

## 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:	963
Brief description:	This Housing Support Grant Delivery Plan outlines DCC's priority areas for development and delivery over each financial year for homelessness prevention services commissioned using the Housing Support Grant (HSG).
Date Completed:	Version: 0
Completed by:	
Responsible Service:	Community Support Services
Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	
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 : 34 / 36.

## Summary for each Sustainable Development principle

<b>Long term</b>	HSG is primarily about spend to save to prevent homelessness occurring, and prevention and sustainability are key tenets of our planning and delivery. The Plan relies on an understanding priority needs and trends, and strongly advocates a needs-led and strengths-based approach. This also includes taking lessons learned from the Covid-19 crisis and working in more creative ways, e.g. use of different technologies.
<b>Prevention</b>	Prevention is the core principle of the plan. The plan not only outlines how existing prevention approaches will be developed and maximised, but it also proposes new ways of working, including a new early intervention approach. The plan also sets out how we will take lessons learned from the Covid-19 crisis to make better use of different technologies and ways of working, which will be key ways that we put a greater emphasis on reducing environmental impact.
<b>Integration</b>	Collaboration is a vital part of how the Delivery Plan will be realised, and we work closely with other departments, including Public Protection, Housing and Social Services to both plan and deliver our support.
<b>Collaboration</b>	Collaboration is a vital part of how the Delivery Plan will be realised, and we work closely with other departments, including Public Protection, Housing and Social Services to both plan and deliver our support. This plan was also developed on the basis of consultation with various internal and external partners, including citizens.
<b>Involvement</b>	This plan was developed on the basis of consultation with various internal and external partners, including citizens. The plan also captures our renewed focus and commitment to co-production and collaboration.

## Summary of impact

### Well-being 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

Activity in line with this plan will bring about a wide variety of positive impacts for people in Denbighshire who may be homeless or at risk of homelessness, as well as support providers and wider communities. It offers extensive scope for us to deliver against key corporate and other priorities, particularly around wellbeing, independence, greater opportunities for people who may experience disadvantage, and person-centred support.

Negative impacts mostly come down to uncertainty and stress created by re-tendering of services, and the impacts on the physical environment of any new accommodation-based developments required. However, these risks can be mitigated to a large degree through adhering to policy and procedure; through working in true collaboration with key stakeholders, and through understanding the landscape and maximising the strengths of individuals, local communities and support providers.

### **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>	Re-tendering provision will always be done in a carefully planned way, and in line with the Wellbeing of Future Generations Act, procurement regulations and our DCC Contract Procedure Rules. The CSS Contracts and Commissioning Team understand the importance of knowledge of the local landscape and culture, and work to ensure that smaller providers are not unfairly disadvantaged during tender opportunities, e.g. through providing information, meet the buyer opportunities, and encouraging partnership bids. Our tender specifications and evaluations also put a large emphasis on quality, and ensure as far as possible that providers will put staff in place with the appropriate knowledge and skill set to deliver the best care and support, and who can continue to access learning and development opportunities. We also of course ensure that any TUPE opportunities are captured in accordance with the law. We are also working to ensure more flexible service delivery across the board, which will include more creative delivery approaches, e.g. a new early intervention model and use of different technologies.

### Positive impacts identified:

<b>A low carbon society</b>	The plan sets out how we will take lessons learned from Covid-19 to develop new ways of working, including use of different technologies to keep people connected. The plan also sets out how we need to develop more multi-disciplinary/joined up support, shifting the focus from process to outcomes, which should create more efficient ways of working. Any new procurements will also include Community Benefits and we will be encouraging proposals that support biodiversity and the natural environment.
<b>Quality communications, infrastructure and transport</b>	The Plan details that we'll work to improve coordination and knowledge of key support services, for example through the development of a robust early intervention model. With all supported living developments we will make the best use of previously developed land and existing buildings, in locations with good public transport links.
<b>Economic development</b>	Getting our homelessness prevention services right will help to reduce socio-economic disadvantage through enabling people to live as fulfilling and independent a life as possible, and prevent homelessness from occurring now and in future. Having a broad range of support services, ranging from early intervention to rapid rehousing and complex needs support, means that we can help to reduce/prevent reliance on statutory/more formal care and promotes greater independence and wellbeing. This allows us to work more efficiently and help more people who need our support.
<b>Quality skills for the long term</b>	The plan sets out how we want to support people to develop practical life and work skills, and behaviours that will support their health and wellbeing, as well as employment opportunities.
<b>Quality jobs for the long term</b>	The plan sets out how we want to support people to develop practical life and work skills, and behaviours that will support their health and wellbeing, as well as employment opportunities.

<b>Childcare</b>	Supporting people to use different kind of technologies to meet their outcomes and stay connected and supported may reduce the need for physical attendance/face to face in certain contexts, which may reduce the childcare burden for some.
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### 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>	Re-tendering provision can run the risk losing the knowledge and skills of existing providers who may be unsuccessful for tender opportunities.
<b>Quality jobs for the long term</b>	With any re-commissioning activity there is the possibility of creating instability for incumbent providers, including potential job losses.
<b>Childcare</b>	

### A resilient Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The need to develop/refurbish new sites for supported living is likely to be the only area in which the plan poses potential negative consequences for physical environments, however these will be mitigated as far as possible, as detailed here. A number of our plans and priorities should also directly help to reduce the need for car/public transport travel for some.
<b>Further actions required</b>	When it comes to accommodation-based support provision, we will always ensure that we make the best use of existing sites where possible, and any new developments required will be done so responsibly and sustainably, and in line with the Local Development Plan.

### Positive impacts identified:

<b>Biodiversity and the natural environment</b>	The plan sets out how we will take lessons from the Covid-19 crisis and look to make better use of different technologies to deliver our support and keep people connected - which should reduce unnecessary travel. For any supported living developments we will also make best use of existing sites. Any new procurements will also include Community Benefits and we will be encouraging proposals that support biodiversity and the natural environment.
<b>Biodiversity in the built environment</b>	For any supported living developments we will make best use of existing sites. Preventing homelessness much earlier on through an early intervention approach, as well as a move towards more rapid rehousing models, also prevents the need for new supported housing developments.
<b>Reducing waste, reusing and recycling</b>	The plan sets out how we will take lessons from the Covid-19 crisis and look to make better use of different technologies to deliver our support and keep people connected - which should reduce unnecessary paperwork. The Plan itself will be available online.
<b>Reduced energy/fuel consumption</b>	The plan sets out how we will take lessons from the Covid-19 crisis and look to make better use of different technologies to deliver our support and keep people connected - which should reduce unnecessary travel.
<b>People's awareness of the environment and biodiversity</b>	Any new procurements will include Community Benefits and we will be encouraging proposals that support biodiversity and the natural environment.

<b>Flood risk management</b>	
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**Negative impacts identified:**

<b>Biodiversity and the natural environment</b>	With possible future remodelling 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.
<b>Biodiversity in the built environment</b>	
<b>Reducing waste, reusing and recycling</b>	
<b>Reduced energy/fuel consumption</b>	With possible future remodelling 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.
<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. Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains an underpinning strategic driver of our plans. The plan sets out how, in a wide variety of ways, we will develop/commission support services that promote physical and mental health and wellbeing, including in accommodation and community based settings.
<b>Further actions required</b>	We can ensure that re-tendering services will cause as little stress and disruption as possible through engagement and information sharing, and ensuring that any transitions to new providers are managed extremely carefully, with adequate time allocated to do so.

**Positive impacts identified:**

<b>A social and physical environment that encourage and support health and well-being</b>	Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains an underpinning strategic driver of our plans and development activity. The plan sets out how, in a wide variety of ways, we will develop/commission care and support services that promote physical and mental health and wellbeing, including in accommodation and community based settings. This will include, for example, reviewing all of our mental health provision to ensure that it is accessible and needs-led; developing a robust early intervention model to prevent risk of homelessness from much earlier on; rapid rehousing to offer people more rights and stability in their own tenancy, and more appropriate housing options for young people, and people with more complex needs.
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<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>	Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains an underpinning strategic driver of our plans and development activity. The plan sets out how, in a wide variety of ways, we will develop/commission care and support services that promote physical and Wellbeing is at the heart of our priorities, and the Social Services and Wellbeing Act remains an underpinning strategic driver of our plans and development activity. The plan sets out how, in a wide variety of ways, we will develop/commission care and support services that promote physical and mental health and wellbeing, including in accommodation and community based settings. This will include, for example, reviewing all of our mental health provision to ensure that it is accessible and needs-led; developing a robust early intervention model to prevent risk of homelessness from much earlier on; rapid rehousing to to offer people more rights and stability in their own tenancy, and more appropriate housing options for young people, and people with more complex needs.
<b>Access to healthcare</b>	Citizens leading a healthy and active lifestyle is one of the outcomes HSG projects are required to report on (as part of the National Outcomes Framework). Citizens are frequently supported by HSG projects 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 part of remodelling and modernising our services, we want to see people being able to access a broader range of meaningful and engaging activities. We will continue to move towards more outcomes focused and creative ways of working, e.g. using different technologies and looking to include personal budgets as part of new delivery models.

### 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>	Re-tendering services can cause risk and uncertainty for both citizens and providers.
<b>Access to healthcare</b>	
<b>Participation in leisure opportunities</b>	

### A more equal Denbighshire

<b>Overall Impact</b>	Positive
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<b>Justification for impact</b>	<p>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.</p>
<b>Further actions required</b>	<p>We will continue to ensure, through tender processes, clear specification requirements and regular monitoring throughout the year, that our services are accessible to people with all protected characteristics, and that equality of opportunity is a key part of all of our ethos. 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.</p>

**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>	<p>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. The plan also specifically outlines plans to reduce barriers and improve support offers for young people, older people (including access to domestic abuse support), and people with mental health support needs. It also sets out that we will continue to work to ensure that our homelessness prevention support, including supported housing, is fully accessible to citizens who are LGBTQ+.</p>
<b>People who suffer discrimination or disadvantage</b>	<p>As above.</p>
<b>People affected by socio-economic disadvantage and unequal outcomes</b>	<p>As above.</p>
<b>Areas affected by socio-economic disadvantage</b>	<p>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.</p>

**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>	
<b>People who suffer discrimination or disadvantage</b>	
<b>People affected by socio-economic disadvantage and unequal outcomes</b>	
<b>Areas affected by socio-economic disadvantage</b>	

## A Denbighshire of cohesive communities

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The plan sets out how, in a wide variety of ways, we will develop/commission services to ensure that citizens across the county can access the right care and support for their needs, to promote wellbeing, safety and independence.
<b>Further actions required</b>	When it comes to accommodation-based support provision, we will always ensure that we make the best use of existing sites where possible, and any new developments required will be done so responsibly and sustainably, and in line with the Local Development Plan.

### Positive impacts identified:

<b>Safe communities and individuals</b>	Safeguarding is a cornerstone of our approach in CSS and our commissioned services, and the plan sets out how, in a wide variety of ways, we will develop/commission services to ensure that citizens can access the right care and support for their needs, to promote wellbeing, safety and independence. This includes through prevention of homelessness from much earlier on (e.g. through development of a robust early intervention model), as well as rapid rehousing, and overall an appropriate range of accommodation and community based support for people with a wide variety of needs. This will also include looking at how we can improve our support and accommodation offer for people with an offending history, and survivors of domestic abuse.
<b>Community participation and resilience</b>	Co-production with and involvement of people with lived experience is a key priority area. Citizens will be involved in a much more meaningful way in homelessness prevention service planning going forward.

<b>The attractiveness of the area</b>	We remain committed to developing psychologically informed environments, and an element of this is improving the physical environments of support projects, e.g. building improvements, decorating etc. We will also be continuing to work to ensure that our temporary accommodation is fit for purpose, and also moving towards more rapid rehousing models - both of which should help to prevent the use of unsuitable B&B type accommodation - and this should have a positive impact in terms of development, tourism etc.
<b>Connected communities</b>	We will be taking lessons learned from Covid-19 including creative ways of working (e.g. use of different technologies) to help people to stay connected and supported. We'll also be working to improve coordination and knowledge of key support services, e.g. as part of the early intervention model. Good public transport links are important for all of our supported living developments.
<b>Rural resilience</b>	Offering more flexible models of delivery, and also creating more targeted approaches as part of the early intervention model, should help to improve resilience and prevent homelessness across the county, including in more rural areas where 'hidden homelessness' may be more common.

### Negative impacts identified:

<b>Safe communities and individuals</b>	
<b>Community participation and resilience</b>	
<b>The attractiveness of the area</b>	With the move towards more multi-disciplinary and needs-led 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 disused. Also, reducing/ending the use of unsuitable B&B temporary accommodation may impact negatively on some local businesses, which could have the potential to lead to some deterioration.
<b>Connected communities</b>	
<b>Rural resilience</b>	

## 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>	.

### 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 homelessness prevention public information, will be available in both Welsh and English.
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<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>	
<b>Promoting the Welsh language</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>Culture and heritage</b>	

**A globally responsible Denbighshire**

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Robust procurement and monitoring activity ensures that all of our developments and services adhere to key law, policy and procedure. Retendering provision will provide opportunities for community benefits and social value to be achieved. Collaboration with key partner agencies is a vital part of our approach to achieving ultimately more effective and efficient support services.
<b>Further actions required</b>	Tendering will always be done in a carefully planned way, and in line with the Wellbeing of Future Generations Act, procurement regulations and our DCC Contract Procedure Rules. The CSS Contracts and Commissioning Team understand the importance of knowledge of the local landscape and culture, and work to ensure as far as possible that smaller providers are not unfairly disadvantaged during tender opportunities, e.g. through providing information, meet the buyer opportunities, and encouraging partnership bids. Our tender specifications and evaluations also put a large emphasis on quality.

**Positive impacts identified:**

<b>Local, national, international supply chains</b>	Re-tendering provision will provide opportunities for community benefits and social value to be achieved. Tendering will always be done in a carefully planned way, and in line with the Wellbeing of Future Generations Act, procurement regulations and our DCC Contract Procedure Rules. The CSS Contracts and Commissioning Team understand the importance of knowledge of the local landscape and culture, and work to ensure that smaller providers are not unfairly disadvantaged during tender opportunities, e.g. through providing information, meet the buyer opportunities, and encouraging partnership bids. Our tender specifications and evaluations also put a large emphasis on quality.
<b>Human rights</b>	<p>Robust procurement and monitoring activity ensures that all of our developments and services adhere to law, policy and procedure in respect of employment practices, standards of working conditions and contracts, health and safety, bullying and harassment etc.</p> <p>Safeguarding is also a cornerstone of our approach in CSS and our commissioned services, and this plan sets out how, in a wide variety of ways, we will develop/commission services to ensure that citizens can access the right support for their needs, to promote wellbeing, safety and independence.</p> <p>The provision of quality accommodation and support naturally sits within the upholding of human rights - everyone has a fundamental human right to housing, that ensures access to a safe, secure, habitable, and affordable home, with freedom from forced eviction.</p>

<b>Broader service provision in the local area or the region</b>	As is set out in the plan, we must work collaboratively with colleagues across health and broader social care services to achieve our plans and priorities. Through partnership working and developing robust early intervention and prevention approaches, we will seek to achieve a reduction in demand on statutory services, and a more streamlined, joined up approach to care/support delivery across organisations.
<b>Reducing climate change</b>	The plan sets out how we will take lessons learned from Covid-19 to develop new ways of working, including use of different technologies to keep people connected. The plan also sets out how we need to develop more multi-disciplinary/joined up support, shifting the focus from process to outcomes, which should create more efficient ways of working. Any new procurements will also include Community Benefits and we will be encouraging proposals that support biodiversity and the natural environment, including reducing carbon footprint.

**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 through recommissioning activities some smaller suppliers may be disadvantaged. Reducing the use of B&B's as temporary accommodation could have a negative impact on some local businesses.
<b>Reducing climate change</b>	