budget for the team has been reduced by 30% since 2013 and Denbighshire County Council intend to identify other sources of funding internally to enable the Grant to continue being administered effectively in the future ensuring services continue to meet demand, operate safely and to a high quality. The team will therefore no longer be funded by the Grant by 2019/20 as required.</p>



## **Equality Impact Assessment**

An Equality Impact Assessment has been completed for this Local Commissioning Plan, which has found that no disproportionate negative impacts are anticipated. This will be reviewed following the consultation period.

## **Spend Plan**

To be completed upon receipt of 2017/18 budget from Welsh Government.