

# Supporting People Plan 2018/19

## Wellbeing Impact Assessment Report

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

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

# IMPACT ASSESSMENT SUMMARY AND CONCLUSION

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

## Score for the sustainability of the approach

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

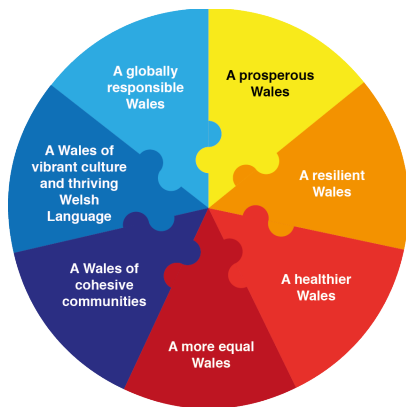
(3 out of 4 stars)



Actual score: 22/ 24.

## Summary of impact

Wellbeing Goals



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

## Main conclusions

# THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

## A prosperous Denbighshire

Overall Impact:	Positive
Justification for Impact:	

### **Positive consequences identified:**

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

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

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

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

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

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

With merging any contracts there is the possibility of redundancies.

### **Mitigating actions:**

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

## A resilient Denbighshire

Overall Impact:	Positive
Justification for Impact:	

### Positive consequences identified:

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

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

### Unintended negative consequences identified:

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

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### Mitigating actions:

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

## A healthier Denbighshire

Overall Impact:	Positive
Justification for Impact:	

### Positive consequences identified:

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

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

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

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

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

### Unintended negative consequences identified:

### Mitigating actions:

## A more equal Denbighshire

Overall Impact:	Positive
Justification for Impact:	

### Positive consequences identified:

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

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

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

### Unintended negative consequences identified:

### Mitigating actions:

## A Denbighshire of cohesive communities

Overall Impact:	Positive
Justification for Impact:	

### Positive consequences identified:

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

### Unintended negative consequences identified:

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

**Mitigating actions:**

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



## A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact:	Positive
Justification for Impact:	

### **Positive consequences identified:**

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

As above.

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

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

### **Mitigating actions:**

## A globally responsible Denbighshire

Overall Impact:	Positive
Justification for Impact:	

### **Positive consequences identified:**

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

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

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

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

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

### **Mitigating actions:**

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