

June 2017

GWENT
REGIONAL
COLLABORATIVE
COMMITTEE

ANNUAL REVIEW
APRIL 2016 – MARCH 2017

cefnogipobl
supportingpeople



supporting independence in Gwent
cefnogi annibyniaeth yng Ngwent

Working Together for People with Support

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1. Executive Summary

Alyson Hoskins, Gwent Regional Collaborative Committee, Chair

Sam Lewis, Gwent Regional Collaborative Committee, Vice Chair

We were honoured to take over the role of Chair and Vice Chair of the Gwent Regional Collaborative Committee during 2016/17. It is a particular pleasure to be working collaboratively with members of the Gwent RCC, from across a range of agencies, all with a common purpose of improving outcomes and transforming the lives of citizens across the Gwent region.

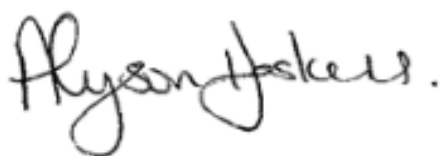
This Annual report demonstrates that it has been a very busy 12 months and as a RCC we have continued to focus on key challenges for vulnerable citizens in Wales; including the impact of welfare reform and changes to relevant legislation along with the first year of the implementation of the Social Services and Wellbeing (Wales) Act 2014.

We have maintained a proactive approach to promoting and evidencing the benefits of the Supporting People Programme in Gwent, linking the Programme to associated Welsh Government strategies and cross cutting initiatives ranging from the Families First Programme, VAWDASV (Violence Against Women, Domestic Abuse and Sexual Violence) and ACEs (Adverse Childhood Experiences).

Citizen's views, involvement and engagement have continued to be central to our work programme, with our website enhancements and improved methods of communicating with citizens including social media, twitter etc identified as priorities during the year. Our chosen key themes for this year have been 'young people' and also 'people who experience poor mental health' and the two cases studies contained within this report highlight progress in these areas.

We are sure that the next year will be equally busy and are optimistic that the members of our RCC have an appropriate balance of expertise and knowledge, shared vision, commitment, and enthusiasm to meet the challenges we will face.

Finally we would like to thank members of the Gwent RCC for their continued support and look forward to continuing the collective progress we made last year, into 2017/18.



2. Introduction

The Profile of the Supporting People Programme in Gwent continued to be raised during 2016-2017 through the work of the Gwent RCC. The Programmes cross cutting policy framework and its links to the wide range of national, regional and local priorities and strategies, have been recognised. Understanding of the Programmes objectives continues to increase; as further links are made with the established and recently introduced regional and local strategic boards.

RCC Members and Advisory Members along with Supporting People Officers continue to contribute on a national basis to the Welsh Government work streams via membership of the Supporting People Outcomes and Data Group, the Research and Evaluation Group, the Finance and Research Group and the Governance Group.

There are a number of political and legislative initiatives that have been recently introduced or are under development that are continuing to influence the future strategic direction, delivery and provision of housing related support services for vulnerable people, driven forward by the Gwent RCC.

3. Case studies *X2 case studies which provide examples of work undertaken by the RCC since the last report were submitted.*

Example 1: To continue the programme of client category and service scrutiny

The Gwent RCC has continued with its programmed review of client categories during 2016 – 2017, providing members with information of services and activity which take place under the Supporting People client categories. At the RCC development day in May 2016 it was agreed that services for People with Mental Health Issues and Young Peoples services would be priorities for the Gwent RCCs 2016 -2017 work plan.

A detailed desktop review of services for People with Mental Health issues was undertaken during 2016 -2017 by the Supporting People Local Authority Planning Officers, with a further workshop organised with both the Supporting People Lead Officers and Planning Officers during February 2017. A detailed report was finalised in March 2017 and presented to the RCC at their April 2017 meeting. A copy of the report is attached as *appendix 1*.

The report provides the RCC with a detailed overview of the range of services currently commissioned for People with Mental Health Issues, an overview of the information collated from the strategic and inclusive needs planning framework during 2016 and some suggested recommendations and actions for the RCC to consider.

The RCC established a Young Peoples Task and Finish Group during this reporting period and the first meeting of the group took place on 22nd September 2016. An example of the work undertaken by this group is provided below as Example 2 Case Study.

The client categories; People with Learning Disabilities and Older People Services which were reviewed during the previous reporting period have continued to be reported against on a six monthly basis to the RCC meetings. At the 13th October 2016 RCC meeting it was agreed that reporting against these client categories would form part of the formal local authority quarterly update report, with a section added to the local authority reports to incorporate these updates, providing RCC members with ongoing updates against any recommendations previously agreed.

The main challenges experienced with all the client category reviews is the time needed to complete and draft the detailed overview required for a comprehensive report. What works well is that once signed off by the RCC the reports are circulated to relevant regional planning boards to feed into their planning processes whilst also raising the profile of the Supporting People Programme with other forums and strategic boards across Gwent. Additionally these reports have provided leverage for local authorities to progress the report recommendations within their local authority area.

Example 2: Adverse Childhood Experiences (ACEs) Mapping Exercise 2016

It was agreed at the May 2016 RCC Development Day that a Young Peoples Task and Finish group would be established. The group had its first meeting in September 2016 and recognised that Adverse Childhood Experiences (ACEs) were a priority for the Welsh Government and had been highlighted by the Cabinet Secretary as one of his main priorities.

The Gwent Regional Collaborative Committee through their Young Peoples Task and Finish group considered the Welsh Adverse Childhood Experiences Study and agreed that it was important to understand how many of these experiences the Gwent Supporting People population may have had personal exposure to.

The group agreed that raising the profile of the Supporting People Programme at a time of uncertainty over the Supporting People budget and highlighting the important work the Programme does to support adults who have had Adverse Childhood Experiences would be the initial piece of work to be undertaken by the group.

It was agreed that a snapshot mapping exercise would be undertaken to map people currently being supported by the Programme to gain an increased understanding of the numbers who may have experienced Adverse Childhood Experiences.

A questionnaire was designed and circulated to all support providers across Gwent. It asked support workers to review their case loads as a snap shot on September 30th 2016 and to complete the questionnaire based on the knowledge they had of the person they were supporting. There were limitations to this exercise including a reliance on support workers having this detailed knowledge of the person they are supporting and whether someone receiving support had disclosed their earlier Adverse Childhood Experiences to their support worker; it raises the question whether Supporting People should be routinely asking about ACEs and if we did how might this influence or change the support intervention that is then delivered.

Some analysis of the data is attached as *appendix 2*. The information highlights that some populations within the overarching Gwent Supporting People population have experienced a significantly higher amount of Adverse Childhood Experiences than the national average and these experiences may be continuing to impact on their health and wellbeing and their ability to manage and cope during their adult lives.

The analysis also provided a snapshot of the number of care leavers currently receiving support.

A briefing was drafted and along with the info graph data and three case studies, this was circulated widely across the region and nationally; with the intention that the results from the mapping exercise would provide senior officials and stakeholders with further evidence and a greater understanding that projects funded under the Supporting People Programme are providing essential and vital services; delivering support to some of our most vulnerable citizens within our communities, preventing and helping to reduce pressure on statutory services such as health and social services.

Collaborative working between the RCCs Young Persons task and finish group with support providers across Gwent, who encouraged their support workers to complete the questionnaire, resulted in 2459 questionnaires being returned. Support from Blaenau Gwent Performance Team Officers who helped draft and design the spreadsheet questionnaire and provided support to complete the analysis enabled this project to be a success.

To view the documents please visit the Gwent RCC web pages:

<http://www.blaenau-gwent.gov.uk/resident/health-wellbeing-social-care/getting-the-help-you-need/supporting-people/gwent-regional-collaborative-committee/>

How have people who access services been involved and shaped decisions?

Current Service User engagement opportunities with Supporting People teams



7

During 2014 the Gwent Supporting People Twitter account was launched and work has continued during 2016 - 2017 to develop the Gwent Supporting People Service User Engagement Website.

What changes have resulted from their involvement and how has this been fed back to them.

The RCC Service User Sub group has engaged with service users since the new governance arrangements were introduced in 2012. Service users advised during consultations events in 2012 / 2013 that social media and web based activity should be prioritised for development by the Gwent RCC. Focus groups have been held with Service Users to further develop their suggestions.

The Gwent Supporting People Service User Engagement Plan (framework) 2014 provides an overview of the priorities for development that Service Users have considered important since these initial consultation events were held.

During 2016 Service User engagement activity for the RCC was focussed on the development of the Gwent Supporting People Service User Engagement Website.

The Gwent RCC Service User Sub Group engaged with a group of service users to help finalise and make changes to the website before it was taken out on a summer road show. The website was taken to projects and services, coffee mornings, house meetings and service user events across all Gwent LAs providing service users with the opportunity to have a look at the website and advise through a short questionnaire any changes that they thought should be made to it. The information from those events was collated and changes to the layout, colour, font size and text were made to the website.

Service Users that attended the focus group during this reporting period received feedback in writing, thanking them for their involvement at the meetings.

5. Service Development

As part of the Annual Review, and to meet the reporting requirements of Welsh Government we are required to provide additional detail about the following areas (word limit for each section of 300 - 500 words maximum):

1. How have decisions been shaped by spend plan, needs analysis, outcomes and other sources of data? What changes have resulted?

The local Supporting People teams have established local and regional planning and commissioning frameworks that:

- Create a clear picture of the supply of services and the identified housing related support needs across the locality and the region.
- Enable the planning of services to meet identified gaps in service provision
- Develop and maintain quality services that are sustainable, strategically relevant and offer value for money.
- Ensure services are citizen centred; putting the needs of service users first by conducting appropriate consultation and by providing opportunities to be involved in the planning, commissioning and review of Supporting People funded services.

The Gwent strategic and inclusive planning process consists of collation and analysis of local, regional and national data sets and information. Sources of information and data that are considered include:

Demographics

- National & Regional Data: relevant national data, available through the Data Unit Wales, Daffodil and Info Base Cymru. Gwent Population Assessment for the SS&W Act 2017, 2011 Census, Wales Index of Multiple Deprivation 2014. Local Community Profiles for the Well-being of Future Generations Act.

Supply

- Supply Map: this is completed by local Supporting People teams on an on-going and annual basis and collated regionally; for this reporting period the data was a snapshot of services as at 1st April 2016.
- Availability of alternative services and provision.

Demand

- Provider monitoring information including waiting lists and void rates: providers are monitored through contractual and strategic planning mechanisms by local authority Supporting People teams. In addition 'gateways' provide evidence of demand for services which feeds into the annual planning cycle.

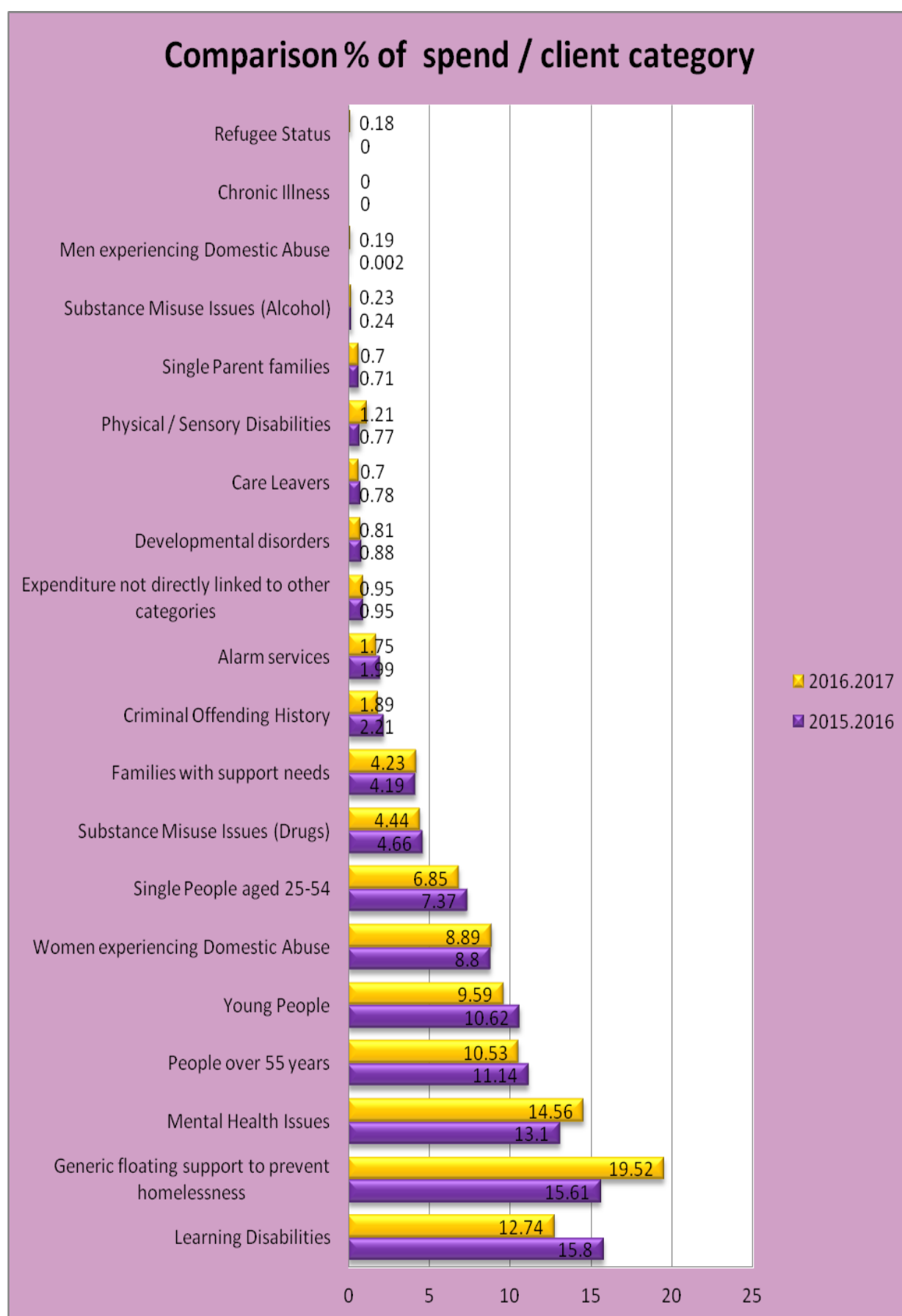
Needs

- Gwent Needs Mapping Exercise (GNME): collects information on individuals presenting to homelessness, Supporting People providers of services, Social Workers, Probation Officers and other relevant services in the local area. The form is collected and collated locally and then feeds into a regional data collection tool managed by the Regional Development Co-ordinator.
- The annual needs planning event. Stakeholders are invited to attend; giving their views and thoughts on services provided locally and regionally, information from these events helps to inform the understanding of unmet needs. The second regional needs planning event was held on June 22nd 2016 with over 100 people attending representing 42 organisations.
- Regional project proposal form: provides an opportunity for interested stakeholders to provide information that aids the planning of regional services across Gwent.
- Service User events. Service users are invited to give their views to their local Supporting People teams providing an opportunity to give their views and thoughts on the services provided and the services needed.
- The Supporting People Outcomes Framework collects information relating to eleven well-being outcomes across four themes; which enables commissioners and other stakeholders to determine the benefits of receiving housing related support to improve the lives of vulnerable people.
- Strategic priorities and gaps in service provision from other strategies, evidence bases and fora also contribute to the understanding of needs

Other research and data

- Research from other interest groups and organisations is considered when published e.g. Joseph Rowntree, Shelter, Public Policy Institute for Wales.

The following chart provides an overview of how spend was allocated against each of the Supporting People client categories for the 2016/2017 spend plan and provides a comparison to the 2015/2016 spend plan. It highlights the movement of spend across the client categories as a result of the analysis of information provided through the Gwent Supporting People strategic and inclusive needs planning process and particularly the movement of spend towards early intervention and homelessness prevention services.



2. What Regional and Sub regional (for RCCs with more than 2 local authorities) work is commissioned and how have services improved since the last Annual Report?

Domestic Abuse:

- During 2016 the cross authority pilot of NCCs floating support service for Minority Ethnic Women covering Newport, Torfaen and Blaenau-Gwent was reviewed and it was agreed to terminate the regional project due to lack of demand.
- A new regional complex needs women's refuge is being developed, with Caerphilly the lead LA for this project. Due to the planning and building work requirements this project is still on-going; the new service when completed will provide resources for Gwent and the location is situated near very good transport links and close to local amenities.

Criminal Offending

- A review of two of the regional Gwent offender schemes took place during 2015 -2016 and the remodelled scheme was launched on April 1st 2016 providing better referral pathways and an increased number of units for people at risk of offending, the project workers will carry a case load of high and low support needs and risks.
- PREP (Prison Release Empowerment Worker) the jointly funded post was introduced during the 2015-2016 reporting period funded by Blaenau Gwent, Monmouthshire and Torfaen Supporting People and Housing Solutions Teams. Funding for the post continued through 2016-2017 with Monmouthshire the Lead LA for this project

Generic Floating Support to Prevent Homelessness

- Torfaen is the lead LA for the Gypsy & Traveller floating support pilot project which is commissioned by Torfaen, Blaenau Gwent and Newport. Due to increasing demands and following evaluation this service has been expanded with the addition of another FTE support worker to provide additional capacity to meet the needs of the Gypsy and Traveller communities.

Older Peoples services

- Remodelling work was undertaken with two RSLs during 2015-2016; with both landlords now contracted to deliver regional services that would better meet the needs of this client group, leading to an increase in the numbers of people supported and better economies of scale. Caerphilly is the lead LA on a sub regional scheme with Blaenau Gwent and Monmouthshire and Monmouthshire are leading on a sub regional scheme with Newport and Blaenau Gwent.

3. How can you demonstrate a more early intervention and preventative approach to homelessness is being delivered? How is this being addressed on a regional basis?

Early intervention and homelessness prevention services are being delivered across all Gwent LAs with the graph attached in *section 1* highlighting the movement of spend towards generic floating support services to prevent homelessness since the previous annual reporting period. Additionally an info graph is attached as *appendix 3* highlighting the number of services now being delivered specifically in Housing Solutions teams to meet this strategic agenda through the Supporting People Programme.

Blaenau Gwent:

- A Support Provider being co-located in the Housing Advice Centre.
- Support workers being based within the Housing Advice Centre.
- Supporting People funds a PRS Accommodation Officer who provides support to people in the PRS.
- The Supporting People team are in discussions to adopt the Supporting People module of the Abritas System so a whole system approach can be taken to Supporting People and Homelessness.
- There are now a number of crisis units embedded within floating support schemes.

Caerphilly:

- We have tendered and successfully secured a service for rough sleepers in the Caerphilly Borough: this includes management of the emergency winter provision and accessing sustainable accommodation.
- Seconded staff from various support providers are based in our Housing Advice Centre:
 - 3 staff deliver crisis tenancy support for those with immediate eviction notices
 - a mediation worker provides support to young people and their caregivers
 - a dedicated officer provides advice to those fleeing domestic abuse
 - a specific young person's accommodation officer manages the allocation and move on process for those 16 +
- We have co-located 4 floating support staff members from two different support providers into housing offices across the borough to deal with specific housing related support needs.

Monmouthshire:

- A Young Persons Accommodation Officer is now based within the Housing Solutions team.

Newport:

- Gateway process prioritises referrals, especially those at risk of losing their accommodation

- TASA team of four support workers has been based in the Housing Needs Unit since 2003/4
- Financial Inclusion Support Worker based in Adult Social Services
- Young Persons Accommodation and Support Worker, based in Children's Services
- Physical Disabilities Support Worker
- Migrant Support Worker
- Refugee Support Worker

Torfaen:

- In Torfaen we have located support services within the Housing Solutions Service to provide instant access to advice, support to vulnerable people at risk of homelessness and provide a co-ordinated approach to prevention.
- Pilot of a Mental Health Liaison role working closely with the Housing Options Team to meet the needs of people presenting as homeless with mental health needs
- Financial Inclusion service to specifically work with people who are at risk of homelessness due to their financial circumstances
- Crisis intervention services to prevent homelessness
- A pilot of a Housing Related Support Worker located with the Families First team

4. What links does the RCC have with Social Services and Health Services in the region? Have there been any joint service commissioning or pooled resources? If so, can you give details of the project(s).

We currently have three Heads of Social Services who are Local Authority members of the Gwent RCC. During 2016-2017 a new RCC Chair was appointed to the Gwent RCC, her Local Authority role is Head of Adult Services at Blaenau Gwent County Borough Council further strengthening links with relevant Social Services colleagues and partnership boards across the region. We have two health representatives on the Gwent RCC: ABUHB and Public Health and all are pivotal members of the Gwent RCC.

The following projects highlight either joint commissioning or pooled resource activity:

Blaenau Gwent:

- Supporting People funded posts based within the Social Care IAA teams.

Caerphilly:

- Jointly funded hospital discharge service with Social Services and Health.
- Jointly funded mental health crisis floating support service with social care

Newport:

- Newport: x1 Taff HA Support Worker embedded in the Hospital Social Work Team (RGH)

- x1 Support Worker funded via ABUHB ICF funding for other Gwent LAs
- x1.5 Support Workers located in St. Cadocs Hospital
- X1 Young Persons Accommodation & Support Worker located in the Children's Pathway teams

5. What links have been made with other regional strategic / planning groups, and what preparations have been made for joint working with the Regional Partnership Board and Public Service Board for the Social Services and Well being Act?

During this reporting period the Gwent RCC co-opted a representative from the **Regional Partnership Board** to strengthen the links and provide a conduit for information to pass between the two strategic boards. The representative attended their first meeting in October 2016.

Strong partnerships have been established between the **Regional Transformation team** who are co-ordinating the work of the Regional Partnership Board. Supporting People in Gwent have fed into the development of the **Population Needs Assessment** and RCC Members, Supporting People Lead Officers and the RDC are members of relevant work streams that have been set up to progress the work of the Regional Partnership Board.

The RCC acknowledged that **Public Service Boards** were being established during this reporting period; so links were made with the Public Service Boards once they were established locally. Supporting People Lead Officers have all made links locally with their Public Service Boards, with most sitting on relevant work streams. A formal request was made to Supporting People Leads at the January 2017 meeting to report progress and provide an overview of where Supporting People sits within the Public Service Board work streams to the Gwent RCC April 2017 meeting.

During the reporting period a formal request was made to the **Substance Misuse Area Planning Board** to Co-opt a RCC representative; membership of this board is currently being reviewed and it is anticipated that formal links will be made with this strategic board during 2017-2018.

The **Co-opted tackling Poverty Champion** attended their first RCC meeting in April 2016.

In line with the requirements of the MOU, an invitation was extended to **Tai Pawb** to attend and observe the July 2016 Gwent RCC meeting, following this Tai Pawb became co-opted members of the Gwent RCC.

6. Following the Aylward recommendations what percentage of spend on services for older people tenure is neutral i.e. equally available to home owners, PRS and social landlord tenants? If not, what plans do the RCC have in place to deliver tenure neutral services and within what timescales?

Services provided to older people were prioritised for scrutiny by the Gwent RCC as part of their 2014/2015 work plan and during 2014 Gwent RCC established a timeline that "by the end of 2016 all services will be provided on the basis of need". This prioritisation by the Gwent RCC has helped to ensure that work has continued

to be undertaken locally to advance the recommendations made in the Aylward Review 2010. Reports and updates have been provided to the RCC throughout 2016 - 2017 highlighting the progress being made.

Blaenau Gwent:

All except one Registered Social Landlord (RSL) have remodelled their older person services into tenure neutral floating support schemes. The remaining RSL remodelled their service in 2016/17 and as from 1st April 2017 all Older Peoples services in Blaenau Gwent are being delivered via tenure neutral floating support services.

Caerphilly:

We only have one service that is yet to be remodelled which equates to 3% of the total budget for floating support for over 55's. The remodelling of this service will be completed in 2017/2018 ensuring all services deliver tenure neutral floating support for older people.

Monmouthshire:

100% of our older people support services will from 2017/18 be delivered as needs based floating support services.

Newport:

Currently no older persons service in Newport is 100% tenure neutral but all have been re-modelled to support all their older tenants.

During 2017/18 the SP Team is conducting a full-scale review of all our services for older people with a view to commissioning a new tenure-neutral service for all Newport citizens in 2018/19.

Torfaen:

All services for older people are tenure neutral. A recent tender exercise aligned older person's housing related support to provide a single floating support service which is needs led and not tenure driven.

7. In the RCC region what joint commissioning is undertaken between Supporting People and other key programmes e.g. Communities First, Families First, Flying Start, Community Safety/domestic violence? Please list the project, local authority and which funding streams are involved?

Across Gwent the Supporting People teams worked closely with their local Care & Repair or Community Safety teams to arrange distribution of the Target Hardening equipment that was purchased during this reporting period.

Blaenau Gwent:

Supporting People have funded a Housing Support Worker who is based within the Families First team.

Caerphilly:

There are currently two jointly commissioned contracts: one is a Supporting People and Families First funded service to provide support to families and individuals who have financial issues around debt and financial literacy.

The other is also a Supporting People and Families First service that is provided to women fleeing domestic abuse, the service provides holistic support to women, including group sessions and one to one support for the whole family.

Newport:

Two Migrant and Refugee Support Workers currently commissioned and funded by Supporting People and Families First.

A Family Skills Project is jointly funded by Supporting People and Families First

A specialist alcohol floating support worker is currently jointly funded by Supporting People and Safer Gwent/OPCC funding. This project works under the aegis of the SIP Board / PSB.

Torfaen:

In Torfaen, the Supporting People Programme is piloting a joint working approach with the Families First Programme locating a housing related support worker within the Families First team. The pilot aims to:

- Understand the housing related support needs of vulnerable families utilising Families First approach.
- Develop a shared understanding of the roles of Supporting People funded services and Families First provision.
- Share good practice between Supporting People and Families First Programmes.
- Trial an approach of joint working across the Programmes; to ensure the needs of vulnerable families in Torfaen are met.
- Identify the housing related support needs of families accessing Families First provision and take steps to ensure these are met by the most appropriate Supporting People service, referring on and signposting as necessary

8. Have all the local authorities in your area adopted the RCC's Regional Strategic Plan?

The Regional Strategic Plan was formally signed off by the Gwent RCC in January 2017. Under the requirements of the MOU the Regional Strategic Plan is adopted by all Gwent local authorities and confirmed by Senior Officers from each Local Authority signing the MOU. The Regional Strategic Plan is circulated to the

Supporting People Local Planning Groups and to senior managers in relevant Local Authority departments.

We are not aware of any current process for this to be formally adopted by Local Authorities other than as described above; Public Service Boards may need to take this into consideration during 2017-2018 and agree a process for formal adoption of the Supporting People Regional Strategic Plans.

9. How do local Planning Groups feed into RCC decision making?

Currently Local Planning Groups formally approve the Local Commissioning Plans through the local strategic planning processes, which includes needs and gap mapping, identified local and regional priorities and approval of local spend plans, including reporting of +/-10% variations and commissioning decisions as per the quarterly LA Reports to the RCC.

Local Planning Groups are able to raise issues and concerns to the RCC via the RCC SP Lead Advisory Members who attend the RCC meetings.

Local Planning groups provide governance and oversight of local decision making of the Supporting People teams.

6. RCC appraisal

All Members, Deputies, Co-opted Members and Advisors are asked to give their opinions on the Gwent RCC.

a. What's worked well during this reporting period?

- Service user developments; including the website development and twitter account
- Detailed mental health client group profile and identification of gaps in provision.
- On-going review of Older Persons and Learning Disabilities Services
- Interesting and thought Provoking speakers / presentations at the RCC
- Varied membership, co-opting new members including from the Regional Partnership Board, Tackling Poverty and Tai Pawb during the reporting period.
- Gwent RCC Adverse Childhood Experiences (ACEs) Mapping Exercise 2016 – which helped to raise the profile of the Supporting People Programme and the links to this agenda.
- A growing recognition of the need to work collaboratively across Supporting People areas and with other agencies

b. What needs to be progressed over the coming year?

- Need to increase the number of RCC members, or co-opted members, with housing and/or homelessness experience and/or knowledge.

- Progress tenure-neutral services for all older persons in need in the region, not just within social housing providers'/council stock.
- 'Right-sizing' SPPG funding for learning disability schemes.
- Continue to raise the profile of Supporting People with the ACEs agenda
- Consider rough sleepers services
- Increase cross-authority/partner commissioning
- Well-being of Future Generations Act implications...does SP have a clear role/contribution?
- Continue to increase links to the PSBs and RPBs
- Budget evaluation/implications; Strategic plan for impending cuts in 2018/19 and 2019/20
- Greater scrutiny of budget/spend plans i.e. a half-day session
- Lots of challenges ahead – e.g. preventing homelessness, welfare reform, impact of the introduction of universal credit, Supported Accommodation Review
- Consider developments linked to VAWDASV programme & Tackling Poverty agenda.
- Emerging new SP Guidance and Outcomes Framework & securing budgets for future years. Develop a methodology on how the revised Outcomes Framework will contribute to various agendas and inform commissioning.
- Developing an accurate and measureable framework/tool to assess SP's contribution to the homelessness prevention agenda.
- I would like to see the contribution of SP funded services assessed in a wider context demonstrating clearly the value of SP to other agencies such as the NHS.

c. Any other comment?

- What has happened to the Miller Report recommendations and WAO audit?
- What happens to these reports? Will the SPNAB or WG officials analyse them, identify good practice and make recommendations back to each RCC and the WG Cabinet Secretary? What if poor performance persists or recommendations are ignored... are there any WG sanctions that may be imposed e.g. lack of REAL progress on Aylward older person's recommendation?
- Making sure that the RCC retains credibility, collaboration, voice and influence. The Gwent RCC is a fantastic resource of engaged, knowledgeable, committed and diverse experts that do and can make a real difference. *'WORKING TOGETHER FOR PEOPLE WITH SUPPORT'*!
- Critical that there is very close working relationship to the WG Supported Accommodation Review as this is vitally important to longer term planning for project development.

7. Governance – Housekeeping

- a. Does the RCC have an up to date Memorandum of Understanding signed by all members? **Yes**
- b. Do all RCC members have an up to date Declaration of Interest form? **Yes**
- c. Has the RCC published its latest regional Spend Plan and Spend Plans for each local authority in the region? **The regional spend plan is published within the Regional Strategic Plan**
- d. Has the RCC published its latest Regional Strategic Plan? **Yes**
- e. Has the RCC published last year's Annual Review Report? **No. It was agreed during the reporting period; that because this document is submitted to the Governance Group for review and there is currently no formal requirement to publish this document as part of the SPPG grant terms of conditions; that the Annual Review 2015-2016 would not be published. Additionally during 2016-2017 there was no funding available for translation.**

Money has been allocated within the regional RCC funding budget for translation of the Annual Review 2016 – 2017.
- f. Has the RCC published the minutes of its meetings? **Yes. All RCC minutes are published after sign off at the following RCC meeting and once translated.**

6. RCC Attendance Sheet April 2016 – March 2017

Attendance Register for RCC Members						
Full Members Name	Date 14.04.16	Date 14.07.16	Date 13.10.16	Date 26.01.17	No Mtgs Attended	Attendance %
	Full Member	Full Member	Full Member	Full Member		
	Deputy	Deputy	Deputy	Deputy		
	Advisory	Advisory	Advisory	Advisory		
Alyson Hoskins	deputy	Full member	deputy	Full Member	4	100
Elke Winton	Full Member	Full member	Full member	Full Member	4	100
Chris Robinson	Full Member			deputy	2	50
Nigel Stannard	Full Member	Full member	Full member	Full Member	4	100
Viv Daye	deputy	deputy	deputy	deputy	4	100
Chris Edmunds	Full Member		Full member		2	50
Julia Osmond	Full Member	Full member	Full member		3	75
Diana Binding	Deputy	deputy		deputy	3	75
Hugh Irwin		Full member	Full member	Full Member	3	75
Richard Sheahan		Full member	Full member		2	50
Rhian Stone		Full member		Full Member	2	50
Sam Lewis	Full Member		Full member	Full Member	3	75
Colin Jones	Full Member			Full Member	2	50
Angela Lee	Advisory	Advisory	advisory	Advisory	4	100
Trudy Griffin	Advisory			Advisory	2	50
Malcolm Topping	Advisory	Advisory	advisory	Advisory	4	100
Michelle Church	Advisory	Advisory	advisory		3	75
Simon Rose	Advisory			Advisory	2	50
Beth Covill	Advisory	Advisory	advisory	Advisory	4	100
Donna Lemin			advisory	Advisory	2	50
Helena Hunt					0	0
Neil Taylor	Deputy		co-opt		2	50
Dave Congreve		Co-opt		Co-opt	2	50
Alicia Zalesinska		Co-opt			1	25
	17	13	15	17		

Appendices

Appendix 1: Gwent Supporting People Mental Health Services Review Report

Appendix 2: Gwent Supporting People Adverse Childhood Needs Mapping Exercise
2016 info graph

Appendix 3: Delivering Specialist Early Intervention and preventative Homelessness
Support Services within Housing Solutions info graph

Appendix 1

April 2017

Gwent Supporting People Mental Health Services Review Report

cefnogipobl
supportingpeople



supporting independence in Gwent
cefnogi annibyniaeth yng Ngwent

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4. Regional Strategic Plan Project Proposals
5. Overview of Supporting People team meetings
6. Actions
7. Current Supply of Services

1. Introduction

The Gwent RCC prioritised the client group People with Mental Health Issues as part of its 2016 -2017 work plan and it was agreed during the October 2016 RCC meeting that a desktop review of mental health services would be undertaken.

This report provides an overview of the current position of mental health service delivery across Gwent for the Committee to consider.

1.1 Key National Statistics

- 1 in 4 people have a mental health problem. (*Office for National Statistics, Psychiatric Morbidity (2007)*)
- The overall cost of mental health problems in Wales is an estimated £7.2 billion a year. (*Mental Health Research Network (2009), Promoting mental health and preventing mental illness: the economic case for investment in Wales*)
- By 2020 mental ill health related problems will be second to heart disease as the leading contributor to the global burden of disease (*World Health Organization*)
- 53% of Welsh women suffer from low level mental health problems. (*Women Like Me, Supporting Wellbeing in Girls and Women, Platform 51,2011*)
- Self harm is a significant problem in Wales, as a result there are 6,000 emergency admissions to hospital per year. (*Talk to Me, Suicide and Self Harm reduction strategy for Wales, WAG, 2008*)
- 300 people die by suicide each year in Wales, 150,000 have thoughts of suicide. (*Talk to Me, Suicide and Self Harm reduction strategy for Wales, WAG, 2008*)
- In 2010-11 there were 11,198 admissions (excluding place of safety detentions) to mental health facilities in Wales. (*Admission of Patients to Mental Health Facilities, 2010-11, Welsh Government, 2011*)
- The rate of suicide for men in Wales is higher than UK average. (*Talk to Me, Suicide and Self Harm reduction strategy for Wales, WAG, 2008*)

* reference: Time for Change Wales website

1.2 Recent Publications and Policy Direction

Tackling 'Adverse Childhood Experiences' key to improving mental well-being in Wales says report, 11 Jul 2016: A full version of the report can be downloaded here: [Adverse Childhood Experiences and their association with mental wellbeing in the Welsh adult population](#)

Revised Mental Health Act 1983 Code of Practice for Wales published, 28 Jun 2016: <http://gov.wales/topics/health/nhswales/mental-health-services/law/code-of-practice/?lang=en>

Housing support is an essential part of mental health care, says Centre for Mental Health report, 07 Jun 2016:
<https://www.centreformentalhealth.org.uk/more-than-shelter>

Mental Health and Housing, Policy Paper 2016:
[https://www.mentalhealth.org.uk/sites/default/files/Mental Health and Housing report 2016 1.pdf](https://www.mentalhealth.org.uk/sites/default/files/Mental%20Health%20and%20Housing%20report%202016%201.pdf)

1.3 Good Practice

Conwy and Gwynedd: Dispersed: <https://www.nwha.org.uk/find-a-home/our-homes/supported-housing/dispersed-project/>

The Vale: Evaluation of the Vale of Glamorgan Dispersed Housing Scheme:
<http://gov.wales/statistics-and-research/evaluation-vale-glamorgan-dispersed-housing-scheme/?lang=en>

Housing First Finland:
<http://www.feantsa.org/en/news/2016/11/14/finland-leads-the-way-on-reducing-homelessness-with-housing-first>

2. Overview

Mental Health services are well developed across Gwent, with a range of accommodation and floating support services meeting a wide variety of needs, supporting people with complex mental health vulnerabilities as well as providing a range of services to those experiencing lower level mental health issues. Services have developed as needs have been recognised, through service reviews and funding or remodelling opportunities have become available.

Demand for services is always high and it is acknowledged that a wide range of service users with lower level mental health vulnerabilities are receiving support across other projects and schemes funded under other Supporting People client categories and increasingly people are approaching services with needs that are very complex.

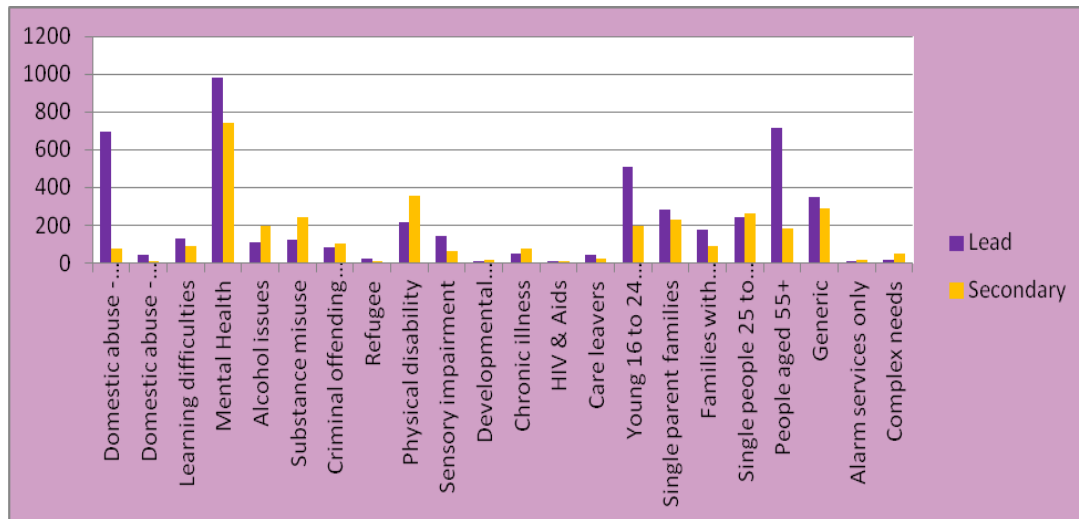
Information gained through the Gwent Supporting People strategic and inclusive planning frameworks confirms that services for this group are a priority area for development, both locally and regionally and it is likely that future demand for services is going to continue increasing.

Reviewing this client group gives the RCC and Supporting People teams across Gwent an opportunity to consider future needs, provision and service delivery.

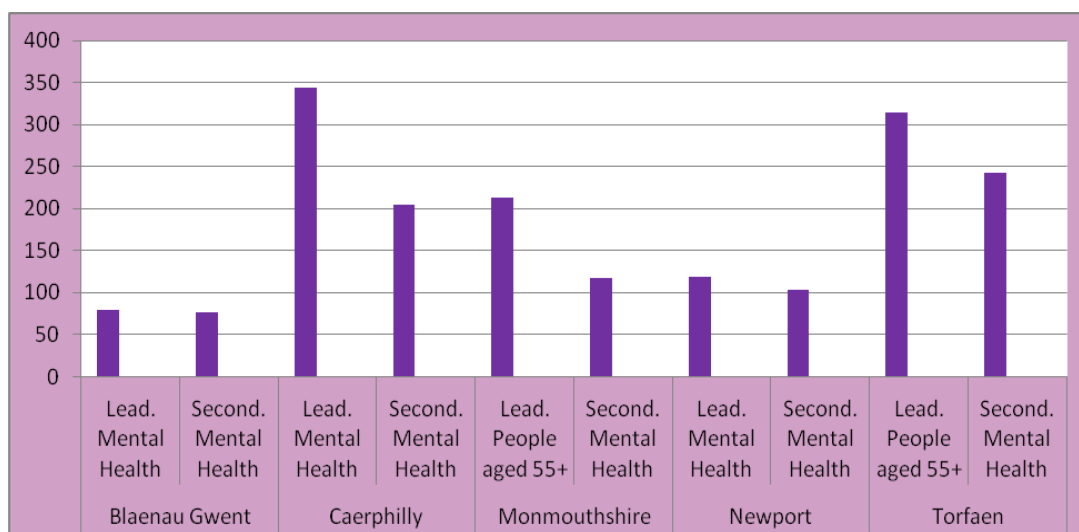
3. Evidence of need

Gwent Needs Mapping Exercise data analysis

Lead & Secondary Need Regional Data Collation



Lead & Secondary Needs Local Authority Comparison



The graphs provide an analysis of the lead and secondary needs that people are presenting to services with by regional collation and by local authority comparison of the data.

The data continues to reflect that people are presenting to services with the same predominant needs as in previous years; this year mental health appears as either a lead or secondary need in every local authority.

Information gathered from the SP Needs Planning Event 2016

(A) What you think the gaps in current housing related support provision are on both a local and regional basis?

- Recognition that mental health breakdown is a major cause of tenancy failure, possibility to continue with low level ongoing support (*)
- Pan Gwent specialist workers for hoarding project to deliver 1:1 support and advice to R.S.L's (***)
- Specific hoarding support (***)
- Need for dedicated older persons mental health support service in response to increase in life expectancy, dementia and hoarding (**)
- Floating support work in Gwent for deaf community like Powys have (*)
- Not enough support services for long term support/on-going (*)
- Knowledge of staff is poor when needing to respond to a self harm/ suicide thoughts incident
- Even if the YP isn't accessing specialist services (or refuse to) they can still be assessed for support consultation
- No provision to support YP in housing to keep medication stored safely and no scope within the contracts that allows staff to prompt YP to take medication
- Placements breakdown (*)
- No links with placements and CAMHS or specialist substance misuse services (*)
- Knowledge / training staff is poor and they struggle to deal with challenging behaviour, therefore the placement breaks down and the YP gets moved yet again (*)
- More support for young people in and out of schools
- Provision to support YP to attend MH appointments / groups is poor
- Young people with dual diagnosis substance misuse / MH no provision for supported housing
- No support services for 16 to 18 yr olds: child and adult services will not take them (**)
- On call presence across G.P. surgeries to respond to those reporting housing / debt crisis
- Accommodation step down for MH hospital discharge (*)
- Low level responsive floating support (*)

(B) Any suggestions for how the Supporting People Programme could work more closely with the other Tackling Poverty Programmes: Communities First, Families First and Flying Start to provide better outcomes for each client group.

- Accommodation step down for MH hospital discharge (*)
- Agencies working together to support all family members affected by MH issues – improve communication!
- Look to fund specific housing support rather than MH support
- For SP staff to spend more time on 'front line' to gauge genuine needs
- Provide supported housing for YP with dual diagnosis MH/Substance

- Specific funding for MH Services programme (*****)
- Raise awareness of the issues and the support available (**)
- No support services for 16 to 18 yr olds: child and adult services will not take them (**)
- More services in and out

Stakeholders who attended the event highlighted the following as the most predominant issues:

- ***Commission a cluttering and hoarding support project***
- ***Improve staff knowledge and increase training opportunities for staff around a wide range mental health issues***
- ***Develop longer term services, dual diagnosis and hospital discharge services for people with mental health issues***
- ***Develop a wider range of services for young people with mental health issues***
- ***Increase partnership working and promote services available to other agencies***

SP Money Spend table

Stakeholders who attended the Supporting People Needs Planning day 2016 were asked which client groups they would like to prioritise for Supporting People funding. Each person was given three £SP and asked to place them in their preferred client groups for the local authority in which they work and for regional priorities. The highlighted client categories received the highest three money votes across each local authority and regionally. Services for people with mental health issues were deemed to be a priority by stakeholders across every local authority and regionally received the highest amount of £SPs.

CLIENT CATEGORY	BLAENAU GWENT	CAERPHILLY	MONMOUTHSHIRE	NEWPORT	REGIONAL	TORFAEN	TOTALS
WOMEN EXPERIENCING DOMESTIC ABUSE	3	10	11	14	13	8	59
MEN EXPERIENCING DOMESTIC ABUSE	4	4	2	2	16	8	36
PEOPLE WITH LEARNING DISABILITIES	2	3	4	7	11	3	30
PEOPLE WITH MENTAL HEALTH ISSUES	6	17	12	21	46	12	114
PEOPLE WITH SM ISSUES (ALCOHOL)	4	6	3	9	15	4	41
PEOPLE WITH REFUGEE STATUS	2	5	1	4	8	3	23
PEOPLE WITH PHYSICAL/SENSORY DISABILITIES	1	3	2	8	8	2	24
YOUNG PEOPLE 16 TO 24	9	8	10	11	28	10	76
SINGLE PEOPLE 25 TO 54	4	7	4	0	15	9	39
YOUNG PEOPLE WHO ARE CARE LEAVERS	4	5	5	9	13	13	49
CRIMINAL OFFENDING	0	2	0	7	13	2	24
PEOPLE WITH SM ISSUES (DRUGS)	2	11	0	7	16	4	40
CHRONIC ILLNESS	1	0	2	1	4	0	8
FAMILIES	3	3	10	7	11	7	41
PEOPLE OVER 55	13	13	9	14	21	16	86
GENERIC	2	11	7	7	24	7	58
SINGLE PARENT FAMILIES	2	1	1	5	7	6	22
DEVELOPMENTAL DISORDERS	1	4	6	2	13	1	27
ALARM SERVICES	1	1	4	4	6	2	18
TOTALS	64	114	93	139	288	117	815

4. Regional Project Proposals

The Regional Project Proposal form is circulated widely as part of the inclusive strategic planning framework to stakeholders during quarter 2-3 each year, giving an opportunity to put forward ideas and proposals for regional projects; this provides the SP teams with a list of on the shelf proposals that could be considered for commissioning at short notice should funding become available.

People with Mental Health issues	Dual diagnosis mental health and substance misuse issues and complex needs	Increasingly being highlighted that people are approaching services with very complex needs particularly mental health and substance misuse issues	Not progressed during 2015 – 2016. Meeting the needs of people with substance misuse and mental health issues continues to be a priority both locally and regionally
People with Mental Health issues	Forensic Mental Health Service (Floating Support and Accommodation based) (Need also identified via Mental Health Project Board)	Self contained supported accommodation and floating support for individuals affected by mental health issues.	It was agreed that funding should be made available for this client group at the July 2014 RCC meeting; a further joint scoping exercise between Health and Supporting People is required to identify the needs of this group and the long term funding
People with Mental Health issues	Housing Crisis Intervention	Working in partnership with health services to provide crisis intervention floating support to respond immediately to referrals from mental health professionals	Project proposal submitted Sept 2015

5. Overview of Supporting People teams review meetings

Planning Officers met to discuss the supply map on November 1st 2016 and agreed that there is a good supply and a wide range of mental health services commissioned across the region; it was felt that there is a risk that increasingly service users could be facing a post code lottery as to which services they can gain access to depending on where they live in Gwent.

From this meeting it was agreed that a further joint planning meeting should be held with the Supporting People Lead Officers to consider the current supply of services, evidence of needs and potential future demand for services in relation to this client category.

A workshop was arranged for the Supporting People Officers on February 2nd 2017.

The client category was reviewed against the following questions:

Workshop questions

1. *Where are the gaps across region or within LAs*
2. *Do service users face a post code lottery when trying to access services*
3. *Where is the demand for services*
4. *Is there any potential for projects to be commissioned regionally*
5. *Joint commissioning / new models for future service delivery*

6. Actions from the meeting & next steps

- a. *Link with In One Place Programme and share intelligence and evidence of needs around mental health and seek collaborative opportunities*
- b. *Raise the profile of training opportunities available, around for example specific areas such as hoarding and cluttering to up skill staff to be able to support people with these issues*
- c. *Raise the profile of Supporting People projects and schemes with Health & Social Care colleagues*
- d. *Continue to build links with NCNs and G.P. surgeries (primary care)*
- e. *Explore various supported housing models for this client group:*
 - a. *Dispersed housing model*
 - b. *Housing First model*
- f. *Seek opportunities to develop, commission and deliver services collaboratively*

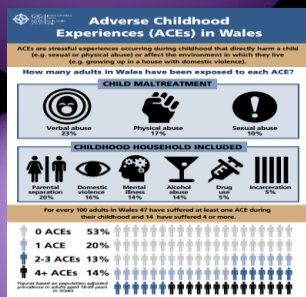
7. Current Supply of Services

Local Authority	Support Provider	Local/Regional	Scheme Type	Sub Type	Number of hours	Number of units	Total contract values
Blaenau Gwent	Provider A	Local	Accommodation	6-24 months		7	£458,030.97
Blaenau Gwent	Provider A	Local	Accommodation	24+ months		6	
Blaenau Gwent	Provider A	Local	Floating support	6-24 months		56	
Blaenau Gwent	Provider B	Local	Accommodation	24+ months		6	
Monmouthshire	Provider C	Local	Floating support	6-24 months	308 Total/scheme 247 direct hours	50	£300,600
Caerphilly	Provider D	Local	Floating support	6-24 months	75		£841,730
Caerphilly	Provider E	Local	Accommodation	24+ months		8	
Caerphilly	Provider A	Local	Floating support	6-24 months	969		
Caerphilly	Provider A	Local	Floating support	6-24 months	95		
Caerphilly	Provider A	Local	Floating support	less than 6 months	10		
Caerphilly	Provider A	Local	Accommodation	6-24 months		12	
Caerphilly	Provider A	Local	Accommodation	6-24 months		8	
Caerphilly	Provider F	Local	Floating support	24+ months	247		
Torfaen	Provider A	Local	Floating support	6-24 months		54	£700,042.92

Torfaen	Provider E	Local	Accommodation	24+ months		3	
Torfaen	Provider G	Local	Floating support	6-24 months		71	
Torfaen	Provider G	Local	Floating support	less than 6 months		8	
Torfaen	Provider G	Local	Accommodation	6-24 months		16	
Torfaen	Provider G	Local	Floating support	less than 6 months		20	
Torfaen	Provider H	Local	Floating support	less than 6 months		10	
Newport	Provider A	Local	Floating support	less than 6 months	55.5	15	£874,963.53
Newport	Provider I	Local	Floating support	6-24 months	249.5	63	
Newport	Provider F	Local	Floating support	24+ months	132 (pro rata)	37	
Newport	Provider J	local	Floating support	24+ months	56 (pro rata)	13	
Newport	Provider K	local	Accommodation	24+ months	85.5	11	
Newport	Provider L	local	Accommodation	24+ months	30	4	
Newport	Provider M	local	Accommodation	24+ months	201	31	
Newport	Provider N	local	Accommodation	24+ months	78	9	
Newport	Provider O	local	Accommodation	24+ months	24	6	
Newport	Provider P	local	Accommodation	24+ months	54	5	
TOTALS	X 16 Providers	All local	X14 Accommodation X16 Floating support	Less than 6mths x5 6-24 mths x12 24+mths x11	2173.5hrs	529 units	£3,175,367.42

Appendix 2

Gwent Supporting People ACE Mapping Exercise 2016



Adverse Childhood Experiences (ACEs) are stressful experiences occurring during childhood that directly harm a child (e.g. physical abuse) or affect the environment in which they live (e.g. Growing up in a house with domestic abuse). Examples include Alcohol Use, Drug Use, Violence, Sexual Behaviour, Incarceration, Smoking and Poor Diet. *In Wales it is estimated that 14 % of the population have suffered 4 or more*

2459
returns
were
received

396 people
(16%) had 4 or
more ACEs

204 were young people - 88 of these young people were care leavers and 63% of these care leavers had had 4 or more adverse childhood experiences

32% of those with a Social Worker were known to have had 4 or more Adverse Experiences during their childhood

The Gwent Regional Collaborative Committee Undertook a mapping exercise of those receiving support from the Supporting People Programme and the number of ACEs **if known** by their Support Worker on September 30th 2016

28% of people whose lead Supporting People need was Substance Misuse Issues (drugs) were known to have had 4 or more Adverse Childhood Experiences

25% of women whose lead Supporting People need was Women Experiencing Domestic Abuse were known to have had 4 or more Adverse Childhood Experiences

25% of those with a Probation Officer were known to have had 4 or more Adverse Experiences during their childhood

29% of those working with the Youth Offending Team had 4 or more ACEs

cefnogipobl
supportingpeople



supporting independence in Gwent
cefnogi annibyniaeth yng Ngwent

Appendix 3

X2 Specialist Workers

One post providing support to people in the private rented sector and a Young persons Accommodation Officer

Working with Young People



X8 Specialist Workers located within housing options covering tenancy sustainment x3 posts, young people x2 posts, mental health x1 post, domestic abuse x1 post, rough sleepers and ex offenders x1 post



X Specialist Workers

Gateway Service Young Persons Accommodation Officer



Delivering specialist early intervention and preventative homelessness support services within Housing Solutions



X9 Specialist Workers

TASA (Temporary Accommodation Support & Assistance Team) x4 full-time support workers funded since 2002, x1 Gateway Co-ordinator, x1 Financial Inclusion Support Worker, x1 Young Persons Accommodation & Support Worker and x2 PREP Floating Support Workers

X8 Specialist Workers

Financial Inclusion Service x4 posts Homelessness Prevention Service x2 posts. Young Person's Housing Officer x1 post and Mental Health Liaison Officer x1 post

