

Report to:	Communities Scrutiny Committee
Date of Meeting:	1st March 2012
Lead Officer:	Corporate Director Demographics, Wellbeing and Planning
Report Author:	Supporting People Manager
Title:	Changes to the Supporting People Strategy for 2012 to 2014 and Supporting People Operational Plan for 2012/13.

1. What is the report about?

The Welsh Government requires the Supporting People Operational Plan (SPOP) on an annual basis. A three year Supporting People (SP) strategy was agreed in Denbighshire for 2011/14 setting out the strategic priorities for the Supporting People programme in the county as a framework for revenue resource allocation. The SPOP considers the housing-related support services required to meet the needs of vulnerable people for the period 1st April 2012 to 31st March 2013.

2. What is the reason for making this report?

Changes to the SPOP for 12/13 & SP Strategy will be submitted to Cabinet on 20th March 2012 for agreement. This report sets out the changes proposed as part of the consultation process.

3. What are the Recommendations?

To support the changes to the Supporting People Strategy for 2012 to 2014 and Supporting People Operational Plan (SPOP) for 2012/13.

4. Report details.

The Supporting People (SP) strategy for 2011-14, which outlined the SPOP for 2012/13, was originally agreed in 2010. Planned actions for 2012 -4 have changed over time and in response to consultation. A summary of changes proposed are set out in appendix 1. The updated Plan is included in appendix 2. (Actions for 2012 to 2014 are set out in full in appendix 2 page 11 onwards).

5. How does the decision contribute to the Corporate Priorities?

Supporting People funded services underpin cross cutting multi-agency priorities as well as contributing directly to Denbighshire's priorities.

Education

The provision of accommodation and appropriate support helps vulnerable people to sustain their accommodation and independence by developing life skills to maintain a home. Vulnerable families are supported in developing skills to support their families, crucial to ensuring school attendance and attainment for their children. Support is also provided to vulnerable adults and young people (16+) to develop the skills and confidence to access education and training and engage with community activities to enable social inclusion.

Regeneration

Projects support service users in addressing issues of multiple deprivation including housing deprivation and needs. This is essential if Community Regeneration is to be achieved. Supported housing services enable tenancies and independent living to be sustained for many of our most vulnerable people within our communities.

New supported housing development will be outside of the West Rhyl Area and a supported accommodation strategy will be developed to support the Rhyl Going Forward strategy.

Demographic Change

Support is provided to children and families in need and people who need housing and contributes towards tackling the issues of transience and poverty. Support promotes independence, enablement and prevention through early intervention. This contributes to countering dependency and a culture of reliance on statutory services, necessary in addressing future demographic challenges faced by Denbighshire with a growing older population.

The employment of an occupational therapist will expand the adoption of a reablement approach into housing services. Investment in alarm services will further support independent living.

6. What will it cost and how will it affect other services?

The projects and changes identified will be managed within the existing Supporting People budget allocated to Denbighshire by the Welsh Government.

Supporting People Grant will continue as a single programme grant in 2013/14 however, the grant available will be reduced going forward with a cap on reduction of 5% per annum. Services identified can be managed within the grant available and projected cuts. Further consideration would be required for 2013/14 onwards once final grant allocations are known. There is an action within the strategy to consider the strategic priority to fund services in 2013/14 in response to funding reductions.

7. What consultations have been carried out?

The Supporting People Planning Group (SPPG) held 6 meetings during the development of this report and considered “Strategic Priority to Fund” commissioning tools, Needs Mapping Exercise (NME) data, outcomes reports, supply map information and feedback from stakeholders and consultation meetings.

A consultation event for current support providers was held in July 2011 and feedback reported to the SPPG to inform the development of this plan.

Further consultation with providers & stakeholders was conducted during July and August. A final consultation event is scheduled in February involving service users. A draft document was circulated to all existing planning groups and forums linked to Supporting People.

The final document will be submitted to the Supporting People Planning Group on 7th March and to Cabinet for approval on 20th March 2012.

8. Chief Finance Officer Statement

The cost of delivering the plan must be contained within the funding available. The reductions in grant funding and the implications on the Supporting People programme - and the wider impact on other budgets will have to be carefully managed. The council has been prudent and made some financial provision to dampen the impact of funding reductions but the programme and the services it funds will have to be kept under review to ensure expenditure does not exceed the allocated funding.

9. What risks are there and is there anything we can do to reduce them?

Reduced funding is being managed by using under spend to cushion cuts in year 1 and by managing additional commitments with short term funding allocations.

10. Power to make the Decision

To determine the content of any plan, strategy or other policy document requires approval by the Lead Cabinet Member in accordance with Statutory Instrument 2001 No. 2291 (W,179) Regulation 4 (3)(c) + (d).

Contact Officer:

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2012/13 Summary of Proposed Changes

All services

- *Implement Outcomes reporting for all SP services in 12/13*
- The development of a strategy to address any identified over-concentration of services (e.g. in West Rhyl) alongside Denbighshire's Housing Strategy to support Rhyl Going Forward.
- To ensure information about incidences of hate crime and harassment are consistently and accurately recorded, reported and is acted upon

Domestic Abuse

- To work with providers and stakeholders on implementing "The Flexible Service Proposal for Domestic Abuse services in Denbighshire".

Mental Health

- New supported housing provision to be commissioned outside of West Rhyl (eg mental health homeless supported accommodation)
- Consider incorporating the findings of a review of Swansea City Council's "OASIS" (Opportunities for Accommodation and Support in Swansea) to address identified for Denbighshire in the Wales Audit Office report on Housing Services for Adults with Mental Health Needs.

Young People

- To reconfigure an existing 5 unit young persons support services managed Tai Clwyd, into a tenure neutral floating support service which will be linked to a 24 hour staffed young persons supported housing scheme in Denbigh, due open in 2013-14
- To consider and where possible jointly commission with housing and children's services:-
 - a Nightstop or Crashpad facility.
 - Ring fencing of beds within existing Supporting People provision
 - a small assessment centre for young people
 - Reconfigure Young People's services to ensure high intensity floating support will be provided to young people placed in any of the above provision
- Recruit two full-time support workers for one year to support vulnerable people with high level and complex needs.

Homelessness services

- Allocate additional resources to Seashells' Homeless Project to increase support staff numbers and enhance outcomes

- Consider the findings and recommendations of a Housing Services review of the accommodation requirements of Gypsies & travellers to ensure that the needs are assessed in a strategic way and addressed through the promotion of inclusive service responses.
- Monitor and review the impact of welfare reforms on Homelessness in Denbighshire. To identify the implications for housing related support services and respond to changes as appropriate within available resources.
- Fund the recruitment of a full-time support worker for one year to be based with Housing Options in the Homelessness and Allocations team in DCC Housing Services
- Contributing to a pilot project for aids and HIV

The Big Plan

- Provide evidence to demonstrate the Supporting People programmes substantial contribution to successfully delivering the outcomes identified in Denbighshire's Big Plan.
- To contribute to *“provide effective preventative support services to vulnerable individuals and families, including those with mental health problems, to ensure their housing needs are met. People with mental health needs will be more effectively supported to live independently, in their own homes.”*

Community Care Services

- Investigate housing support need within adult services reablement service. Evidence & financial resources permitting, consider a joint funding contribution to this service.
- Make a contribution to funding the maintenance and monitoring of Telecare alarm services for eligible service users.

Older People Services

- To fund a full-time occupational therapist for one year to be based in DCC Sheltered Housing Services with the aim of consolidating and expanding the adoption and implementation of a reablement approach to sheltered housing.

2013/14 Proposed Changes

Redistribution

- Determine the long term Strategic Priority to Fund of all services in the light of a likely reduction in funding for Denbighshire resulting from the geographical redistribution of Supporting People funding across Wales.

Families

- Establish robust systemic links between Supporting People services for Families and Integrated Family Support Services at both strategic and operational levels.

Young People

- In anticipation of the end of temporary funding for the Nacro Symud Ymlaen 24Hour provision, to determine future service specification and revenue funding for the property formerly used by Y Dyfodol Phase 1 in partnership with the owners, Clwyd Alyn Housing Association. & manage the transition to a new service model.(eg a jointly commissioned small assessment centre

Denbighshire County Council
Supporting People Strategy 2011-2014
Update & Operational Plan 2012-13



Report status: **EIGHTH DRAFT**

Date: **27TH JANUARY 2012**

Section 1: Introduction

2.1 General Overview

Denbighshire Supporting People vision statement:

“Working together to ensure the delivery of quality housing support services that enable vulnerable people to live independently or avoid homelessness.”

This is the tenth Supporting People Operational Plan (SPOP) produced by Denbighshire County Council (DCC) and considers the housing-related support services required to meet the needs of vulnerable people residing within the county for the period 1st April 2012 to 31st March 2013 as well as providing an update to Supporting People Strategy 2011-2014.

2.1 An Overview of Establishing this Report

Denbighshire Supporting People funding is split between three portfolios: Community Safety; Homelessness Prevention; Community Care & Older People. Supporting People projects are organized into a number of service delivery groups:

Community Safety and Homelessness Prevention

- Families (people with dependent children)
- Over 25s
- Young People
- Targeted and Specific projects (non-generic services)

Community Care

- Learning Difficulties
- Mental Health
- Physical Disability
- Older People services

This pattern of services has been compared with information collated from Needs Mapping Exercise (NME) forms to identify any gaps and shortfalls in the supply of support services.

1.3 Consultation

The Supporting People Planning Group (SPPG) will held 6 meetings during the development of this report and considered “Strategic Priority to Fund” commissioning tools, Needs Mapping Exercise (NME) data, outcomes reports, supply map information and feedback from stakeholders and consultation meetings.

A consultation event for current support providers was held in July 2011 and feedback reported to the SPPG to inform the development of this plan.

Further consultation with providers, stakeholders and service users was conducted during July and August. A draft document was circulated to all existing planning groups and forums linked to Supporting People.

The final document will be submitted to the Supporting People Planning Group, the Communities Scrutiny Committee and to Cabinet for approval in March 2012.

Section 2: Data Analysis Update 2010-2011

2.1 Needs Mapping Exercise (NME) Analysis

The previous three year analysis of information for 2007-8, 2008-9 and 2009-10 has been updated with information from 2010-11. The overall pattern is very similar to that of 2009-10, with levels remaining stable rather than continuing previously observed trends.

Proportions of NME forms by service delivery group have continued to fluctuate along with the total number of forms received.

The steady increase in the proportion of forms submitted by young people from 2007-8 to 2009-10 has not continued into 2010-11. Analysis of forms by age group, to include young people with dependant children, indicates that numbers are levelling off. In general, there was an increase in forms submitted by Families in 2010-11 (from 447 to 606), though no pattern is discernable over the last four years.

Data continues to indicate a broadly stable breakdown of age and ethnicity over time. However, there has been a shift in the gender balance in 2010-11, with an increase in the number of females from the previous year's 841 (51.8%) to 1054 (57.5%). These proportions are similar to those in 2007-8.

In 2010-11, NME forms were submitted by a number of older peoples' services for the first time, leading to a corresponding marked increase in the number of forms from those aged 61+. This does not appear to reflect changes in patterns of need, but rather improved reporting.

2.1.1 Lead Needs

The largest lead need group is still Homeless or Potentially Homeless and the second largest is still Domestic Abuse. Indeed, reported needs in both these areas increased last year.

Other numerically significant areas of need continue to include Substance Misuse (Alcohol issues and Drug Use), Mental Health and Offending Issues.

Increased numbers reporting a lead need of mental health broadly stabilised with numbers among rising from 71 in 2007-8, to 76 in 2008-9, then to 119 in 2009-10 and then to 111 in 2010-11. Similarly, the previous year's increase in the number reporting Alcohol Issues as lead need has levelled off from 131 to 125. Proportions reporting a Drug Use related lead need remain broadly static.

2.1.2 All Reported Needs

Indications from patterns of lead need are again supported by the overall pattern of all reported needs (where all high, low and medium level needs are recorded). The proportion of forms indicating other needs associated with domestic abuse has increased after falling over the previous three years. The most consistent increase in total numbers over four years has been in the Mental Health category. Numbers of those reporting Offending Issues and Drug Use have remained fairly stable.

There have been sharp increases in those reporting needs as Vulnerable Older People (from 65 in 2009-10 to 129 in 2008-8), Physical Disability (from 94 to 137) and Chronic Illness (from 59 to 80), though the extent to which this is attributable to changes in reporting is unclear.

The largest divergence from the lead needs picture is among those presenting as Young and Vulnerable, with overall numbers and high needs numbers increasing while lead needs numbers decreased. This possibly reflects the rather broad nature of this category, with more specific lead needs being reported in other areas.

2.1.3 Service Delivery Groups

The most significant area of lead need for those in the Families service delivery group is Domestic Abuse, with numbers rising to 277 in 2010-11, above the 2007-8 level of 272. Last year also saw a significant increase in families reporting a lead need of Homeless or Potentially Homeless to 193 following a previously consistent level averaging at around 123. Unsurprisingly, the other notable lead need area for this group is Vulnerable Single Parent, with numbers broadly stable over the last 4 years.

Numbers of Over 25s citing Domestic Abuse as lead need have also risen from 137 to 159, though not quite as dramatically as in the Families group. Increases in Mental Health and Alcohol Issues related lead needs from 2009-10 have been maintained at 83 and 103 respectively. Increases in the areas of Chronic Illness and Vulnerable Older Person are again evident as noted above. As expected, Homeless or Potentially Homeless accounts for the largest number of lead needs in this group by a very considerable margin at 282.

Domestic Abuse lead need among the Young People's group is significant though much lower than in the other groups, declining a little to 33 in 2010-11 from 40 in 2009-10. More numerous are the Young and Vulnerable lead needs, largely maintaining the previous years very sharp increase at 99. As among the Over 25s, Homeless or Potentially Homeless accounts for the largest number of Young People's lead needs in this group reaching its highest level over four years at 226.

Among Young People and Over 25s, most of 2010-11's Needs Mapping Exercise (NME) forms came from males, outnumbering females by 3 to 1. In the Families group, however, females were in the majority by 10 to 1. Around three quarters of people in the Families group were aged under 40, including a about a third aged between 16 and 25.

2.1.4 Accommodation

The numbers and proportion of NME forms completed by those living in Private Rented accommodation has continued rise steadily, while figures for social housing have remained stable since the previous year. There has been a very significant increase in Home Owners completing NME forms since 2008-9 from 60 to 94 to 131 (following a very large drop after 2007-8). The pattern of accommodation among those in Fixed Abode has otherwise remained broadly consistent.

The pattern of responses among those reporting No Fixed Abode has also remained broadly consistent. Numbers recorded as Rough Sleeping may have stabilised with little change from 2009-10.

2.1.5 Supported Accommodation

Numbers stating a preference to receive support in Ordinary Accommodation have again increased from 1130 to 1272. Numbers of NME forms indicating a preference for Refuge have also risen markedly from 110 to 146 following a previously consistent three year pattern of decline. Numbers preferring Self-Contained Accommodation have also increased.

When viewed by service delivery group, it is evident that while Ordinary Accommodation is the preferred option among Families, Over 25s and Young People, this preference is less marked among the latter group with much larger proportions of Young People requesting both a Shared House and Self Contained Accommodation. A significant number (25) stated a preference for a Short Term hostel. For comparison, 19 Young People requested Refuge accommodation. Demand for Refuge was highest in the Families Group at 73.

2.2 Supply Analysis

2.2.1 Supply Map

Overall maximum capacity has steadily increased from 873 in 2008-9 to a projected 1023 in 2011-12, representing a 17% increase. Generic provision for Young People and the Over 25's is proposed to increase significantly in 2011-12 while provision for Families will be maintained at 2010-11 levels.

Community Care services relating to Mental Health will reduce, though this will be balanced by an increase in Targeted and Specific mental health homeless provision.

An apparent reduction in Community Care Physical Disability provision is in fact a reflection of the change in the structure of Denbighshire county Council (DCC) Adult Services; with the Specialist Adult Team (SAT) absorbed into locality based services and the associated support project incorporated into generic provision – though with clearly specified referral routes from locality social work teams.

2.2.2 Outcomes

Data from outcomes exit questionnaires has been collated by strategic service delivery group (Families, Over 25s, Young people, Targeted & specific etc) and compared with funding levels. The pattern of outcomes delivery (per £10,000 funding) is very similar for generic and targeted service delivery groups, with the largest number of outcomes delivered in the areas of Feeling Safe, Managing Accommodation, Managing Money and Physical Health. Outcomes around Education/Learning and Employment/Volunteering are the least effectively achieved.

It is interesting that the Targeted and Specific group of projects appears to deliver outcomes more effectively than generic groups in all areas except Education/Learning and Employment/Volunteering, where services for Young People are most effective.

However, detailed analysis of figures for both headline outcomes and recorded milestones achieved by individual projects in these areas reveal no clear pattern to account for this.

Further analysis is required.

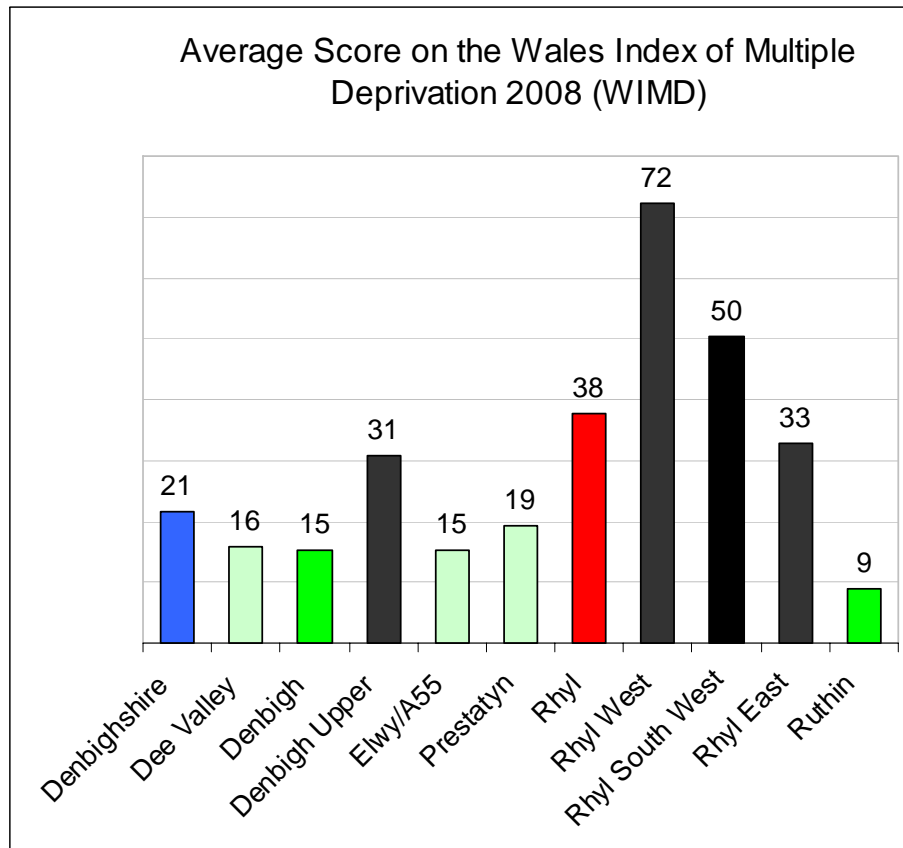
Among Community Care type projects (Learning difficulties, Mental health' Physical disability etc.) the pattern of outcomes delivery is less consistent, probably reflecting less consistent reporting. For example, only the Beginnings SAT project reports on the area of Physical disability. This is very much a homelessness type service delivered in a similar way to generic services. The pattern of outcomes achieved in comparison to funding level is very similar to that of the generic projects. The outcomes rates for Learning difficulties and Mental health however are generally much lower but more evenly distributed.

2.2.3 Geographic Distribution of Supported Housing

The table below appears to indicate an over concentration of supported housing units in Rhyl and particularly in West Rhyl.

	Population		Supported Housing	
Denbighshire Total	97,009		188 units	
Dee Valley	7,754	8%	?	
Denbigh	14,051	14%	?	
<i>Denbigh Upper</i>	3,167	3%	?	
Elwy/A55	16,883	17%	?	
Prestatyn	19,622	20%	?	
Rhyl	25,569	26%	96	51%
<i>Rhyl West</i>	4,321	4%	55	29%
Ruthin	13,130	14%	?	

However, these figures are based solely on population distribution and take no account of the widely varying levels of deprivation across the county.



The above chart shows the average scores given to the LSOAs (Lower level Super Output Areas) within each of the six Areas within Denbighshire, as well for some of the county's most deprived wards and an average for Denbighshire as a whole. On this basis, the concentration of supported housing in West Rhyll appears appropriate and there is evidence of an under-supply in Upper Denbigh.

NB: Data to support this section is available on request.

Section 3: Actions 2011 – 2012

NB: All actions will be reviewed once details of reductions in Supporting People funding for Denbighshire are known e.g. reductions in Supporting People grant levels and the redistribution of Supporting People funds by the Welsh Assembly Government.

3.1 Actions for the Community Safety & Homelessness funding portfolios 2011 – 2012

3.1.1 Regeneration	
Action 2011 - 2012	Update
3.1.1.1 Review the geographical distribution of supported housing projects to establish whether there is an over-concentration of such services in the West Rhyl Strategic Regeneration Area.	The Supporting People team will conduct a “snapshot” survey of support services.
3.1.1.2 Review the potential need for additional capacity for existing floating support services when the West Rhyl Housing Regeneration Plan for the Strategic Regeneration Area is implemented to ensure that any vulnerable people affected are able to access housing related support to meet their needs.	This action is to be reviewed in the light of changes to the regeneration agenda and may be carried forward to 2012-13.
3.1.2 Domestic Abuse	
Action 2011 - 2012	Update
3.1.2.1 Implement the findings of the review of the Black Association of Women Step out (BAWSO) cross-boundary pilot service for people from black and minority ethnic groups experiencing domestic abuse	The BAWSO project was reviewed in November 2010. The project ended in February 2011.
3.1.2.2 Agree a longer term vision of refuge provision in both North and South Denbighshire by September 2011 as part of an integrated domestic abuse service to include elements of dispersed refuge accommodation and self contained refuge accommodation.	A vision statement is to be proposed and considered by the Supporting People Planning Group meeting scheduled for 30 th September 2011.
3.1.2.3 Specify the low level Glyndwr Women’s Aid (GWA) SH supported housing unit as a self-contained dispersed Refuge unit for South Denbighshire and designate one unit of the current GWA Refuge as low level supported accommodation.	This action will be reviewed with reference to action 3.1.2.2 above.
3.1.2.4 Work with Glyndwr Women’s Aid and Cymdeithas Tai Clwyd on the potential for remodelling of the GWA Refuge into self-contained accommodation.	This action will be reviewed with reference to action 3.1.2.2 above.

3.1.2.5 Fund the North Denbighshire Domestic Abuse Service (NDDAS) Additional Refuge Units until March 2012 to retain self-contained dispersed refuge accommodation in North Denbighshire.	Funding for this project will be reviewed with reference to action 3.1.2.2 above.
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3.1.3 Mental Health (Homelessness Prevention and Community Safety)

Action 2011 - 2012	Update
3.1.3.1 Develop Mental Health homelessness floating support to complement the Making Space Mental Health Homelessness supported housing project for two years	Following an open tender, the contract for this service was awarded to Hafal and commenced in July 2011
3.1.3.2 Roll out the Supporting People (SP) Access and Move-on Framework for all Supporting People Mental Health services to support the National Service Framework	This action will be considered alongside actions 4.2.2.1 & 4.2.2.2 below re the development of an integrated framework for Supporting People mental health services.

3.1.4 Ex Offenders

Action 2011 - 2012	Update
3.1.4.1 Monitor refused referrals and repeat presentations to supported housing schemes via the Housing Support Coordinator to ensure Persistent and Priority Offenders (PPO) are able to get the support they need.	Monitoring is ongoing through referrals processes and multi agency meetings. The findings will be reported through case studies to inform strategic and operational planning.

3.1.5 Young People

Action 2011 - 2012	Update
3.1.5.1 Develop a two year pilot Crisis Intervention service to support young people sharing accommodation	The specification for this service is in development and the contract will be tendered shortly.
3.1.5.2 Reconfigure the remodelled Nacro Symud Ymlaen supported housing project for two years to facilitate the continued operation of the accommodation previously used for Y Dyfodol Phase 1.	Remodelled provision commenced in May 2011.
3.1.5.3 Monitor acceptance of referrals for young people with Substance Misuse (SM) needs into services via the SP Coordinator.	Monitoring is ongoing through referrals processes and multi agency meetings. The findings will be reported through case studies to inform strategic and operational planning.
3.1.5.4 Review Young People's floating support services to establish the impact of the potential non-renewal of Cymorth funding for the Denbighshire Support & Accommodation Development Worker role and to ensure continued accessibility.	Funding has been secured for the post until March 2012. Ongoing funding will be applied for through the Families First initiative.

3.1.6 Homelessness	
Action 2011 - 2012	Update
3.1.6.1 Review accessibility of Supporting People (SP) Services for ex service personnel	The Supporting People team will conduct a "snapshot" survey of support services.
3.1.6.2 Commission a replacement for the decommissioned Cae Dai supported housing scheme (to be delivered as floating support until accommodation can be secured)	Cae Dai funding has been recycled to contribute towards funding the expanded Mental Health homeless provision outlined in action 3.1.3.1 above.
3.1.6.3 Implement & Review the "access & move-on" framework	*NEW* The implementation and review of the framework are ongoing and have identified a need to implement a single referral pathway and point of access for all Supporting People services in Denbighshire. The Access and Move On Group will aim to agree proposals to implement this by September 2011.

3.1.7 Repeat Presentations	
Action 2011 - 2012	Update
3.1.7.1 Develop a person centred pilot project to test innovative and creative solutions to address barriers to achieving sustainable outcomes for these service users. This will continue into 2012-13 and 2013-14.	Options for the specification and implementation of this provision will be developed in due course.

3.2 Actions for the Community Care & Older People funding portfolio 2011 - 2012

3.2.1 Older People	
Action 2011 - 2012	Update
3.2.1.1 Deliver a 2 tier housing support service in Denbighshire County Council sheltered housing provision (Tier 1 – Careline; Tier 2 - Warden Service). Implement the SP strategic review recommendations once finalised.	A specification for a two tier service has been developed with colleagues in Housing Services.
3.2.1.2 Deliver a tenure neutral floating support service utilising Denbighshire Housing Support assistants to extend to both urban and rural areas.	The Llaw yn Llaw - Hand in Hand tenure neutral floating support service commenced in February 2011.
3.2.1.3 Review all existing Denbighshire County Council service users' support plans with the assistance of and alongside the Reablement service	The implementation of this action commenced in June 2011.

3.2.1.4 Evaluate the Value For Money of Registered Social Landlord (RSL) sheltered housing services and benchmark against Denbighshire County Council provision	This is work in progress and is currently ongoing.
3.2.1.5 Share learning re the reablement approach to sheltered housing with Registered Social Landlords' wardens and support workers.	This will follow the full implementation of actions 3.2.1.2 and 3.2.1.3 above.
3.2.1.6 Work with RSL providers who wish to deliver outreach services extending to both urban and rural areas. This will continue into 2012-13.	This will follow the full implementation of actions 3.2.1.2 and 3.2.1.3 above.
3.2.1.7 Complete the Supporting People review of the Rhyl Extracare scheme and integrate the findings into future Extracare specifications	The review of the Rhyl Extracare scheme was concluded in June 2011.
3.2.1.8 Reallocate funding from the decommissioned STEPS / Occupational Therapy service to contribute to new Extracare provision	Funding reallocation will be addressed as part of the implementations of the review of Rhyl Extracare as in action 3.2.1.7 above.
3.2.1.9 Roll out outcomes reporting to all SP funded older people services and all Community Care services.	Outcomes reporting questionnaires for these services have been developed and will be implemented
3.2.1.10 Reassess the strategic priority to fund Abbeyfield schemes given the development of Extracare	This will be considered along side housing services stock condition survey and review of housing strategy
3.2.1.11 Expand tenure neutral support services for Older People as opportunities arise.	This will be considered against the performance and capacity of the Llaw yn Llaw service in 2012-13.

3.2.2 Learning Disability (Community Care)

Action 2011 - 2012	Update
3.2.2.1 Develop a pilot preventive floating support service (temporarily funded for 2-3 years)	Following an open tender, the contract for this service was awarded to Cymryd Rhan and commenced in June 2011

3.2.3 Mental Health (Community Care)

Action 2011 - 2012	Update
3.2.3.1 Complete the review of Tai Clwyd mental health provision and implement recommendations.	The review of Tai Clwyd's mental health provision was concluded in June 2011.
3.2.3.2 Expand the Acute Care tenancy Support (ACTS) project by two units for two years in response to the increase in reported Mental Health Needs.	The ACTS service expanded by two units in April 2011

Section 4: Proposed Actions 2012 – 2013

NB: Any requirements of the new Supporting People programme and any issues arising from the North Wales regional collaboration options appraisal conducted by Expanding futures will be incorporated into this plan for implementation

4.1 Actions for the Community Safety & Homelessness funding portfolios 2012 – 2013

4.1.1 Outcomes		
Action 2012 - 2013	Finance	Baseline Outcomes
4.1.1.1 *NEW* Compile outcomes reports for all services for 2012/13	N/A (within existing Supporting People (SP) Team resources)	N/A
4.1.2 Regeneration		
Action 2012 - 2013	Finance	Baseline Outcomes
4.1.2.1 *NEW* On completion of a geographical review of supported housing projects, develop a strategy to address any identified over-concentration of services (e.g. in West Rhyl) alongside Denbighshire's Housing Strategy.	N/A (within existing SP Team resources)	N/A
4.1.3 All Services		
Action 2012 - 2013	Finance	Baseline Outcomes
4.1.3.1 *NEW* Ensure information about incidences of hate crime and harassment are consistently and accurately recorded and reported by all Supporting People services. Ensure that this information is monitored by the Supporting People Team, acted upon promptly and appropriately where necessary, and collated, analysed and reported to the Supporting People Planning Group and relevant officers in Denbighshire County Council. Ensure that this data informs planning and commissioning decisions and the development of policies and procedures.		
4.1.4 Domestic Abuse		
Action 2012 - 2013	Finance	Baseline Outcomes
4.1.4.1 Implement the North Wales SP Planning Group's	Existing Resources (see below)	•09/10 outcomes for

regional Domestic Abuse principles at a local level. The range of provision will include dispersed refuge units to support people with complex needs and men. Also ensure accommodation meets service users' needs and complies with agreed regional strategic aims regarding self contained refuge accommodation.	Project	Project type	Min SUs	Max SUs	Min hrs/wk	above services •09/10 supply map details •Voids •Refused referrals 09/10 •Evictions 09/10
	GWA Refuge	DA	5	5	43.75	
	GWA SH	SH	1	1	2	
	NDDAS Low Level	SH	1	1	2	
	NDDAS Refuge	DA	4	4	70	
	Hafan Cymru Rhyl Cluster	SH	5	5	43.75	
Totals			16	16	161.5	
4.1.4.2 Consider the possible development of a county wide floating support service (funded for an initial period of 30 months) to work with women who wish to remain in their own homes to prevent homelessness. Also those who wish return to or remain with the perpetrator. The service would work with the whole family unit & ensure target hardening & telecare are utilised to maximum benefit.	Capacity permitting. (This may involve commissioning a new pilot service or reconfiguring existing provision.)					N/A
4.1.4.3 In accordance with action 4.1.4.1 above, to work with providers and stakeholders on implementing The Flexible Service Proposal for Domestic Abuse services in Denbighshire.	Existing Resources (see above)					•09/10 outcomes for above services •09/10 supply map details •Voids •Refused referrals 09/10 •Evictions 09/10

4.1.5 Mental Health (Homelessness Prevention and Community Safety)

Action 2012 - 2013	Finance					Baseline Outcomes
4.1.5.1 Review Mental Health homelessness supported housing services for a longer term funding decision. *ADDED* NB: any new provision will be commissioned in a location outside West Rhyl.	Existing Resources (see below)					N/A
	Project	Project type	Min SUs	Max SUs	Min hrs/wk	
	MH Homeless (Making Space)	FS/SH	7	7	122.5	
	MH Single Sex (Hafan Cymru)	FS/SH	4	4	35	
	Totals			11	11	

4.1.6 Ex Offenders

Action 2012 - 2013	Finance					Baseline Outcomes
4.1.6.1 Review existing provision for ex offenders. Ensure	Existing Resources (see below)					•09/10 outcomes

that services are accessible to Persistent and Priority Offenders with support needs and have the capacity to provide appropriate and timely responses.	Project	Project type	Min SUs	Max SUs	Min hrs/wk	information for the above •No. of Units of provision •Voids •Refused Referrals •Evictions
	Rhyl Flats	SH	4	4	35	
	GIFT High	FS	8	10	87.5	
	Totals		12	14	122.5	

4.1.7 Families

Action 2012 - 2013	Finance	Baseline Outcomes
4.1.7.1 Consider the development of e-learning resources for support workers in the Protection of Vulnerable Adults (POVA) and Child Protection (CP) if required to bridge any gaps in training provision.	Capacity permitting	N/A

4.1.8 Young People

Action 2012 - 2013	Finance	Baseline Outcomes				
4.1.8.1 Review all Young People's accommodation based services with a focus on outcomes and rent levels	N/A (within existing Supporting People (SP) Team resources)	N/A				
4.1.8.2 Review the Tai Clwyd 5 project to determine future funding & implement the recommendations of the review *ADDED* (i.e. to reconfigure into a tenure neutral floating support service linked to the possible 24 hour staffed Young People project for Denbigh and surrounding villages in 2013-14.)	Existing Resources (see below)					N/A
	Project	Project type	Min SUs	Max SUs	Min hrs/wk	
	Tai Clwyd 5 YP	FS	5	5	9	

<p>4.1.8.3 *NEW* Following the revision and adoption of the Denbighshire County Council Young People's Housing and Support Action Plan in response to the "Southwark" judgement, jointly develop, commission and fund services with colleagues in Housing Services and Children and Family Services as required in the final version of the plan, e.g.:</p> <ul style="list-style-type: none"> • Consider how to secure a Nightstop or Crashpad facility • Consider ring fencing of beds within existing Supporting People provision • Develop a joint project plan for a jointly commissioned small assessment centre for young people • Reconfigure Young People's services to ensure high intensity floating support will be provided to young people placed in any of the above provision 	Funded with Housing Services and Children and Family Services.	N/A
<p>4.1.8.4 *NEW* Re 3.1 Actions for the Community Safety & Homelessness funding portfolios 2011 – 2012, section 3.1.5 Young People (see above)</p> <p>Action 3.1.5.4 Review Young People's floating support services to establish the impact of the potential non-renewal of Cymorth funding for the Denbighshire Support & Accommodation Development Worker role and to ensure continued accessibility.</p> <p>In 2012-13, fund the recruitment of two full-time support workers for one year to be based in the Supporting People Team to support vulnerable people with high level and complex needs.</p>	Capacity permitting	N/A

4.1.9 Homelessness

Action 2012 - 2013

Finance

Baseline Outcomes

4.1.9.1 Consider the prioritisation of ex service personnel for access to appropriate Supporting People services following a review of current access levels.	N/A (within existing SP Team resources)	N/A
4.1.9.2 *NEW* Allocate additional resources to Seashells' Homeless High Level Supported Housing Project to increase support staff numbers, improve service flexibility and responsiveness and enhance outcomes delivery.	Capacity permitting.	N/A
4.1.9.3 *NEW* Consider the implications for housing related support services of the findings and recommendations reported following Housing Services review of the accommodation requirements of Gypsies & travellers to ensure that the needs of Gypsies and Travellers are assessed in a strategic way and addressed through the promotion of inclusive service responses.	Capacity permitting	N/A
4.1.9.4 *NEW* Monitor and review the impact of welfare reforms and benefit cuts on Homelessness in Denbighshire, including changes to Housing Benefit and reductions in Supporting People funding. In particular, to liaise with Denbighshire County Council Housing Services' new collaborative project with Flintshire and Wrexham to mitigate the effects of these changes for residents in housing need. Also, to identify the implications for housing related support services and respond to changes as appropriate within available resources.	Capacity permitting	N/A
4.1.9.5 *NEW* Fund the recruitment of a full-time support worker for one year to be based with Housing Options in the Homelessness and Allocations team in DCC Housing Services	Capacity permitting	N/A

4.1.10 Physical Disabilities (Homelessness Prevention and Community Safety)

Action 2012 - 2013	Finance	Baseline Outcomes
4.1.10.1 Ensure services are accessible for a range of disabilities	N/A (within existing Supporting People Team resources). SP team to review, audit provision & publish availability	No. of accessible units 09/10

4.1.10.2 Incorporate disability access assessment into review process.	N/A (within existing SP Team resources).	No. of accessible units 09/10
4.1.10.3 Publish disability access details in SP directory	N/A (within existing SP Team resources).	No. of accessible units 09/10
4.1.10.4 Ensure existing service users with disabilities are appropriately supported through a Disabled Facilities Grant application where a need for this is identified.	N/A (within existing SP Team resources).	N/A

4.1.11 Chronic Illness (Homelessness Prevention and Community Safety)

Action 2012 - 2013	Finance	Baseline Outcomes
4.1.11.1 *NEW* Consider contributing to the commissioning of a one year pilot specialist regional housing related support project for people with AIDS & HIV.	Capacity permitting. (Supporting People Planning Group (SPPG) to consider funding through underspend on the basis of a regional business case).	N/A

4.1.12 Denbighshire's Big Plan

Action 2012 - 2013	Finance	Baseline Outcomes
4.1.12.1 *NEW* Provide evidence to the Local Services Board and others to demonstrate the Supporting People programmes substantial contribution to successfully delivering the outcomes identified in Denbighshire's Big Plan.	N/A (within existing Supporting People (SP) Team resources)	N/A

4.2 Actions for the Community Care & Older People funding portfolio 2012 – 2013

4.2.1 Outcomes

Action 2012 - 2013	Finance	Baseline Outcomes
4.2.1.1 *NEW* Compile outcomes reports for all services for 2012/13	N/A (within existing SP Team resources)	N/A

4.2.2 All Services

Action 2012 - 2013	Finance	Baseline Outcomes
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<p>4.2.2.1 *NEW* Ensure information about incidences of hate crime and harassment are consistently and accurately recorded and reported by all Supporting People services. Ensure that this information is monitored by the Supporting People Team, acted upon promptly and appropriately where necessary, and collated, analysed and reported to the Supporting People Planning Group and relevant officers in Denbighshire County Council. Ensure that this data informs planning and commissioning decisions and the development of policies and procedures.</p>	N/A	N/A
<p>4.2.2.2 *NEW* Investigate evidence of housing support need within adult services reablement service. Where evidence of HRS need is robust and financial resources permitting, consider a joint funding contribution to this service.</p>	Capacity permitting	N/A
<p>4.2.2.3 *NEW* Make a contribution to funding the maintenance and monitoring of Telecare alarm services for those service users who are eligible under Denbighshire County Council's charging policy.</p>	£12,603	N/A

4.2.3 Mental Health (Community Care)

Action 2012 - 2013	Finance	Baseline Outcomes																														
<p>4.2.3.1 Develop a Step down Integrated Framework for SP Mental Health services including the roll-out of the Supporting People Access and Move-on Framework to support the National Service Framework. Utilise Telecare where possible and appropriate & tie the service into the "Move-on" Framework</p>	Existing Resources (see below), SP Team capacity permitting.	<ul style="list-style-type: none"> • 09/10 outcomes for the above services • No Units of provision • Voids • Refused Referrals • Evictions 																														
	<table border="1"> <thead> <tr> <th>Project</th> <th>Project type</th> <th>Min SUs</th> <th>Max SUs</th> <th>Min hrs/wk</th> </tr> </thead> <tbody> <tr> <td>ACTS</td> <td>FS</td> <td>10</td> <td>18</td> <td>71.5</td> </tr> <tr> <td>East Parade (CMHT)</td> <td>FS/SH</td> <td>10</td> <td>20</td> <td>140</td> </tr> <tr> <td>MIND</td> <td>FS/SH</td> <td>24</td> <td>40</td> <td>72</td> </tr> <tr> <td>Poss 24hr MH SH</td> <td>SH</td> <td>6</td> <td>6</td> <td>105</td> </tr> <tr> <td>Totals</td> <td></td> <td>50</td> <td>84</td> <td>388.5</td> </tr> </tbody> </table>		Project	Project type	Min SUs	Max SUs	Min hrs/wk	ACTS	FS	10	18	71.5	East Parade (CMHT)	FS/SH	10	20	140	MIND	FS/SH	24	40	72	Poss 24hr MH SH	SH	6	6	105	Totals		50	84	388.5
	Project		Project type	Min SUs	Max SUs	Min hrs/wk																										
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Totals		50	84	388.5																												

<p>4.2.3.2 *NEW* Re 4.2.2.1 above, consider incorporating the findings of the Conwy & Denbighshire Accommodation Network (CADAN) review of Swansea City Council's "OASIS" (Opportunities for Accommodation and Support in Swansea) service. This acts as a central referral point for Swansea's Mental Health accommodation services and was identified as a positive example of effective joint working in the Wales Audit Office report on Housing Services for Adults with Mental Health Needs.</p>	N/A (within existing SP Team resources)	N/A
<p>4.2.3.3 *NEW* To contribute to achieving the outcome detailed in Denbighshire's Big Plan to: <i>"provide effective preventative support services to vulnerable individuals and families, including those with mental health problems, to ensure their housing needs are met. People with mental health needs will be more effectively supported to live independently, in their own homes."</i></p>	Existing Resources	N/A

4.2.4 Older people

Action 2012 - 2013	Finance	Baseline Outcomes
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<p>4.2.4.1 *NEW* Re 3.2 Actions for the Community Care & Older People funding portfolio 2011 – 2012, section 3.2.1 Older People (see above)</p> <p>Action 3.2.1.3: Review all existing Denbighshire County Council [sheltered housing] service users' support plans with the assistance of and alongside the Reablement service and</p> <p>Action 3.2.1.5: Share learning re the reablement approach to sheltered housing with Registered Social Landlords' wardens and support workers.</p> <p>In 2012-13, fund the recruitment of a full-time occupational therapist for one year to be based in DCC Sheltered Housing Services with the aim of consolidating and expanding the adoption and implementation of a reablement approach to sheltered housing.</p>	Capacity permitting	N/A
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Section 5: Proposed Actions 2013 – 2014

5.1 Actions for the Community Safety & Homelessness funding portfolios 2013 – 2014

5.1.1 Redistribution		
Action 2013 - 2014	Finance	Baseline Outcomes
5.1.1.1 *NEW* Determine the long term Strategic Priority to Fund of all services in the light of a likely reduction in funding for Denbighshire resulting from the geographical redistribution of Supporting People funding across Wales.	Review existing funding	N/A
5.1.2 Domestic Abuse		
Action 2013 - 2014	Finance	Baseline Outcomes
5.1.2.1 Review Domestic Abuse floating support services in the light of findings from the possible new county wide service (see c above) & Denbighshire's "move on" framework to inform future strategic priority to fund (SPTF)	N/A (within existing Supporting People (SP) Team resources)	N/A
5.1.3 Ex Offenders		
Action 2013 - 2014	Finance	Baseline Outcomes
5.1.3.1 Implement the findings of a North Wales Supporting People Planning Group regional review of ex-offender services at a local level. This will consider provision for women ex-offenders.	Review existing services if required	N/A
5.1.4 Families		
Action 2013 – 2014	Finance	Baseline Outcomes
5.1.4.1 *NEW* Establish robust systemic links between Supporting People services for Families and Integrated Family Support Services at both strategic and operational levels.	N/A (within existing SP Team resources)	N/A
5.1.5 Young People		
Action 2013 - 2014	Finance	Baseline Outcomes

5.1.5.1 Continue to seek to develop a 24 hour staffed Young People project subject to securing appropriate accommodation.	Long term funding already allocated to secure a project for Denbigh and surrounding villages. Discussions are ongoing with a range of providers and this may be in a position to progress in the next 2-3 years.	N/A
5.1.5.2 Review the effectiveness of Y Dyfodol's new dispersed model of supported housing following embedding of the new service model.	N/A (within existing SP Team resources)	N/A
5.1.5.3 *NEW* In anticipation of the end of temporary recycled funding for the Nacro Symud Ymlaen 24Hour provision, to determine future service specification and revenue funding for the property formerly used by Y Dyfodol Phase 1 in partnership with the owners, Clwyd Alyn Housing Association. To manage and facilitate the transition to a new service and funding model e.g. as a jointly commissioned small assessment centre for young homeless people as described in the Denbighshire County Council Young People's Housing and Support Action Plan	Funded with Housing Services and Children and Family Services.	N/A

5.1.6 Substance Misuse (Homelessness Prevention and Community Safety)

Action 2013 - 2014	Finance	Baseline Outcomes
5.1.6.1 Implement the Regional SP Strategy for people with Substance Misuse needs when published.	Review existing services if required	N/A

5.2 Actions for the Community Care & Older People funding portfolio 2013 – 2014

5.2.1 Redistribution

Action 2013 - 2014	Finance	Baseline Outcomes
5.2.1.1 *NEW* Determine the long term Strategic Priority to Fund of all services in the light of a likely reduction in funding for Denbighshire resulting from the geographical redistribution of Supporting People funding across Wales.	Review existing funding	N/A

5.2.2 Mental Health (Community Care)

Action 2013 - 2014	Finance	Baseline Outcomes
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<p>5.2.2.1 Continue to seek to develop a 24 hour staffed Mental Health project subject to securing appropriate accommodation. Utilise Telecare where possible and appropriate & tie service into the “Move-on” Framework</p>	<p>Long term funding already allocated</p>	<p>N/A</p>
<p>5.2.2.2 *NEW* To contribute to achieving the outcome detailed in Denbighshire’s Big Plan to: <i>“provide effective preventative support services to vulnerable individuals and families, including those with mental health problems, to ensure their housing needs are met. People with mental health needs will be more effectively supported to live independently, in their own homes.”</i></p>	<p>Existing Resources</p>	<p>N/A</p>