

# **Homelessness Prevention/Supporting People Commissioning Plan 2019-22**

## **Well-being Impact Assessment Report**

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

Assessment Number:	495
Brief description:	A three year plan, outlining our priorities and intentions for commissioning and development of homelessness prevention support services in Denbighshire.
Date Completed:	Version: 0
Completed by:	
Responsible Service:	
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	Citizens and staff involved in homelessness prevention support in Denbighshire.
Was this impact assessment completed as a group?	Yes

# 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

★ ★ ★ ★ ( 3 out of 4 stars ) Actual score : 28 / 30.

## Implications of the score

Our inability to plan for the much longer term has brought our score down - this is owing to the fact that we are funded on an annual basis, and the uncertainty around future funding regimes. We can only try to mitigate this by planning as sustainably as possible, understanding population trends and needs, as well as taking a strengths-based approach, helping people to build their own support networks.

## Summary of impact

### Well-being Goals

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

Positive  
Positive  
Positive  
Positive  
Positive  
Positive  
Positive



## Main conclusions

### Evidence to support the Well-being Impact Assessment

- ☐ We have consulted published research or guides that inform us about the likely impact of the proposal
- ☒ We have involved an expert / consulted a group who represent those who may be affected by the proposal
- ☒ We have engaged with people who will be affected by the proposal

# THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

## A prosperous Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The Plan takes a long-term, holistic view of tackling homelessness and providing quality accommodation and support.
<b>Further actions required</b>	In terms of the possibility of redundancies, as with any contract which goes out to tender, TUPE regulations will be adhered to. We will also continue to engage with affected providers and the wider market, through consultation on any significant remodels, and further Meet the Buyer events. We will always fundamentally ensure that any remodels are needs-led. In terms of more provision being based in the North, we are working to develop more supported housing options in the South (within existing contracts), and all of our floating support can work with people across the county. We are also working to ensure more flexible service delivery across the board, which will include statutory homelessness being more mobile, and consideration of options for hub/one-stop-shop type services.

## Positive impacts identified:

<b>A low carbon society</b>	The Plan sets out how we need to develop more multi-disciplinary support, shifting the focus from process to outcomes, which may include consideration of further merging of contracts. Having less contracts would result in greater efficiencies, which we could reasonably expect would have a positive impact on reducing energy/fuel consumption.
<b>Quality communications, infrastructure and transport</b>	The Plan details that we'll work to improve coordination and knowledge of other key support services, re-launching the Denbighshire Homelessness Forum, and exploring opportunities for hub/one-stop-shop style day services.
<b>Economic development</b>	Education, employment, volunteering and training are key areas for development outlined in the Plan. We will continue to work with projects to identify and challenge barriers in this area, working closely with employment support services, e.g. Communities for Work, Opus etc. Offering larger (merged) contracts should also offer more sustainability, as well as increase opportunities for community benefits.
<b>Quality skills for the long term</b>	As above, education, training, employment and volunteering are continuing key priorities, 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.
<b>Quality jobs for the long term</b>	As above, education, training, employment and volunteering are continuing key priorities, 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.
<b>Childcare</b>	We will continue to ensure that our support is available to all, including people with children - the nature of our support does not necessitate childcare. In supporting people to achieve outcomes in education, employment, volunteering and training, we will be working closely with our Tackling Poverty Partners to ensure that child care schemes can be utilised.

## Negative impacts identified:

<b>A low carbon society</b>	
<b>Quality communications, infrastructure and transport</b>	The majority of homelessness prevention support provision is based in the North.
<b>Economic development</b>	
<b>Quality skills for the long term</b>	
<b>Quality jobs for the long term</b>	With merging any contracts there is the possibility of redundancies.
<b>Childcare</b>	

## A resilient Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The Plan focuses on the importance of partnerships with agencies such as DCC Housing Enforcement and other Housing colleagues.
<b>Further actions required</b>	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. Any property development will be undertaken in line with relevant planning regulations.

## Positive impacts identified:

<b>Biodiversity and the natural environment</b>	The Plan sets out how we need to develop more multi-disciplinary support, shifting the focus from process to outcomes, which may include consideration of further merging of contracts. Having less contracts would result in greater efficiencies, which we could reasonably expect would have a positive impact on reducing energy/fuel consumption.
<b>Biodiversity in the built environment</b>	The Plan sets out how we will continue to work closely with DCC Housing Enforcement (including learning from a pilot SP services support project in 2018/19) to ensure that all accommodation identified via homelessness prevention support services is safe and of a good standard.
<b>Reducing waste, reusing and recycling</b>	DCC Homelessness Prevention prioritizes online promotion (rather than leaflets etc.) wherever possible. The Plan itself will be available online.
<b>Reduced energy/fuel consumption</b>	The Plan will support and work alongside DCC's other corporate priorities, and as such, Homelessness Prevention staff are committed to agile working - supporting more flexible service offers.
<b>People's awareness of the environment and biodiversity</b>	
<b>Flood risk management</b>	As above, will be working closely with DCC Housing Enforcement to ensure that accommodation is safe and of a good standard. Homelessness prevention support would also be key in responding to any flood crisis, supporting displaced households.

## Negative impacts identified:

<b>Biodiversity and the natural environment</b>	
<b>Biodiversity in the built environment</b>	With possible future remodeling of contracts, it may be that certain properties (for supported housing) cannot be retained, therefore our commissioned providers may need to develop new accommodation (to be clear, the cost of accommodation development would sit with the provider, DCC Homelessness Prevention commissions the support element only). Our priority around building psychologically informed environments may also require some physical development, e.g. building improvements, decorating etc.
<b>Reducing waste, reusing and recycling</b>	
<b>Reduced energy/fuel consumption</b>	
<b>People's awareness of the environment and biodiversity</b>	
<b>Flood risk management</b>	

## A healthier Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	People's physical and emotional health are key outcome areas for homelessness prevention support. The Plan has a distinct focus on the need for us to develop our services to be more psychologically informed, as well as more multi-disciplinary - homelessness prevention support that is trauma informed and holistic.
<b>Further actions required</b>	

## Positive impacts identified:

<b>A social and physical environment that encourage and support health and well-being</b>	Further development of 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 - involving thinking not only about what our physical environments look like, but how we communicate; respond to challenging situations, and assess and meet need. The Plan is influenced by and helps to support the Social Services and Wellbeing Act and Wellbeing of Future Generations Act. We will also continue to contribute to the 2025 movement, established to end avoidable health inequalities in North Wales. We also continue to work to develop opportunities to better support people with substance use support needs, e.g. developing safe drinking environments.
<b>Access to good quality, healthy food</b>	All homelessness prevention support helps people with things 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.

<b>People's emotional and mental well-being</b>	All homelessness prevention support works to help people to improve their emotional and mental wellbeing. The Plan sets out how we will work to build better working and info sharing arrangements with the CMHT and ward staff, supporting better knowledge and support approaches, and better enabling early intervention and prevention of homelessness. We will also be exploring options for more integrated mental health support; considering training and joint working opportunities, as well as supporting the delivery of the North Wales Together for Mental Health Strategy, and the 2025 movement.
<b>Access to healthcare</b>	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, we have outlined a number of plans to support people with mental health issues to better access the support they need.
<b>Participation in leisure opportunities</b>	As outlined in the Plan, • Activities to improve wellbeing, helping people to stay motivated, feel valued, and have hope, are highly valued and highly effective elements of support. We'll continue to develop risk-based reviewing and greater flexibility in contracts, shifting the focus from process to outcomes, to ensure support is maximised and proportionate, and available where needed most. This will include promoting activities to increase confidence and wellbeing as a key element of support.

### Negative impacts identified:

<b>A social and physical environment that encourage and support health and well-being</b>	
<b>Access to good quality, healthy food</b>	
<b>People's emotional and mental well-being</b>	
<b>Access to healthcare</b>	
<b>Participation in leisure opportunities</b>	

### A more equal Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Our homelessness prevention support services fundamentally work to tackle homelessness - which goes hand in hand with poverty. With our shift towards person-centred outcomes, not process, and developing services that are more multi-disciplinary, our impact should be one of breaking down more barriers to support/independence, and allowing more people to access the right help so that they can improve their situations.

<b>Further actions required</b>	We must be clear that multi-disciplinary support is not about treating everyone the same - it must acknowledge and embrace diversity, and ensure that support offers are always entirely person-centred, regardless of characteristics/individual support needs. To achieve this we must ensure that any service remodels are done in close consultation with citizens and projects, to identify and address any unintended negative consequences. We must also ensure that staff have access to the right training. We will also ensure that more specialist support approaches, where needed, can remain specialist (e.g. the Tenancy Enabler service).
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## Positive impacts identified:

<b>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</b>	Our Plan is influenced by the Strategic Equality Plan. Links between poverty (and homelessness) and certain protected characteristics are well established; as a Tackling Poverty partner, we have a clear focus on tackling homelessness and its underlying causes. Our outlined continued move to more multi-disciplinary support, shifting the focus from process to outcomes, will continue to remove barriers to access which can currently be created by specific eligibility criteria.
<b>People who suffer discrimination or disadvantage</b>	We know that many people who experience homelessness/risk of homelessness suffer discrimination and disadvantage. The Plan has a focus on highlighting and mitigating the impacts of things like welfare reform, and the barriers people may face to accessing support/accommodation, e.g. people with mental health issues, rough sleepers, people with substance use issues, and people leaving prison. We will be developing a Housing First offer, based on the principle that housing is a basic human right, and working to remove the barriers/fall points that people who are furthest away from traditional support services may experience. We will also be working to ensure that a harm reduction approach is embedded across our services - that no one is excluded from our services because of substance use issues. We will also continue to support the delivery of the 2025 movement.
<b>Areas with poor economic, health or educational outcomes</b>	Our projects work in areas of high deprivation, including West Rhyl. Supporting people to improve their economic, health and educational outcomes is part of the core business of homelessness prevention support, as captured in the Plan. This includes working in partnership with employment support services such as Opus and AdTrac, and supporting the development of work experience opportunities.
<b>People in poverty</b>	As above.

## Negative impacts identified:

<b>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</b>	There is the risk, if remodels aren't undertaken properly, that more bespoke approaches could be lost if support need-specific (e.g. substance use support) services become multi-disciplinary. We must acknowledge that individuals with particular characteristics/specific support needs may require a more bespoke approach.
<b>People who suffer discrimination or disadvantage</b>	
<b>Areas with poor economic, health or educational outcomes</b>	
<b>People in poverty</b>	

## A Denbighshire of cohesive communities

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Access to safe and suitable accommodation, as well as resilience & empowerment, are 2 of the key strands of the approach to achieving the vision of the Plan (and the Homelessness Strategy) - to end homelessness in Denbighshire.
<b>Further actions required</b>	In relation to the possibility of losing current supported housing properties, we will consider this carefully in developing specifications and in any tender processes, ensuring as far as possible that best use is made of existing properties. We will liaise with Housing Strategy where needed to investigate opportunities for sustainable development, and be informed by the Local Development Plan. We will liaise with DCC Housing/Planning regarding the possible impacts on B&B's, there may be potential opportunities for regeneration.

### Positive impacts identified:



<b>Safe communities and individuals</b>	<p>All of our projects support the safety of individuals and others (this is a specific area captured in the SP outcomes framework). We know that homelessness/risk of homelessness may often go hand in hand with increased vulnerability. The Plan outlines how we will continue to work closely with DCC</p> <p>Housing Enforcement, including commissioning a pilot project with them in 2018/19, to ensure that all accommodation sourced via all homelessness prevention support is safe and of a good standard. We are also better developing our response to supporting people leaving prison, including a dedicated Criminal Justice Homelessness Prevention Officer, to work closely alongside prisons, Police and Probation service. We will also continue to contribute to the North Wales Prisoner Resettlement Group. We also continue to develop a Young People's Positive Pathway model, ensuring that all young people are safeguarded and offered the right support at the right time to prevent homelessness/being unsuitably housed. Alongside this we will continue to promote trauma informed ways of working, including identifying, understanding and mitigating the impacts of adverse childhood experiences. We also continue to work 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.</p>
<b>Community participation and resilience</b>	<p>Co-production with and involvement of people with lived experience is our central strategic priority. Citizens will be involved in a much more meaningful way in homelessness prevention service planning going forward. We are also co-producing this year's annual homelessness prevention event, which is a key part of the development of the Commissioning Plan.</p>
<b>The attractiveness of the area</b>	<p>One of our key priorities is developing psychologically informed environments - and element of this is improving the physical environments of support projects, e.g. building improvements, decorating etc. Another key priority is developing better temporary accommodation options, including looking to end the use of unsuitable B&amp;B type accommodation - this should have a positive impact in terms of development, tourism etc. The Plan, alongside the Denbighshire Homelessness Strategy 2017-21, will also support the Denbighshire Housing Strategy and Development Plan.</p>
<b>Connected communities</b>	<p>We will be developing better opportunities for peer/community support. We'll also be working to improve coordination and knowledge of other key support services, by re-launching the Denbighshire Homelessness Forum, and exploring opportunities for hub/one-stop-shop style day services.</p>

### Negative impacts identified:

<b>Safe communities and individuals</b>	
<b>Community participation and resilience</b>	
<b>The attractiveness of the area</b>	<p>With the move towards more multi-disciplinary support potentially resulting in further service remodels, 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. Also, reducing/ending the use of unsuitable B&amp;B temporary accommodation may impact negatively on some local businesses, which could have the potential to lead to some deterioration.</p>

<b>Connected communities</b>	
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## A Denbighshire of vibrant culture and thriving Welsh language

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The Plan outlines how we will continue to work to ensure that our support is available to people with all support needs, characteristics etc. With person-centred approaches, and a focus on wellbeing, our support offers should always support people to communicate in the way they're most comfortable, as part of what matters to them.
<b>Further actions required</b>	All jobs are advertised at the very least as Welsh desirable. All commissioned projects are expected to have a Welsh language policy. We have shared materials such as the 'Welsh on the Wall' poster with commissioned projects. We will liaise with the DCC Welsh Language Officer and Welsh Language Champions as needed.

### Positive impacts identified:

<b>People using Welsh</b>	Homelessness Prevention has adopted the 'active offer' and Denbighshire Welsh Language Standards - it is expected that all of our commissioned services will offer support in Welsh or English. The Plan, as well as all public information, will be available in both Welsh and English.
<b>Promoting the Welsh language</b>	As above.
<b>Culture and heritage</b>	We will be promoting activities in the community to increase confidence and wellbeing as a key element of support.

### Negative impacts identified:

<b>People using Welsh</b>	Not all support staff are able to speak fluent Welsh. There could therefore be a high level of demand for Welsh speaking staff.
<b>Promoting the Welsh language</b>	
<b>Culture and heritage</b>	

## A globally responsible Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Ending homelessness, the fundamental aim of the Plan, 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. Ending homelessness, and the focus on prevention, means that the burden on other statutory services will be reduced.
<b>Further actions required</b>	In relation to the possibility of smaller suppliers being excluded, if any contracts are merged we will be encouraging consortium bids where possible, we will offer further 'Meet the Buyer' events, and will also ensure compliance with TUPE. We will liaise with DCC Housing/Planning regarding the possible impacts on B&B's, there may be potential opportunities for regeneration.

## Positive impacts identified:

<b>Local, national, international supply chains</b>	Having remodeled, potentially larger contracts would mean increased opportunities for contracts to incorporate significant community benefits.
<b>Human rights</b>	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. This will be supported by our close working and pilot project with DCC Housing Enforcement – which will also make sure that all landlords worked with are registered with Rent Smart Wales, ensuring that people are trained in their rights and responsibilities when renting out a property to tenants. Our development of a Housing First offer is also founded on the principle of housing being a basic human right.
<b>Broader service provision in the local area or the region</b>	Partnership working is fundamental to the Plan, and the focus on prevention means that the burden on statutory services (e.g. Health and criminal justice) in particular will be reduced. The Plan also outlines our intentions to explore opportunities for partnership commissioning (particularly in the context of flexible funding), and regional collaboration (e.g. Housing First). 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.

## Negative impacts identified:

<b>Local, national, international supply chains</b>	
<b>Human rights</b>	
<b>Broader service provision in the local area or the region</b>	It is possible that offering larger contracts may exclude some smaller suppliers from the market. Reducing the use of B&B's as temporary accommodation could have a negative impact on some local businesses.