City & County of Swansea
Supporting People Local Commissioning Plan
April 2015 to - March 2016

About this plan

The purpose of this document is to provide information on how the City & County of intends to use the Supporting People Programme Grant (SPPG). This funding is provided to it by the Welsh Government to commission housing related support services. This commissioning plan sets out the initial thoughts on commissioning priorities over the next 3 years. The plan will be refreshed annually to adjust for emerging commissioning issues and funding adjustments.

This resource is specifically targeted at individuals with in the City & County of Swansea population who are threatened with homelessness or who are homeless and need some support to maintain and be able to remain in their home in the community.

The programme has key role in assisting to mitigate the impact of central governments welfare reforms which will raise additional challenges to the already vulnerable service users that it aims to support.

The document will show how the SPPG programme is a key tool and a contributor to meeting some the corporate challenges identified in the One Swansea Local Service Board Single Integrated Plan.

The preparation of this document was an expectation of Welsh Government as part of the new Supporting People Programme Grant Conditions published 2013
http://wales.gov.uk/topics/housing-and-regeneration/services-and-support/supporting-people/publications/sppgguide/?lang=en

However, for 2015/16 Welsh Government no longer required it to be submitted directly to them. It must be submitted to the Western Bay Regional Collaborative Committee. The Local Plan must have elected member approval so that it is formally the statement of local priorities. The local plan will be used to inform the development of the Western Bay Regional Commissioning Plan which will be submitted to Welsh Government.

The document will also detail the challenges which will be faced in administering the programme over the next year and onwards as a result of revisions to funding settlements. The majority of grant is spent via contracts with third sector organisations. Difficult decisions may need to be made and some principles have already been established on how to approach making these decisions and are detailed in the plan.

On a positive note with these challenges come opportunities to develop, innovative and do things in different ways to support individuals to overcome their own personal challenges and build their personal resilience.

What the Supporting People Programme Grant funds?

The Supporting People Revenue Grant is paid to each Local Authority to commission or provide services to help prevent people becoming homeless or requiring residential/ institutional services, through the provision of 'housing related support. Housing related support enables people to develop or

maintain the skills and confidence necessary to maximise their ability to live independently. Tasks which, if not performed adequately, would lead to a breakdown in the individual's right or ability to continue living in that home. As examples;

- The ability to pay housing costs, (rent, mortgage etc.) in order to avoid losing possession,
- The ability to pay utility bills and arrange for the proper provision of services which keep the home fit for habitation,
- The ability to maintain the security of the home, such as maintaining technical devices or controlling visitor access,
- The ability to maintain health and safety in the home, including the safe condition of the building, the safe use of appliances, and hygiene,
- The practical living skills necessary to live independently, such as cooking, and knowledge of nutrition or domestic chores such as laundry,
- The ability to establish a stable place within the community, for example, the use of community facilities or the resolution of disputes with neighbours.

A unifying principle of housing-related support has been that it is provided in relation to a housing need. It therefore must be provided in a housing context. The Grant Programme has housing, and preventing homelessness or people living in inappropriate institutional settings, at its core. Support can be offered to anyone eligible, regardless of the tenure. The emphasis of the programme is "doing with" as opposed to doing for and building their personal resilience.

Limitations
The programme cannot fund hands on personal care. Individuals must be over 16 years.

Service Models
The services that the programme funds have been broadly grouped by the following services models:

- **Direct Access Homeless Hostels** are a form of temporary accommodation which may involve sharing facilities where there are staff on hand to manage the building and support the individuals who need to live there move on to a form of more sustainable accommodation. This can also include Refuge provision for those fleeing domestic abuse.

- **Temporary Supported Housing** provides a more settled type of temporary accommodation which may have shared facilities for up to two years. Individuals have access to support staff who work with them in a more planned way to help individuals move on to a form of secure accommodation either without the need for further support or with some floating support.

- **Floating Support** is a service where support workers visit the person in their own home whatever the tenure. Staff may be working to resettle them after a period of homelessness or living in temporary accommodation or are working with an individual who may be

threatened with homelessness to prevent loss of that accommodation or to sustain a satisfactory level of independence ongoing to allow them to remain.

- **Permanent Supported Housing** which may have shared facilities but will have staff based at the property who work with individuals to maximise their independence but where there is no requirement to move on unless it is appropriate for the individual.

- **Sheltered Housing** a proportion of the costs of living in certain types of this provision where there may be an on site staff presence such as a warden or caretaker and/or community alarm facilities is met by Supporting People Grant.

- **Other**

Any of the above models may be provided in a range of intensities which directly links to the level of staffing and period of staff cover. For example, for a service aimed at individuals with high level needs staff may be on site in supported housing 24 hours a day, or at the other end, for someone with low level but on going support needs a visit fortnightly to their home by a support worker may be sufficient. Service models can be specialised to provide support for the following groups.

- Women fleeing domestic abuse
- Men fleeing domestic abuse
- People with learning difficulties
- People with mental health problems
- People suffering from alcohol dependency
- People suffering from drug dependency
- Refugees
- People with physical disabilities who require support
- Young single homeless who require support and young people leaving care
- Ex-offenders
- People who are homeless or potentially homeless and in need of support
- People with chronic illness including AIDS, AIDS-related conditions or who are HIV positive
- Vulnerable parents who require support.
- Vulnerable Older People

Unit of Support = The capacity to meet one persons support needs.
- In accommodation based services such as 24 hour schemes where staff are based on site, units of support relates to the total amount of bed spaces with support attached .
- In floating support where support is provided to an individual in their own home, units of support relates to the total number of people than can be supported at any given time.

Strategic Priorities

The Local Service Board sets out the strategic priorities for Swansea in the Single Integrated Plan - The One Swansea Plan

http://www.swansea.gov.uk/oneswansea

Place, People, Challenges and Change
"Making a Difference"

The plan aims to capture the energy, commitment and ideas of professionals and public alike in order to address the challenges in this plan. In practical terms this approach means:

- Using Clear Indicators to Measure Progress
- Building from Key Programme's and Partnerships
- Assessing the Effectiveness of Partnership Working
- Commissioning Projects to Improve Partnership Working

We also know that it has never been more important to work well in partnership and to make the most of the limited resources that we have. For this reason we have adopted a Team Swansea approach which means:

- Aligning our strategies and plans with the One Swansea Plan and this will include the Swansea Supporting People Commissioning Plan.
- Reviewing the evidence
- Engaging with professionals and the public
- Improving partnership working
- Working openly and accountably
- Behaving sustainably

For each of the population outcomes, we have identified a small number of challenges. These represent what we think are the most important things that we need to focus on. Further detail and analysis can be found in the Single Needs Assessment by following the web link.

Below is a summary of the challenges against each outcome. These challenges will be reviewed every year both to chart progress and to decide whether they are still the right challenges. An annual delivery statement is produced by Swansea Local Service Board to show how we are delivering the One Swansea Plan that was first agreed in 2013 by following the web link.

Challenge	Indicator	Aspiration for 2020
Outcomes		
Children Have a Good Start in Life		
1. **Low Birth Weight**	% singleton live births with a low birth weight (less than 2500g)	To reduce the number of singleton babies born under 5.5 pounds (2500g) in the most deprived fifth of the population by 19% by 2020
2. **Domestic Abuse**	Number of domestic abuse referrals involving children	To more rapidly reduce the level of domestic abuse and its impact upon children. [Difficult to set a target as changes may reflect improvements in recording and reporting.]
3. **School Readiness**	% children starting school assessed on the CDAP (Child Development and Assessment Profile) at Step 1 or higher in each area of development.	To significantly improve children's readiness for school. [This is a new data set so no target can be set until further data suggests trends]
People Learn Successfully		
1. **School Attendance**	Primary and secondary school attendance % half day sessions missed	Primary and secondary school attendance to be above the all Wales average
2. **School Achievement**	Proportion of 15-16 year olds achieving the Level 2 threshold including English, and/or Welsh First Language and Maths	To narrow the attainment gap between those receiving and not receiving free school meals.
3. **Adult Qualifications**	Proportion of working age population with no qualifications	To outperform the UK in reducing the proportion of working age population with no qualifications
Young People and Adults Have Good Jobs		
1. **Youth Unemployment**	The rate of people aged 18-24 claiming Jobseekers Allowance in Swansea	Outperform the UK in decreasing the % of 18-24 year olds claiming Jobseekers Allowance.
2. **Economic Inactivity**	Economic inactivity rate (working age)	Overall reduction in economic inactivity rate in Swansea
3. **Average Earnings**	Full-time weekly average earnings	Match the UK's average earnings growth rate
4. **Economic Performance**	Gross Value Added per capita	Match the UK's GVA per capita growth rate

People Have a Decent Standard of Living

1. Child Poverty	Children living in households claiming out of work benefits or Working Tax Credits with an income below 60% of the national median	To reduce the percentage of children in Swansea living in low-income households.
2. Household Income	Gross disposable household income	Reduce the gap in disposable income between the wealthiest and most disadvantaged Wards in Swansea.
3. Personal Debt	Individual insolvency rate per 10,000 adult population	The individual insolvency rate is below the combined England and Wales rate

People are Healthy, Safe and Independent

1. Preventable Early Deaths	Premature mortality from all causes	To significantly reduce the difference in premature mortality rates between the most and least deprived communities.
2. Life Expectancy	Life expectancy at birth	Close the health gaps between those living in the most deprived communities and more affluent ones by 2.5% by 2020
3. Older Peoples' Independence	The percentage of clients who are supported in the community during the year who are aged 65+	That the proportion of older people supported by Social Services in their own homes is at least 85%. [This should be set in the context of expecting to provide support to a lower proportion of the population of Older People as a whole]
4. Crime	Crime rate per 1,000 population	To be in the top 5 performing Community Safety Partnerships within our 'Most Similar Group' for recorded crime.

People Have Good Places to Live and Work

1. Public Transport	Bus use in Swansea	Maintain percentage of households with access to hourly or better weekday daytime bus services or alternative transport provision

2. Carbon Emissions	Total CO2 emissions per capita	30% reduction from the 2010 baseline by 2020
3. Biodiversity	Percentage of water bodies at good ecological status	80% of our water bodies having "good" status
4. Housing Quality	% of heating systems in Swansea council homes up to the requirements of the Welsh Housing Quality Standard	To increase the number of people in social housing able to benefit from warm and fuel efficient homes. [Indicator to be reviewed]

Commissioning Projects to Improve Partnership Working

Every year Swansea Local Service Board will give particular focus to a number of the challenges within its work plan. For 2014/15 the Board identified the following challenges as priorities:

- **Domestic Abuse**
- **Adult Qualifications**
- **Economic Inactivity**
- **Child Poverty**
- **Personal Debt**
- **Preventable Early Deaths**
- **Life Expectancy**
- **Older Peoples' Independence**

The LSB Engagement Group will facilitate the engagement for the annual review. This process will be informed mainly by ongoing engagement undertaken by partners during the year. Key activities will be identified by the LSB Engagement Group and may include, for example:

- The Big Conversation – consultation with young people
- Swansea Voices – The Council's Citizen's Panel
- Engagement with equality groups - for example the Network 50+ Group (older people), the BME Forum (black and minority ethnic) and the LGBT Forum (lesbian, gay, bisexual and transgender)
- Safer Swansea Partnership - engagement events.

This link takes you to the City & County of Swansea strategies and plans. **http://www.swansea.gov.uk/policies**

National Supporting People Programme Grant Outcomes

Strategically the One Swansea population outcomes are consistent with a significant number of the National Supporting People Programme Grant outcomes. Many of the challenges in the plan are areas where SPPG commissioned services focus on with individuals.

The SPPG programme recognises that:

People have the right to aspire to safe, independent lives within their community and the financial security and health to enjoy that community. People differ in the barriers they face in achieving these aspirations. Housing related support services seek outcomes for people that are steps on the way towards these ultimate aspirations.

Outcomes should be person centred, purposeful, negotiated and agreed with the individual and, if appropriate, with their advocates, supporters or carers. Outcomes will be achieved through **enabling maximum possible control, involvement and understanding** across the following areas where appropriate:

The project is: **Promoting Personal and Community Safety**

>   People are:
1. feeling safe
2. contributing to the safety and well-being of themselves and of others

The project is**: Promoting Independence and Control**

>   People are:
1, managing accommodation
2. managing relationships
3. feeling part of the community

The project is: **Promoting Economic Progress and Financial Control**

>   People are:
1. managing money
2. engaging in education/learning
3. engaged in employment / voluntary work

The project is: **Promoting Health and Wellbeing**

>   People are:
1. physically healthy
2. mentally healthy
3. leading a healthy and active lifestyle

The national outcomes collection framework is used to collect information on the progress of individuals against these outcomes and is reported at a project level. This information is available for service providers and commissioners as a tool to evaluate the impact services are having. Welsh Government also organises a nation collection from LA across Wales.

Key Strategic Influences
Supplementing this high level Single Integrated Plan will sit more detail plans. Those which will have the greatest relevance to the local implementation of the Supporting People Programme in Swansea will be the:

1. Social Services Commissioning Framework and its associated commissioning plans

2. The Local Housing Strategy and Homelessness action plans which links to the Health & Homelessness Standards.

There may be specific challenges and or actions points in each of the above and wider commissioning and action plans where the local Supporting People Programme and the Supporting People Team may have a role in contributing. These areas are identified and agreed by the Supporting People Commissioning Group and will be reflected in the Supporting People Local Commissioning Plan priorities for commissioning activity.

Commissioning Priorities

The evidence base used to inform the above and develop the local Supporting People commissioning priorities is listed below. Analysis of the information below helps the supporting people commissioning group understand the presenting need and make decisions going forward:-

Review of the Single Integrated Plan Strategic Priorities, Homelessness & Social Care priorities

Contract Evaluation and Monitoring information for the existing services which include:
§ 3 yearly service evaluations
§ Annual Monitoring Questionnaires which includes utilisation levels
§ Demand information from referrals and waiting lists e.g. from central referral points/Gateway or hub data on presenting need
§ National SPPG Outcomes Framework quantitative and qualitative data
§ Stakeholder input and feedback and information gathered through Join In
§ Service Providers internal quality assurance systems
§ Complains and comments

Collaborative working with statutory partners i.e. Health, Probation, Children and Adults Social Care and Housing
Collaborative Provider Forums and accommodation subgroups information
Needs mapping questionnaires
Supplementary information including POVA investigations, complaints and comments and research evidence.

Annual Review of Homelessness. (Appendix 1)

Summary of High level Priorities Annual Review of Homelessness

• Reducing Rough Sleeping
• Reducing Domestic Abuse
• Homelessness Prevention Services
• Improved access to the PRS
• Youth Homelessness
• Responding the impact of the change in status of former prisoners

• Meeting the new legislation
• Coordinate funding for new services

- Financial Inclusion work
- Improving partnerships with MH services
- Improving partnerships with SM services
- Making best use of resources

Summary of High level Social Care Commissioning Priorities
http://www.swansea.gov.uk/index.cfm?articleid=44869

Young People
- Reduction in the Looked After Children's population
- Eliminate use of Bed & Breakfast Accommodation prioritising 16 & 17 year olds
- Sustainable Move On accommodation & support options

Mental Health

Somewhere to live
- Local alternatives to high cost residential care
- Increase move on options with medium to low level long term support

Help when I am ill
- Improve crisis support

Something to do in the day

- Alternatives models to replace LA funded day services.

Older People
- Addressing the balance of care – Enabling more people to stay in their own home as long as they are able to.
- Integrated Health & Social Care service delivery - Keeping people out of hospital and discharging as soon as they are ready. Central point of access and locally integrated services 3 hubs and 5 GP networks.
- Alternatives models to replace LA funded day services e.g. Local Area Coordinators & Community Connectors

Physical Disability
- Rehabilitation particularly Traumatic Brain Injury
- Independent supported living accommodation
- Accessible day opportunities
- Bariatric needs
- Sensory needs

Learning Disabilities

- Closer to home supported living
- Maximising levels of independence and reducing dependence
- Alternatives models to replace LA funded day services. E.g. time to meet
- Supporting Carers

Annual Monitoring Questionnaire.
In response to provider representation the range of information requested has been reduced over time. Return of this information has also been coordinated regionally. The returns for 2012/13 & 2013/14 used the format which was developed by the Quality Work stream subgroup around for a national data set. Western Bay adopted this as a trial set of information. Regional Development of this format nationally is no longer being taken forward however a regional consistent format for collection is still underway.

Utilisation levels/Voids
This is a key area within monitoring questionnaire. The level of utilisation is as a marker for demand. The annual questionnaire provides a picture across the year. However, the LA has a number of central referral routes for accessing service which provide much more regular and real time information on demand based on service model and/or client group.

Local Authority Housing Department Tenancy Support Service (TSU)
It is the Commissioning Groups vision that the TSU will eventually become a complete central referral point for all Supporting People commissioned floating support within the City & County of Swansea and thus will provide one of the main sources of information on need and demand for floating support. The TSU core currently coordinates referrals for the majority of floating support services within the City & County of Swansea and collates information on demand and utilisation and manages the waiting lists across all service providers which are part of or linked to the TSU partnership.

The Local Authority has subcontracted some of the capacity to other voluntary sector support organisations some of which have core specialism's for example working to support victims of domestic abuse or substance misuse families with children or age specific groups. The TSU also has an in house support team which works flexibly across all client groups but due to current demands works predominantly with families presenting with a range of support needs. In addition there are strong operational links to other services i.e. not contractually aligned to the TSU.

At any one time the TSU supports approximately 765 *(snap shot check Sept 14)* individuals which is more than the numbers identified across the spend plan. The minimum contracted amounts are stipulated in the spend plan. This is due to the in house and agencies supporting up to 10% more as agreed in the TSU support agreements and allows for lower level support as the service is tapered to float off and allows for the aftercare service.

- 190 Generic - Families Units
- 45 Domestic Abuse Units
- 141 Generic – At risk of Homelessness Units
- 54 Substance Misuse Units
- 71 Young People Units
- 24 Refugee Units

74   Community Care Units – Mainly Mental health
166   Older Persons Units

Of the total amount supported above, 36 are receiving 'short term' support.

- In last 12 months 1722 referrals were received (19/9/13 – 18/9/14) This equates to an average 143.5 referrals per month.
- 1983 individuals were allocated support via the TSU over the same period. This equates to an average of 38 allocations per week.

There are 278 referrals waiting for support at the present time. Of these, 102 are families (representing 37% of the total)

Central Waiting lists for support
The TSU prepare regular reports from SPRINT on waiting referrals and the nature of their support needs. Managerial priorities are in place for prioritising referrals for vacancies as they arise. Managerial priorities are reviewed regularly and reflect the homelessness strategy priorities around prevention of imminent eviction, crisis support and appropriate resettlement.

Development
In order to be best placed to face the challenges of the future such as the impact of the welfare reform and the LA's targeting approach to social exclusion and poverty on families. There will be new duties due to the new Housing Legislation and the TSU will have a role in the LA's response. The TSU and subcontracted partners must be able to offer responsive and flexible services which can work across a range of client groups and tenures. Further development of the crisis/short term model of working within existing resources will be a focus. In addition working in partnership with Housing Options to develop and implement their responses to the new prevention duties and to support the LA social lettings agencies development.

The Adult Gateway Project to Supported Housing
This was introduced approx. two years ago and is a web based common referral process for individuals and referrers wanting to access Temporary Supported Housing. It provides a central point for providers to access suitable referrals for their services. In 2013/14, 389 referrals were made for temporary supported housing. The majority (75%) were single males.

The MATCH coordinator who works with a number of individuals identified on Gateway is making its first report after 1 year. The role links closely with Health & Social care and has access to a modest personalised budget to work with complex individuals. Emerging themes are around the rigidity of services aimed at those with complex and challenging needs which themselves can pose barriers to effective engagement and intervention. The level of risk accepted as manageable by services which poses some questions around relevance when their services are/were commissioned to work with chaotic groups who pose these risks. But this must be also balanced with the safety of staff working with these groups. The aim is to undertake a lessons learned approach on each case and look at risk management plans.

BAYS Partnership
This is the Youth Homelessness Service provided on behalf of the City & County of Swansea managed by Banardo's and provides statutory temporary accommodation on behalf of the Local Authority. It provides the Authority with information on the numbers Young People presenting to the Local Authority in need of accommodation and their specific support needs. It also makes referrals to Supporting People funded supported accommodation for Young People and for floating support to the TSU.

The data provided by the Bays is used by the Young Persons Temporary Accommodation Group to recommend configuration options for the pathway through the range of emergency & temporary supported accommodation and the elimination of the use of Bed & Breakfast for 16 & 17 year olds. These options will seek to support compliance with the G versus Southwark judgement , deliver improved outcomes for care leavers and consider the impact of welfare reforms.

The information shows that there are a number of chaotic young people who still revolve and are evicted form supported housing due to their behaviour. A significant feature is their substance misuse. The most pressing type being the use of "legal highs". The nature of the substance misuse of preference has changed over the years but there is consistently a group for young people who present as complex and challenging behaviour. From experience these frequency go on to be the adults complex cases. Some of these young people are care leavers.

The OASIS Mental Health Project (Opportunities for Accommodation, Support & Information Services)
This is a central referral process for individuals with a Tier 2 Mental Health diagnosis for accommodation and support services which include services commissioned through Supporting People, Health and Social Care funding. http://www.mentalhealthswansea.com/oasis.html.   Individuals referred through OASIS must be "care managed/care co-ordinated" by Social Care or Health. The project is coordinated on a day to day basis via the an Accommodation Manager based in ABMU Health Authority who provides overview reports on a quarterly basis on how current services meet presenting needs and gaps in provision to the Mental Health Accommodation and Support Group and on to the Local Authority Mental Health Commissioning Group.

Service User Influence

At a strategic level service user views are gathered through the **"Join In" Service User Involvement Framework.**
http://www.swansea.gov.uk/index.cfm?articleid=9687

The Join In Framework is the outcome of a consultative process which started in 2004 to establish a Service User Involvement Framework and has been built upon since then. The framework aimed to meet the requirement placed upon the City & County of Swansea to provide full and inclusive consultation with service users and ensures they are engaged with development of services in the future.

The main thrust of this service user involvement framework for supporting people and homelessness services, focuses on the following elements:

- Establishing the Charter of Rights
- Promoting the Minimum Standards
- Gathering and presenting feedback to Commissioners and Service Users
- Sharing good practice

Activity
- Individually funded Services provide feedback to Commissioners on an annual basis through the Join in Questionnaire on the findings of their own Service User consultation processes. They provide an overview of the changes made as a result of their consultation and on general themes emerging. This information is used to inform the topics explored at the Annual Join In consultation event.
- Annual Join In Event/Focus Groups are held with a resulting report and action plan
- Regular Join In Community Group meetings are held where specific topics relating to commissioning and planning of services are discussed.
- Specific topic focus groups.

Development of the Join In Community Group
The Community Group held are a cross section of current and former Service Users who volunteer to meet on a monthly basis.
Achievements to date:
- Developed an information leaflet to promote wider membership of the group
- Provided information to the Local Health Board for the Health & Homelessness Standards
- Travelled to the Welsh Government offices to participate in the consultation on the National Supporting People Strategy
- Provided Service User feedback to feed into the Local Authority response to the National Ten Year Homelessness Plan
- Jointly organised and facilitated the Annual Join In Events
- Assisted in the organising and facilitation of the Join In / Supporting People Service user Consultation event.

- Given specific comment on how they would like their views represented to the Regional Collaborative C.
- Attended provider's consultation events with members of the SP team.
- Consulted of potential new model of support

Contract Evaluation and Monitoring
Service User views on their specific service are gathered through the Contract Evaluation & Monitoring process through individual face to face Service User consultation, as well as Service User questionnaires returned as part of the Review & Monitoring Process.

Peer Reviewers
Service User consultation is now facilitated wherever possible by a group of "Peer Reviewers" made up of Community Group members. Their participation in the evaluation process is voluntary and to support them in undertaking this function they followed a comprehensive nine month training programme. This has provided them with the skills and confidence to attend on-site visits with Supporting People staff and to encourage people to provide their 'lived experience' of the service. It is also the intension to utilise similar groups supported by providers.

Evidence - Annual Join In Events
These events are used for Commissioners and Service Users to speak directly to each other. Individual reports are available of each event. The key questions that have been asked so far are:

2010
- *Tell us what has changed in your life as a result of receiving support?*
- *In light of the current financial pressures, what ideas do you have that could help the Supporting People Team ensure that we can still provide a service to those who need it?*
- *Housing Options is currently reviewing the housing advice service. What advice and help is the most important part of the team's work and what services would you like from housing advice workers that aren't currently available?"*
- *How could your service provider improve the way they involve their service users?*

2011
- *How can the Supporting People Team best involve Service Users in National SP review?*
- *How could your Service Provider improve the way they involve their Service Users?*
- *What are your expectations of using the Housing Options service?*

2012 Regional
Service Users how they wanted their views heard by the newly established Regional Collaborative Committee.

2013 Regional

Service users view were sought using the following statements in table facilitated sessions

- *I don't mind how my support is delivered…*
- *I don't mind who supports me…*
- *I don't mind if technology is used more to support me…*

There annual Join In Event is being planned for late Autumn 2014.

Some of the themes which are identified through the Join In Framework and its various elements are within the remit of the supporting people commissioning process directly, whilst, others are not. Where applicable the strategic, contracting and service evaluation process may need to focus on these areas more. Where things are outside the direct remit of the supporting people commissioning group it will work strategically to make the necessary links to inform and influence other service areas to improve outcomes. The You said We did approach is used to present and monitor actions.

Other Stakeholders
There are a range of local opportunities for service providers and other stakeholders to collaborate and contribute in providing needs information and to co – design the range of services needed to respond to those needs which inform and influence the recommendations taken to the commissioning group.

Stakeholders specific to particular commissioned services are engaged during service evaluations. Service providers are given an opportunity to identify appropriate stakeholders and the Supporting People Team may contact others who are deemed appropriate in addition.

**Supporting People Programme Grant
Planning Process**

WELSH GOVERNMENT

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REGIONAL COLLABORATIVE COMMITTEE
**(Neath Port Talbot, Swansea & Bridgend LA'S Health Probation, Service Users Support
Providers, CHC Accommodation Providers & co-opted members)**

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CABINET MEMBERS

⇧

SP COMMISIONING GROUP
(Housing, social services, Health & Probation)

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**COMMUNITY CARE
COMMISSIONING GROUPS**

- Physical Disability
- Mental Health
- Learning Disability
- Older Persons
- Young Parents
- Accommodation Sub
  Groups
- Domestic Abuse
- Substance Misuse

**JOINT HOMELESSNESS &
SUPPORTING PEOPLE
COLLABORATIVE PLANNING FORUM**

Homelessness Task Groups
Young Persons Accommodation
Rough Sleepers
- Move On
- Private Sector

**REGIONAL JOIN IN PROJECT
SERVICE USER INVOLVEMENT FRAMEWORK**
Strategy Document outlining
Rights & Responsibilities

Regional
- **Annual Provider Returns on themes/issues**
- **Annual Events and report and action plan**
- **Local Join In Service Community Groups**
- **Service Reviews including Peer Reviewing**

Financial Context

Current Supporting People Programme Grant Resources

The total Supporting People Programme Grant allocation for 2014/15 for the City & County of Swansea area was £14,613,269. A contribution towards the commissioned housing related support services is also made by the City & County of Swansea and ABMU Health Authority Mental Health towards the funding available to the Supporting People Commissioning Group.

In September 2014 the Welsh Government announced its draft budget indicating a £10 million reduction on the National SPPG programme which represents a 7.5% cut from last year.

In planning the implementation the Supporting People National Advisory Board (SPNAB) has recommended to the Minister the same implementation option used for 2014/15. The option (option 2) appeared to be the most favourable for Swansea. It is to be applied to forward planning indicative allocation for 2015/16 SPPG which was £14,498,656. The indicative allocation already represents a projected reduction of 0.8%.

If a 7.5% reduction is modelled, it would equate to a £1,087,399.20 cut to Swansea's allocation. However, the exact LA allocation adjusted for redistribution will not be announced until late October 2014.

All local authorities were required to project spend based on these allocation up to and including 2015/16.

The Projected Spend Plan Pro-former 2015/16 can be found on the Welsh Government website.
http://wales.gov.uk/topics/housing-and-regeneration/services-and-support/supporting-people/regional-committees/western-bay/?lang=en

For forward planning purposes the following additional budget reductions have been modelled for 2015/2016 based on the 2014/15 SPPG allocation.

A model of possible reductions in SPPG income Applied to 2015/16 Indicative Funding Allocation of £ 14,498,656	
%	£
1%	£144,986.56
2.50%	£362,466.40
5%	£724,932.80
7.5%	£1,087,399.20
10%	£1,449,865.60
12.5%	£ 1,812,332.00

It is therefore likely for planning purposes the context will be sustaining and developing services within a reducing budget.

As central Government cuts to the Welsh Government settlement will have a negative impact on funding directly to Local Authorities via the Revenue Support Grant (RSG) as well as other grant funding streams such as the Supporting People Programme.

Some corporate principles we intend to apply when making decisions are:
- Nothing is excluded….. *We will review all services to explore better ways of achieving outcomes, no options are rules out*
- We will have less money……We will *work on the assumption that there is no growth and will have a reduced allocation of SPPG.*
- Demonstrating efficiency…….*We must demonstrate we are as efficient as possible. We will use the financial impact assessment process to establish this.*
- Cutting red tape……*We will cut regulation & bureaucracy, eliminate waste and remove unnecessary polices and processes through lean thinking and ideas from staff*
- Different models of delivery…….*We will collaborate to explore different service provision (cost and outcomes) against other delivery models.*
- Supporting those at risk ……*We will target resources on individuals , families or communities at risk of harm, or significant disadvantage and explore using Target Areas in particular*
- Evidence base…..*decisions will be made on the basis of evidence of need*
- Sustainable outcomes …..*Options which build service user resilience and demonstrate how investment in early intervention /prevention and deliver outcomes for people*

As can be seen from the above in order to maintain effective service delivery which delivers on outcomes it is essential to foster innovative and collaborative relationship between providers, service users and commissioners. In achieving this, an essential role must be played by the Collaborative Provider Forum and the Join In framework for involving service users.

Contingency Planning

Since the original programme started in April 2003 the Local Authority has managed reductions in funding with limited affected on frontline provision i.e. no Service Users lost their support as a result of funding reductions.

The City and County of Swansea previously developed a financial model for assessing the cost effectiveness of services which was informed by a comprehensive programme of Initial Service Reviews undertaken by the Supporting People Team. The information gained from the Contract Review process has enabled the Team to establish a detailed understanding of the operational issues faced by Providers and their financial needs for staffing and overheads in order to run the various models of support provision. This has resulted in a financial model based on actual staff costs and reasonable overheads for a range of service types. The City and County of Swansea uses the principles of relational contracting and it has only been possible to develop the above financial model with the co-operation of Service Providers who in the main have been open and transparent on actual costs of running the services

Financial Impact Assessments

Recommendations made as to whether any possible funding reductions will apply to contracts will be made following individual service financial impact assessments. These will establish the effect of any potential funding cut on the services sustainability. Whilst the process is the same for each contract the outcomes may different for each service and the commissioning group made funding decisions informed by the process. This process has been refined and continues to be used. The process reflects back on recent funding negotiations/decisions as well as looking forward in terms of impact on the sustainability of the service. The process also factors in assessment of the following considerations.

Strategic Priority Areas to Protect/Retain

The SP commissioning group previously developed an approach to manage cuts of a significant extent when a figure of 25% was projected by London School of Economics Wales under their proposed redistribution formula. The Supporting People Commissioning Group gave consideration to how it might manage reductions in services balancing the degree of vulnerability and statutory duty towards Service Users against the intensity/ and service model. The Commissioning Group has been open and transparent in giving information to Providers on its rational which has been published in previous Supporting People Operational Plans. The City & County of Swansea intends to use this approach to implement locally established strategic prioritisation process to retain/protect services in addressing the cut to the 2015/16 allocation.

Priority will inevitably have to go to statutory groups, those considered most vulnerable, and those where there is higher reliance on staff intervention to maintain independence. Reductions in Services to these areas could put additional pressures back onto Social Care and Housing Service budgets. The consequence of this approach may be that Floating Support Services may feel the impact of funding reductions including the Local Authority's own Housing Department's Tenancy Support Project.

The Commissioning Group has agreed that the prioritisation of support needs is categorised to reflect statutory duties of the Local Authority and other corporate priorities. The prioritisation of service type reflects the commitment to permanent housing, and the contribution services make to the prevention of homelessness. The level of Strategic Relevance of a particular project will be determined on individual cases.

SUPPORTING PEOPLE FUNDING PRIORITIES

HIGH PRIORITY

Support Need

Learning Disability
Mental Illness
Eligible Older Persons
Eligible Physical Disability
Young People 16/17
Older Persons 75+
Statutory Homeless
Chronic / HIV
Domestic Abuse
Offenders
Single Parents
Substance Misuse
Families
Refugees
Non Eligible Older Persons
Non Statutory PD/MH/LD
Non Statutory Homeless
General

CUTS

Voids
Supply
Demand
Cost

Strategic

Relevance

Strategic

Relevance

Higher Risk

LOW PRIORITY

HIGH PRIORITY

% Intensity Options (where appropriate)
% General Floating
% Long Term Specialist Floating
%Temporary Accommodation
% Short Term Specialist Floating
% Short Term Preventative Floating
% Sheltered Housing (following review)
% Direct Access Hostels
% Other Temporary Accommodation Support
% 24 Hour Temporary Accommodation Support
% Other Support in Permanent Projects
% 24 Hour Support in Permanent Projects

Service Type
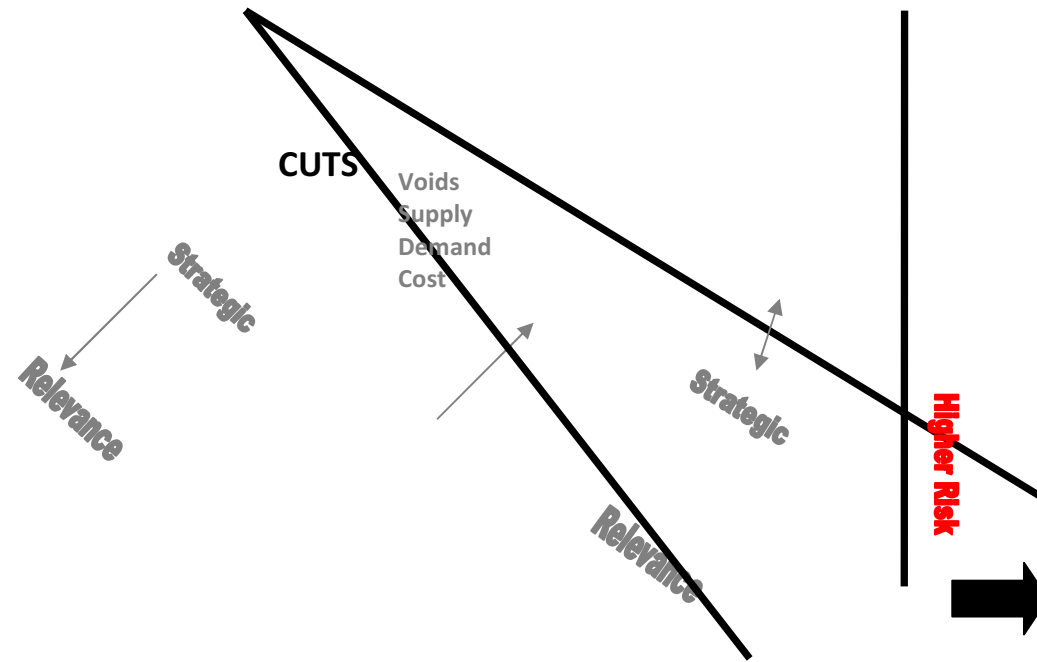
Overall floating Support services are considered the most vulnerable to cuts and those providing permanent housing will be the most protected. However, the Commissioning Group recognises the important role floating support has as a model of provision facilitating move on from fixed temporary supported housing projects and on mitigating the impact of Welfare Reforms and preventing homelessness and the contribution it makes to the wellbeing agenda. Therefore, nothing is excluded, every service will be included in the process and the Supporting People Team will work to refine their understanding of the current provision to make as informed as possible decisions and develop a coherent Whole System Strategy to address any reductions in funding over the years ahead.

Therefore the following approaches will be used in assessing all service models in order to manage and mitigate any impact.

Efficiency savings will remain an ongoing focus within the normal business as usual contracting evaluation processes. The usual Annual Financial Review of Contracts will be undertaken using the local funding formula for establishing reasonable cost of services. Funding settlements therefore in the first instance will be guided by:

- The City & County of Swansea funding formula of 80% on front line staff costs and 20% for all other costs
- Within the above a target central management charge of not more than 10%
- Benchmarking of tiered support staffing structures and parameters for salary grading costs.

Services which fall outside the above parameters will be encouraged to undertake an internal review of their structures to deadlines in order to deliver leaner management structures, considering collaboration and sharing options with other organisations may be one way to achieve this. Where services may be required to make efficiencies the expectation is that front line service will be reduced as a last resort.

Stop, Reduce,
We will look at provision and consider whether there are elements of or specific services which we may stop delivering and or reduce the amount of. Some of the approaches which might be used to do this are:

Recruitment to vacancies by agreement only.
Providers of SP commissioned services will be asked to approach the Local Authority Supporting People Team before filling any vacant posts for agreement. This is consistent with the City & County of Swansea internal recruitment approach. This will allow for a case by case assessment of the service in relation to all the other strategic measures being considered and presents an opportunity for gearing down of services if this has been identified as necessary making use of any natural staffing turnover.

Reduce the intensity of support given
There are a range of options to introduce lower intensity support which can be used for tapering support prior to cessation or as the main service provision. The intensity of a service is broadly determined by the availability of staff and or time spent on one to one with service users and it's frequency. The approach will also contribute to preventing dependency and focus support on increasing personal responsibility and

resilience. Any assessment of the level of support provided to individuals who are care managed will be done in conjunction with their care manager.

The Supporting People Team will continually update the identification of services where this scenario might apply in relation to evidence of need and utilisation and the following would be explored:

- Review of the format of provision of 24hr Supported Housing. The team will review the need for and format of the range of night cover provision in 24hr Supported Housing looking at alternative solutions.
- Introduction of further Short Term Working. Roll out of the short term working pilot in floating support further which contributes to maintaining a through put of individuals receiving focused core targeted housing related support functions.
- Introduction of structured delivery of support. Via accreditation processes, in a group work settings. This may be particularly relevant for pre-tenancy support and around certain outcome areas and delivery of independent living skills.
- Introduction of telephone support
- Use of social media to deliver low level support

If a service is identified for reduction in intensity the service will have an opportunity to agree that staff recruitment should not be undertaken without prior consultation with the Supporting People Team. This will allow for a phased gearing down of intensity making use of any natural staffing turnover and adjustment to service user service levels as support naturally comes to an end and new service users are taken on and service expectations are adjusted.

Increase Flexibility of Services across Client Groups

Services may be required to be more flexible for example:

- Serve a wider range of client groups
- Be age blind
- Be gender blind

Again the SP Team will review the appropriateness of this in relation to the needs presenting and utilisation level sustaining outcomes

Leaner - Systems Thinking Approaches

To maintain a focus for resources on the front line delivery of practical support to individuals we will collaborate with providers to develop leaner approaches to the process of delivering support. This could impact on assessments, support plans and general record keeping and central points for referrals.

Manage Demand

- Invest to explore meeting support needs and building resilience in other ways
- Offer more responsive support services as and when people need it implementing earlier intervention and prevention
- Review eligibility criteria for access to housing related support services

Investing the Contingency Fund

The purpose of its establishment is to mitigate the immediate impact of an annual allocation reduction giving time to consider more planned reduction to the baseline commitments. This will allow cuts to be applied in a staged manner tapering the

withdrawal of services where necessary minimising dramatic disruption due to the loss of services to individuals and job losses for staff. The Local Commissioning Group will direct the use of this fund as appropriate to support the above approaches.

Investment In Short Term Funding

A proportion of SPPG has been committed to a short term funding programme 1 year or 2 years for projects which can be withdrawn with minimal impact in response to reductions in funding at short notice. The schemes within this programme will be reviewed as to whether they have proved effective and should continue. Given early indications of budget settlements there is likely to be a significantly reduced commitment level ongoing in this area unless additional resources can be made available from within the base line commitment.

This element of the programme has been used to invest to save:

- Invest to develop and pilot more innovative models of service delivery which are able to inform long term sustainable commissioning decisions which achieve the same or better outcomes and contribute to managing the current financial context. i.e. the same or better results for the same or less expenditure.
- Invest to relieve crisis pressure points on demand by temporary increasing capacity or deliver intensity on a temporary basis whilst longer term commissioning decisions are evaluated if necessary.
- Explore options for spot purchasing of support services.
- Target key outcome, client group and locality areas

Whilst we expect to have funding reductions for 2015/15 yet we will be striving to achieve the following strategic focus in managing and commissioning the remaining resources on the following.

Supporting People Commissioning priorities 2015/16

Core Business Priorities:
- Implement and manage the impact of any funding reductions.
- Explore new and sustainable models of delivering housing related support
- Comply with the Welsh Government SPPG conditions and undertake service evaluations
- Contribute & Participate in the Western Bay Regional Collaborative Committee work plan
- To maintain engagement with the national Supporting People Programme Review work streams and implement changes in line with recommendations.
- To identify and manage risk associated with changes relating to the governance, finance and quality changes in the programme.
- To identify and maximise opportunities associated with the changes relating to the governance, finance and quality changes in the programme.
- To maintain a medium term financial plan until clarity is received regarding the long term financial position of grant allocation to Swansea as a result of the interim and on –going distribution formula.
- To explore cross border opportunities within all aspects of Supporting People commissioning, planning and development.
- To respond to Welsh Government & Internal Audit recommendation in relation to administration of the Supporting People Programme Grant.
- To collate and analyse the National SPPG Outcomes Framework data to demonstrate the effectiveness of the programme.
- To comply with specific corporate procurement guidelines and demonstrate value for money.

Service Development & Reconfiguration Priorities for 2015/16

Homelessness Prevention Services – new legislation around 'All Reasonable Steps' includes provision of information, advice and a support needs assessment to prevent accommodation breakdown.

Our challenge is to deliver improved capacity for timely responsive support interventions as a priority e.g. rapid responses preventing imminent eviction.   This will be achieved by:
- Expanding the resource and expertise for assessing support needs which is integrated with the Local Homelessness Services.
- Implementing more availability of shorter term working within existing floating support services so that those in need get a level of response which is preventative yet timely in a crisis.
- Requiring greater flexibility from services with specialisms, great flexibility on tenure access criteria in order to contribute towards widening access to support opportunities to those most in need across all client groups.

Prioritising & Allocating Resources
We are currently exploring the impact removal of priority needs status from ex-offenders may have on service demand and how homelessness may present. However, a significant number will have specific support needs regardless of future

legislation, especially those with a substance misuse history. Other changes such as removal of the local connection criteria may also impact. Therefore it is important to consider how we respond around use of specific local allocations of SPPG to meet local need. A current exercise is underway with temporary supported housing to provide evidence to inform any decision on access criteria. We will also engage regionally within Western Bay and other bordering LA's as the evidence suggests to explore any opportunities to commission jointly.

Our challenge will be to ensure those individuals who are most vulnerable are given priority access to accommodation & support, at the right time to prevent their homelessness. The focus will be on the service user experience embracing the "tell us once approach" and an integrated process wherever possible. We will aim to achieve this by working in partnership with the Homelessness service to review access arrangements including existing central referral pathways/gateways with a view to further recommend improvements to the efficiency and sustainability of referral and assessment processes for all accommodation & support provision commissioned by the SPPG programme.

Reducing Rough Sleeping & working with those with complex needs -
Increasingly the crisis provision is picking up more 'first time rough sleepers' our challenge is no second night out and we aim to work with partners to be more effective at preventing new rough sleepers. Rough sleepers often have complex needs and our challenge is ensure the services we provide with our partners are more innovative and effective at engaging with and supporting individuals with complex needs to access and sustain stable accommodation. The effectiveness of the additional temporary resources such as MATCH Coordination and its findings and the personalised budget committed in this area will be reviewed utilising a lessons learnt approach based on individual cases which may result in recommendation to do things differently.

Improved access to the private rented sector –There is limited access opportunities to social housing stock particularly for one bedroom properties and our challenge is to facilitate other opportunities to quality, affordable and sustainable accommodation. Under the new legislation there will be the opportunity to discharge statutory homelessness duties into the private rented sector. A key challenge for the LA is to facilitate an increase in opportunities to access good quality affordable and sustainable accommodation in the private rented sector and specifically to prevent & alleviate homelessness. Partnership work with service users, private landlords and private sector regulation initiatives has developed an "offer". A specific resource for responsive support to both the landlord and service user was identified as key to encourage private landlords to work in a trusting and sustainable partnership. We aim to address this by ensuring existing resources providing support to those in the private rented sector complement the development of a LA led Private Sector Social Lettings Service and consider making provision for additional resources if necessary as the scale of the service increases.

Financial Inclusion work – All services commissioned through SPPG offer a level of welfare benefits, budgeting and debt advice work. Developing and accessing suitable banking accounts and developing the digital skills to access services which are increasingly available online will continue to be a priority. A priority for providers will be building staff and service user skills and resilience in these areas to mitigate the impact of welfare benefit reforms and promoting inclusion in the digital by default agenda. There will be a continued expectation from commissioners that services keep informed and engage with and work in partnership with initiatives which focus on the Supporting People Outcome below for example the Lift Project in Penderry Ward & Get Swansea Online and other targeting initiatives.

The Project is: **Promoting Economic Progress and Financial Control**

People are:
4. managing money
5. engaging in education/learning
6. engaged in employment / voluntary work

Better bidding
Our challenge is improving coordination of bidding for other complementary funding resources to tackle the issues identified based on agreed strategic priorities. This will aim to ensure no duplication of services, effort and wasting of funding opportunities. Funding applications to all sources should build on collaboration, joint working to design person centred services. Where funding is temporary in nature consideration must be given to building in service sustainability and or clear exit strategies for when funding ceases. The Joint Homelessness & Supporting People Collaborative Planning Provider Forum will have an important role in identifying how this is put into practice.

Complex Needs
A significant challenge for the LA and our health partners is around working with individuals who misuse alcohol and drugs in order to meet our statutory responsibilities. Delivering any outcomes where there is no or limited engagement within existing service pathways is challenging. Alcohol and drug misuse can also be a way some individuals self –medicate in order to cope with undiagnosed or untreated mental health issues. Working in partnership with Health will be a priority to achieve better outcomes for this smaller group of individuals developing smarter/more flexible use of the resources of which they disproportionately draw on. Key partnerships in this area will be the ABMU led Health of Homelessness and vulnerable groups steering group and implementing their action plan and the Duel Diagnosis steering group and the Substance Misuse Area planning Board.

Domestic Abuse – There is an increase in recorded reports of Domestic Abuse. This challenge remains a priority and has wide ranging impacts on families and children. However, as a cause of homelessness there is a slight decrease. We don't know for sure but this may be in part due to the priority focus for homeless prevention of commissioned services such as the safety & security schemes, refuge provision, safe houses and floating support. We will pilot a local crisis model .There will continue to be focus on delivering better outcomes for individuals by improving awareness of domestic abuse in non-domestic abuse specialist services amongst bot staff and service users. We will expect and ensure that all our commissioned services make use of existing services that do this. If and where appropriate support with additional resource. We will make the appropriate links in relation to our work with ex- offenders in relation to perpetrators of domestic abuse. Our commissioned service will work in partnership in service delivery at the one stop shop.

Young People – Our challenge is to ensure there is a range of accommodation & support which is suitable to meet our corporate responsibilities. Working in partnership we will aim to eliminate the use of bed & breakfast accommodation, prioritising those that are 16 & 17year olds. Our focus will be to work with existing service providers to achieve improved outcomes by enabling them to be better prepared to access & sustain "move on" to independent accommodation that is available when they are ready. Engaging and achieving good outcomes for the smaller number of young people with complex needs (including developmental disorders) and chaotic lifestyles (including substance misuse) remains a specific

challenge and priority. We will be exploring different ways of planning & service design with providers around specific care leavers who require accommodation and support. .We will work in partnership with developing Registered Social landlords to facilitate the completion of services commissioned previously where there was capital investment via Social Housing Grant (SHG).

Families
Our challenge is to contribute to giving children a good start in life. We will aim to achieve this by:

- Exploring whether there is a further role for a supported accommodation model for young parents e.g. specialist supported lodgings.

- Responding to service user requests making transitions in SPPG services smoother as young people become parents but balancing this with our safeguarding responsibility.
- We will continue to have specialist services in this area and use the short term model of support.

Older People – Our challenge will be to ensure existing commissioned service continue to be strategically relevant as the integration of Health & Social Care services for older people is implemented starting in 2014. The rate of changes will be significant due to the implementation timescales. Additional challenges will be posed by the reduction in the social care budget and its implementation. Services commissioned through SPPG have an important role in the prevention aspect of the transformation. This will be addressing the balance of care i.e. more people stay in their own home as long as they are able to. Keeping people out of hospital and allowing discharge. Our aim is to ensure that SPPG commissioned services are engaged in and compliment the integrated access and local delivery of services around the proposed three services hubs and five GP networks. Commissioned services including floating support and sheltered will have an important role in developing and facilitating access to alternatives models to LA delivered and funded day services contributing to maximising independence for as long as possible.

Physical Disability
Our challenge for younger adults with a physical disability will be to deliver independent living accommodation and support opportunities following rehabilitation. We will do this by working in partnership to ensure options which deliver responsive care & housing related support and are sustainable. We will respond by enabling as many as are able to be supported using the floating support model.

Learning Disability
Our challenge will be to support individuals to achieve their maximum level of independence and reducing dependence. We will respond by enabling as many as are able to be supported using the floating support model. Existing service providers of housing related support with have a key role in supporting individual with learning disabilities to design and access alternatives daytime activity to the traditional models of LA funded day services.

Mental Health
Our challenge is to provide increased move on accommodation options with medium to low level long term support. These have to tackle the loneliness and isolation which service users tell us they experience when move on to independent self-contained accommodation and this often has a negative impact on their mental health

and an inability to sustain their accommodation. Capital investment has been secured and it is a priority to work in partnership with Registered Social Landlords to facilitate implementation of this model of service which draws on similarities with the traditional sheltered housing model for older people. Alternative models which also provide ongoing low level of support are being explored such as the supported lodgings model Collaboration with Health& Social care on developing high relation supported housing options locally as alternatives to high cost residential care placements. This will involve the strategic review of existing provision to identify opportunities to reconfigure initially. Existing service providers of housing related support services with have a key role in supporting individuals with mental health issues to access alternatives daytime activity to the traditional models of LA funded day services.

Workforce Development

Over time more options for accessing cost effective training locally have now developed and the Supporting People Team will review the focus on this area and necessity to facility this training ongoing.

Where there is a specific identified need for additional training resource to deliver improved outcomes around in the outcome areas we will supporting this area.

We will however service provider to maintain core training programmes focused on improving outcome delivery.

Opportunities for regional collaboration and commissioning

A workshop was held in September to review each LA's local priorities in order to recommend whether or not there were opportunities.

1. Grant administration
2. Process
3. Commissioning

The suggestions of the day would be incorporated into a Regional Development

Equality Impact Assessment of Funding Cuts

Supporting People services are designed to address many of the issues covered by the equality impact assessment for individuals.

Providers have policies and procedures which are regularly monitored and subject to three yearly contract review.

Many of the strategic priorities identified for activity are not focused on developing new provision but may result in minor adjustments such as refinement in referral and access pathways or a change in the format of support but with no financial impact for the service provider. However, the delivery of some priorities may be taken forward through reconfiguration of existing support services where it was considered appropriate.

Where such changes occur an impact assessment is undertaken which takes into account relative demand for the services, duplication or access to equivalent support and the relative priority.

Financial Impact Assessments are completed on individual contracts (broken down into schemes where there are multiple services and the nature of the service provision is significantly different). Organisations are requested to evidence to the Supporting People Team if a funding reduction would impact on front line provision. Where providers present evidence to suggest a negative impact this will be presented to the Supporting People Commissioning Group (multi agency decision making group). The Commissioning Group will explore a number of factors:-

- Priority of service
- Vulnerability of Service Users
- Configuration options
- Likelihood and level of impact

The Supporting People Commission Group make final decisions on whether a reduction is appropriate to go ahead or not based on evidence contained within the individual service Financial Impact Assessment. Regular contract liaison meetings with individual providers will monitor any impact relating to the above.

Housing Options data analysis report – 2013/14

Introduction

This annual report details the provisional findings of the analysis of Housing and Homelessness data. The analysis has considered data over a 10 year period in some cases.

It provides guidance on the future priorities for the planning processes to prevent and reduce homelessness in the City & County of Swansea over the next 12 months.

Waiting List Data (live applications)

	April 04/05	April 05/06	April 06/07	April 07/08	April 08/09	April 2010	April 2011	April 2012	April 2013	April 2013
Total people on W/L	6522	4043 (2891 applicants + 1152 transfers)	4627 (3389 applicants + 1238 transfers)	4216 (2934 applicants + 1282 transfers)	3723 (2597 applicants + 1126 transfers)	N/A	4516 (3216 applicants + 1300 transfers)	5176 (3754 applicants + 1422 transfers)	5121 (3721 applicants + 1400 transfers)	4,287 (2952 applicants + 1335 transfers)

Summary

- Reduction in the numbers of live applications on the housing needs register across the board. This is in contrast to the increases seen in recent years and may be the result of the continuous rolling review of the council's housing register to keep applications up to date. There may be other factors to consider relating to this and need to be looked at in greater detail if this becomes a trend and appears to continue.

LA Housing Stock and lettings

	April 01/02	April 02/03	April 03/04	April 04/05	April 05/06	April 06/07	April 07/08	April 08/09	April 2010	April 2011	April 2012	April 2013	April 2014
Total Stock	16171	15739	15086	14121	13922	13793	13689	13654	13643	13629	13,616	13,590	13,555
Average lettings per week	39	40	43	25	26	28	27	28.4	33.4	28.2	28.4	24.6	31.6
Average EOT	44	42	37	27	27	27	26	30	31.5	27.6	28.57	35	30.8

Summary

- As at April 2014, total stock has decreased by 2616 (16%) over 12 years although this has tailed off recently and is negligible in recent years.

- Decrease in the number of end of tenancies for this year (but still up on previous years) may be due the impact of the Bedroom Tax introduced at the start of the financial year. If this is the case however tenants may be conducting more mutual exchanges as normal tenant transfer requests are down on previous years. Events such as the Home swapper party may have helped facilitate this. Current Discretionary Housing Payment budgets have been temporarily increased to mitigate the impact of Welfare Reform. As this budget is reduced to normal levels, we may see increased end of tenancies as smaller accommodation is sought in the private sector to avoid the bedroom tax, domestic abuse may increase as finances around home life becomes more strained.
- Some of these ends of tenancies and relets will be due to the turnover of ABBA.
- Approx 1600 new tenancies per year generated (less the ABBA turnover) which would not cover households accepted as homeless annually. Even if the waiting list closed today it would take nearly 3 years to re-house the waiting list (based on average new tenancies).
- It is a paramount that this limited supply of social housing is available for those in greatest need of each particular property.
- The increased demand has increased the need to explore and develop increased options in the private sector.
- Future changes in homelessness legislation will result in increased use of offers in the private sector for homeless households to prevent and alleviate homelessness for all households regardless of priority need and intentionality.

Homelessness applications
Homeless Decisions

Decision	2002/3	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
Eligible, unintentionally homeless & in priority need	688 (32%)	961 (36%)	1124 (36%)	984 (36%)	857 (34%)	852 (34%)	827 (31%)	913 (33%)	1058 (36%)	856 (32%)	872 (26%)	847 (26%)
Eligible, homeless but not in priority need	563 (26%)	592 (22%)	624 (20%)	616 (23%)	530 (21%)	407 (16%)	451 (17%)	598 (22%)	620 (21%)	544 (20%)	461 (13%)	404 (13%)
Eligible, homeless, in priority need but intentionally so	13 (1%)	21 (1%)	29 (1%)	29 (1%)	31 (1%)	19 (<1%)	37 (1.5%)	23 (<1%)	34 (1%)	22 (<1%)	14 (<0.5%)	28 (<1%)
Eligible but not homeless	886 (41%)	1098 (41%)	1295 (42%)	1081 (40%)	1069 (43%)	1210 (48%)	1331 (50%)	1239 (45%)	1204 (41%)	1234 (46%)	2060 (60%)	1930 (60%)
Ineligible household	13 (1%)	16 (1%)	27 (1%)	15 (1%)	13 (1%)	11 (0.5%)	16 (0.5%)	6 (0.2%)	11 (0.4%)	9 (0.3%)	12 (<0.5%)	8 (<0.5%)
Total	**2163**	**2688**	**3099**	**2725**	**2500**	**2499**	**2662**	**2779**	**2927**	**2665**	**3419**	**3217**

Summary

- End of year figures suggest homelessness decisions are very similar to the previous year.
- Significant decrease in homelessness acceptances (priority and non priority) and significant increase in number of applications not homeless were sustained at a similar level to last year, when compared to previous years' figures. Prevention training and the re-introduction of the prevention toolkit for LAs should help sustain this performance. Future possible cuts to services may impact on this ability to continue to prevent homelessness.
- Statutory homelessness acceptances (as a percentage) are at their lowest level over the last decade.
- Very low level of intentional decisions (less than 1% total decisions) are likely to be one of the lowest in Wales when national statistics are published. There is a proposed change in legislation around intentionality in the near future. Latest thinking is that LAs will have to 'opt in' to consider which groups will be investigated for intentional homelessness, and publish their policy around this. There will be an impact on future recording of this figure, and it is possible that reckless behaviour will go unrecorded even though the work to prevent and alleviate the homelessness will continue.
- Other legislative change proposed under the Welsh Housing Bill around priority need and discharge of homelessness duties may impact on this table in the future.

Causes of Homelessness for households found eligible, unintentionally homeless and in priority need

Cause of homelessness	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
Domestic Abuse	185 (20%)	236 (22%)	184 (20%)	142 (17%)	130 (15%)	158 (19%)	144 (16%)	169 (16%)	163 (19%)	159 (18%)	148 (17%)
Racial Violence	-	-	-	5	6	3	5	4	*N/A	-	1
Other violence	-	-	-	18	19	26	35	31	13 (1.5%)	15 (1.5%)	24 (3%)
Parents not willing to accommodate	172 (19%)	206 (19%)	209 (22%)	148 (17%)	143 (17%)	151 (18%)	169 (18%)	149 (14%)	146 (17%)	140 (16%)	102 (12%)
Loss of rented accommodation /NTQ	160 (18%)	214 (20%)	186 (20%)	144 (17%)	157 (18%)	112 (14%)	138 (15%)	187 (18%)	116 (14%)	128 (15%)	123 (15%)
Mortgage arrears	-	-	-	26	38	42 (5%)	24 (3%)	44 (4%)	29 (3%)	34 (4%)	39 (5%)
Current property unaffordable	-	-	-	-	-	-	-	-	-	16 (1.5%)	28 (3%)
Current property unsuitable	-	-	-	-	-	-	-	-	-	13 (1.5%)	11 (1%)
Rent arrears	-	-	-	10	14	13	18	18	26 (3%)	25 (3%)	10 (1%)

Leaving Institution / Care (including prison)	130	118	121	161 (19%)	101 (12%)	105 (13%)	124 (14%)	187 (18%)	*227 (27%)	203 (23%)	239 (28%)
Other (including emergency / refugee)	122	121	92	65	136 (16%)	101 (13%)	117 (13%)	120 (11%)	**27 (3%)	7 (1%)	7 (<1%)
Relationship breakdown – non violent	74	111	75	58	52	60 (7%)	77 (8%)	82 (8%)	66 (8%)	66 (8%)	61 (7%)
Other relatives not willing to accommodate	57	57	66	80	56	56 (7%)	64 (7%)	67 (6%)	43 (5%)	66 (8%)	54 (6%)
Totals	900	1063	933	857	852	827	915	1058	856	872	847

Summary

- *Large drop in numbers under 'other' causes of homelessness due to changes in recording. Refugees are now recorded under 'leaving institution / care' resulting in increased numbers in this area, this is impacting on the official recorded data for prisoners who are homeless as a result of leaving prison (prisoners as a priority group are still recorded in the next table however).
- **Racial violence figures now recorded under 'other violence'.
- **Leaving Institution or care (including prison)** there has been a sharp increase in this cause of homelessness and remains the biggest cause of statutory homelessness. This figure is the highest recorded since prison leavers became a priority need group. Former prisoners continue to make up a large proportion of the temporary accommodation population. This should be a priority for further development to secure housing and prevent homelessness for offenders in custody. Next April the new homelessness legislation is expected to remove the blanket priority for former prisoners and include a vulnerability test. This will result in few prisoners being identified as a priority group, but may not have an impact on the number of prisoners who are homeless on release from custody.
- **Domestic Abuse** as a cause of homelessness has decreased slightly over previous years, however this figure would potentially be higher if the domestic abuse target hardening work was withdrawn. The Domestic Abuse Safety and Security Scheme provides a homelessness prevention service in keeping with the homelessness legislation and strengthened duties to prevent homelessness. It should remain one of the top priorities for the Homelessness Strategy Planning Team.
- **Parents not willing to accommodate** there has been a notable decrease in the number of parental exclusions, this may be a consequence of the bedroom tax and welfare reform in general. It is possible that households are being kept together for longer to benefit from a higher total household income whilst the current welfare climate continues. This will have implications on existing housing stock and making sure that larger families are able to secure suitably sized properties easily as children get older will ease pressure on overcrowded situations which may lead to the a relationship breakdown and the exclusion of a member of the family.
- **Loss of rented accommodation** has been pretty static for the last few years, which is impressive in light of the recently decommissioned social lettings agency. We could see this figure change as further reforms and public spending cuts are implemented in the coming years. Welfare Reform mitigation work (prevention

worker and increased DHP pot) may limit this cause of homelessness, however it is possible that many current tenants have not felt the full impact of the reform and have enjoyed a transitional protection period followed by continuing Discretionary Housing Payments. Creating and sustaining viable options in the private sector as well as preventing home loss must remain a priority for the group. The previous decommission of the local social lettings agency has resulted in a new model being developed to meet the continuing need for access to good quality affordable housing in the private sector. The increased focus on the PRS in the current Housing Bill has placed even greater importance on keeping this as a corporate priority. This will require investment from a number of potential sources in order to secure the future of this service.

- **Other** large drop in this figure previously as refugees are no longer included in this figure. Refugees are now recorded under 'leaving care / institution.

- **Mortgage arrears** is still a (relatively) 'minor' cause of statutory homelessness, although there has been an apparent rises and falls over the last few years. Anecdotal evidence however suggests that much of this prevention work may be taking place with outside agencies such as Shelter and CAB. Money and debt advice services across the city will be crucial to continue to make sure this cause of homelessness does not increase as more households are forced to make the choice between heating and eating. The effects of debt may also contribute to other problems which could increase the likelihood of homelessness such as, relationship breakdown, alcohol and substance misuse, domestic abuse, stress and poor health etc. First time buyers are notably absent from the market at present due to substantial deposits required to secure mortgages and less favourable rates on larger loan to value mortgages.

Households found to be in priority need: reasons

Classification of priority need	2003 /04	2004 /05	2005 /06	2006 /07	2007 /08	2008 /09	2009 /10	2010 /11	2011 /12	2012 /13	2013 /14
Dependent Children	321	372 (33%)	369 (38%)	295 (34%)	320 (38%)	279 (34%)	300 (33%)	429 (41%)	262 (31%)	313 (36%)	306 (36%)
Pregnant	72	115 (10%)	101 (10%)	70 (8%)	76 (9%)	102 (12%)	93 (10%)	108 (10%)	99 (12%)	103 (12%)	67 (8%)
Domestic Abuse	194	252 (22%)	192 (20%)	109 (13%)	103 (12%)	144 (17%)	129 (14%)	131 (12%)	115 (13%)	126 (14%)	111 (13%)
Vulnerable /Old Age	31	37 (3%)	30 (3%)	25 (3%)	20 (2%)	15 (2%)	33 (4%)	33 (3%)	23 (3%)	13 (1.5%)	21 (2.5%)
Vulnerable /Phys Disability	45	64 (6%)	59 (6%)	62 (7%)	56 (7%)	59 (7%)	63 (7%)	73 (7%)	55 (6%)	68 (8%)	60 (7%)
Vulnerable /Mental Illness	56	77 (7%)	53 (5%)	40 (5%)	38 (4%)	34 (4%)	41 (5%)	52 (5%)	53 (6%)	45 (5%)	43 (5%)
Leaving Care	28	37 (3%)	25 (3%)	32 (4%)	15 (2%)	12 (1.5%)	17 (2%)	7 (1%)	7 (1%)	13 (1.5%)	4 (<0.5%)
Children Act (16/17)	40	37 (3%)	27 (3%)	38 (4%)	29 (3%)	15 (2%)	37 (4%)	9 (1%)	20 (2%)	6 (1%)	8 (1%)
Armed Forces	2	1	7 (1%)	3 (<0.5%)	1 (<0.5%	4 (0.5%)	1	3	4	2 (<0.5%)	3 (<0.5%)
Former	110	112	110	136	81	85	111	169	166	153	181

Prisoner		(10%)	(11%)	(16%)	(10%)	(10%)	(12%)	(16%)	(19%)	(18%)	(21%)
Other	60	17 (2)	8 (1%)	45 (5%)	108 (13%)	77 (9%)	87 (10%)	43 (4%)	50 (6%)	28 (3%)	37 (4%)
Emergency	2	3	3	2 (<0.5 %)	5 (1%)	1 (0.1%)	3	1	2	2 (<0.5 %)	6 (<1%)
Total	961	1124	984	857	852	827	915	1058	856	872	847

Summary

- **Dependent Children / Pregnancy** families with children and expectant mothers continue to be the far biggest client group no apparent change in the number of homeless families. A noticeable decrease in the number of homeless households where there are no dependent children but contain an expectant female.
- **Former Prisoners** are the second biggest category of priority need with 21% of the number of statutory decisions from homeless ex-offenders. This figure is considerably higher than any other year since this was included as a statutory group. This group also make up a large proportion of the temporary accommodation population and need specific support to keep them safe, particularly where there is a history of substance misuse. The changes to the priority need groups which are expected to become legislation in April 2015 may reduce this number, however it will not reduce the level of presentations from homeless prisoners. It will be therefore important to ensure that a range of prevention and alleviation options are available to meet the varied accommodation and support needs when housing former prisoners.
- **Domestic Abuse** as a priority need reason has shown a decrease over previous years however as the number of incidences of domestic abuse as a cause of homelessness have remained constant, it is assumed that this reduction is as a result of fewer single people and more families experiencing abuse. The Domestic Abuse Safety and Security Scheme may also be impacting on this figure by averting the crisis situation which results in homelessness, through target hardening work, and other measures, as an early intervention. The introduction of the Domestic Violence Protection Notices and Orders from June 2014 may further reduce the impact of this category of homelessness. The Renting Homes Bill may also impact further in allowing perpetrators who are living in the property to be removed from the property and the tenancy if necessary. This will further complement the safety and security work which is currently available to other survivors of domestic abuse.
- **Mental Health** there appears to have been a little change in the proportion of statutory homelessness cases where there are vulnerability issues purely as a result of mental health over the last few years. This may be reflected however by this client group being recorded as one of the other priority need groupings or better services to help prevent and alleviate homelessness at an earlier stage.
- Remaining data appears to have been consistent with previous years.
- There are likely to be changes to the way homelessness is recorded within homelessness data within the next 12 months following a recent local review of the way 16/17 year olds are dealt with following the Southwark Judgement in 2009. The numbers appear quite low, however most of the work to prevent

and alleviate homelessness for under 18s will be completed by social services staff at the BAYS and are recorded separately.

Temporary Accommodation

4.1   Households Occupying Bed and Breakfast WH and GV

Type of temporary accom	2002/ 3	2003/ 4	2004/ 5	2005/ 6	2006/ 7	2007/ 8	2008/ 9	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14
Bed and Breakfast	162	299	336	344	241	191	304	294	316	324	280	339
WH / GV	33	37	53	60	72	64	73	47	50	49	42	48

Average length of stay in B&B (all households)

2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
22.97 days	24.22 days	19.81 days	20.93 days	19.7days	17 days	23.35 days

Total number of homeless families with children in B&B (except in emergencies)

2007/2008	2008/2008	2009/2010	2010/11	2011/12	2012/13	2013/14
5	11	6	13	4	7	4

Average number of days all homeless households spend in TA

2009/10	2010/11	2011/12	2012/13	2013/14
35.96	40.24	48.61	55.6	53.3

Alternatives to Bed & Breakfast

Snapshot as at 17.3.14	Number of properties in scheme	Number occupied	Number awaiting furnishing / utilities etc	Number being repaired / cleaned
Number of ABBA flats	41	39	0	0

Summary

- Only 4 families placed in B&B. They stayed for a total of 25 days. (Average 6.25 days, variance of 1-13 days).
- Average length of stay in B&B has increased by nearly 1 week to the current average stay of 23 days. Current legislation dictates that alternative suitable accommodation must be offered within 2 weeks of admission into B&B. It is therefore essential that other forms of suitable accommodation with and without support are

available as alternatives / move on from B&B. During the year the LA has provided 7914 days of B&B accommodation (nearly 22 years).

- Average length of stay in other forms of temporary accommodation is decreasing compared to last year, however it is still up on previous years. However TA accommodation is a more suitable option than B&B particularly for households and vulnerable single people.
- Alternatives to Bed & Breakfast Accommodation (ABBA) is crucial to ensuring the level of B&B placements are minimised. Current DWP subsidy arrangements necessitate regular monitoring and updating of the management costs for the scheme to keep it viable. Future changes to the subsidy may also jeopardise the long term future of the scheme using the current model. However with the introduction of new homelessness legislation in 2015 there is likely to be a change in demand for statutory temporary accommodation. It should therefore be a priority to review and adapt the model within the coming 12 months to meet the requirements of service provision under the new legislation in general. Financial viability of the scheme needs to be confirmed in the longer term due to the potential implications of DWP subsidy to the LA (the amount refunded to the LA for Housing Benefit payments). There is also concern of the possible implications of direct payments of housing costs within Universal Credit when Swansea is included in the national rollout of this payment.

Gateway

The Housing Gateway Project commenced its roll out during April 2011. It was funded for 5 years upfront using Welsh Government monies. During 2015 a decision will need to be reached on the future of Gateway as there will be cost implications to continue the programme after the initial funding is exhausted. It initially involved projects that traditionally accommodated rough sleepers and other vulnerably housed individuals. It has since been extended to include other supported housing and some statutory homelessness provision such as ABBA. There is also the possibility that young people projects could also be included in the Gateway scheme as part of the action plan for Youth Homelessness (Southwark compliance).

Accommodation organisations include:
- Wallich
  - Dinas Fechan
  - St Leonards
  - Gorwelion
  - Cross Border Women's Project
  - Shoreline
- Cyrenians
  - Paxton Street
  - St Matthew's Supported Housing Projects
- Haven Trust
  - Plasmarl House
- Caer Las
  - Shared housing projects
- LA partnership
  - ABBA

The system has recently been reviewed and is up to date. Cases are closed after approximately one month if there has been no further contact or update with the individual during that time. There is now a monthly purge of cases where there has been no further contact.

Referrals: Comparison of 12month period (21.3.13-20.3.14) compared to last full financial year

- 360 Male (average age 34) for year 1, 368 (average age 34) for year 2
- 99 Female (average age 29) for year 1,128 (average age 30) for year 2
- Largest group 22-35 years old (mainly 31-35 though). No change between years.

- 107 Substance Misuse issues identified for year 1 (heroin, alcohol and cannabis misuse top three identified). 243 for year 2 (heroin main issue)
- 64 Mental Health issues identified for year 1 (depression, self harm, panic / anxiety attacks top three identified). 172 for year 2, (depression, panic /anxiety, paranoia, suicidal thoughts). 13 issues around self harm. 7 referrals stated they had attempted to take their own life during year 2.

Risk Assessments:
- 114 violence towards others for year 1. 153 for year 2
- 27 Arson for year 1. 23 for year 2
- 64 Self harm / suicide attempts for year 1. 78 for year 2
- 33 MAPPA / MARAC for year 1. 39 for year 2
- 225 risk of offending for year 1. 266 for year 2.
- 55 vulnerable and at risk of violence from others for year 1. 46 for year 2.
- 131 risk issues posed a threat to staff for year 1. 146 for year 2.

Support needs:
1814 support needs identified
- Ex-offender (current or previous) – 221 recorded for year 1. 263 for year 2.
- Drug abuse (current or previous) – 196 recorded for year 1. 232 for year 2.
- Alcohol abuse (current or previous) – 130 recorded for year 1. 115 for year 2.
- Mental Health – 138 recorded for year 1. 155 for year 2.
- Rough Sleeping – 27 recorded for year 1. 48 for year 2.
- Family / relationship breakdown. – 37 recorded for year 1. 38 for year 2.

Accommodated through Gateway (all projects):
- 136 Males – (91 of whom found their own accommodation without going through Gateway)
- 30 Females – (16 of whom found their own accommodation without going through Gateway)
- There were 236 cases closed off as 'no contact' (169 male and 67 female).

Currently on waiting lists (all projects):
- 25 active referrals as of 20.3.14
- 14 males
- 11 females

Summary:

- There has been a noticeable increase in the level of recorded substance misuse, (mainly heroin use).
- There has been a noticeable increase in the level of recorded mental health issues, this includes a rise in the level of recorded self harm and suicide attempts.
- Increase in risk assessments identifying violence towards others.
- Increase in the numbers self reporting / verified as rough sleeping.
- Current cases on the system are being maintained at a very low level and rolling review of the system should keep this list manageable for all organisations.
- It is essential that all organisations included in the system make proper use of it to allow proper review of the potential future of Gateway in Swansea.

Move On Strategy (calendar yearly)

Housed cases:

Housing Provider	2005/06	2006/07	2007/08	2008/09	2010	2011	2012	2013
HA	15	20	26	33	32	18	23	25
LA	5	11	12	11	12	12	12	15
Private Rented	2	2	0	3	1	1	6	4
Other	-	-	-	-	-	1	1	2
Total	22	33	38	47	45	32	42	46

Summary

- Waiting lists currently being maintained at a fairly manageable level (less that 10 for nearly a year). With a few exceptions all cases are no more than 2/3 months old. Most cases are being moved on well within this timescale. Cases are being more open in the areas they are willing to accept, contact with support staff at the point of offer to ensure attendance at viewing, and discussion with housing staff prior to refusals are having a positive impact on getting households moved on quickly. Some projects are making particularly good use of the PRS and may not come through Move On at all.
- Priority needs to be given on finding suitable settled accommodation for young people to keep the turnover of supported housing, and support the corporate priority of reducing B&B and compliance with the 'Southwark model' work. This may be in a supported environment or an independent tenancy with an appropriate level of floating support. The role of pretenancy preparatory work will be an important factor in this success.
- Private rented outcomes through move on are improving generally, but can still provide housing solutions in greater numbers. The private rented housing stock still outnumbers the total social stock. The new partnership with private landlords being developed should help feed into this and it is assumed that representation from the proposed PRS access team will be in attendance at the meetings as a normal housing provider.

Domestic Abuse Safety and Security Work Jan – Dec 2012

Sector	Referrals	Surveys completed	No work required	No contact	Opted out	Work completed
LA	39	35	15	1	3	20
HA	9	8	1	1	0	7
Private	31	27	12	1	2	13

Summary:

DASSS reporting periods are currently changing so there is no further update available at this time from last year's data which is recorded above.

Compared to the previous year there was a 42% increase in referrals in 12 the 12 months March 2011 – April 2012. The figures for 2012 show a 15% decrease on the previous year's figures for the number of referrals received.

Reporting period for this scheme has recently changed to the end of financial year. Therefore the current year data is unavailable for the time being.

Trends / other issues / future challenges?

- Welfare Reforms – tenants are beginning to face the prospect of losing their homes as a result of not being able to top up their rent due to Bedroom Tax. DHP funds will start to be withdrawn so more households will face the prospect of paying rent shortfalls from their current income.
- Greater demand but reduced supply of some social housing. (More people looking to downsize who would have stayed in their social tenancies pre-bedroom tax.) Reduced demand on some property types as well where families do not wish to live and single people cannot afford to live.
- Bedroom tax currently applies to some Temporary Accommodation (despite previous guidance contrary to this).
- Challenges of Universal Credit on temporary and possibly supported housing, potential implications for ABBA particularly under UC.
- Revised homelessness legislation in 2015 likely to present huge challenges with the duty to prevent (regardless of priority need). 'Reasonable Steps' still to be clarified but expectations on LAs to provide a minimum level of prevention service which may require additional resourcing and input.
- How do we ensure customers come to us as early as possible and are dealt with appropriately?
- Ex-offender vulnerability test may result in additional reviews and challenges, where vulnerability is not satisfied. This may have implications on the provision of TA with support whilst considering reviews of decisions. B&B should not be used for long periods of temporary accommodation.
- Multi agency approaches to tackling entrenched rough sleeping and complex homelessness cases becoming more necessary. Rough sleepers may become a priority need group under the new legislation so will be important that suitable support is in place to address the complexities of some of the individuals who find themselves on the street.
- Consideration needs to be given to the LA approach to the making of intentional homelessness decisions.

- Development of the PRS access service to meet the new legislative duties to assist in securing accommodation for all groups and to discharge homelessness duties into the PRS. The service will need to maintain a good quality stock of private properties to meet the new duties. If the LA becomes a letting agency in its own right then the regulation of the PRS section of the Housing Bill will also apply.

Appendix 2 - Supply Map of existing services commissioned

		FIXED SCHEMES			FLOATING SCHEMES		
PROVIDER	**SCHEME NAME**	**Units** **0-6 months**	**Units** **6-24 months**	**Units 24 months +**	**Units** **0-6 months**	**Units** **6-24 months**	**Units 24 months +**
Domestic Abuse							
BAWSO	Safe House Units	2					
NSU	Responsive Alarms				169		
Swansea Women's Aid	Outreach				10		
Swansea Women's Aid	Safe House	3					
Swansea Women's Aid	Women's Aid Refuge	5					
Hafan Cymru	R T.		4				
TSU	Hafan Cymru					28	
Swansea Women's Aid	Additional Refuge	8					
TSU	BAWSO.					9	
Various	DA Safety & Security Service				20		
BAWSO	Refuge	8					
		26	4	0	199	37	0
PROVIDER	**SCHEME NAME**	**Units** **0-6 months**	**Units** **6-24 months**	**Units 24 months +**	**Units** **0-6 months**	**Units** **6-24 months**	**Units 24 months +**
Learning Disability							
Jenkins	Sketty Bungalow			3			
Coastal	Floating Support			16			
Davies	Gwynfi			1			
Walsingham Community of Homes	Supported Housing			28			
Community Lives Consortium	Supported Housing			150			
		0	**0**	**198**	**0**	**0**	**0**

PROVIDER	SCHEME NAME	Units 0-6 months	Units 6-24 months	Units 24 months +	Units 0-6 months	Units 6-24 months	Units 24 months +
Mental Health							
Caer Las	N M			6			
Caer Las	The Willows			7			
City & County of Swansea	Llanfair House		26				
TSU in house	Mixed Community Care inc MH				14		
Family Housing	B S			6			
Family Housing	Sketty			6			
Family Housing	Wish SS		12				
Family Housing	Wish S H			15			
Family Housing	Wish C Y O			4			
Family Housing	Wish Floating Support					3	
Family Housing	Gorseinon & HC			6			
Family Housing	The M			6			
Family Housing	Wish K E			4			
Family Housing	Robense House			6			
Gathen	Gathen House			13			
Gofal	Floating Support					43	
Isaac	Pen Y Waun			2			
Eastgate	Eastgate			5			
Holder	Kenfield			6			
Esgyn	Tai Esgyn Cluster						30
Esgyn	Supported Housing			58			
Esgyn	Drovers Court			4			
Tai Trothwy	Mental Health						12
		0	**38**	**154**	**14**	**46**	**42**
PROVIDER	**SCHEME NAME**	Units 0-6	Units 6-24	Units 24	Units 0-6	Units 6-24	Units 24
Alcohol primary							

Provider	Scheme Name	months	months	months +	months	months	months +
Haven	P House		9				
TSU	WGCADA FS					8	
Wallich	Shoreline Project		9				
		0	**18**	**0**	**0**	**8**	**0**
PROVIDER	**SCHEME NAME**	**Units 0-6 months**	**Units 6-24 months**	**Units 24 months +**	**Units 0-6 months**	**Units 6-24 months**	**Units 24 months +**
Drugs primary							
Wallich	Gorwellion		11				
Cross Boundary	Dispersed		3				
Cross Boundary	Core Houses		9				
SANDS Cymru	SANDS Cymru					4	
TSU						12	
		0	**23**	**0**	**0**	**16**	**-**
PROVIDER	**SCHEME NAME**	**Units 0-6 months**	**Units 6-24 months**	**Units 24 months +**	**Units 0-6 months**	**Units 6-24 months**	**Units 24 months +**
Refugees							
TSU/Red Cross	Refugees Floating Support					19	
		0	**0**	**0**	**0**	**19**	**0**
PROVIDER	**SCHEME NAME**	**Units 0-6 months**	**Units 6-24 months**	**Units 24 months +**	**Units 0-6 months**	**Units 6-24 months**	**Units 24 months +**
Physical Disability							
British Red Cross	Supported Discharge				11		
LA Corporate	Deaf Policy Dev & /Support					20	
Gwalia	Swansea Independent Living Service			7			20
		0	**0**	**7**	**11**	**20**	**20**
PROVIDER	**SCHEME NAME**	**Units**	**Units**	**Units**	**Units**	**Units**	**Units**

Young People		0-6 months	6-24 months	24 months +	0-6 months	6-24 months	24 months +
Barnardos	Supported Lodgings		12				
Barnardos	B & B Support				8		
SYSHP	Pam Lai - Complex Needs		8				
SYSHP	Drws Agored	9					
SYSHP	Floating Support					4	
SYSHP	Dispersed		8				
SYSHP	H.S		4				
SYSHP	Floating Support + Props					20	
Gwalia	Foyer Project		28				
TSU	SYSHP					40	
		9	**60**	**0**	**8**	**64**	**0**
PROVIDER	**SCHEME NAME**	**Units**	**Units**	**Units**	**Units**	**Units**	**Units**
Care Leavers		**0-6 months**	**6-24 months**	**24 months +**	**0-6 months**	**6-24 months**	**24 months +**
Gwalia	Foster Conversions		8				
Gwalia	Cam Nesaf Care Leavers		7			6	
		0	**15**	**0**	**0**	**6**	**0**
PROVIDER	**SCHEME NAME**	**Units**	**Units**	**Units**	**Units**	**Units**	**Units**
Offenders		**0-6 months**	**6-24 months**	**24 months +**	**0-6 months**	**6-24 months**	**24 months +**
CCS	Ex-Offenders Resettlement	**0**	**0**	**0**	20		
		0	**0**	**-**	**20**	**0**	**0**
PROVIDER	**SCHEME NAME**	**Units**	**Units**	**Units**	**Units**	**Units**	**Units**
Single People		**0-6 months**	**6-24 months**	**24 months +**	**0-6 months**	**6-24 months**	**24 months +**
Wallich ABBA	Alternative to Bed & Breakfast	41					

Provider	Scheme Name	Units 0-6 months	Units 6-24 months	Units 24 months +	Units 0-6 months	Units 6-24 months	Units 24 months +
Wallich	St L		15				
Caer Las	Shared Housing		15			1	
Cyrenians	P.S	13					
Family Housing	Floating Support					6	
Coastal	Floating Support					9	
Gwalia Care & Support	Floating Support					28	
TSU	Cyrenians Generic					30	
TSU	In house					41	
Wallich	Dinas Fechan	15					
Wallich	Bond Board				20		
TSU	Caer Las					38	
Supporting People	Join IN						
Cyrenians	Multi Agency Worker					20	
Wallich	Private Sector Development & Resettlement Support					20	
		69	**30**	**0**	**20**	**193**	**0**

PROVIDER	**SCHEME NAME**	**Units** **0-6** **months**	**Units** **6-24** **months**	**Units** **24** **months** **+**	**Units** **0-6** **months**	**Units** **6-24** **months**	**Units** **24** **months** **+**
Chronic Illness							
Aids Trust Cymru	Floating Support Scheme	0	0	0	**0**	0	0
		0	**0**	**0**	**0**	**0**	**0**

PROVIDER	**SCHEME NAME**	**Units** **0-6** **months**	**Units** **6-24** **months**	**Units** **24** **months** **+**	**Units** **0-6** **months**	**Units** **6-24** **months**	**Units** **24** **months** **+**
Families with support needs							
Action For Children	Young Families					12	
Action For Children	Floating Support					10	
TSU	In house					44	
TSU (Tai Trothwy)	Tai Trothwy					58	
Action For Children	Young Families		4				

		Units 0-6 months	Units 6-24 months	Units 24 months +	Units 0-6 months	Units 6-24 months	Units 24 months +
		0	**4**	**0**	**0**	**124**	**0**
PROVIDER	**SCHEME NAME**						
People over 55 years of age with Support Needs (this category must be exclusive of alarm services)							
Age Concern	Floating Support					200	
Age Concern	Home Services Coordinator				20		
Age Concern	Housing Information Officer				20		
Age Concern	Client Advisor						
Alzheimer's Society	Floating Support						110
British Red Cross	Floating Support					156	
Coastal	Solutions Floating Support						700
Cyrenians	Ty Betty Williams/St Matthews/Ty John Morris			18			
Abbeyfield	E C			6			
Family Housing	Floating Support						20
Family Housing	Sheltered			303			
Tai Cymdogaeth	Sheltered			144			
City & County of Swansea	Sheltered			991			
Gwalia	Llys Y Werin			43			
Older People		**0**	**0**	**1505**	**40**	**356**	**830**
Dispersed Alarms (not including those in Sheltered)				**95**			