



Keep My Home - Floating Support Project: 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: 1251

Brief description: Denbighshire County Council want to develop our support offer to prevent homelessness in Denbighshire. As part of this, we're looking to develop a holistic, housing related support service to support people living in Denbighshire to sustain their accommodation (rented or owned) and prevent homelessness to support our transition towards Rapid Rehousing.

Date Completed: 01/09/2023 12:06:53 Version: 2

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Responsible Service: Adult Social Care and Homelessness Service

Localities affected by the proposal: Whole County,

Who will be affected by the proposal? Citizens living in Denbighshire who are at risk of homelessness.

Was this impact assessment completed as a group? Yes

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 : 32 / 36.

Summary for each Sustainable Development principle

Long term

We want this project to be flexible, responsive, and creative to support people to stay in their homes and prevent problems from escalating and leading to homelessness. The support from this project will be essential in supporting people to exit homelessness, and will also be critical in helping people to sustain their homes and avoid repeat homelessness.

Prevention

We want this project to support people to stay in their homes and prevent problems from escalating and leading to homelessness. The support from this project will be essential in supporting people to exit homelessness, and will also be critical in helping people to sustain their homes and avoid repeat homelessness. This service is currently delivered across 3 separate providers by combining this service into one contract we anticipate improved environmental impacts

Integration

This proposal will significantly contribute to the well-being of communities making them happier, healthier and more resilient in the face of challenges, such as the Climate Change and Nature Emergency, or the rising cost of living. The project will contribute to a flourishing economy, supported by a skilled workforce fit for the future. Enabling equality of those with protected characteristics to face fewer barriers by improving access to good quality housing.

Collaboration

Collaboration has been a vital part of developing this proposal, we have worked closely with other departments including the Homelessness Prevention Team and the Senior Managers. This proposal has been developed on the basis of consultation with various internal and external partners including citizens.

Involvement

This project has been developed in collaboration with various internal service, external providers and citizens of Denbighshire via consultation. We have a focus and commitment to co-production and collaboration within this project.

Summary of impact

Well-being Goals	Overall Impact
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

Keep My Home - Floating Support Project

This proposal will bring about a wide variety of positive impacts for citizens of Denbighshire who may be 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 well-being, 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. 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.

The likely impact on Denbighshire, Wales and the world.

A prosperous Denbighshire

Overall Impact

Positive

Justification for impact

We have taken a holistic view of tackling and preventing homelessness in line with our transition towards rapid rehousing. Combining the existing 3 contract into 1 contract will ensure a consistent approach to accommodation sustainment support for the citizens of Denbighshire.

Further actions required

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.

Positive impacts identified:

A low carbon society

This proposal will request the use of use of different technologies to keep people connected and provide support to people. We are looking to develop more multi-disciplinary/joined up support, 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, the natural environment and Denbighshire net zero carbon ambitions.

Quality communications, infrastructure and transport

Remodelling 3 existing contracts into 1 contract will improve the quality of communication internally and for citizens receiving support, by reducing the number of professionals involved. Economies of scale will be achieved with this approach. We will encourage sustainable forms of transport and smart case management to reduce travel across the county.

Economic development

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.

Quality skills for the long term

As part of this project 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.

Quality jobs for the long term

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 for both citizens supported and provider employees.

Childcare

Supporting people to use different kinds 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.

Negative impacts identified:

A low carbon society

The nature of the geographical landscape of Denbighshire will mean it is difficult to eliminate the need for travel across the county to provide support to people, especially in rural areas.

Quality communications, infrastructure and transport

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The majority of homelessness prevention support provision is based in the North of the county meaning potentially more travel for people living in the south of the county that require support.

Economic development

[TEXT HERE]

Quality skills for the long term

Re-tendering provision can run the risk losing the knowledge and skills of existing providers who may be unsuccessful for tender opportunities.

Quality jobs for the long term

With any re-commissioning activity there is the possibility of creating instability for incumbent providers, including potential job losses.

Childcare

[TEXT HERE]

A resilient Denbighshire

Overall Impact

Positive

Justification for impact

As a result of combining the existing 3 contracts in 1 contract:

- More efficient case management will be achieved
- Reduction in travel across the county as a result of effective case management.
- Reduction in office space for providers

Further actions required

Utilising technologies and effectively managing caseloads to combine visits in similar areas would

reduce fuel and energy consumption.

Positive impacts identified:

Biodiversity and the natural environment

There is no construction element of this project meaning there will be no detrimental impact to the natural environment.

Biodiversity in the built environment

As part of our tendering process we will encourage enhanced biodiversity from providers via community benefits

Reducing waste, reusing and recycling

Through the tendering process we are encouraging a consortium approach which will help reduce waste.

Reduced energy/fuel consumption

We will encourage the provider to make better use of different technologies to deliver our support and keep people connected - which should reduce unnecessary travel.

People's awareness of the environment and biodiversity

Any new procurements will include Community Benefits and we will be encouraging proposals that support biodiversity and the natural environment.

Flood risk management

N/A

Negative impacts identified:

Biodiversity and the natural environment

N/A

Biodiversity in the built environment

N/A

Reducing waste, reusing and recycling

N/A

Reduced energy/fuel consumption

The geographical area of Denbighshire is vast, with the majority of service being based north of the county sometimes significant travel may be required

People's awareness of the environment and biodiversity

N/A

Flood risk management

N/A

A healthier Denbighshire

Overall Impact

Positive

Justification for impact

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 services.

Further actions required

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:

A social and physical environment that encourage and support health and well-being

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 services.

Access to good quality, healthy food

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.

People's emotional and mental well-being

This project will ultimately keep people in their homes. Becoming homeless or being a threat of homelessness can have a detrimental impact on a persons emotional and mental wellbeing.

Access to healthcare

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.

Participation in leisure opportunities

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:

A social and physical environment that encourage and support health and well-being

N/A

Access to good quality, healthy food

N/A

People's emotional and mental well-being

Re-tendering services can cause risk and uncertainty for both citizens and providers.

Access to healthcare

N/A

Participation in leisure opportunities

N/A

A more equal Denbighshire

Overall Impact

Positive

Justification for impact

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.

Further actions required

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.

Positive impacts identified:

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

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People who suffer discrimination or disadvantage

As above

People affected by socio-economic disadvantage and unequal outcomes

As above

Areas affected by socio-economic disadvantage

Our projects work in areas of high deprivation, including West Rhyl.

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Supporting people to improve their economic, health and educational outcomes is part of the core business of homelessness prevention support.

Negative impacts identified:

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

N/A

People who suffer discrimination or disadvantage

N/A

People affected by socio-economic disadvantage and unequal outcomes

N/A

Areas affected by socio-economic disadvantage

N/A

A Denbighshire of cohesive communities

Overall Impact

Positive

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Positive impacts identified:

Safe communities and individuals

Safeguarding is a cornerstone of our approach in ASCHS and our commissioned services. 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.

Community participation and resilience

Co-production with and involvement of people with lived experience is a key priority area. Citizens have been involved in homelessness prevention service planning.

The attractiveness of the area

We remain committed to developing psychologically informed environments, and an element of this is improving the physical environments of support projects, e.g. welcoming meeting/ support areas, decorating/ furnishing etc.

Connected communities

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.

Rural resilience

Offering more flexible models of delivery 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:

Safe communities and individuals

N/A

Community participation and resilience

N/A

The attractiveness of the area

N/A

Connected communities

N/A

Rural resilience

N/A

A Denbighshire of vibrant culture and thriving Welsh language

Overall Impact

Positive

Justification for impact

We will continue to work to ensure that our support is available to people with all support needs, characteristics etc. With

Keep My Home - Floating Support Project

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.

Further actions required

We will encourage providers to provide Welsh Language Training to staff.

Positive impacts identified:

People using Welsh

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.

Promoting the Welsh language

As above

Culture and heritage

We will be promoting activities in the community to increase confidence and wellbeing as a key element of support.

Negative impacts identified:

People using Welsh

N/A

Promoting the Welsh language

Not all support staff are able to speak fluent Welsh. There could therefore be a high level of demand for Welsh speaking staff.

Culture and heritage

N/A

A globally responsible Denbighshire

Overall Impact

Positive

Justification for impact

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.

Further actions required

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 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:

Local, national, international supply chains

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 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.

Human rights

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. Safeguarding is also a cornerstone of our approach in ASCHS and our commissioned services. 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.

Broader service provision in the local area or the region

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.

Reducing climate change

We will take lessons learned from Covid-19 to develop new ways of working, including use of different technologies to keep people connected. We 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:

Local, national, international supply chains

[TEXT HERE]

Human rights

[TEXT HERE]

Broader service provision in the local area or the region

It is possible that through recommissioning activities some smaller

suppliers may be disadvantaged.

Reducing climate change

[TEXT HERE]