Neath Port Talbot
Castell·nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET

Yn syth Yn dilyn y Pwyllgor Craffu ar
DYDD IAU, 6 RHAGFYR 2018

SIAMBR Y CYNGOR, CANOLFAN DDINESIG, PORT TALBOT

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1. Periodi cadeirydd

2. Datganiadau o fudd

3. Cofnodion y Cyfarfod Blaenorol *(Tudalennau 3 - 6)*

4. Gwasanaethau i Blant a Phobl Ifanc ac i Oedolion - 2il chwarter (2018-2019) Adroddiad ar Berfformiad *(Tudalennau 7 - 54)*

   Adroddiad ar y cyd gan Bennaeth y Gwasanaethau I Blant a Phobl Ifanc a Phennaeth y Gwasanaethau i Oedolion

5. Strategaeth Digartrefedd Castell-nedd Port Talbot 2018-2022 *(Tudalennau 55 - 188)*

   Adroddiad Pennaeth y Gwasanaethau i Oedolion

6. Blaenraglen Waith 2018-19 *(Tudalennau 189 - 192)*

7. Eitemau brys
   Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgresiwn y Cadeirydd yn unol ag Offeryn Statudol 2001 Rhif 2290 (fel y'i diwygiwyd)

8. Mynediad i gyfarfodydd
    Penderfynu gwahardd y cyhoedd ar gyfer yr eitemau canlynol yn unol â Rheoliad 4 (3) a (5) Offeryn Statudol 2001 Rhif 2290 a'r paragraffau eithriedig perthnasol yn Rhan 4 Atodlen 12A Deddf Llywodraeth Leol 1972.

    Rhan 2

9. Panel Adnoddau'r Gwasanaethau i Oedolion
    (Tudalennau 193 - 202)

    Adroddiad Pennaeth y Gwasanaethau i Oedolion

    S.Phillips
    Prif Weithredwr

Canolfan Ddinesig,
Port Talbot

Aelodau'r Cabinet:

Cynghowyr: A.R.Lockyer a/ac P.D.Richards

Nodiadau:

(1) Os nad yw unrhyw aelod o Fwrdd y Cabinet yn gallu bad yn bresennol, gall unrhyw aelod arall o'r Cabinet gyflenwi fel aelod etholiadol ar y pwyllgor. Gofynnir i'r aelodau wneud y trefniadau hyn yn uniongyrchol ac yna I hysbysu is adran y pwyllgor..

(2) Ystyrir barn y Pwyllgor Craffu blaenorol wrth wneud penderfyniadau (proses craffu cyn penderfynu)

EXECUTIVE DECISION RECORD

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

8 NOVEMBER 2018

Cabinet Board Members:

Councillors: A.R.Lockyer (Chairperson) and P.A.Rees

Invitees:

Councillors: L.M.Purcell (Scrutiny Chairperson)
                S.Freeguard (Scrutiny Vice Chairperson)

Officers in Attendance:

A.Jarrett, A.Thomas, J.Hodges, Ms.K.Warren, N. Jones and
J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

   Agreed that Councillor A.R.Lockyer be appointed Chairperson for the
   meeting.

2. **MINUTES OF PREVIOUS MEETING**

   That the Minutes of the meeting held on the 11 October 2018 be noted
   by Committee.

3. **FORWARD WORK PROGRAMME 18/19**

   Noted by Committee.

4. **COMPLAINTS AND REPRESENTATIONS ANNUAL
   REPORT 2017 - 18**

   Decision:

   That the report be noted.

5. **PROPOSED REMODEL AND RELOCATION OF COMPLEX NEEDS DAY SERVICES**

Decision:

That approval be granted to commence a 45 day public consultation in relation to the current and future model of service delivery and locations of the Complex Needs Day Services.

Reasons for Decision:

1. To enable the services to develop in line with people's requirements both current and future;
2. To improve and enhance the quality of service delivery;
3. To develop sustainable services with clear pathways.

Implementation of Decision:

The decision will be implemented after the three day call in period.

6. **ACCESS TO MEETINGS**

Decision:

That pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following item of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

7. **CONTRACTUAL ARRANGEMENTS FOR A CRISIS SUPPORT SERVICE FOR YOUNG PEOPLE**

Decision:

That delegated authority be granted to the Head of Children and Young People Services to enter into a new contract with Dewis Housing Ltd, for the provision of a crisis support service for young people until the 30 November 2019, with the option to extend for a further period of up to 24 months, if required.

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Reasons for Decision:

1. To enable the Local Authority to have a legally binding agreement setting out the approved terms of working and to offer protection to the Authority in the event of a dispute and ensure that the provider delivers in line with the Authority's expectations.

2. To ensure that this vital front-line service is not disrupted whilst officers undertake an analysis of service demand and service model in order to undertake a procurement exercise.

Implementation of Decision:

The decision will be implemented after the three day call in period.

CHAIRPERSON

Mae'r dudalen hon yn fwriadol wag

SOCIAL CARE, HEALTH AND WELL BEING CABINET BOARD

JOINT PERFORMANCE REPORT OF THE HEADS OF CHILDREN & ADULT SOCIAL SERVICES

K. WARREN & A. THOMAS
6th December 2018

SECTION C – MATTER FOR MONITORING
WARD(S) AFFECTED: ALL

CHILDREN AND YOUNG PEOPLE & ADULT SERVICES – 2ND QUARTER (2018-19) PERFORMANCE REPORT

Purpose of Report

The purpose of this report is to provide Members with Performance Management Information and Complaints & Compliments Data for both Children and Young People (CYPS) and Adult Services for the 2nd Quarter Period (April 2018 – September 2018). This will enable the Social Care, Health & Well Being Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

Although a new set of statutory Welsh Government Performance Indicators was introduced for Social Services in 2016-17, only those that lend themselves to quarterly reporting are contained in this report. The remaining performance measures will be included in the end of year (Quarter 4) Report for 2018-19. In addition, this report also includes information in relation to the number of Compliments and Complaints received by the Directorate during the 2nd Quarter Period (April 2018 – September 2018), Key Performance Indicators, Adult Services High Level Measures and Direct Payments End to End Times.

Background

1. Failure to produce a compliant performance monitoring report within timescale could lead to non-compliance within our Constitution and hinder the full and transparent scrutiny of performance across the Directorate. This report enables Members to monitor and challenge performance across Children & Young People (CYPS) and Adult Services, whilst taking into account our reporting obligations to Welsh Government in terms of the statutory performance indicators.

Financial Impact
2. Not applicable

Equality Impact Assessment
3. None Required

Workforce Impacts
4. Not applicable

Legal Impacts
5. This progress report is prepared under:

   i) Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

   ii) Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management
6. Not applicable

Consultation
7. No requirement to consult

Recommendations
8. Members monitor performance contained within this report

Reasons for Proposed Decision
9. Matter for monitoring. No decision required

Implementation of Decision
10. Not Applicable

List of Appendices

11.

- **Appendix 1** – CYPS 2nd Quarter Performance Report (April 2018 - September 2018)
- **Appendix 2** – Adult Services 2nd Quarter Performance Report (April 2018 - September 2018)
- **Appendix 3** – CYPS 2nd Quarter Complaints and Compliments Report (April 2018 - September 2018)
- **Appendix 4** – Adult Services 2nd Quarter Complaints and Compliments Report (April 2018 – September 2018)

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- **Appendix 5** – CYPS Monthly Key Priority Indicators (October 2018)
- **Appendix 6** – CYPS 2nd Quarter Audit Overview Report (July 2018 – September 2018)
- **Appendix 7** – Adult Services Monthly High Level Measures Report (September 2018)
- **Appendix 8** – Adult Services 2nd Quarter HR Measures (April 2018– September 2018)
- **Appendix 9** – Direct Payments 2nd Quarter End to End Times (April 2018– September 2018)

List of Background Papers
None

Officer Contact

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Mae'r dudalen hon yn fwriadol wag

Performance Indicators

Neath Port Talbot Council

Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 2 -2018/19

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Print Date: 27-Nov-2018

How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
CP/011 - PAM/028 - Measure 24 - Percentage of child assessments completed on time	99.53	97.83	91.93	98.00	Red
991 out of 1,078 for QTR 2 2018-19 compared to 2,799 out of 2,861 for the same period 2017-18. We remain above the Wales Average of 90.08%. A plan is in place for a task and finish group, led by senior officers, to look at the reasons for the delays in assessments being completed.					
PI/239 - % of children supported to live with their family.	67.23	61.93	68.09	69.20	Amber
704 out of 1034 for QTR 2 2018-19 compared to 624 out of 1006 for the same period 2017-18. This is an improvement on last year's figures; we remain vigilant in ensuring that children who remain at home with support, continue to do so.					
PI/241 - % of re-registrations of children on the local authority child protection register	5.98	6.56	9.09	6.30	Red
11 out of 121 for QTR 2 2018-19 compared to 8 out of 122 for the same period 2017-18. This is to be considered at the managers' meeting, to take a closer look at the reasons for re-registrations.					
PI/242 - Average length of time (in days) for all children who were on the child protection register during the year.	226.00	312.20	269.90	245.10	Red
This Performance Measure is subject to regular fluctuation, as all children will remain on the child protection register as long as is deemed necessary by a multi-agency panel					

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Performance Indicators

Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 2 - 2018/19

sycle

Print Date: 26-Nov-2018

How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
SOCIAL SERVICES HEALTH & HOUSING					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless			53.97	41.00	Green
(163 of 302) Prevention work continues to be carried out by liaising with RSL's and private landlords to enable tenants to remain in their properties with additional support to meet their needs. Quarter 2 2017-18 data was not reported at the time due to difficulties with the system used to capture this data.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.56	1.26	2.67	1.26	Red
(34 of 12,712) The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The commissioning team are working closely with independent domiciliary care providers and the Local Authority Homecare service to find solutions to address the demand for domiciliary care in certain parts of the county.					
CP/049 - Number of carers assessments completed	173.00	153.00	136.00		
Carers assessments are undertaken by the social work teams as well as Neath Port Talbot Carers Service on behalf of the Local Authority. Carers are offered an assessment and those who accept the offer do receive an assessment. For those carers who opt not to have an assessment they do still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
CP/050 - Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later		19.44	12.04	28.00	Red
There has been a slight decrease since Q2 last year, however the number of re-ablement packages that have resulted in no need for a further package or support has significantly increased this quarter. (This data was reported from 2017-18)					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	2319.00	1204.00	635.00	0.00	Green
Performance has seen an improvement since Q2 last year. This can be attributed to an increased number of enquiries being signposted to 3rd party/voluntary organisations via the Local Area Co-ordinators etc. (WG guidance amended in 2017-18 to only include those which went on to a proportionate assessment. Previous data included general enquiries and information only). No target has been set for this PI.					
PI/285 - PI/2 - Number of assessments of need for care and support undertaken during the year	364.00	584.00	831.00	0.00	Red
Of those referrals that have entered the system, there has been in increase in assessment activity throughout teams. No target has been set for this PI.					

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PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI286 - PI/2(i) - Of which; the number of assessments that led to a care and support plan	303.00	500.00	757.00	0.00	Red
Due to an increase in the number of new assessments completed in this quarter it has also resulted in an increased number of care and support plans being undertaken. No target has been set for this PI.					
PI287 - PI/3 - Number of assessments of need for support for carers undertaken during the year	173.00	153.00	136.00	0.00	Green
Carers assessments are currently undertaken by the social work teams as well as Neath Port Talbot Carers Service on behalf of the Local Authority. Carers are offered an assessment and those who accept the offer do receive an assessment. For those carers who opt not to have an assessment they do still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	12.00	2.00	3.00	0.00	Red
Although the figure has slightly increased it must be noted that all carer's who receive an assessment are given access to information, advice and guidance. No target has been set for this PI.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	42.00	28.00	40.00	0.00	Red
Those carers who opt not to have an assessment still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
PI290 - PI/5 - Number of assessments of need for care and support for adults undertaken during the year whilst in the secure estate	0.00	0.00	0.00	0.00	Green
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI291 - PI/5(i) - Of which; the number of assessments in the secure estate that led to a care and support plan	0.00	0.00	0.00	0.00	Green
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI292 - PI/6(a) - Number of requests for re-assessment of need for care and support and need for support and need for support made by an adult during the year in the secure estate	0.00	0.00	0.00	0.00	Green
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI293 - PI/6(b) - Number of requests for re-assessment of need for care and support and need for support and need for support made by an adult during the year (All other adults and carers)	0.00	0.00	0.00		

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PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
There were no requests for re-assessment received within this quarter. This can be seen as a positive as we can assume that all current care and support plans are meeting the needs of the individual. No target has been set for this PI.					
PI294 - PI/6(i)(a) - Of which; the number of re-assessments undertaken in the secure estate	0.00	0.00	0.00		
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI295 - PI/6(i)(b) - Of which; the number of re-assessments undertaken (All other adults and carers)	0.00	0.00	0.00		
There were no requests for re-assessment received within this quarter. No target has been set for this PI.					
PI296 - PI/6(ii)(a) - Of which; the number of re-assessments that led to a care and support plan in the secure estate	0.00		0.00		
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI297 - PI/6(ii)(b) - Of which; the number of re-assessments that led to a care and support plan (All other adults and carers)	0.00	0.00	0.00	0.00	Green
There were no requests for re-assessment received within this quarter. No target has been set for this PI.					
PI298a - PI/7 - Number of care and support plans and support plans that were reviewed during the year	759.00	661.00	691.00	0.00	Green
Plans are in the process of being developed throughout teams to ensure this improved performance continues. No target has been set for this PI.					
PI298b - PI/7(i) - Of which, the number of plans that were reviewed within timescale	352.00	406.00	393.00		
Plans are in the process of being developed throughout teams to ensure this improved performance continues. No target has been set for this PI.					
PI299 - PI/8 - Number of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year		0.00	0.00	0.00	Green
We have not received any requests for early reviews this year, to date. (PI reported from 4th Qtr 2016-17). No target has been set for this PI.					
PI299b - PI/8(i) - Of which; the number of reviews undertaken		0.00	0.00	0.00	Green
We have not received any requests for early reviews this year, to date. (PI reported from 4th Qtr 2016-17). No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI301 - PI/9 - Number of adults who received a service provided through a social enterprise, co-operative user led or third sector organisation during the year		0.00	0.00	0.00	Green
Guidance states that we can only include those receiving services from these sectors if they are in receipt of a care and support plan. To date, there are no service users on record of this nature. (PI reported from 2017-18). No target has been set for this PI.					
PI302 - PI/10 - Number of adults who received care and support who were in employment during the year	10.00	15.00	2.00	0.00	Red
This PI is not performance related as it simply states whether service users are in employment or not during the year. (Previous data included voluntary employment and training. WG guidance amended to only report those in paid employment). No target has been set for this PI.					
PI303 - PI/11 - Number of adults with a care and support plan who received adult social care during the year e.g. homecare, day care, respite, reablement, adaptations, adult care homes, telecare etc.	2937.00	2822.00	2348.00	0.00	Green
The number of service users in receipt of adult services has fallen, with more people being diverted to third sector and early intervention/preventative services. (Data prior to January 2018 also counted those receiving a service regardless if they had a care plan or not. WG guidance amended to only report those service users with a care plan). No target has been set for this PI.					
PI304 - PI/12 - Number of adults who paid a flat rate charge for care and support or support for carers during the year	25.00	40.00	44.00	0.00	Green
Although the figure reported shows an increase, it must be noted that financial data is reliant on when they invoice our service users which can be on an ad-hoc basis so is likely to fluctuate through the year. No target has been set for this PI.					
PI305 - PI/13 Number of adults who paid a flat rate charge for care and support or support for carers during the year	2794.00	1980.00	2129.00	0.00	Green
Although the figure reported shows an increase, it must be noted that financial data is reliant on when they invoice our service users which can be on an ad-hoc basis so is likely to fluctuate through the year. No target has been set for this PI.					
PI306 - PI/14 - Number of adults who were charged for care and support or support for carers during the year	2527.00	2340.00	2077.00	0.00	Green
The number of service users in receipt of adult services has fallen, with more people being diverted to alternative services, this therefore shows an improvement in performance. No target has been set for this PI.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		0.00	91.20		
(311 of 341) There is no comparable data as systems were being developed to capture this data during the same period last year. No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI308 - Measure 19 - The rate of delayed transfers of care for social care reasons per1,000 population aged 75 or over	0.00	1.26	2.67	0.00	Red
(34 of 12,712) The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The commissioning team are working closely with independent domiciliary care providers and the Local Authority Homecare service to find solutions to address the demand for domiciliary care in certain parts of the county. (WG guidance amended to include only those over 75yrs). No target has been set for this PI.					
PI310 - Measure 21 - The average length of time, in calendar days, adults (aged 65 or over) are supported in residential care homes	783.72	774.26	786.07	0.00	Red
(523 of 411,117) This figure will fluctuate depending on the number of people which have been discharged/deceased within the timescale reported, therefore performance is difficult to monitor. (Data reported from Qtr 2 2016-17). No target has been set for this PI.					
PI311 - Measure 22 - Average age of adults entering residential care homes	82.93	82.62	86.51	0.00	Green
This figure will fluctuate depending on the number of people which have been discharged/deceased within the timescale reported, therefore performance is difficult to monitor. (Data reported from Qtr 2 2016-17). No target has been set for this PI.					
PI313 - Measure 23 - The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months					
We are currently unable to report this measure due to IT systems not being able to capture the required data accurately. No target has been set for this PI.					
PI317 - HOS/003 (Local) - The percentage of households for which homelessness was successfully relieved	0.00		35.00	0.00	Green
The outcome of relief duty is reliant on landlords (social and private) accepting tenants via Housing Options who have a poor tenancy history, financial issues, possible ASB history. Support will be put in place where required to maximise the chances of that tenancy being maintained long term. No target has been set for this PI.					
PI318 - HOS/004 (Local) - The percentage of those households for which a final duty was successfully discharged	0.00		100.00	0.00	Green
Final duty cases have preferential banding with Tai Tarian and have access to priorities with other RSL's via the nominations procedure. This ensures that the people most in need have priority for allocations, therefore has a high percentage of positive outcomes. No target has been set for this PI.					
PI319 - HOS/005 (Local) - The overall percentage of successful outcomes for assisted households	0.00		46.94	0.00	Green
Would be a combination of the above as applies to all duties. No target has been set for this PI.					

Performance Indicators

Neath Port Talbot Council

Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 2 -2018/19

sycle

Print Date: 27-Nov-2018

How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
CHILDREN AND YOUNG PEOPLE SERVICES					
PI/260 - Children & Young Peoples Services - % of complaints at Stage 1 that were upheld/partially upheld	25.00	33.33	29.41		
4 of 12 in Quarter 2 2017-18 compared with 5 of 17 in Quarter 2 2018-19. Despite an increase in the number of complaints received during the 2nd quarter, 2018-19 (when compared to 2017-18) from 12 to 17, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. Four stage 1 complaints were upheld and one stage 1 complaint was partially upheld (total of 5)					
PI/261 - Children & Young Peoples Services - % of complaints at Stage 2 that were upheld	0.00	0.00	33.33		
0 out of 1 in Quarter 2 2017-18 compared to 1 out of 3 in Quarter 2 2018-19. There were three complaints at stage 2 during this period. One was partially upheld and one is currently "ongoing". However, there continues to be a stronger emphasis on a speedier resolution at "local" and stage 1 levels.					
PI/262 -Children & Young People Services - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period.					
PI/263 - Children & Young People Services- Number of compliments received from the public	11.00	4.00	21.00		
The number of compliments has increased; when compared to the same period last year, there has been an increase from 4 to 21. This can be attributed to an improvement in reporting from services receiving praise and thanks. the Complaints Team will continue to raise the profile for the need to report such incidences.					

Performance Indicators

Neath Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints - Quarter 2 - 2018/19

sycle

Print Date: 26-Nov-2018

How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
SOCIAL SERVICES HEALTH & HOUSING					
PI/264 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 1 that were upheld/partially upheld	20.00	33.33	26.32		
(5 of 19) Despite an increase in the number of complaints received during the 2nd quarter, 2018/19 (when compared to 2017/18) from 9 to 19, the Complaints Team continue to work closely with front line teams to manage complaints appropriately. 1 stage 1 complaint was upheld and 4 stage 1 complaints were partially upheld (total of 5). No target has been set for this PI.					
PI/265 - Social Services, Health and Housing (excluding CYPS) - % of complaints at Stage 2 that were upheld/partially upheld	50.00	100.00	0.00		
There was 1 complaint at Stage 2 during this period which was not upheld. There continues to be a stronger emphasis on a speedier resolution at 'local' and 'Stage 1' levels. No target has been set for this PI.					
PI/266 -Social Services, Health and Housing (excluding CYPS) - % of complaints dealt with by the Public Services Ombudsman that were upheld	0.00	0.00	0.00		
There were no Ombudsman investigations during this period. No target has been set for this PI.					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	9.00	13.00	33.00		
The number of compliments has increased; when compared to the same period last year there has been an increase from 13 to 33. This can be attributed to an improvement in reporting from services receiving praise and thanks. The Complaints Team will continue to raise the profile for the need to report such incidences. No target has been set for this PI.					

Appendix 5 - Key Priority Performance Indicators (October 2018)

- **Priority Indicator 1 – Staff Supervision Rates**
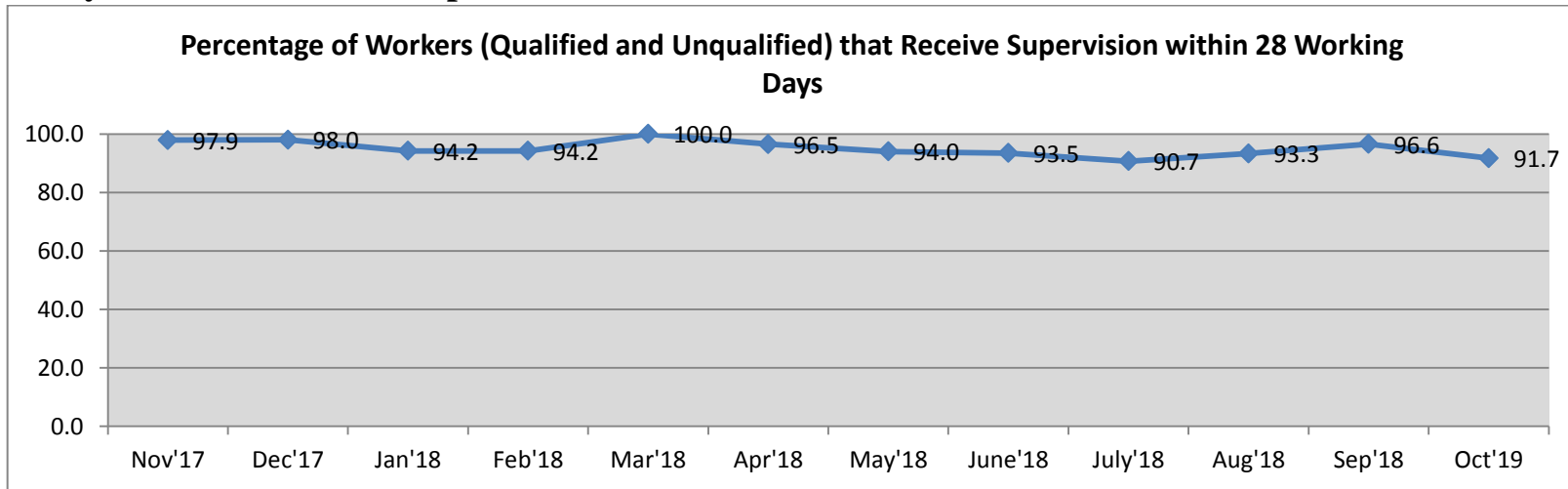
Percentage of Workers (Qualified and Unqualified) that Receive Supervision within 28 Working Days

Performance Indicator/Measure	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	97.9	98.0	94.2	94.2	100.0	96.5	94.0	93.5	90.7	93.3	96.6	91.7
Number of workers due Supervision	142	148	138	139	142	143	150	154	151	149	148	144
Of which, were undertaken in 28 working days	146	145	130	131	142	138	141	144	137	139	143	132

Percentage of Qualified Workers that Receive Supervision within 28 Working Days

		Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Performance Indicator/Measure		Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Qualified Workers that receive Supervision within 28 working days		**99.1**	**97.4**	**93.5**	**93.6**	**100.0**	**95.5**	**95.7**	**92.0**	**89.2**	**91.2**	**95.6**	**92.9**
Number of workers due Supervision		**113**	**117**	**107**	**109**	**112**	**112**	**117**	**125**	**120**	**114**	**114**	**112**
Of which, were undertaken in 28 working days		**112**	**114**	**100**	**102**	**112**	**107**	**112**	**115**	**107**	**104**	**109**	**104**
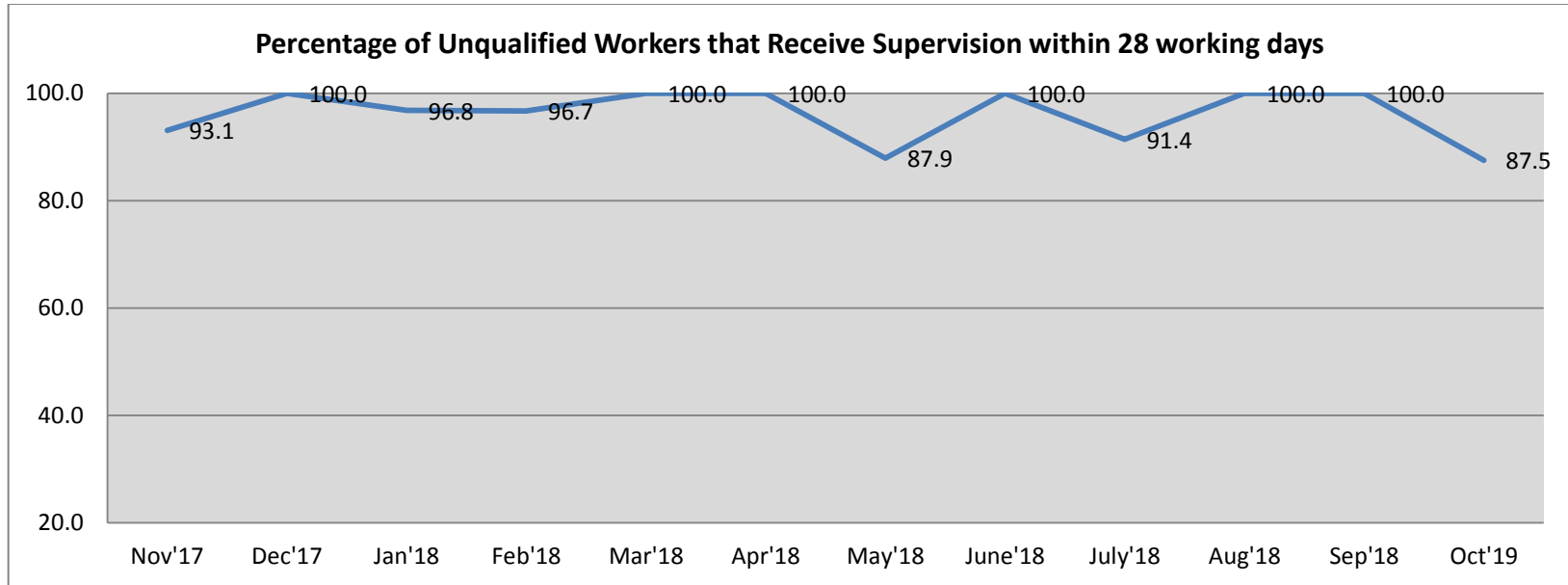
Percentage of Unqualified Workers that Receive Supervision within 28 working days

	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of Unqualified Workers that receive Supervision within 28 working days	**93.1**	**100.0**	**96.8**	**96.7**	**100.0**	**100.0**	**87.9**	**100.0**	**96.8**	**100.0**	**100**	**87.5**
Number of workers due Supervision	**29**	**31**	**31**	**30**	**30**	**31**	**33**	**29**	**31**	**35**	**34**	**32**
Of which, were undertaken in 28 working days	**27**	**31**	**30**	**29**	**30**	**31**	**29**	**29**	**30**	**35**	**34**	**28**

- **Priority Indicator 2 – Average Number of Cases held by Qualified Workers across the Service**

As at 31st October 2018	Caseload Information - Qualified Workers, including Deputy Team Managers				
Team	**Available Hours**	**FTE Equivalent**	**Team Caseload**	**Highest Worker Caseload**	**Average Caseload per Worker**
Cwrt Sart	370.0	**10.0**	139.0	17	**13.9**
Disability Team	421.5	**11.4**	162.0	21	**14.2**
LAC Team	426.5	**11.5**	171.0	18	**14.8**
Llangatwg	437.0	**11.8**	181.0	18	**15.3**
Sandfields	326.0	**8.8**	77.0	12	**8.7**
Route 16	207.0	**5.6**	38.0	8	**6.8**
Dyffryn	358.0	**9.7**	98.0	17	**10.1**
Intake	417.0	**11.3**	161.0	24	**14.3**
Totals	**2,963.00**	**80.1**	**1,027.00**		
Average Caseload - CYPS				16.9	**12.8**

Please Note:

1. Cases held by Deputy Team Managers and Part-Time Workers are included in the above figures.
2. The '*Available Hours'* do not include staff absences e.g. sickness, maternity leave, placement, etc., unless cover has been provided for the post.

- **Priority Indicator 3 – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinaries and Grievances across the Service.**

	Team Manager	Deputy Manager	Social Worker	Peripatetic Social Worker	IRO	Consultant Social Worker	Support Worker	Total
Vacancies	3	1	3					7
New Starters			2					2
Leavers	1							1
Agency								0
Long-Term Sick					1			1
Disciplinaries								0
Grievances								0

Summary of Agency Staff and Vacancies across the Service

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Summary of Agency Staff and Vacancies Across the Service
(Nov 2016- October 2018)

	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun1 8	Jul 18	Aug 18	Sep 18	Oct 18
Agency Staff	3.0	3.0	3.0	2.0	2.0	1.0	1.0	1.0	2.0	2.0	2.0	2.0	1.0	0.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	0.0
Vacancies	4.0	3.0	3.0	3.0	3.0	3.0	2.0	3.0	3.0	0.5	4.0	4.0	4.0	5.0	7.0	7.0	2.0	7.0	2.0	2.0	2.0	3.0	7.0	7.0

- **Priority Indicator 4 – Thematic Report on the findings of Case File Audits (reported quarterly)**

There is an audit programme in place which facilitates the scrutiny of various aspects of activity within Children & Young People Services. A summary of the Audit activity undertaken during the 2nd Quarter Period (July 18 – September 18) is provided in **Appendix 6** of this report.

- **Priority Indicator 5 – Number of Looked After Children (Quarterly)**

LAC Historical Data (Quarterly Basis)
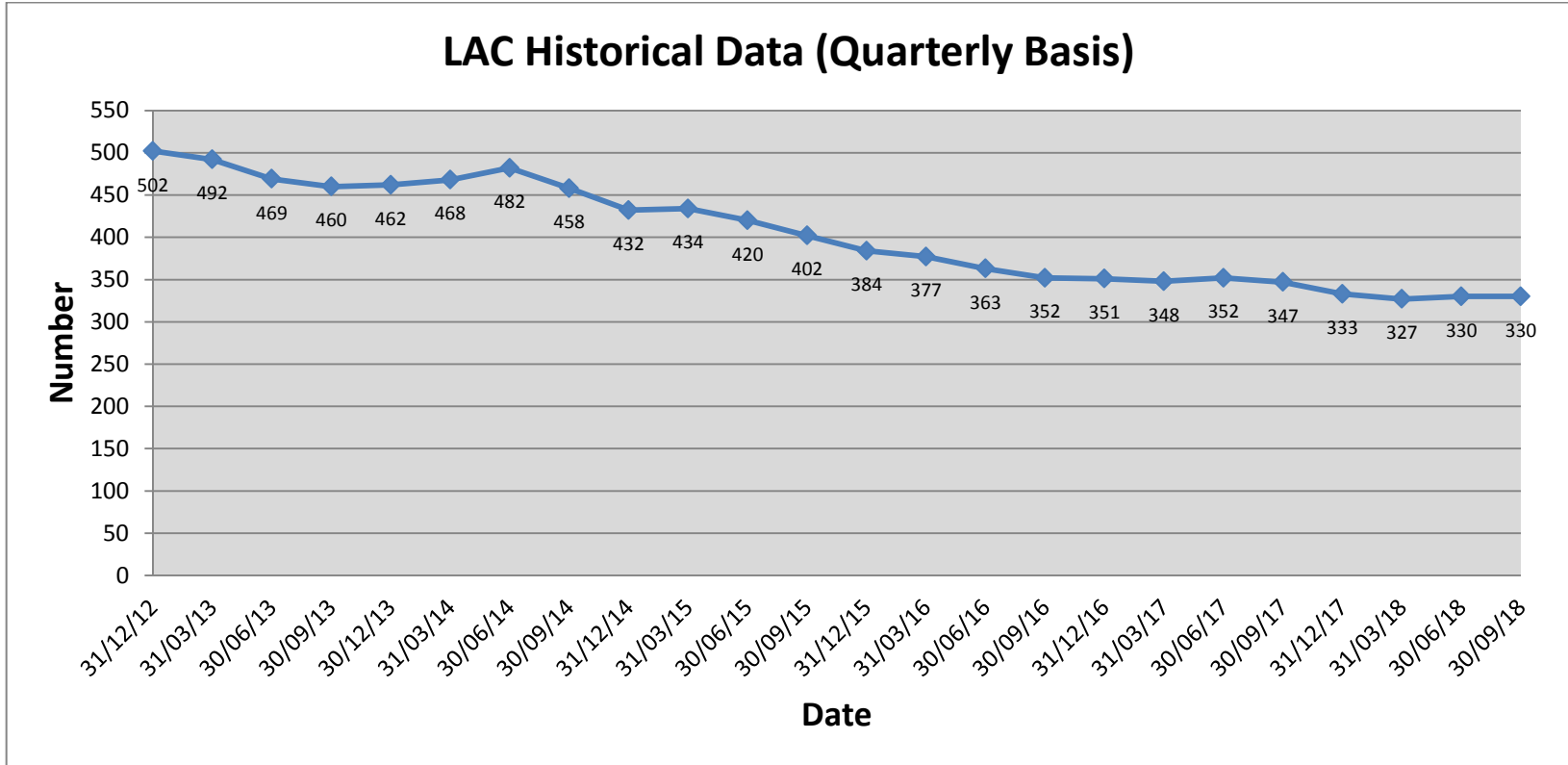
Please Note: The number of Looked after Children as at 31/10/18 = **327**

- **Priority Indicator 6 – The Number of Children who have been discharged from care and subsequently re-admitted within a 12-month period**.
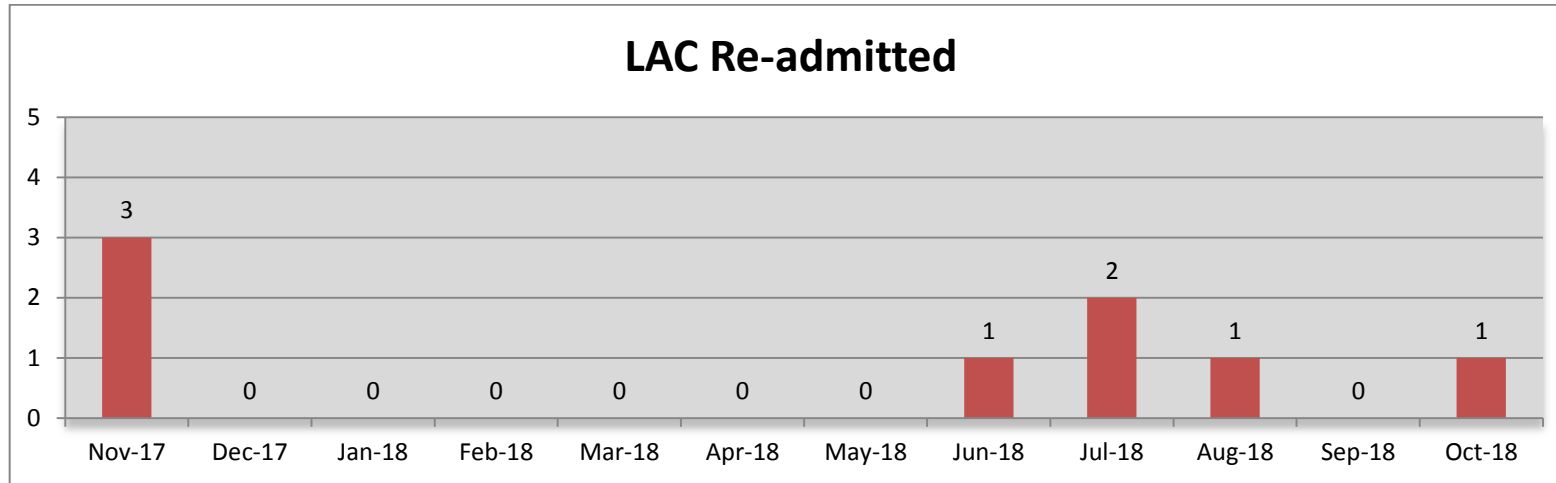
LAC Re-admitted

Date	Number Re-Admitted
Nov 17	3
Dec 17	0
Jan 18	0
Feb 18	0
Mar 18	0
Apr 18	0
May 18	0
Jun 18	1
Jul 18	2
Aug 18	1
Sep 18	0
Oct 18	1

Reason for October 2018 re-admission into care within 12 months of being discharged: -

"Child 'A' was admitted into care due to father's inability to keep Child 'A' safe. However, Child 'A' subsequently absconded from placement and returned to the father's care. Despite various attempts to make this arrangement work and as a result of the father having to be admitted into hospital, it was decided to re-accommodate Child 'A'. Father has also indicated that he is not willing for Child 'A' to return home at this time".

- **Priority Indicator 7 – The Number of Cases 'Stepped Down / Stepped Up' between Team Around the Family (TAF) and CYPS**

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Number of Cases 'Stepped Down' to TAF / 'Stepped Up' to CYPS

	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Cases Stepped Down	12	9	7	8	9	12	17	8	11	16	8	18
Cases Stepped Up	3	3	8	3	1	3	5	7	8	5	2	8
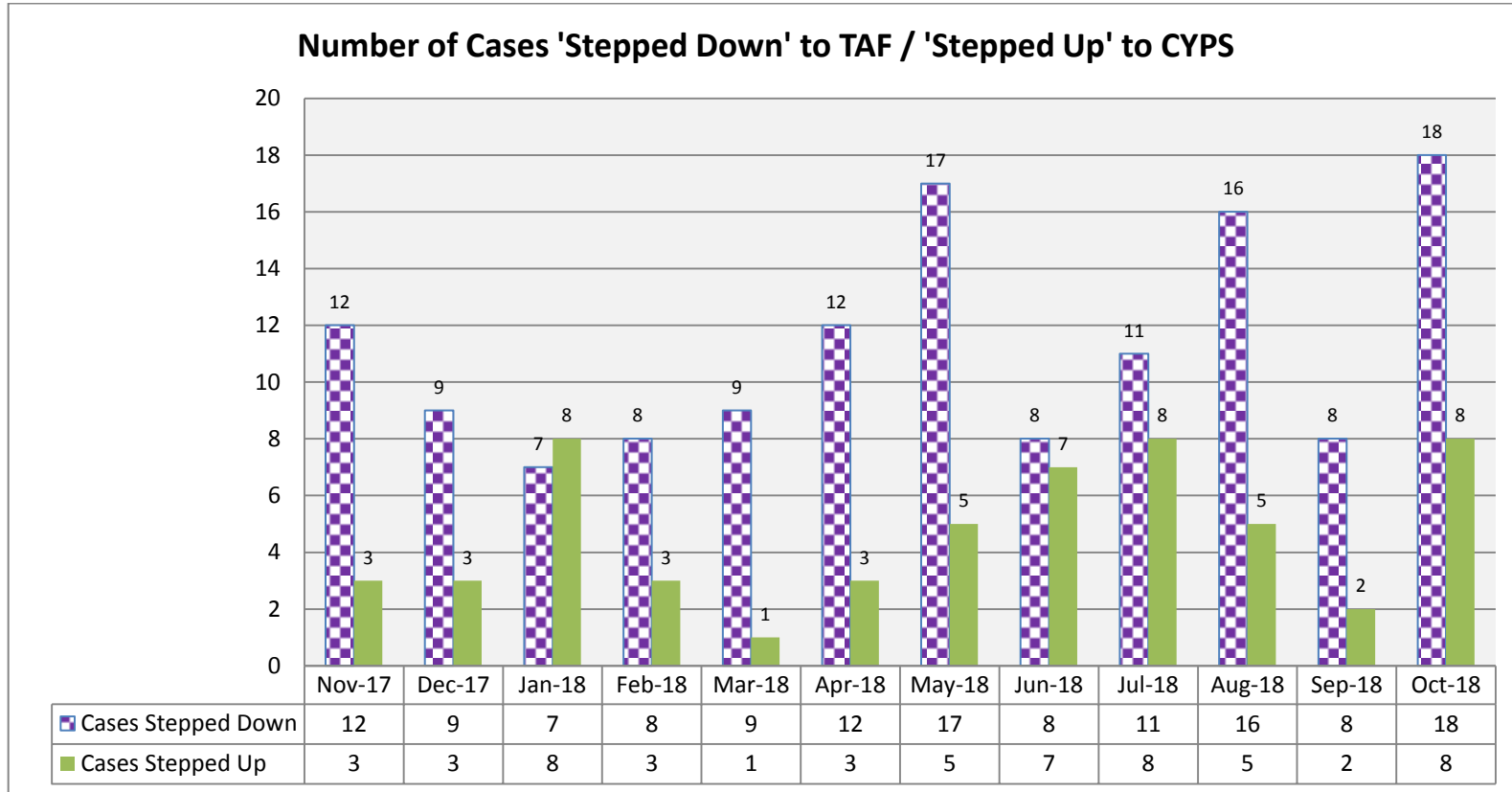
- **Priority Indicator 8 – The Percentage of Team around the Family (TAF) cases that were closed due to the achievement of a successful outcomes in relation to the Plan.**

Percentage of case closures with successful outcome in relation to the TAF Action Plan

Date	Percentage
Nov-17	83.3
Dec-17	61.9
Jan-18	61.5
Feb-18	85.7
Mar-18	100
Apr-18	100
May-18	52.9
Jun-18	57.7
Jul-18	52.6
Aug-18	66.7
Sep-18	70
Oct-18	52.4
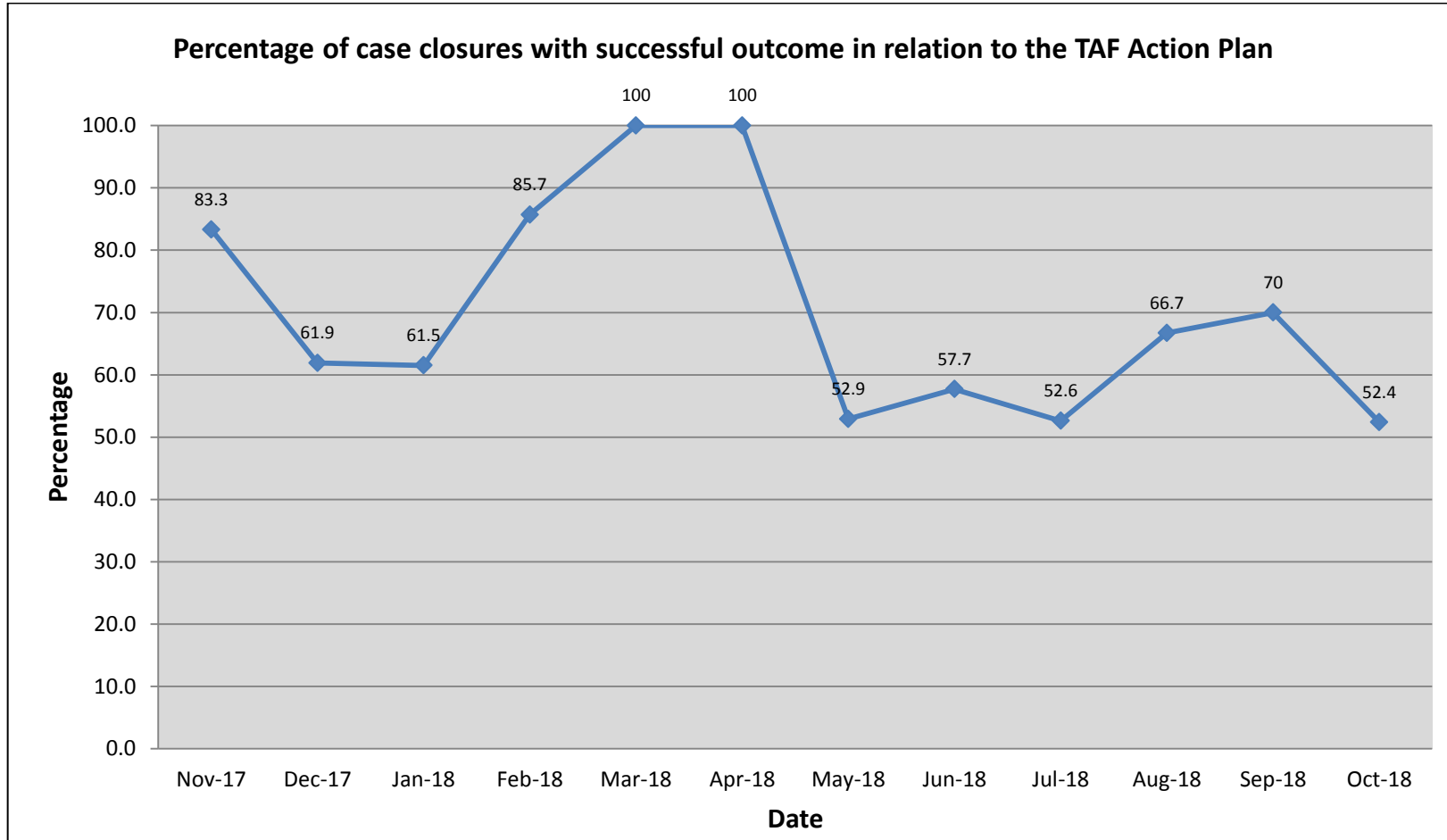
Appendix 6 - Quality Assurance Audits Quarter 2 – Audit Overview Report

Quality Assurance Audits

Quality Assurance Audits take place on a monthly basis within Children and Young People Services and Adult Services. This report gives an overview of the thematic audits reported on in quarter 2 of 2018, what is working well, what we will improve and by what methods. Previously the audit overview report only gave information on audit activity in Children and Young People Services, however from this audit report onwards, audit activity in Adult Services will also be included.

Each audit tool devised is circulated to relevant stakeholders in Childrens and Adults Services prior to audits being completed. Audit days usually take place once a month in the Quays IT room with team managers collectively auditing and analysing the themes arising.

Audits Completed

During this quarter we have reported on four thematic audits:

Audit Theme	Cases Audited	Service
Information, Advice and Assistance	42 cases	Joint Adult and Childrens Audit
Looked After Children Statutory Visits	45 records	Childrens Services
Childrens Assessments over 42 working days	34 cases	Childrens Services
Adult Services Tactical Panel	20 cases	Adult Services

What are we doing well?

We've identified through the audit process what is working well and have highlighted many good working practices evident across the Social Services IT System.

In the Information, Advice and Assistance Audit we found that:

- In all of the cases audited in Childrens Single Point of Contact (SPOC) and in 78% of the Adult SPOC cases the person's circumstances were clearly documented in the referral. Combined this was 87%
- In 84% of the Childrens SPOC cases audited it was clear who had undertaken the proportionate assessment
- In 88% of the Childrens SPOC cases and 76% of the Adult SPOC cases audited the case had not been reopened since the proportionate assessment
- Overall any comments be the manager or screening worker were clear in 80% of the cases audited
- In 85% of the Childrens SPOC cases auditors felt the assessment was proportionate to the individuals needs
- Over a two thirds of the Adult SPOC cases audited were completed in appropriate timescales

In the looked after children statutory visits audit:

This was the first audit that we have undertaken where we surveyed service users (looked after children) about their experiences in relation to the audit topic. In addition to the audit with team

managers, we selected some questions relevant to the audit to enable us to compare the results of the team manager audit with what some of our looked after children thought. This has given a holistic view in some areas and the survey has reassuringly backed up much of the positive findings from the team manager audit. The full looked after children's survey findings can be found at Appendix 1. The good practice findings from the audit were:

- Children/young people were overall seen alone at each visit in 87% of the cases audited *(source: team manager audit)*
- 98% of the visits were completed in the appropriate timescales *(source: team manager audit)*
- The child/young person's voice was heard in the visits in 97% of the cases audited *(source: team manager audit)*
- In 98% of the cases audited the child/young person was visited by their own social worker *(source: team manager audit)*
- There was evidence of telephone contact in between visits in 93% of the cases audited *(source: team manager audit)*
- There was clear evidence of the foster carer being spoken to in 86% of the cases audited *(source: team manager audit)*
- In every case audited the statutory visits evidenced progress towards the plan *(source: team manager audit)*
- In 93% of the cases audited it was clearly evident that the child/young person was part of the foster family *(source: team manager audit)*
- 92% of the children/young people surveyed said that they see their social worker as often as they would like *(source: child/young person survey)*
- 64% of the children/young people surveyed felt they could talk to their social worker all the time and 36% of the children/young people felt they could talk to their social worker sometimes. No children/young people felt they could never talk to their social worker *(source: child/young person survey)*
- 97% of the children/young people surveyed liked their bedroom in their foster home *(source: child/young person survey)*
- Children/young people reported that they sometimes know when their social worker is going to visit 56% of the time and 25% of them report that they know when they will visit all of the time *(source: child/young person survey)*
- 92% of the children/young people surveyed felt part of their foster family *(source: child/young person survey)*
- 86% of the children/young people surveyed felt their social worker knows what they want (67%) or mostly knows (19%) what they want *(source: child/young person survey)*

In the children's assessments over 42 working days audit we found that:

- The reason for the assessment was still relevant at the point the assessment was signed off in 94% of the cases audited
- In 76% of the cases audited the CYPS assessment clearly listed the dates the child/young person was seen
- In 83% of the cases audited the CYPS assessment clearly listed the dates the parents/carers were seen
- In 79% of the cases audited there was clear evidence of telephone calls and emails to professionals throughout the course of the assessment

- The team manager comments were clearly recorded on why the assessment was out of timescales in 76% of the cases audited
- The case had generally been discussed in supervision during the course of the assessment in 79% of the cases audited

In the adult services tactical panel audit we found that:

- In all of the cases where the referral to panel was available there was an informative pen picture, presenting needs and current services/support appropriately completed
- Almost a third of the cases where the referral to panel was available there were clear arrangements in place to review the change if agreed
- All of the cases where the referral to panel was available the change was agreed
- Where a case recording had been entered with following panel, over a third of these gave clear information on the outcome of the panel

What will we improve?

1. We will continue with the alignment of Adult and Childrens SPOC Teams in respect of the Information, Advice and Assistance
2. Childrens SPOC team to reduce the timeframes for completing the proportionate assessments
3. Ensure that full information is received from the referrer
4. More details and analysis by the worker undertaking the proportionate assessment around the five key elements and how the eligibility criteria has been applied
5. We will review how the assessment prints out as the layout could be improved
6. We will increase the number of visits to looked after children by *other* social services professionals involved with the case e.g. other teams involved such as Independent Reviewing Officer and Fostering Worker
7. We need to explore further why 64% of the young people surveyed did not know what their LAC plan was. It is anticipated this was due to the wording of the question on the survey.
8. We will increase the number of unannounced visits to the looked after child
9. Contact arrangements will be routinely monitored in the statutory visits
10. We will ensure there is a mechanism in place for following through of any actions identified at the statutory visit
11. We will ensure that there is clear explanation if a child's bedroom was not seen during the statutory visit
12. Where there is delay in completing an assessment we will ensure that this is discussed in the relevant case supervision and the social worker also accounts for this within the assessment itself if appropriate
13. We will ensure that dates entered on the assessment correspond with the dates of the case recordings
14. We will ensure that we evidence the use of any tools or instruments being used during the course of the assessment
15. We will ensure that assessments have the depth around the child/young person's wishes and feelings as auditors felt that more focus is sometimes spent on the parents/carers
16. We will ensure in adult services that all information relating to care package decisions made on a case are evident on the service user's electronic file as these were usually stored separately to the case file

How will we do this?
- Through developing the IT system to reflect and record the information we want to evidence
- By changing, communicating and reinforcing to staff processes and procedures to follow
- By holding training sessions for staff on specific areas of the system where new processes have been introduced

- By direct feedback on individual cases to the responsible team manager and case worker
- By looking at the way we encourage engagement and participation of children, young people and their parents/carers
- Through circulation of audit tools to all practitioners to enable them to have an understanding of the areas auditors are looking at which will become evident in future audits on the same topic
- By discussing and ratifying proposed changes and improvements through the Outcome Focussed, Quality Assurance and the Practice Improvement Groups
- By circulating the thematic audit reports to all staff for their information
- By having a transparent quality assurance audit process in place which is responsive to suggestion and change

What have we learnt?

In this last quarter we have identified clear areas in each of the audit themes that we will improve, work is being undertaken to achieve this and will be guided by the Quality Assurance Group and Practice Improvement Group. We have evidenced in the four completed audits on individual cases good working practices and embedded principles throughout the Adult and Childrens Service.

We have fundamentally learnt from this audit the added value of surveying the relevant groups in conjunction with the audit theme. Although it must be noted that it would not always be possible to undertake a survey for every audit undertaken across Social Services, we will include this in any of the audits going forward where it would be appropriate to do so.

To promote reflective learning within the service, the good practice and areas for improvement identified within each audit and the individual case file audit forms will be shared with the appropriate Team Managers and the workers involved in the case, this is done either on a 1:1 basis or through group sessions.

Next Steps?

Our effective auditing process is identifying key themes on good practice and areas we will improve. Post audit we have mechanisms in place for following through on actions identified. Any actions identified from each audit are transferred to an audit action register whereby individual actions are discussed and agreed, this allows us to monitor desired outcomes and progress. This gives a transparent view on the Childrens and Adult Services, what we recognise is working well, what we will improve, how we will do it and when it will be in place. All audit tools and reports are disseminated to the teams within Social Services, this provides staff with information on good practice and areas for improvement and it also provides a visual tool for staff that can be referenced in the everyday tasks completed. We will now also look to incorporate where possible more surveys and feedback from the individuals, families or professionals involved in particular theme to ensure we have a holistic view on the quality of the services we provide.

Quality and Audit Coordinator – Mel Weaver

Q1 Are you seen as often as you would like by your Social Worker?

No — 8%

Yes — 92%

(0% to 100%)

Q2 Can you talk to your Social Worker?

Never — 0%

Sometimes — 36%

All the time — 64%

(0% to 100%)

Q3 Do you like your bedroom?

1 No — 3%

35 Yes — 97%

(0% to 100%)

Q4 Do you know when your Social worker plans to visit?

Never — 17%

Sometimes — 58%

All the time — 25%

(0% to 100%)
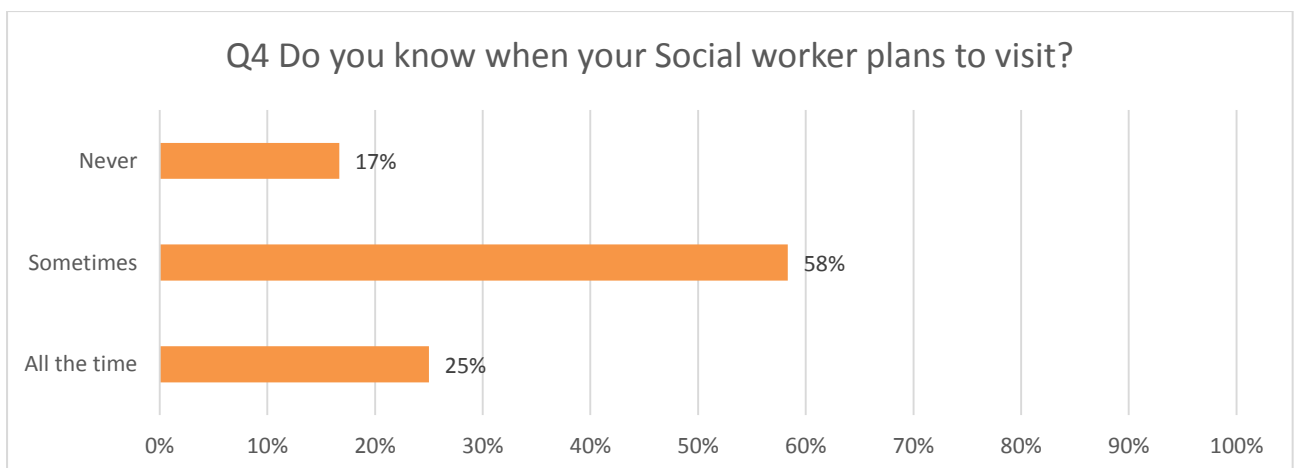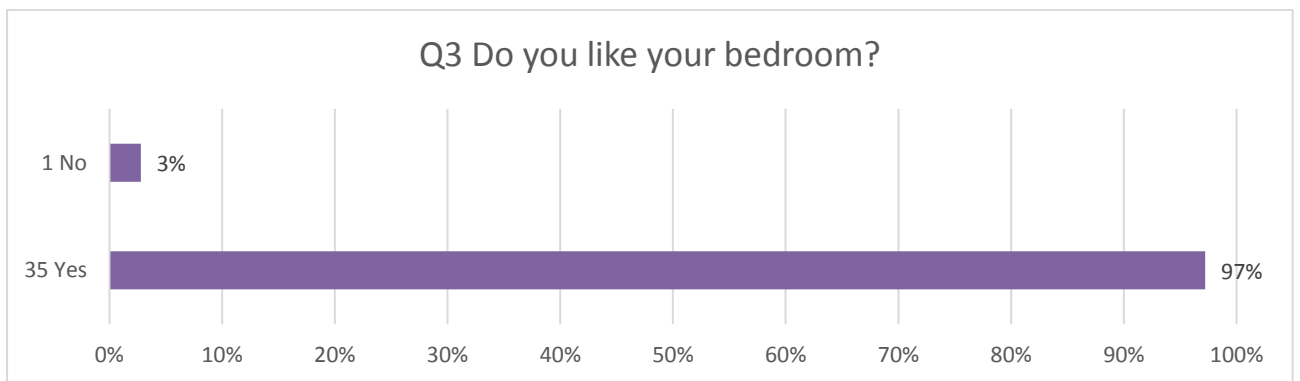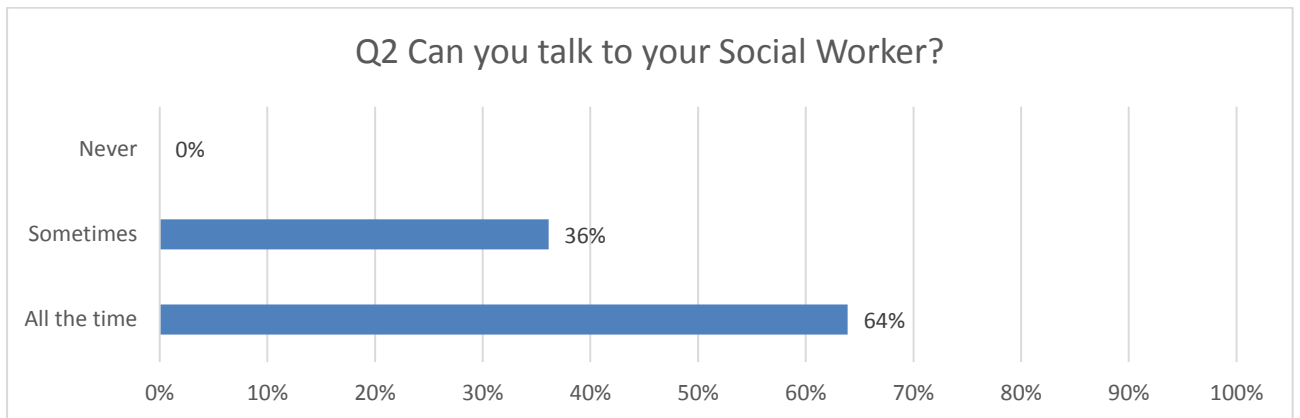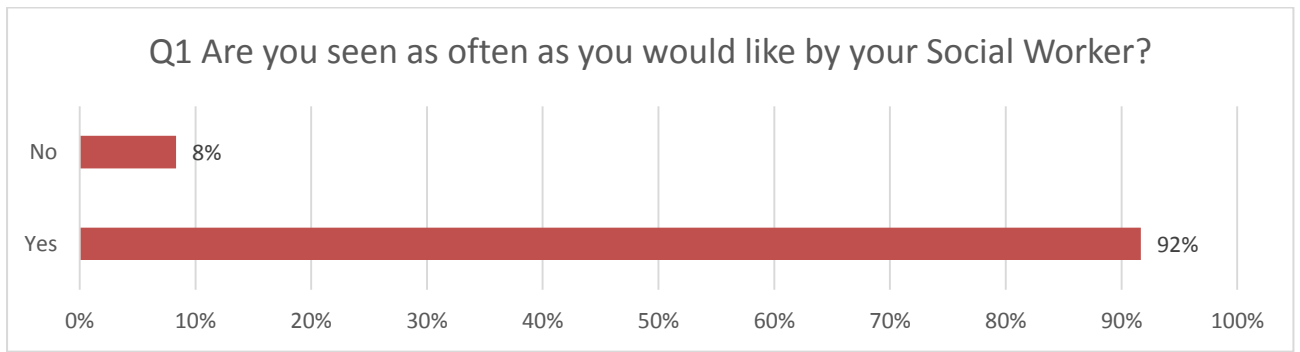
Q5 How do you speak to your Social Worker? (tick all that apply)

Method	Percentage
by email	2%
by text	5%
by phone	16%
Face to face	77%
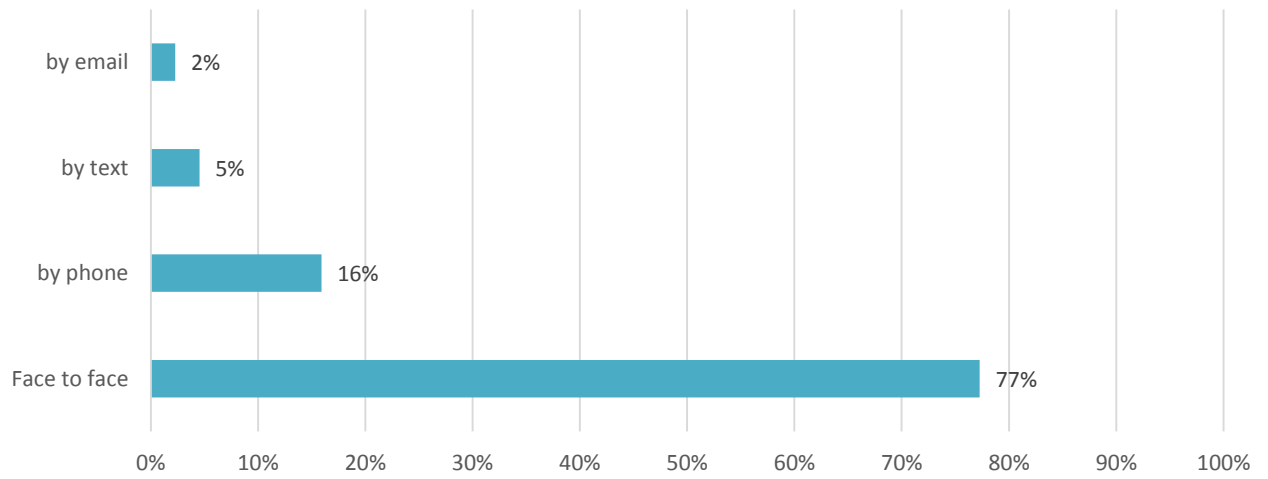
Q6 Do you know what your LAC plan is?

Response	Percentage
No	64%
Yes	36%
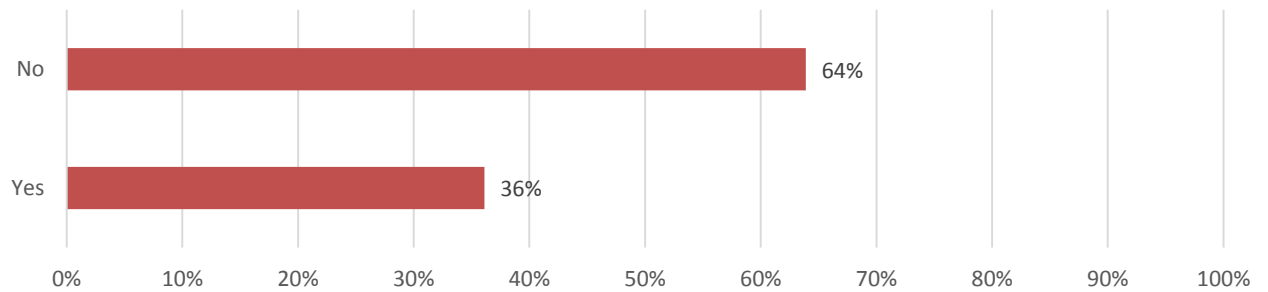
Q7 Do you feel part of your Foster Family?

Response	Percentage
No	8%
Yes	92%
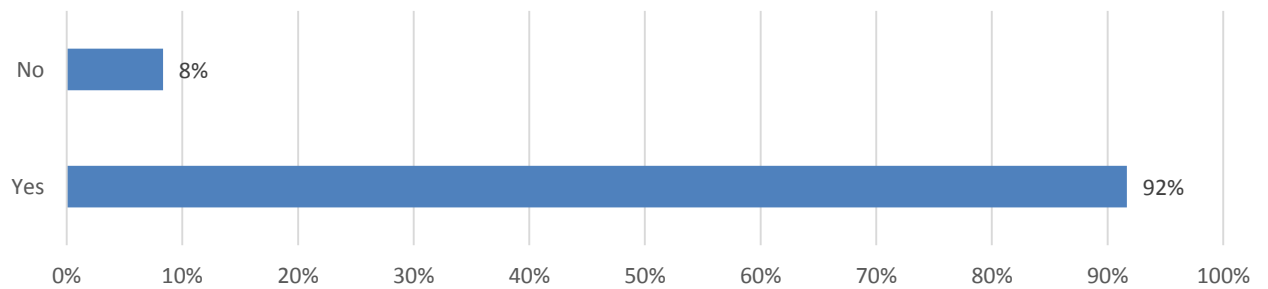
Q8 Do you think your Social worker knows what you want?

Response	Percentage
No	14%
Mostly	19%
Yes	67%
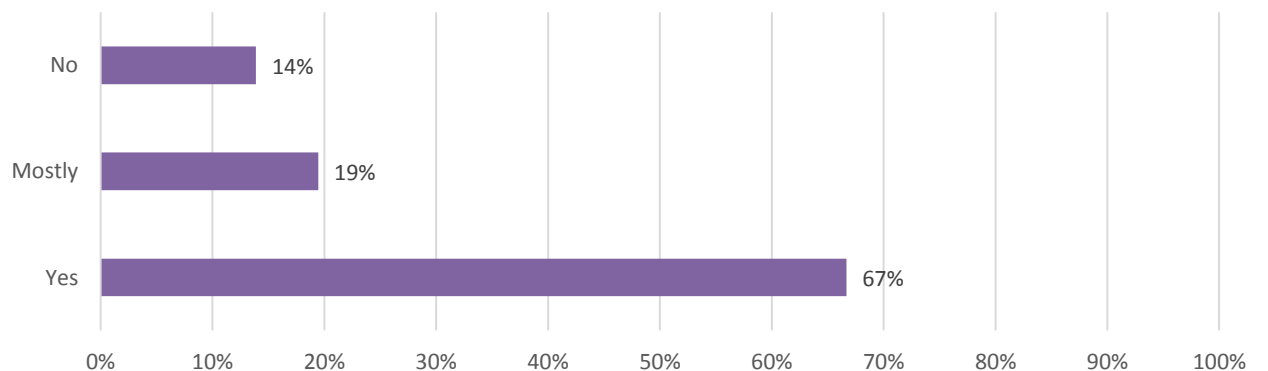
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Adult Services High Level Measures

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HLM 2 - Number of unallocated cases at the end of the month (excluding reviews)

827

Legend:
- UCL
- Mean
- LCL
- Linear (Data)
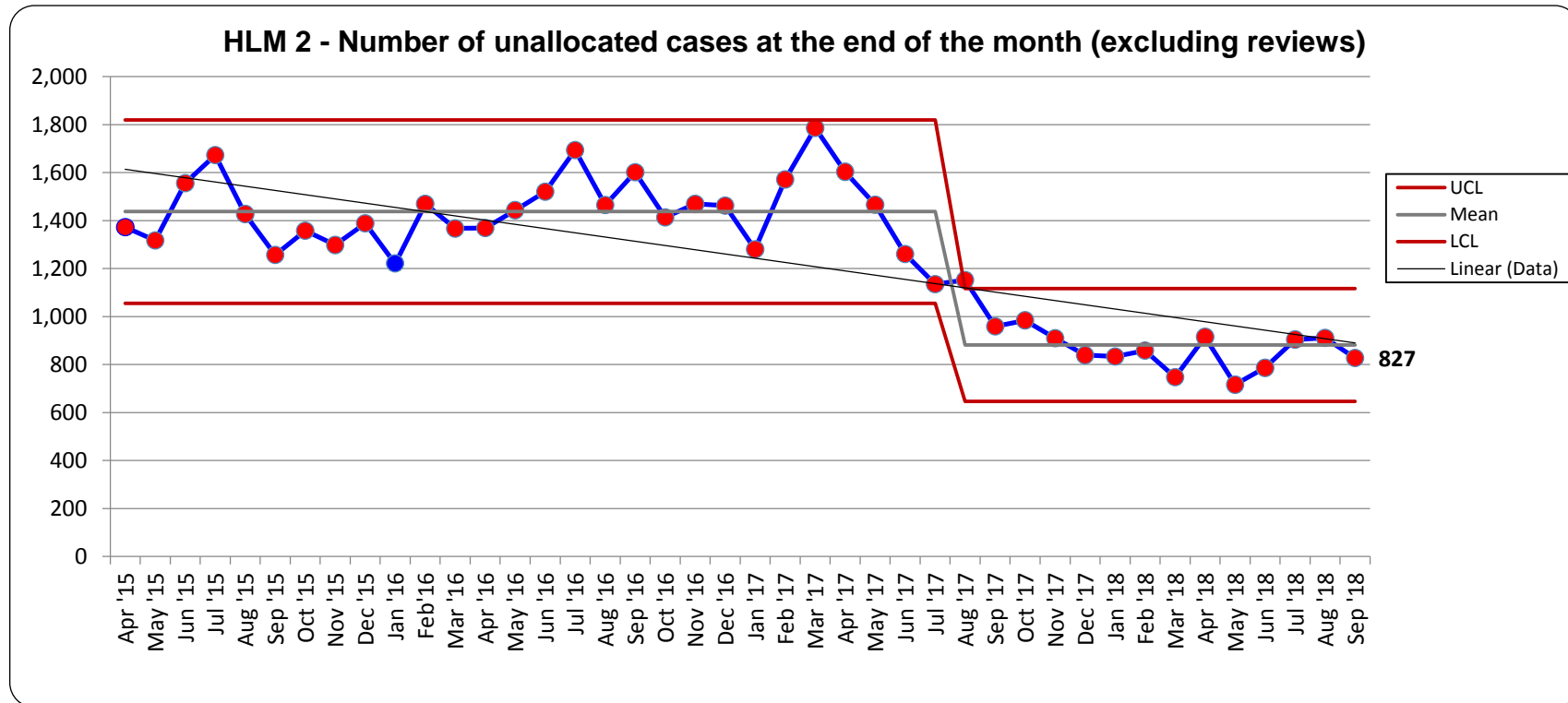
HLM 2 – Numbers on waiting lists/unallocated for all teams at the end of each month excluding reviews. Please note that clients can be showing as unallocated for more than one team. Of the 827 unallocated cases for September 2018, 302 of these are currently receiving social work support/open to a team.

HLM 4 – Number of new referrals taken by Gateway during the month

Tudalen42
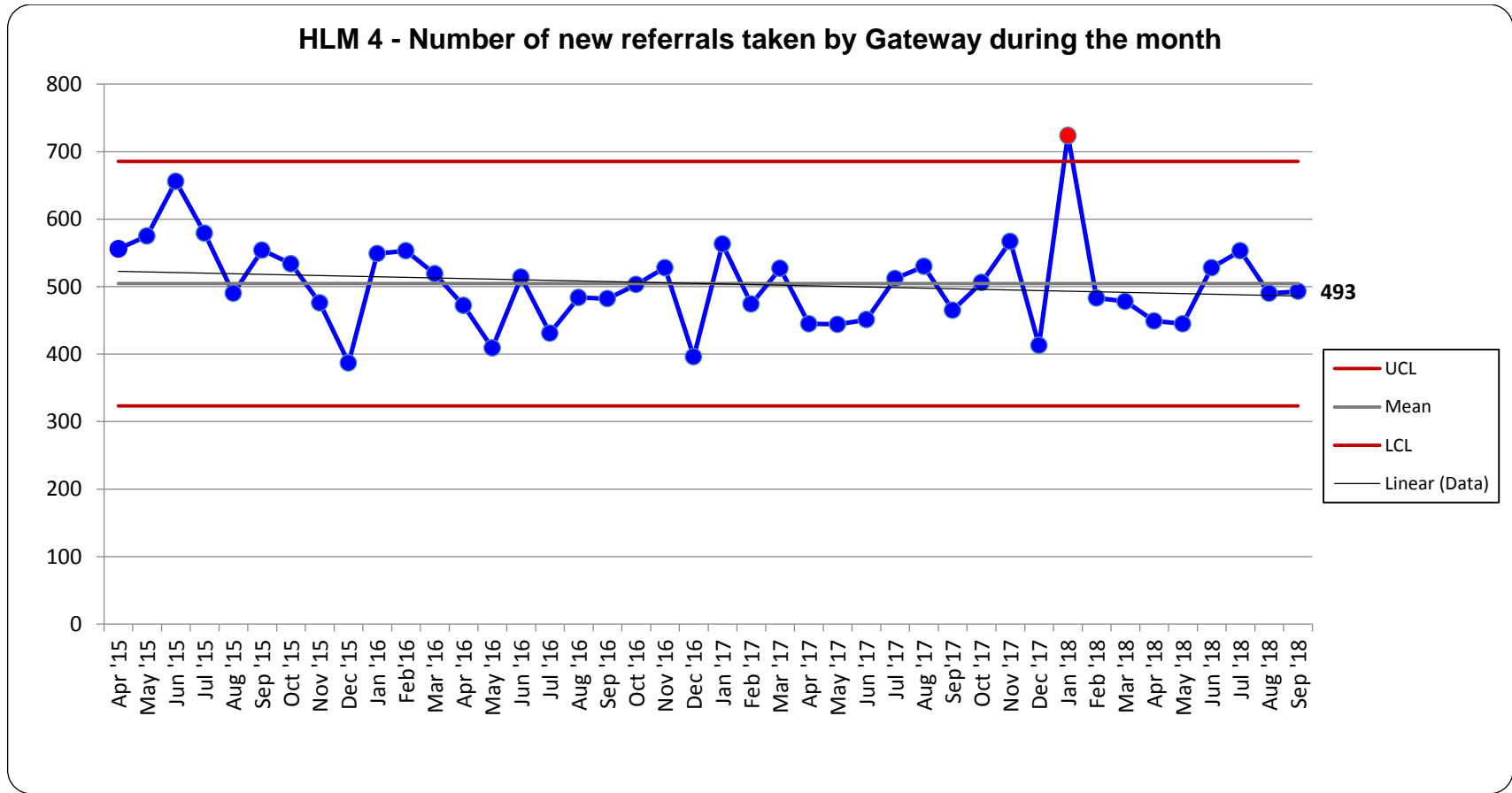
HLM 4 – New referrals taken by Gateway during the month. These are clients which are not open to us at the time of referral.

HLM 5 - Number of new referrals screened by Gateway during the month (excludes double counting)

Legend: UCL, Mean, LCL, Linear (Data)

466

Tudalen43
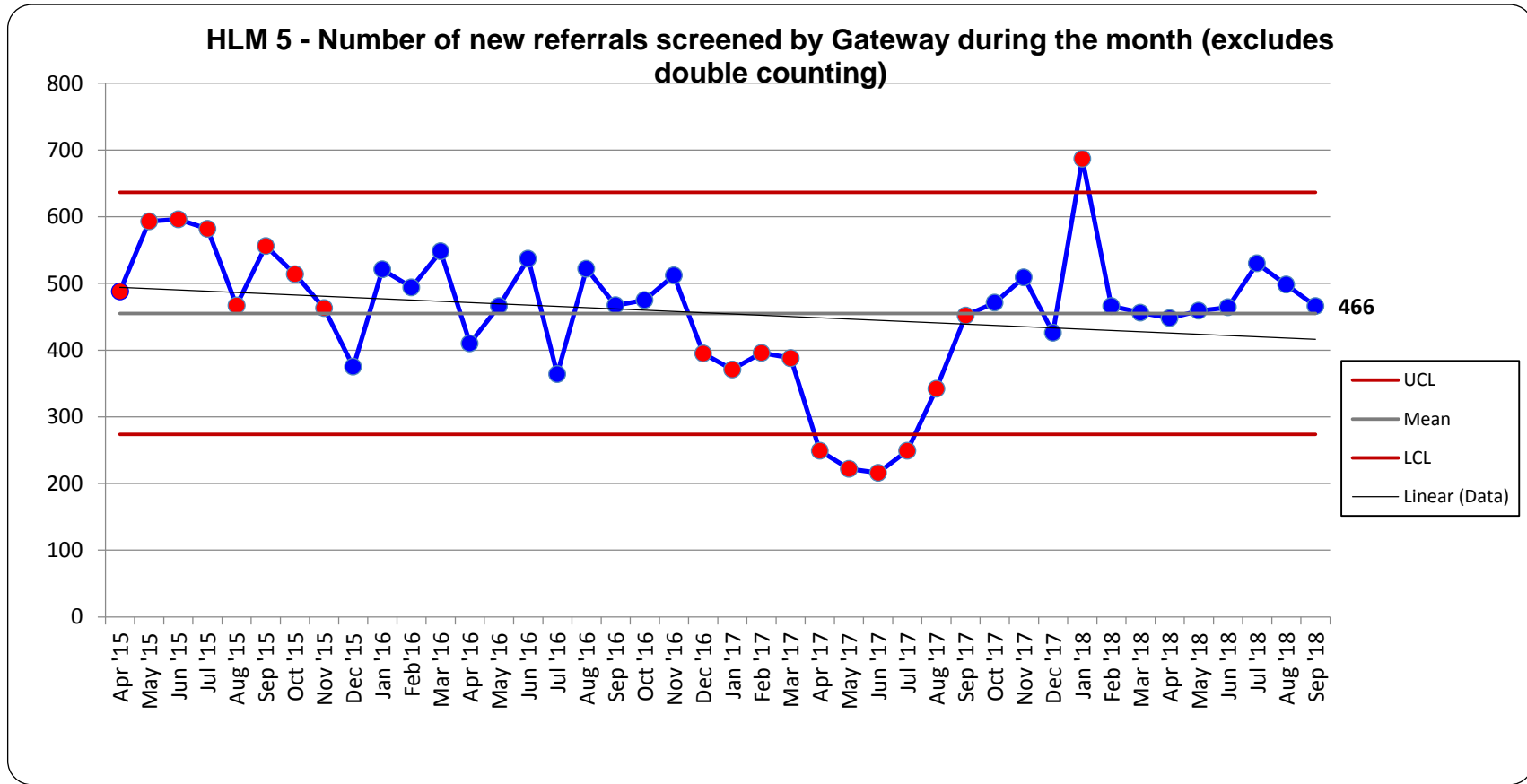
HLM 5 – New referrals screened to Adult Services teams (excluding double counting) by Gateway during the month. These are clients which are not open to us at the time of referral/screening. NB* the decrease between April 2017 and July 2017 can be attributed to an IT fault which unfortunately cannot be rectified by running retrospective reports.

HLM 9 - Percentage of supervisions completed within timescale at end of the month

79.4%

Tudalen44
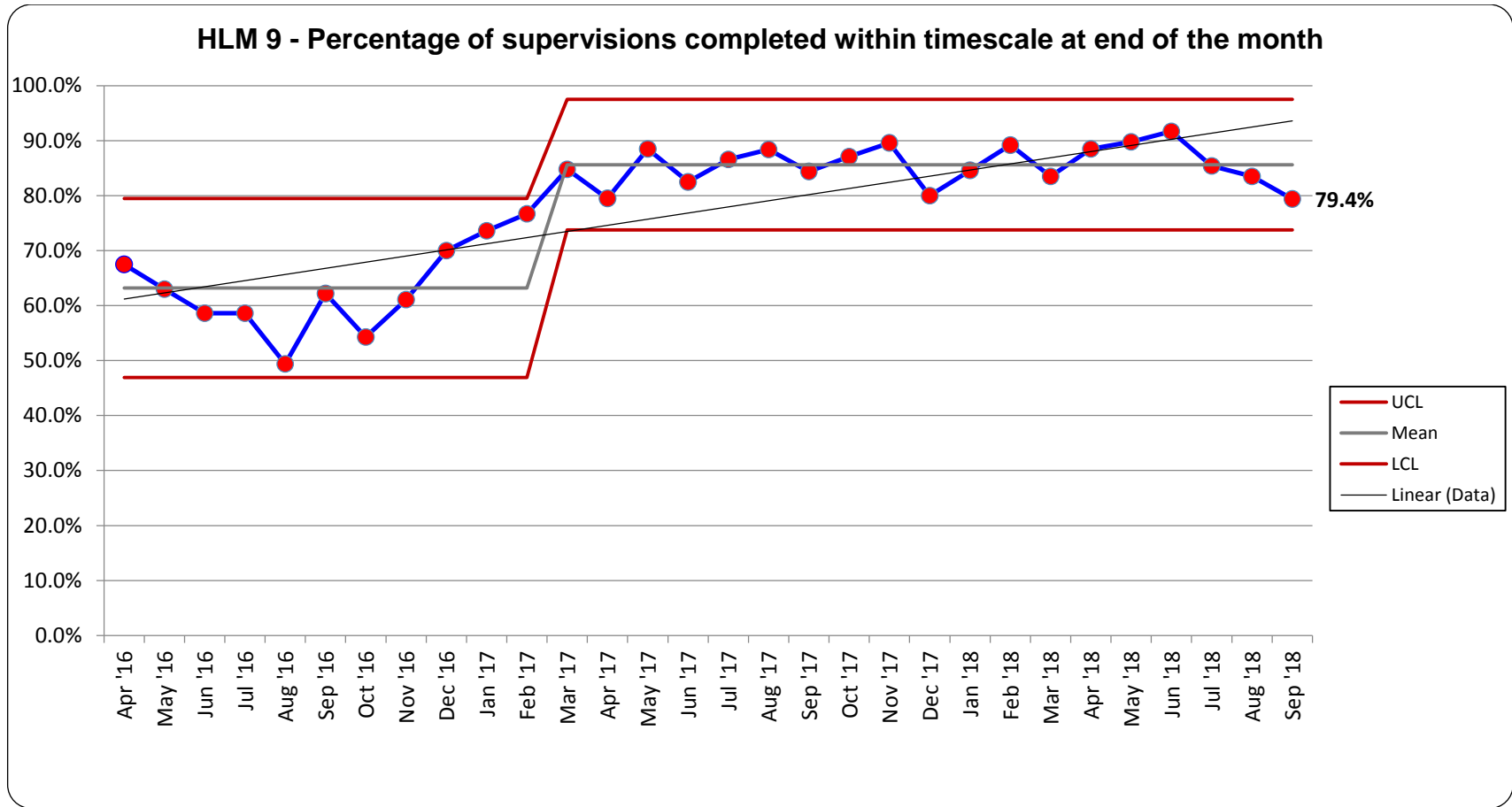
HLM 9 – Percentage of completed supervisions of caseload holding staff within 28 working days at the end of each month.

HLM 10 - Number of Overdue Reviews as at End of Month

Legend:
- UCL (red)
- Mean (grey)
- LCL (red)
- Linear (Data) (black)

Value labelled at end of chart: **305**
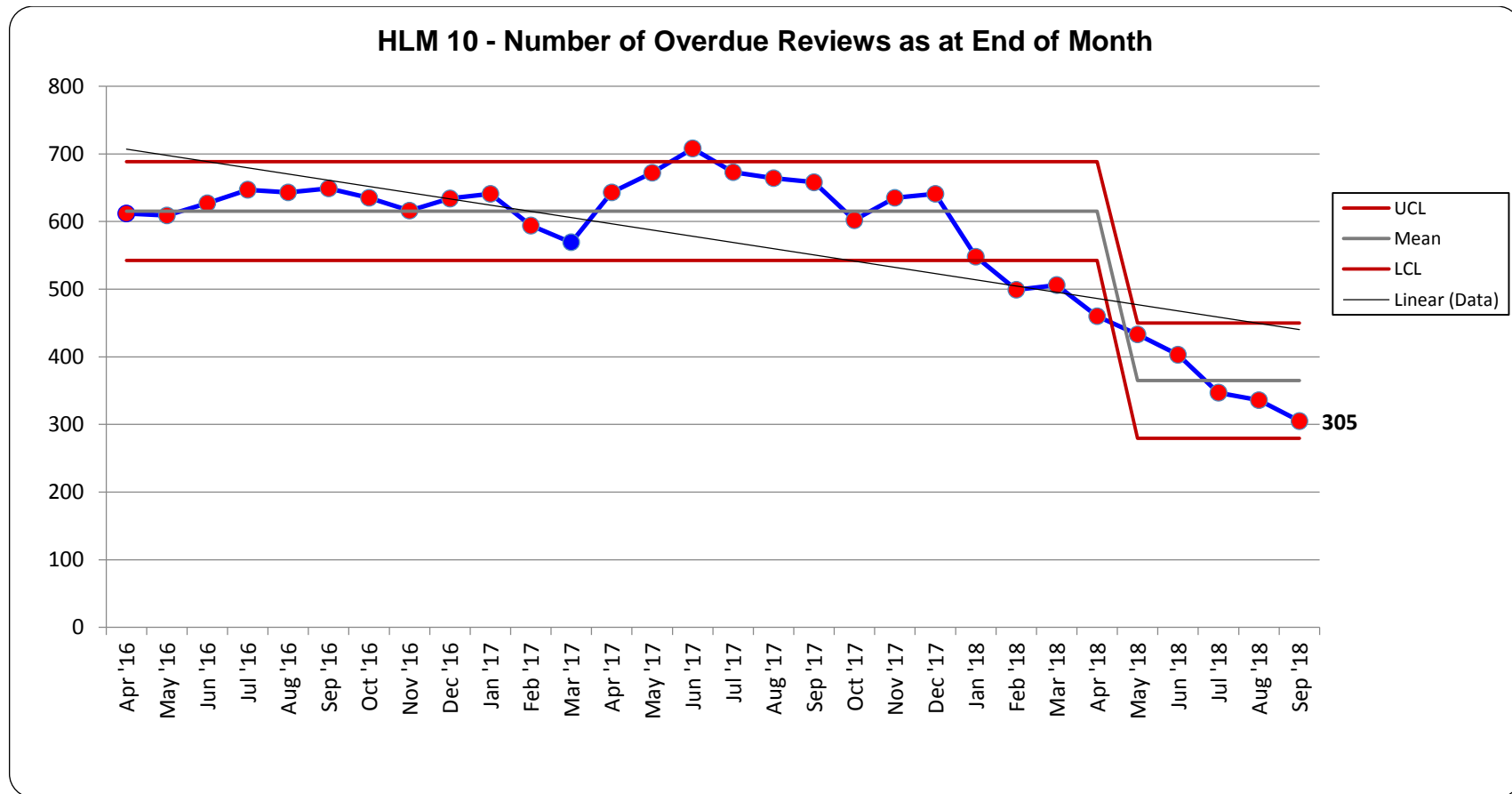
HLM 10 – All reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just overdue for that particular month. (There is a statutory requirement to review service users care plans within a 12 month period).

HLM 12 - Brand new Out of County care home admissions during the month

Tudalen46
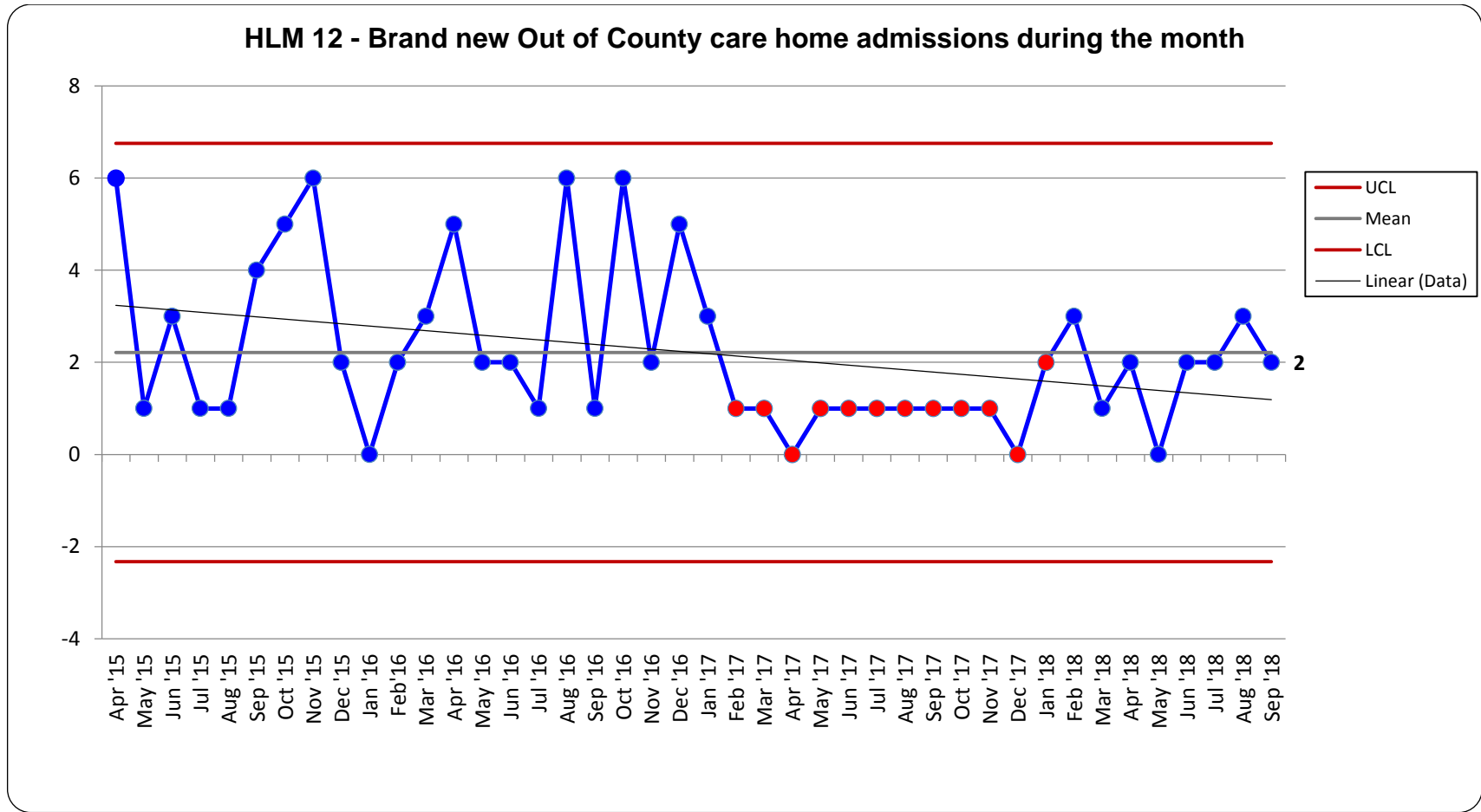
HLM 12 – Brand new residential and nursing care home **Out of County** admissions aged 18yrs+ during each month (Excludes Respite, Supported Living, Residential Reablement, in county and border homes).

HLM 14 - Number of PoVA cases open for 3+ months at the end of the month

Tudalen47
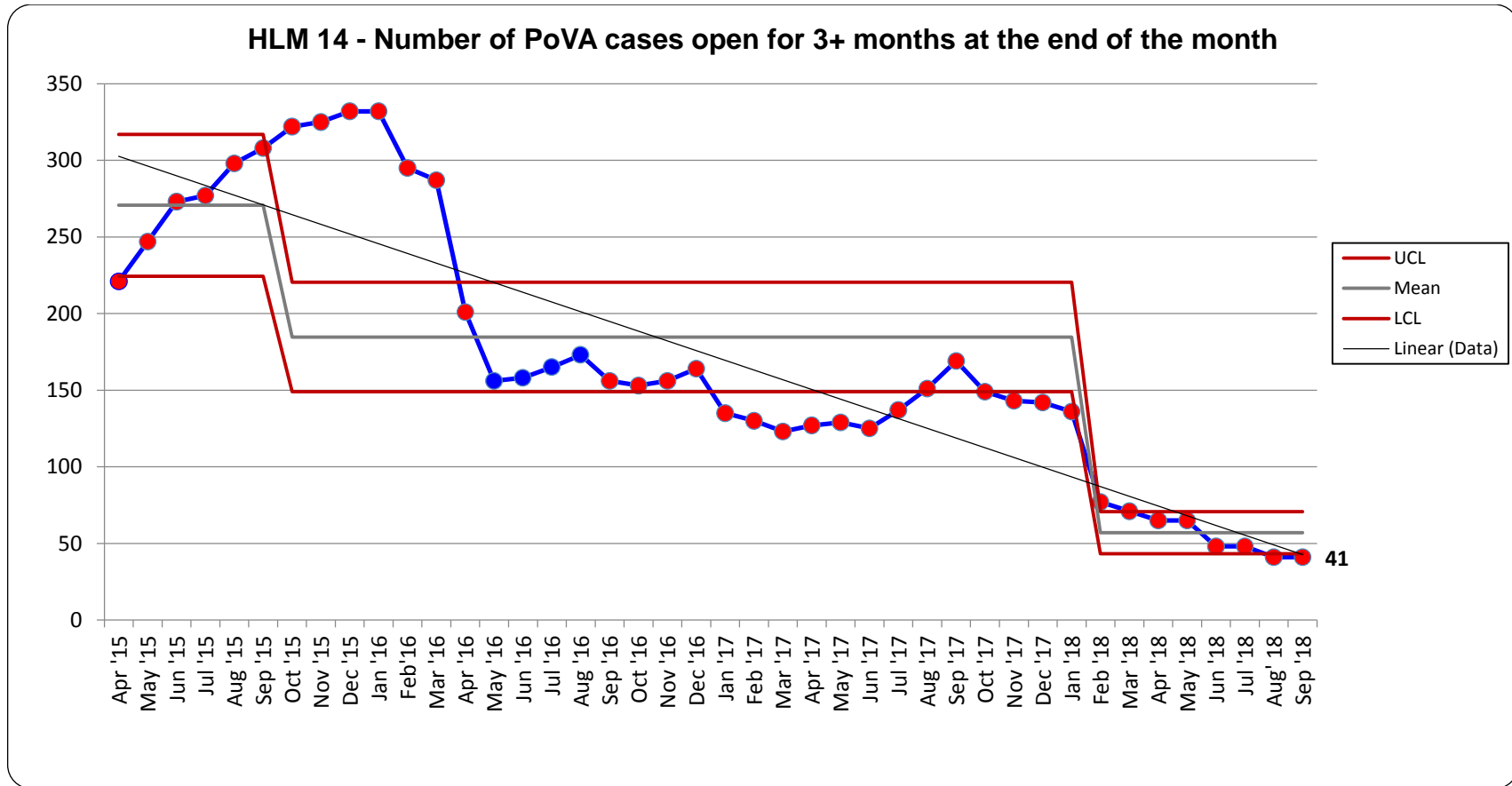
HLM 14 – Number of Protection of Vulnerable Adults (PoVA) cases open for 3+ months at the end of each month. This figure will decrease to 0 and cease to be a High Level Measure as a new Adults at Risk process has been in place from 1st September 2017 which replaces and is different to the 'old' PoVA process.

Mae'r dudalen hon yn fwriadol wag

Adult Services HR Measures

- **HR1 - Priority Indicator – The Number of Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinarians and Grievances across the Service**

Tudalen49

Social Work Services - Adults HR Data (April - September 2018)

	Team Mgr.	Deputy Team Mgr.	Consultant Social Worker	Comm. Social Worker	Comm. Wellbeing Officer	Safeguarding Coordinator/ Best Interest Assessor	Occupational Therapists/ OT Assistant	Community Reablement Support Worker	Reablement Coordinators	Local Area Coordinators	Total
Vacancies	0	0	0	4	0	0	2	5	0	2	**13**
New Starters	0	0	0	4	0	0	2	0	0	0	**6**
Leavers	0	1	0	2	1	1	0	3	0	1	**9**
Agency	0	0	0	0	0	0	0	0	0	0	**0**
Long term Sick	0	0	0	3	2	4	2	5	0	0	**16**
Disciplinary	0	0	0	0	1	0	0	0	0	0	**1**
Grievances	0	0	0	0	0	0	0	0	0	0	**0**

Sickness levels have increased within the Social Work Network Teams and Reablement Team during this quarter. However, all of these cases are being managed in line with the Maximising Attendance Procedure. The predominant reason for long term absence within Adult Services at this time remains to be "Personal Stress/Anxiety" and "Muscular Skeletal" conditions.

HR2 – Priority Indicator – Summary of Agency Staff and Vacancies across the service from April 2017– September 2018
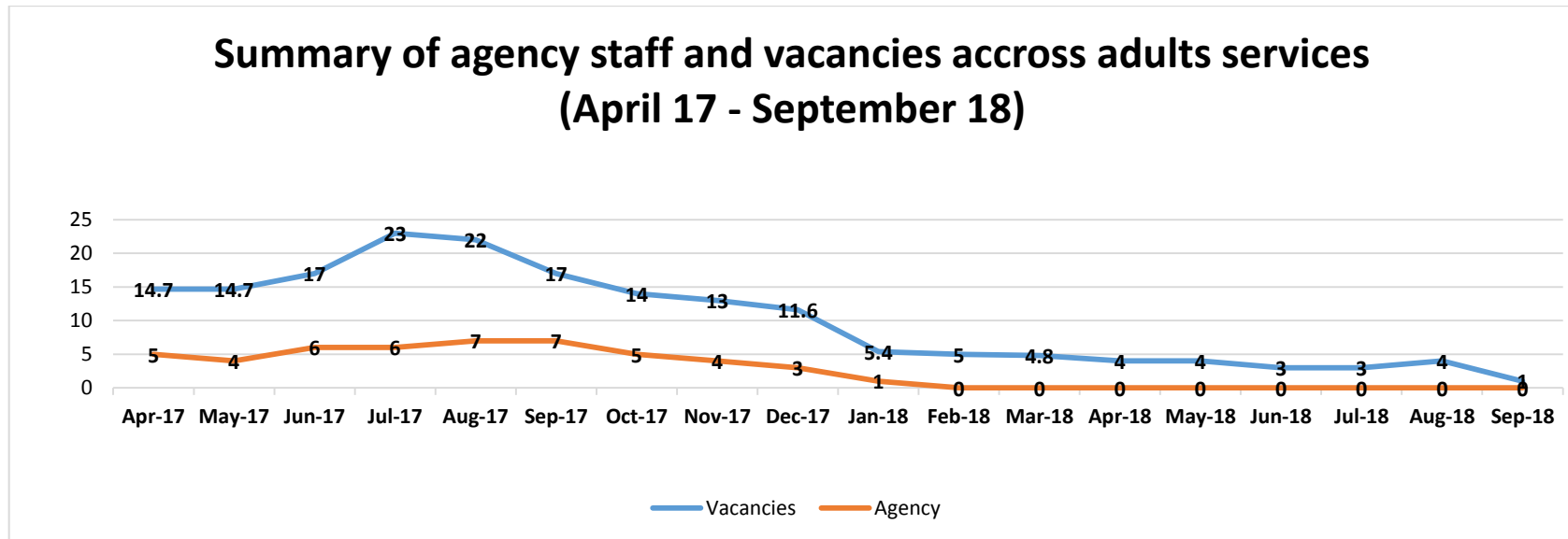
NB. A significant increase in vacancies in 2017 was linked to additional 6x peripatetic Social Workers being created and additional posts following the re-structure of the Safeguarding Team.

The vacancies also include the Reablement Service from Apr 17 onwards and they weren't included in the initial measures. However, are now holding 5 vacancies as additional savings.

There continues to be a steady number of vacancies during this period, the majority of which are in the Social Work Teams and Safeguarding. These vacancies have arisen due to leavers in the previous quarter, employees accessing flexible working arrangements and the release of additional funding.

Mae'r dudalen hon yn fwriadol wag

Direct Payments End to End Times

(1st April 2018 – 30th September 2018)

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Number of new starters	Timescales (*Working days*)	SW completed assessment to DP request	DP request to receipt of DP (*DP start date*)
59 (49 adults/10 children)	**Shortest**	5 days	1 day
	Longest	399 days	210 days
	Average	61 days	68 days

Mae'r dudalen hon yn fwriadol wag

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD**

6 December 2018

**Report of the Head of Commissioning, Support & Direct Services -
Angela Thomas**

Matter for Decision

Wards Affected: All Wards

NEATH PORT TALBOT HOMELESSNESS STRATEGY 2018-22

1. Purpose of Report

To present the Neath Port Talbot Homelessness Review 2018 (the Review) and Homelessness Strategy 2018-2022 (the Strategy) for approval, prior to their publication.

2. Executive Summary

Part 2 of the Housing (Wales) Act 2014 places a duty on the Council to undertake a Homelessness Review and produce a Homelessness Strategy for the period 2018-22 (copy attached at Appendix 1).

A report on the findings of the Review (copy attached at Appendix 2) and the Strategy itself are required to receive political approval and be published by the end of 2018.

This report seeks that approval of both documents.

2. Background

In Spring 2018, the Council commissioned an independent review of how it responds to people facing homelessness in order for us to see how we could build on our current practice and develop new ways of working. This review involved extensive engagement with a variety of stakeholders, in order to identify opportunities for change.

The Strategy sets out how we intend to act on the findings of the review, so that we are best placed to meet the needs of those experiencing or at risk of homelessness, over the next four years and beyond.

The overall aim of the Strategy is to implement an approach that will prevent homelessness wherever possible and effectively support the household when it occurs.

3. The Review

An independent Housing & Homelessness Consultant with extensive experience of the pan-Wales homelessness strategic arena was commissioned to undertake the review, so as to ensure optimal objectivity. The review aimed to ensure a wide range of input by not only talking to those who are involved in the assessment of homelessness and managing it but also stakeholders who work in other policy areas that impact upon homelessness. The review process included:

- Utilising existing information on homelessness which is available through the statistics collected for the Welsh Government (WG);
- exploring the national policy context in relation to homelessness;
- exploring the local policy context and considered how the delivery of homelessness can complement and reflect it;
- drawing from a specific Supporting People Provider Forum meeting, to which all key multi-agency stakeholders were invited;
- interviewing key representatives from all relevant service areas - including housing/homelessness, social services (adult and children's), social care and housing commissioning, the health board, the private rented sector, the Supporting People team, those working in Community Safety, the substance misuse regional team, the DWP, agencies delivering support and social housing providers; and
- holding a focus group with people who have experienced homelessness.

The general finding of the review was that services need to be developed which 'turn off' the demand for the Council Housing Options services. Not only to prevent homelessness earlier, but to ease the pressure on Council staff and allow them more time to effectively manage crisis, when it unavoidably arises.

The review suggested priority areas for action, in order to develop the support and accommodation services, improve their focus, and direct resources more towards crisis prevention.

4. The Strategy

The action proposed in the Strategy seeks to shift the focus from emergency responses, and fulfilling our homelessness duties to households in crisis, by exploring:

- More focussed, community based support to prevent homelessness, before it becomes a crisis;
- evidence based support and accommodation options for people with complex needs, who have experienced repeat episodes of homelessness, and require a range of services; and
- helping people to achieve permanent housing and reduce demand for temporary accommodation.

To this end, it sets out the action required to pursue the following eight priority areas suggested in the Review:

- Early intervention and Prevention
  Strengthening approaches to early intervention and prevention
- Implementing a Multi-Agency Approach
  Targeted support for those with the most complex needs to prevent repeat episodes of homelessness
- Review of temporary accommodation service models
  Help people to access secure permanent accommodation
- Development of specific housing plans
  Focusing on helping people most at risk of experiencing homelessness
- Pooled Budgets
  Making best use of our financial resources
- Partnership Working
  Further strengthening links with partner agencies to better understand needs and demands
- Information Technology
  Enhancing the use of information technology
- Monitoring housing related support services
  Ensuring that the services we commission helps us to deliver our strategy

Arrangements are already being made for a more detailed, multi-agency, implementation action plan to be co-produced with stakeholders in the coming months. Progress against this action plan will be reported to Members annually.

5. Recommendation

It is recommended that Members approve the Neath Port Talbot Homelessness Strategy 2018-22 attached as Appendix 1 to this report and the report of the Homelessness Review 2018 attached as Appendix 2.

5. Reason for Proposed Decision

To comply with the duty placed on the Council by the Housing (Wales) Act 2014 to undertake, produce, and publish a Homelessness Review and Homelessness Strategy, by the end of 2018.

6. Implementation of Decision

The decision is for implementation after the three day call-in period.

7. Equality impact assessment (EIA)

The Equality Act 2010 requires public bodies to assess the likely impact of proposed policies and practises on its ability to comply with the general duty (to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity, and foster good relations between different groups) for all people with protected characteristics.

The action proposed in the Strategy has undergone a full EIA. The outcome of the EIA is that Officers recommend the action is approved by Members because it will have a positive effect on the service provided to any household threatened with or experiencing homelessness, that applies to the Council for help in preventing or relieving their homelessness.

Further information relating to the detail of the Equality Impact Assessment of the action proposed in the Strategy is attached at Appendix 3.

8. Workforce impacts

There are no currently intentional Council workforce implications inherent in any of the action proposed in the Strategy.

9. Legal impacts

The production and publication of the both the Review and Strategy, by the end of 2018, is a duty placed on the Council by the Housing (Wales) Act 2014, as detailed in Chapter 1 of Part 2.

10. Financial impacts

The actions proposed in the Strategy are intended to be cost neutral in the short to medium term and generate longer-terms savings. It is not however possible to accurately cost any such savings at present.

11. Consultation

On 2 August 2018, Members approved a 60 day public consultation period in respect of the strategy.

During this period, 5 August to 30 September 2018, a number of consultation and engagement activities took place. The outcome of this activity has helped confirm the content of the final Officer draft of the Strategy which is the subject of this report.

This activity included:

- An overarching public consultation exercise;
- a specific consultation event for multi-agency stakeholders;
- a specific event for current and former users of homelessness services;
- ad-hoc attendance at partners' pre-existing fora;
- inviting social media response; and
- inviting formal written response.

A detailed report of the outcome of the above activity is attached at Appendix 4.

The volume of response was not statistically significant enough to suggest any negative feedback was representative of any widespread objection and, given how widely the exercise was publicised, could be interpreted as suggestive of general support for the proposed action.

Two organisational respondents suggested that the strategy needed to explicitly reflect the needs of a particular group of vulnerable homelessness service users and so that has been reflected in the final version of the strategy that is the subject of this report.

This was the only substantive change that it was felt needed to be made to the consultative draft version of the strategy previously approved by Members.

This is because all other constructive comments, observations, and suggestions received, that it is actually within the Council's gift to act upon, can and so will be acknowledged and appropriately implemented at the action plan developmental stage, without doing so.

12. Risk Management

There are no currently evident or anticipated risks associated with the actions in the Strategy.

13. Appendices

Appendix 1 - Neath Port Talbot Homelessness Strategy 2018-22
Appendix 2 - Neath Port Talbot Homelessness Review 2018
Appendix 3 - Equality Impact Assessment
Appendix 4 - Consultation Report

14. Background Papers

Housing (Wales) Act 2014
Part 2 - Homelessness
(http://www.legislation.gov.uk/anaw/2014/7/part/2)

15. Officer Contact

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Neath Port Talbot Council Homelessness Strategy 2018-22

"Our Vision is that Housing in Neath Port Talbot will be appropriate, affordable, of good quality, in sustainable communities, offering people choice and support if they need it"

Building Safe & Resilient Communities

Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

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FOREWORD

We are pleased to share with you the Council's Homelessness Strategy for the period 2018 to 2022. We would like to take this opportunity to thank all of the organisations and individuals that have been involved in the review of how the Council currently prevents and responds to homelessness, which informed this document. In particular we would especially like to thank those involved who have themselves used homelessness services.

The strategy outlines in straightforward terms the key issues in Neath Port Talbot and sets out priorities for action in addressing those issues.

In Neath Port Talbot we have an active and productive multi-agency homelessness partnership and the prevention and relief of homelessness is a fundamental element of the partnership members' ongoing collaborative endeavour.

We are determined that the Council will continue to work as effectively as possible with all these partners, across the public, private and voluntary sector, to maximise opportunities to deliver on this Strategy.

Councillor Peter D. Richards	Angela Thomas
Cabinet Member for	**Head of Commissioning**
Adult Social Services and Health	**Support &**
	Direct Services

WHAT IS OUR VISION?

Shaping NPT is Neath Port Talbot Council's Corporate Plan. It sets out what we are going to do to help the county borough become a better place for people to live, learn, work and bring up their families.

The Council's vision is to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer, and prosperous.[1]

This will be achieved by working in partnership with other agencies such as social care, health, education, the third sector, Registered Social Landlords, community organisations, religious organisations and the private sector.

Through partnership working, we will focus on preventing homelessness by ensuring people receive timely, evidence based interventions and can be supported to live in long term sustainable accommodation.

To that end the work of the Social Services, Health and Housing Directorate will embrace the following wellbeing objectives set out in our Corporate Plan 2018-2022:

- **To improve the well-being of children and young people.**
  "All of our children and young people have the best start in life, so they can be the best they can be"

- **To improve the well-being of all adults who live in the county borough**
  "Everyone participates fully in community life - socially and economically"

- **To develop the local economy and environment so that the well-being of people can be improve**
  "The whole of Neath Port Talbot county borough will be a vibrant and healthy place to live, work and enjoy recreational time"

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[1] NPT CBC Single Integrated Plan 2013-2023

The homelessness strategy has a role to play in achieving all these overarching objectives but it is the first two which are most pertinent.

If we all work together to prevent people becoming homeless, the well-being of children, young people and adults will all be improved. In addition, people will have the support they need to contribute to the local economy.

WHAT DO WE WANT TO ACHIEVE?

In Spring 2018, the Council commissioned an independent review of how it responds to people facing homelessness in order for us to see how we could build on our current practice and develop new ways of working. This review involved extensive engagement with a variety of stakeholders in order to identify opportunities for change.

This strategy sets out how we intend to act on the findings of the review so that we are best placed to meet the needs of those experiencing or at risk of homelessness over the next four years and beyond.

The Council's aim is to implement an approach that will prevent homelessness wherever possible and effectively support the household when it occurs. A detailed action plan, will now be co-produced with all relevant stakeholders over the coming few months.

In order to achieve our aim the Council intends to focus on:

1. Developing effective and proactive partnership working with agencies, including community organisations, so that problems can be identified early and support accessed as quickly and as easily as possible.

2. Exploring opportunities for implementing a multi-agency approach, so that those who have experienced repeat episodes of homelessness and have multiple and/or complex needs are supported to live in their own homes. This will be achieved through the delivery of targeted and individualised intensive specialist support: a way of working often referred to as the 'Housing First' model.

3. Reviewing our current temporary accommodation service models and exploring the development of a 'temp to perm' approach to avoid households having to move so often.

4. Development of specific housing plans/strategies that focus on those people that may be at most risk of experiencing homelessness, for example accommodation for single people aged under 35 and veterans.

5. Considering the use of pooled budgets where this may be beneficial - one example where we feel this may offer benefits is the commissioning of accommodation for 18-25 year-old former care leavers and 16/17 year-olds.

6. Strengthen our links with agencies such as the Jobcentre Plus, in order to explore the impact of wider national welfare reform to help inform planning.

7. Looking at how we can utilise information technology to quickly help people and agencies access the support, information and advice they need and for commissioners to gather better intelligence to inform planning.

8. In response to our homelessness strategy, review the current monitoring arrangements for Supporting People Programme Grant (SPPG) funded housing elated support services, so that the Council can understand and assess how the services we provide deliver on the aims of this strategy.

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We propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis, by exploring the following:

1. More focussed community based support to prevent homelessness, before it becomes a crisis.

2. Evidence based support and accommodation options for people with complex needs, who have experienced repeat episodes of homelessness, and require a range of services.

   and

3. Helping people to achieve permanent housing and reduce demand for temporary accommodation.

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WHAT SHAPES OUR THINKING?

There is a wide range of law and national guidance influencing the planning and delivery of homelessness services, including:

The Social Services and Wellbeing (Wales) Act 2014

The Act consolidates existing laws and has an emphasis on prevention and ensuring people have choice and control

Sustainable Social Services for Wales: A Framework for Action 2011

The Welsh Government's agenda for regional commissioning and collaboration in service provision

Wellbeing of Future Generations (Wales) Act 2015

Improving the social, economic, environmental and cultural well-being of Wales

Housing (Wales) Act 2014

There is a strong focus on homelessness prevention imposes new legal duties on Local Authorities

Neath Port Talbot CBC Corporate Plan 2018-2022

Sets out our well-being objectives and priorities

Western Bay Population Needs Assessment

Looks at current and estimated future demand for services

The Housing (Wales) Act 2014 significantly influences the way in which local authorities support those people threatened with or experiencing homelessness. In order to respond to this legislation the Council has shifted its approach to focus on homelessness prevention.

This strategy aims to strengthen our current practice, so that our focus is on the continued development of preventative responses at the heart of our communities, and accommodation and specialist support for those people who have complex needs, and a history of repeat homelessness. In this way we hope to reduce the number of people experiencing crisis and needing emergency responses.

WHAT DO WE KNOW ABOUT HOMELESSNESS IN NEATH PORT TALBOT?

- The number of households who have been found homeless and who the Council has a duty to help find accommodation for has risen by 21% since 2015-16. (537 households over 2015-16, rising to 652 households in 2017-18).

- This has led to increasing pressure on the resources provided to meet the Council's duties.

- The number of households in temporary accommodation has also seen an increase.

- This increase has led to far more use of Bed & Breakfast accommodation for single people.

- The issues faced by single people with complex needs have led to more demand on services: not just housing, but a variety of other services including criminal justice, substance misuse services, mental health, and other health services.

- The Community Safety team have developed the Street Vulnerable Multi Agency Risk Assessment Committee (SVMARAC), chaired by South Wales Police, which brings agencies together to discuss potential solutions.

- A large proportion of the cases discussed are either street homeless or very vulnerably housed.

- The Council utilises a large proportion of its Supporting People budget to provide services that support people in their homes with the aim of preventing them becoming homeless.

- The number of people found homeless in the County Borough is predominantly coming from a small proportion of Council Wards, as indicated below:
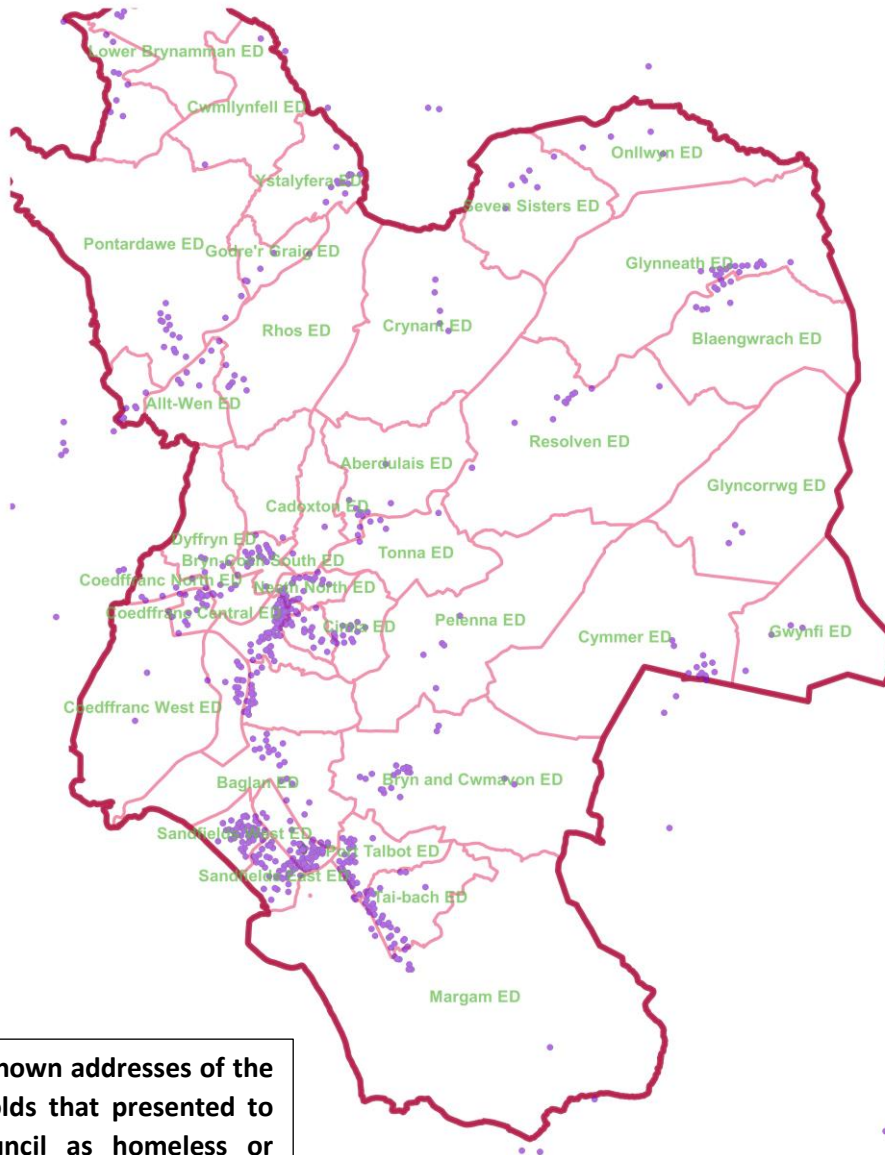
● **Last known addresses of the households that presented to the Council as homeless or threatened with homelessness during 2017/18.**

WHAT DO WE PLAN TO DO?

We are an ambitious Council and there is much we want to achieve to make sure that those threatened with or experiencing homelessness get the right support and accommodation, at the right time, and that those with the most complex needs are supported to secure long term accommodation.

The following section outlines the areas of priority that we are planning to take forward over the next four years and beyond. These priorities will be the focus of a detailed implementation action plan that will be developed over the coming months.

Priority One: Early intervention and Prevention

Strengthening approaches to early intervention and prevention

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We will work with other agencies and our local communities to ensure that we can identify issues at an early stage. By working in partnership with other agencies we will make sure that those at risk of homelessness get the right support at the right time and in the right place.

Where are we now?

We have a number of different services to support those threatened with or experiencing homelessness. We are reviewing these services to ensure that we are making best use of our available resources, including local communities. We will continue to build on our current work to implement more preventative interventions, which will result in a reduction in the number of people requiring short-term emergency accommodation.

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Where are we going?

We will look at how we can work with and within our local communities to help prevent homelessness and make sure the services we purchase deliver the right outcomes. We will also look at how people currently access these services and explore the potential to shift more resources from crisis interventions to prevention.

Priority Two: Implementing a Multi-Agency Approach

Targeted support for those with the most complex needs to prevent repeat episodes of homelessness

We know that some people have a range of complex needs and require help to maintain sustainable long-term housing. The *Housing First* model seeks to provide people with permanent housing and specialist targeted support. This model aims to reduce the need for temporary emergency housing and prevent people from experiencing repeat episodes of homelessness.

Where are we now?

We currently have high numbers of people in temporary accommodation and B&B provision. In addition, the review there are a significant number of people in Neath Port Talbot that have complex needs and a history of repeat homelessness. These people require a variety of services.

Where are we going?

We will work with our Housing Associations partners who are implementing the Housing First model in Neath Port Talbot and help them to utilise the expertise of a range of key partner organisations, such as the Local Health Board.

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Priority Three: Review of temporary accommodation service models

Help people to access secure permeant accommodation

We will undertake a review of our temporary accommodation offer and explore the possibilities of implementing a 'temp to perm' model.

Where are we now?

There is a high demand for temporary accommodation and so we are having to use B&B. Some people are leaving temporary accommodation unable to sustain longer-term accommodation, resulting in them returning to temporary accommodation.

Where are we going?

We want to help people that leave temporary accommodation maintain a long-term tenancy and so reduce the number repeatedly being threatened with or becoming homeless. To do this we will explore how we can work with landlords to implement a model that can offer those in temporary accommodation more permanent options.

Priority Four: Development of specific housing plans/strategies

Focusing on helping people most at risk of experiencing homelessness

There is a need to review the range of accommodation options for our most at risk client groups; including single people under the age of 35 and other priority need groups.

Where are we?

We know that we need to look at how wider changes, such as welfare reform influence our planning and inform the development of accommodation options and services.

Where are we going?

The development of specific housing plans will help us to better understand and address the housing needs of our local communities. These plans will set out how we intend to respond to our current and future challenges in order to ensure that our local residents have a range of suitable and affordable housing models.

Priority Five: Pooled Budgets

Making best use of our financial resources

Pooled budgets may help us to achieve better value for money and streamline processes for accessing support. In particular there is potential to consider the use of a pooled budget for the delivery of accommodation and support solutions for 18-25 year-old care leavers and 16/17 year-olds threatened with or experiencing homeless.

Where are we?

Although there is good partnership working between children and young people's social services and our housing options team, each currently commissions responses for young care leavers with housing needs separately.

Where are we going?

We will explore the possibility and potential benefits of implementing a pooled budget for services provided to 18-25 year-old care leavers and 16/17 year-olds threatened with or experiencing homelessness

Priority Six: Partnership Working

Further strengthening links with partner agencies to better understand needs and demands

There has been considerable change nationally, including recent welfare reform and there is a need for us to work closely with other organisations such as the Jobcentre Plus in order to help inform our planning, commissioning and delivery of support.

Where are we now?

There is still potential to further build on our current partnership working with agencies to help us develop robust responses for those threatened with or experiencing homelessness.

Where are we going?

We will actively seek to strengthen our current partnership working arrangements with those agencies that can help support our planning.

Tudalen76

Priority Seven: Information Technology (IT)

Enhancing the use of information IT

Increased and improved use of IT can help ensure that people and agencies have quick access to the right support, information and advice. In addition, improved systems support commissioners in data-gathering to inform planning

Where are we now?

We recognise the importance of accurate data to ensure that commissioners can better understand the needs of those accessing homelessness services. Robust digital systems will also help to streamline processes and provide people with timely access to accurate information and advice.

Where are we going?

We will review our current digital systems and reporting processes and consider options for improvement. We will also explore how IT could be better used to help deliver information, advice, and assistance.

Priority Eight:

Monitoring Supporting People Programme Grant (SPPG) funded services

Ensuring that our commissioning helps us to deliver our strategy

In order to ensure successful delivery of our strategy, we will update our current monitoring arrangements for SPPG so that we can understand how the services we commission meet the aims of our strategy.

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Where are we now?

We have robust monitoring arrangements in place to understand the impact of the services we commission. These tools need to be refreshed to reflect the implementation of our strategy.

Where are we going?

New monitoring standards will be developed and implemented so that we can understand how the services we commission help us to achieve our objectives.

IMPLEMENTATION AND MONITORING

This document represents a medium term strategy which will be implemented over the next four years. We will work with our stakeholders to develop a detailed action plan setting out how we will achieve our priorities. This action plan will include accountable leads and outline how we will can evidence that the objectives have been achieved.

Progress against this action plan will be reported annually to the Social Services Health & Housing Scrutiny Committee.

CONCLUSION

The needs of people threatened with or experiencing homelessness are often complex and multiple, as such we aim to strengthen partnership working to help prevent and reduce homelessness.

To do this we will explore new models and approaches so that we can shift the focus from managing emergencies and crisis towards a way of working that supports prevention and sustainability of long-term accommodation.

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This document is intended to be an open statement for our residents and providers of services to understand our intentions and our ambitions. The development of this draft strategy will allow our stakeholders, including those who use or have previously used homelessness services, to influence and contribute to our future developments.

Our strategy will be a working document that will be reviewed on a regular basis to ensure that it remains fit for purpose and focus on the changing needs of people in Neath Port Talbot.

REFERENCES

Housing (Wales) Act 2014

http://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en

 Neath Port Talbot CBC Corporate Plan 2017-2022

https://www.npt.gov.uk/15847

Neath Port Talbot CBC Strategic Business Plan for Adult and Children's Services

https://democracy.npt.gov.uk/documents/s34372/People%20Directorate%20Strategic%20Business%20Plan%202018-2019%203.pdf

Sustainable Social Services for Wales: A Framework for Action 2011

http://gov.wales/topics/health/publications/socialcare/guidance1/services/?lang=en

The Social Services and Wellbeing (Wales) Act 2014

http://gov.wales/topics/health/socialcare/act/?lang=en

Wellbeing of Future Generations (Wales) Act 2015

http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en

Western Bay Population Needs Assessment 2016 - 2017

http://www.westernbaypopulationassessment.org/en/home/

Neath Port Talbot Homelessness Review
2018

Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

Part 1 - Introduction, methodology and policy/legal context

1.1 Introduction and purpose of this document

The Housing (Wales) Act 2014 requires all Welsh Councils to review how they are preventing and responding to homelessness. Any review is then expected to inform a strategy which will frame the direction for services over the following years.

This document details the findings of a review of existing services within Neath Port Talbot (NPT). It not only focusses on its housing services, but also explores the policy context in which they exist and whether the response to homelessness is complimentary to the wider strategic direction within the area.

It is not the purpose of this document to recommend a way forward. The aim of this document is to present the evidence, discuss and explore potential developments and allow the strategy it informs to make recommendations on policy direction.

1.2 Methodology

An independent Housing & Homelessness Consultant with extensive experience of the pan-Wales homelessness strategic arena was commissioned to undertake the review so as to ensure optimal objectivity. The review aimed to ensure a wide range of input by not only talking to those who are involved in the assessment of homelessness and managing it but also stakeholders who work in other policy areas that impact upon homelessness. The review process has included:

- Utilising existing information on homelessness which is available through the statistics collected for the Welsh Government (WG);
- exploring the national policy context in relation to homelessness;
- exploring the local policy context and considered how the delivery of homelessness can complement and reflect it;

- drawing from a specific Supporting People Provider Forum meeting, to which all key multi-agency stakeholders were invited;
- interviewing key representatives from all relevant service areas - including housing/homelessness, social services (adult and children's), social care and housing commissioning, the health board, the private rented sector, the Supporting People team, those working in Community Safety, the substance misuse regional team, the DWP, agencies delivering support and social housing providers; and
- holding a focus group with people who have experienced homelessness.

There were aspects of the findings which influenced how the review developed. Issues/priorities were highlighted, as the interviews were undertaken, and this allowed the review to focus on these areas and consider them in greater depth. Any strategy developed, as we move forward, needs to reflect on the priorities identified.

For the purposes of publishing this document, as required by the WG, any personal and/or sensitive data relating to any specific person or agency has been removed; as have any personal/subjective observations.

In the following section we explore the policy direction around homelessness and the significant new duties that have been introduced by the Act.

1.3 The national policy direction for homelessness

For many years the emphasis in relation to responding to homelessness in Wales has been to focus on how we prevent it. This focus has been advocated by the WG and adopted by Councils and other agencies.

This policy approach has led to services being developed and established, to help people as early as possible in relation to any housing need they have and, wherever possible, work with them to find a solution before it leads to crisis.

In 2015, Part 2 of the Housing (Wales) Act 2014 was implemented to reflect this emphasis on prevention. The Act introduced several new duties. To meet these duties Councils were encouraged to make better use of services which had already been established. It was very much a key aim of this review to determine if, in NPT, the appropriate services are in place and are meeting the duties introduced.

Following the introduction of the Act, the Welsh Audit Office (WAO) has recently undertaken a review, to establish if the prevention of homelessness was embedded within the culture of Councils in Wales.

The findings suggest that Councils still have some way to go and it states that they "continue to focus on managing people in crisis rather than stop it from happening"[i]. The findings of the report have informed this review in relation to the services delivered in NPT.

However, it is not just in the homelessness field that prevention is seen as key. All WG Health, Social Care and Wellbeing policy and legislation is highlighting the need for a more robust and extensive prevention approach. There is enormous potential to develop a synergy around these national policies and their focus on prevention activity, to optimise the effectiveness of homelessness services.

The review needed to reflect upon this and consider how agencies can work better in partnership; not just in relation to preventing homelessness, but in preventing a variety of factors which impact upon individuals' well-being. All evidence suggests that the more we work in partnership to improve this, the less likely it is that an individual/household will have a housing crisis and fall into homelessness.

[i] The Welsh Government's Supporting People Programme August 2017 Wales Audit Office

The review was mindful of a substantial body of leading, worldwide, recent research suggesting we need to take an alternative approach to homelessness. Approaches like 'Housing First', which advocate permanent housing options for homeless people with support delivered to it, rather than the short term 'hostel' approach, is increasingly evidencing more effective outcomes, in tackling long-term homelessness. The diagram below, which was originally developed in Canada (ii), offers a simple summary of how services could potentially move forward.

Can we move from this...

Prevention → EMERGENCY RESPONSE → Accommodation & Supports

...to this!

PREVENTION → Emergency Response → ACCOMMODATION & SUPPORTS

(ii)   Homeless Hub Canada (http://homelesshub.ca)

NEATH PORT TALBOT HOMELESSNESS REVIEW 2018

The diagram suggests that, traditionally, commissioners have focussed resources on providing the 'emergency response' which support households when they are experiencing a housing crisis: the suggestion being that if we re-focus resources and target them more around prevention and long-term support, for those who need it, we could be able to avoid spending on, and time delivering, the emergency response.

Housing First approaches, with an emphasis on prevention and long-term support, have been developed across North America and Europe and have now gained the support of both UK and Welsh Governments. With so much international evidence suggesting a different approach may be more effective, the review reflected upon what could be learned in relation to services in NPT and how they could potentially shift from the more traditional approach.

Part 1 of this document focusses on how housing services are currently meeting homelessness duties. Part 2 of the document then takes a broader view to consider the local policy context and how other stakeholders are involved in preventing and managing homelessness. Part 3 of the document then draws these two elements together to consider options which could be explored within the Homelessness Strategy.

1.4 The Duties introduced by the Housing (Wales) Act 2014

Part 2 of the Housing (Wales) Act 2014 brought into force new duties on Councils. Previously the legal duties of Councils focussed on those households who became homeless and then only if they passed a number of 'tests' to determine if they were legally entitled to assistance.

The new Act has changed this. The legal expectations on Councils have been broadened quite significantly. Since the Act, Councils now have a duty to assist all households who face homelessness, regardless of whether they 'fit' into the priority need categories. The following sections of the Act break down the responsibilities Councils now have; ie:

- Section 60 - a duty to provide accessible and free advice and information about homelessness and the prevention of homelessness. This service should be available to everyone who approaches the authority, regardless of any local connection;
- Section 62 - a duty to assess all households who approach the authority with a housing issue to determine if they are homeless or threatened with homelessness;
- Section 66 - Once the household has been assessed and found to be at threat of homelessness, a duty to assist that household to try and prevent homelessness by taking all 'reasonable steps';
- Section 68 - a duty to provide temporary accommodation to households whom the Council has reason to believe are homeless and may be in priority need;
- Section 73 - Once the household has been assessed and found to be homeless, a duty to assist the household in relieving their homelessness; and
- Section 75 - Once the duty under section 73 has ended, if the household is homeless, has a local connection and fits into one of the priority need groups; (i.e. has children, is 16-17 years old, has mental ill health or learning disabilities, is fleeing domestic abuse, is an 18-21 year old care leaver, has recently left the armed forces), the authority has a duty to secure accommodation for the household.

In Part 2, this report explores all these stages / duties of the act and considers, through the feedback it has received, how the Council is currently delivering at each separate stage.

Part 2 - How is Neath Port Talbot Responding to the homelessness duties in Housing (Wales) Act 2014?

The following section reports on how the Council is currently delivering on the housing duties. It considers evidence collected though the national statistics, through meetings with staff delivering the duties, and from wider meetings/discussions with other agencies.

2.1 Section 60 - The duty to provide free and accessible housing advice and information

In considering the effectiveness of meeting this duty, the review first explored information on the Council's website.

The website displays the contact telephone number prominently at the top of the site; there is a link to Shelter's Cymru App; and the site allows the individual to click on to other services around housing.

The Council also provides advice and information in other ways. It utilises its voluntary partners by providing information on the housing service and the legislation in their offices for households to access.

There is also a service provided by Shelter Cymru, which provides advice and support to all households. At the time of the review the caseworker in NPT had recently left and was due to be replaced. Housing Options staff were very positive about the relationship they'd developed with the previous caseworker and the partnership approach they had established.

2.2 The First Contact

When a person wants to contact the Council for housing advice they can telephone, e-mail a generic inbox, or present to a Council office.

A duty system is in place and the case is picked up by the officer who is on duty. Wherever possible, it is then this officer who manages the case until a resolution is found/duties have been discharged.

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It is at this stage that housing advice is provided to all those who present, even when this is all that is necessary. An advice pack has been developed and this is given to those who need it, as well as being available in agencies within local communities.

In relation to moving forward and effectively meeting Section 60 duties, discussions indicate that:

- The authority recognises the need to re-design the website and make it more 'user-friendly'; and
- it can see the benefits of exploring an IT system which would allow households to outline their housing needs and apply for assistance online.

2.3 Section 62 - The duty to undertake an assessment

The Council has a duty to assess every household who could be at threat of or experiencing homelessness, regardless of any criteria such as whether they are likely to be in priority need or whether they have a local connection.

The authority undertook 1,772 assessments over 2017-18. Of these households assessed, 1,397 were found to either be homeless or at threat of homelessness within 56 days, with the remaining 375 neither at threat of homelessness nor homeless.

To undertake these assessments, the authority employs a team of 'Housing Options' staff. These staff not only undertake the assessment, but then support each household to either prevent or resolve their housing issue. They also employ staff to manage and support temporary accommodation, so they can fulfil their duties around providing interim accommodation.

To directly fulfil all these duties, the authority currently employs the following staff:

- 1 full-time equivalent (FTE) Housing Options Manager;
- 11 FTE Housing Options Officers (undertaking assessments and supporting households to meet the housing need identified / prevent homelessness);
- 13 FTE officers working in a variety of roles around the management of temporary accommodation and supporting households staying there;
- 1 FTE officer to access support and manage the 'support gateway'; and
- 3 FTE officers to operate the social lettings agency to source private rented sector options and support landlords with the tenancies secured.

As well as this staff team (employed directly), the authority works in close partnership with voluntary agencies who have specialist knowledge to support the team in preventing and managing homelessness. Four agencies, funded by the WG Homelessness Prevention Grant, are co-located with the Housing Options Team and although they don't directly deliver on the legislation requirements they support the team to do so through the provision of:

- Mediation services between young people and their parents / carers to allow them to stay at home;
- specialist support and advice for those struggling with mental ill health;
- bond finance and support for young people to help them secure affordable private rented accommodation; and
- assertive outreach for those with complex needs/rough sleeping and providing links with the housing options team.

The service is responding effectively to expectations to assess households and then deliver on the duties. A more detailed analysis of the response to each significant duty follows:

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2.4 Section 66 - The duty to take reasonable steps to prevent homelessness

Following on from the assessment, a decision is made depending on the household's situation. If they are found to be at threat of homelessness within 56 days, then the local authority has a duty to assist the household to try and prevent this.

The following table indicates the numbers of households who have been found at threat of homelessness, since the new act was introduced, and the number where actions were taken to successfully prevent it:

	2015-16	2016-17	2017-18
Number of households found at threat of homelessness	384	360	351
Number of these successfully prevented	201	195	195
% of households prevented at this stage	52%	55%	56%
Average % across Wales prevented at this stage	65%	62%	TBC

If the 8.5% rate of biennial decrease between 2015-16 and 2017-18 were to continue throughout the life of the strategy, then the number of households found at threat of homelessness in 2021-22 would be 294 (i.e. a cumulative 23% reduction since 2015-16. However the combination of potentially further negative developments, such as the ongoing roll-out of universal credit and conversely, the successful implementation of the Homelessness Strategy Action Plan, will undoubtedly impact on this progression.

The introduction of this duty reflects the importance WG is now placing on the prevention of homelessness. As discussed, the expectation is that all households are assisted at this stage, regardless of any 'priority need'.

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In relation to the percentage of households prevented from becoming homeless at this stage the authority falls below the national average, but not significantly.

The WG expects the local authority to be able to evidence the 'reasonable steps' it has taken to prevent homelessness with these households.

The following table details the % nationally and the % locally of the key step taken in prevention cases over 2016-17:

Key step taken to prevent homelessness and allow household to remain in own home during 2016-17	% of NPT prevention cases	% of national prevention cases
Mediation / conciliation	0%	17%
Financial payments	13%	11%
Debt and Financial Advice	8%	7%
Resolving rent or service charge arrears	5%	18%
Resolving Housing / Welfare Benefit issues	5%	9%
Measures to prevent domestic abuse	3%	4%
Negotiation in the private rented sector	4%	18%
Mortgage advice, etc.	0%	2%
Providing other assistance or specialist support	62%	14%

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The other figures in relation to Section 66 collected, which are useful to consider are the reasons a household has been found at threat of homelessness. The following table highlights the reasons in NPT and compares with the national average:

Reason for household being found at threat of homelessness (s66)	% of NPT cases 2016-17	% of national cases 2016-17
Parents no longer willing to accommodate	10%	14%
Other relatives no longer willing to accommodate	8%	9%
Breakdown in relationship (violent)	18% (8%)	12% (5%)
Other violence / harassment	2%	1%
Mortgage arrears	0%	1%
Rent arrears	10%	10%
Loss of rented accommodation	7%	36%
Prison leaver	0%	2%
Leaving care / institution	2%	3%
Property unaffordable	8%	4%
Property unsuitable	8%	4%
Other (including homeless in an emergency, returned from abroad, sleeping rough or in a hostel)	27%	4%
	100%	100%

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As the table indicates, the reasons leading to a threat of homelessness in NPT are broadly similar in proportion to those nationally. However, there are areas which need to be highlighted.

From the figures, it appears that people becoming at threat of homelessness due to the threat of loss of rented accommodation is proportionally far lower in NPT than the national average.

The other figure to highlight is the relatively high proportion of households who are being found at threat of homelessness through 'other' reasons.

In relation to this stage of the legislation, discussion centred on the importance of two steps; the homelessness prevention fund and the use of support (i.e. if a support service can be offered the landlord may withdraw s21 notice if they are confident any tenancy issues will be dealt with).

However, there were challenges encountered at this stage. The reality of being at threat of homelessness within 56 days can often be less definitive. For example, a landlord can issue notice, which means that the household is at threat of homelessness within 56 days. However, this doesn't necessarily mean the household will always lose the accommodation within that time (e.g. the landlord may delay taking, or indeed never take, legal action to enforce the notice). This can lead to cases remaining open for long periods of time.

2.5 Section 68 - The duty for provide interim accommodation

If prevention of homelessness work fails and the household becomes homeless, the Council has a duty to provide interim accommodation if it has 'reason to believe' the household will fit with the priority need criteria.

The current provision has not proved adequate in terms of housing all those who have been found eligible for the duty.

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The use of temporary accommodation (especially B&B in a neighbouring Council area) wasn't always seen to be effective and in setting up alternatives the Council is aware of the need to reflect on what its purpose will be and how it will work to avoid repeat presentations.

Considering this, additional hostel provision will soon open and the authority is also having discussions with local churches and voluntary organisations, with a view to establishing night shelter provision over the winter months.

In summary, the key challenges for tenants housed on a temporary basis cited by the team were as follows;

- Welfare reform and especially universal credit;
- the difficulty of moving households on, especially those with ever more complex issues; and
- the fact that households are often expected to move quickly once an offer of accommodation is made.

2.6 Section 73 - The duty to take reasonable steps to alleviate homelessness

This duty is triggered when it is no longer possible to prevent homelessness. Once more, all households are eligible for this assistance. The expectation is that all reasonable steps are taken to help secure suitable accommodation likely to remain available for six months, regardless of the household's priority need or local connection.

The following table illustrates the number of households found through the assessment process to be homeless over the previous three financial years and the proportion who had their homelessness successfully alleviated:

	2015-16	2016-17	2017-18
Number of households found homeless	537	426	652
Number of these successfully alleviated	246	180	275
% of households alleviated at this stage	46%	52%	42%
Average % across Wales alleviated at this stage	45%	41%	41%

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The number of households found to be owed this duty reduced by 21% in NPT over the first two years of the legislation, but then increased again substantially over 2017-18. In relation to the percentage of households alleviated at this stage, NPT has remained above the national average and was quite significantly so in 2016-17.

If this rate of biennial increase were to continue throughout the life of the strategy, then the number of households found at threat of homelessness in 2021-22 would be 955 (i.e. a cumulative 78% increase since 2015-16). However the combination of further potentially negative developments, such as ongoing roll-out of universal credit and conversely, the successful implementation of the Homelessness Strategy Action Plan, will undoubtedly impact on this progression.

It is also interesting to reflect upon the number of households found to have a duty at this stage, compared to the prevention stage, in 2016-17.

	NPT	Wales
Number of household found to have s66 'prevention' duty	360	9210
Number of households found to have a s73 'alleviation' duty	426	10844
% of households of s66	46%	46%
% of households of s73	54%	54%

The table indicates that the proportion of each duty accepted is in line with the Welsh average.

Councils are also asked to collect which housing option was secured to alleviate homelessness at this stage. The following table details the % nationally and the % locally of the type of accommodation found to alleviate homelessness cases over 2016-17:

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Type of accommodation found to alleviate homelessness during 2016-17 and the	% of NPT	% of national
Non-self-contained supported accommodation	3%	12%
Private rented sector (PRS) accommodations with landlord incentive	8%	16%
PRS without landlord incentive	27%	16%
Accommodated with friends / returning home	5%	9%
Self-contained supported housing	7%	10%
Social housing (Council)	2%	17%
Social housing (Housing Association)	47%	17%
Low cost home ownership scheme, low cost market housing solution	0%	0%
Other assistance or support	1%	3%

The table suggests the authority is continuing to utilise social housing in a large proportion of cases. As it doesn't retain its own stock it is understandable that local authority housing is very rarely used.

It is worth exploring the use of supported housing at this stage. It appears its use is less than that nationally, but this may well simply reflect the lack of available provision.

The reasons a household has been found homeless at the s73 are also recorded. The following table highlights the reasons in NPT and compares with the national average:

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Reason for household being found at threat of homelessness (s66)	% of NPT cases 2016-17	% of national cases 2016-17
Parents no longer willing to accommodate	14%	15%
Other relatives no longer willing to accommodate	14%	13%
Breakdown in relationship (violent)	31% (14%)	21% (11%)
Other violence / harassment	2%	2%
Mortgage arrears	0%	1%
Rent arrears	4%	3%
Loss of rented accommodation	3%	18%
Prison leaver	11%	12%
Leaving care / institution	1%	3%
Property unaffordable	1%	1%
Property unsuitable	6%	3%
Other (including homeless in an emergency, returned from abroad, sleeping rough or in a hostel)	12%	7%
	100%	100%

As the table indicates, the reasons leading to homelessness in NPT are broadly similar in proportion to those nationally.

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2.7 Section 75 - The authority has a duty to house

Once the authority has tried to prevent/alleviate homelessness and this has not been possible, households are assessed to explore if they fit into priority need criteria, (which looks at their possible vulnerability). If they meet these criteria, the authority then has a legal duty to house these households.

The following table indicates the number of households found to have the full housing duty over 2016-17 in NPT and the number of these who were 'positively discharged'. It looks at the % of these and compares it with the national average.

	2015-16	2016-17	2017-18
Number of households owed full housing duty	78	96	69
Number of these households positively discharged	42	63	64
% positively discharged	55%	65%	93%
% nationally positively discharged	80%	81%	78%

As the table indicates, the % of households owed a full duty and who have this duty successfully discharged, has been significantly lower than the national average in the first two years but increased significantly and exceeded the national average last year.

A key point made in feedback from discussions with the Housing Options Service, was the difficulty faced in finding sustainable housing solutions for those households, (usually single), with a variety of complex needs and issues.

These households are often 'revolving' around the housing system. Presenting to the Council, being placed in temporary or permanent accommodation, but for a variety of reasons this accommodation failing and the household starting the process again.

There will be further consideration in relation to these households in various parts of this report. The authority needs to reflect on why certain households find it so hard to retain housing and how it can work in partnership with other agencies to help this group succeed in future.

Part 3 - The Local Policy Context

This part of the review goes beyond what the authority is legally obliged to do under its homelessness duties and starts to explore how it is deploying services to prevent homelessness in a far broader sense.

To consider this it is important to reflect on the strategic direction of the authority and its overarching aims in relation to developing and improving its services.

The overarching Corporate Plan has been developed this year and sets out a vision for the next 4 years (2018-2022). The plan's purpose in Shaping NPT is to ensure that everyone has "a better life, in a better place, for a better future", and to achieve this it sets out 3 key well-being objectives. These are:

- To improve the well-being of children and young people;
- to improve the well-being of all adults who live in the county borough; and
- to develop the local economy and environment so that the well-being of people can be improved.

In relation to meeting these objectives the homelessness strategy has a role to play in all three, but it is the first two which are most pertinent.

If everyone works together to prevent people becoming homeless, then the well-being of children, young people and adults will all be improved.

Sitting under the Corporate Plan are other strategic documents which include (and are particularly relevant in this context), the Housing Strategy and the Social Services 'Strategic Business Plan for Adult and Children's Services'; as well as

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documents such as the 'Local Supporting People Plan', 'The Plan for Adult Social Care' and 'The Plan for Children and Young People Services'.

There are also broader regional documents, including the 'Western Bay Area Plan' (predominantly focusing on improving social care and well-being), as well as the 'Western Bay Supporting People Regional Plan'.

The key focus of all these plans is prevention; whether that be preventing people needing costly health services, costly social care services, costly criminal justice services, or costly substance misuse services, etc. Any homelessness strategy needs the same preventative focus.

In relation to the Housing Strategy, its vision is that "housing in NPT will be appropriate, affordable and of good quality, in sustainable communities, offering people choice and support if they need it". This review looks at to the extent this has been achieved. Homelessness is often an indicator of this failing in some way and it needs to consider how this can be avoided to help meet the vision outlined.

In the Strategic Business Plan for Adult and Children's Services there is a desire to develop an 'asset based' approach which explores how communities themselves can take the lead in developing their strengths and resilience. It advocates a 'one front door' approach to access services and highlights the need for robust information, advice and assistance services.

This review looked to identify the extent to which Housing and related services are involved in this vision and the opportunities to become more involved. Each strategy strives to ensure people's issues are identified early and then supported at the right time and acknowledges that it is essential services are placed right in the heart of communities and develop a detailed knowledge of how communities operate and the people within them.

To explore the extent to which the prevention of homelessness and housing services are/can play a full role in this agenda, the review explored a variety of different service areas through interviews with key stakeholders and by exploring current

service provision and demands. The following sections explore the findings of this research and discussion, by detailing how different service areas are responding.

Linking Homeless Prevention with Supporting People Programme Grant (SPPG) funded Services

SPPG is a specific grant, allocated by the Welsh Government to all councils in Wales, to provide housing related support. This support is delivered to households to support them maintain their tenancy and ease pressures on more intensive services, such as health and social services. It is delivered by a wide variety of agencies commissioned by Councils, utilising the ring-fenced grant it receives.

The funding can support people with a variety of needs including people struggling with mental ill health, young people, those experiencing domestic abuse, those with substance misuse issues, ex-offenders and those who have become or are threatened with homeless, older people, and people with a learning disability.

As these services have developed since the introduction of the fund in 2003, they have played a significant part in the prevention of homelessness agenda and local authorities have been encouraged by the Welsh Government to commission services to support them meet the duties introduced by Part 2 of the Housing (Wales) Act 2014.

Those working in Supporting People in NPT are based in the Social Services Health & Housing Directorate's Common Commissioning Unit and are responsible for the development and commissioning of services to meet the objectives outlined above.

In Neath Port Talbot there is an annual Supporting People budget of around £4.7m. This effectively pays the revenue costs of staff providing support to individuals and families to maintain their housing. Approximately 71% of the grant funds 'floating support', i.e. support which floats around the community into people's homes, and 29% funds 'fixed site' projects, i.e. accommodation specifically commissioned with support on site.

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In relation to how the budget is allocated, just under 50% is used for staff operating the floating support services, with the remainder funding the staff in fixed projects.

The Role of Floating Support Services

In relation to 'floating support' the total budget in 2018-19 equated to £2.1m and £1.7m of this funding is utilised to fund three services:

- The Prevention and Well-Being Support (PAWS) Service;
- Community Independence Service (CIS); and
- Homelessness Prevention & Relief Support Service.

There are also a number of smaller floating support services working as 'specialists' to support households experiencing domestic abuse.

Each of these 3 major services have similar objectives. They work in communities, supporting households to prevent them becoming homeless/help them maintain their independence. Each service works with all age groups and people who could potentially be experiencing a variety of issues over and above any housing issue.

The Council has agreed the need to explore how each is currently operating and their current contribution to the prevention of homelessness; in the context of developing resilient communities, by helping people to help themselves.

The PAWS Service

The Supporting People Team have conducted an extensive amount of work in determining how to deliver services in the most effective manner. This work has focussed on ensuring they are delivered at the right time and in the right place, i.e. are delivered early before crisis wherever possible and are accessible to the communities of NPT.

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From the evidence gathered during this work the team concluded, that services should be established to work area by area in Neath Port Talbot, rather than having 'specialist' services delivering support to specific client groups. This does not mean that no specialist support is delivered, just that it is part of a broader service. The Supporting People Lead described it as "not generic, but multi-specialist".

Last year the team brought together a variety of existing floating support services, and by utilising existing funding, tendered for a replacement service to work across the county borough, but with an emphasis on locality-based support.

The aim of this exercise was to re-model support so that in each area there is one support service for those at threat of homelessness. The theory behind such an approach is that, as the service is based in a specific area, the support workers can develop 'local intelligence' of their patch and form and nourish working relationships with local agencies/community groups, charities, food banks, etc. These relationships then ensure that, when a potential housing issue is spotted by those organisations, they can call on the support of the worker in that area (who they know well) to prevent homelessness.

By focussing the teams within a locality, the Supporting People Team can deliver a more cost-effective service with less travel time.

The support is delivered in 4 areas of the County and is expected to support approximately 340 households at any one time, who can live in any type of housing tenure.

How is the service accessed?

To access the service currently a referral needs to be made to the 'Gateway' officer who sits in Housing Options.

Referrals into PAWS

As discussed, the service is relatively new, but we do have referrals information for the first year of its operation:

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- Over 2017-18 the service received 628 referrals;
- 72% of these referrals came from housing organisations;
- 323 of referrals (51%) came from Housing Associations; and
- 92 referrals came from Housing Options, equating to 15%.

The Community Independence Service (CIS)

This service is a floating support service which employs the equivalent of 16.5 full time support staff. The service covers the entire County Borough but is not delivered on a locality basis. The service supports approximately 142 households at any one time.

Since its inception the service has worked closely with Social Services and has predominantly worked with households / individuals who have an assessed 'care need'.

However, with the introduction of the Social Care and Well Being Act, the emphasis on prevention has led to the service moving away from this criteria and is now supporting any household referred, so that the pressure on more traditional care services can be reduced.

How is the service accessed?

Previously the service utilised the Adult Social Care Gateway for referrals, but it has now adopted 'Open Door' principles. This means that referrals are encouraged from a broad variety of agencies and groups and are sent directly to the service, which assesses need and provides support accordingly.

If higher needs are recognised they are referred into the adult services gateway for a statutory service, but the aim of the support is to get to people early and avoid this, if possible.

Under the new 'Open Door' principles the service does not operate a waiting list and responds to households 'on demand'; trying to meet their housing support needs and maintaining their independence within the community. The service is delivered in partnership with a variety of partners, including the 'Community Connectors' and 'Local Area Co-ordinators' (the role of these services will be discussed later in the report).

Referrals into CIS

With the new 'Open Door' approach the referral process for the service is changing and becoming much simpler for all involved.

Over 2017-18 the service received referrals from the following agencies:

Agency	Number of referrals (2017-18)
Afan Network Social Work Team	11
Neath Network Social Work Team	33
Community Mental Health Team North	10
Community Mental Health Team South	12
Community Resource Team	18
Housing Options / Homelessness Team	13
Crisis Resolution Home Treatment Team	2
Outreach Team	1
Total	**98**

As the table indicates, most of the referrals to the service are coming from social care services, where you would assume the household has already been assessed as having a social care duty.

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Over the coming year, with the development of the 'Open Door' access approach, it is hoped that the referrals coming through will originate from a broader variety of agencies, so that support is delivered before the need for a social care intervention arises. This approach reflects objectives around developing a far more preventative approach.

The Homelessness Prevention & Relief Support Service

To meet the support needs of those who have become homeless or at imminent threat of homelessness, Supporting People funds the Housing Options service to deliver support in conjunction with its statutory duties. With the changes introduced in the Housing (Wales) Act, there is an expectation that those staff delivering the authority's housing duties do far more than simply assess a household's legal entitlements.

There is an expectation that staff work with households to problem solve, access accommodation, sign-post to other support/advice services, etc. A fair proportion of any options advisor's work is effectively housing related support.

The service is expected to complete the same data returns to the Supporting People Team as other providers sat outside statutory functions.

How is the service accessed?

As discussed in the first section of the review, the Housing Options service has a duty to assess all households who approach them in housing need, to determine if they are homeless or at threat of homelessness. If so, they then have duties to prevent/manage the situation. Therefore, the support is delivered to all households for whom the authority has a housing duty. There is no waiting list and staff respond to demand as it presents.

Referrals into Housing Options

Many of those households presenting to housing options will simply be self-referrals, i.e. they have a housing need are at threat of homelessness/homeless and will therefore seek support from the Council. However, there are also a significant proportion who will be referred by agencies working in the community.

Housing Options do not have historical information in relation to which agencies refer into their service but have recently adopted systems to allow them to collect this information.

Supporting those with more complex needs

As discussed in Section 1, the support needs of an increasing number of households presenting are complex and creating demands on a variety of services.

Summary of Floating Support

The floating support services delivered in the County Borough to prevent homelessness and improve well-being are by no means insignificant. The 3 key services receive approximately £1.7m per annum.

If they are to meet broader strategy objectives around prevention, then the authority needs to reflect on how they can optimally be accessed at the 'right time and the right place' to try and avoid more costly options.

The service delivered by Housing Options must be considered slightly differently as it is assisting the Council in meeting its duties. However, the other two key services should be playing a significant role in 'turning off' the demand for these duties and how they deliver this together with other partners working in communities needs to be considered.

Fixed-site

As well as floating support the Council funds support delivered in fixed site supported housing projects, where staff are allocated to properties to support the tenants living there.

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Those services with relevance to homelessness include its temporary accommodation for those households who the Council has a duty to house, services for young people, and refuges for those fleeing domestic abuse.

As discussed in Section 1 the Council is currently re-opening more temporary accommodation and so this is the ideal time to reflect on the purpose of this and how it will prevent homelessness.

In relation to the young people's services the authority has recently undertaken a comprehensive re-procurement exercise to ensure the supported accommodation available is fit for purpose. Any developments are in their early stages and the review has not explored this in any depth, due to the amount of work so recently undertaken.

The authority has also recently undertaken a comprehensive review of domestic abuse service. To avoid duplication, it was agreed that these services would remain outside the remit of this review.

The review has focussed time on reflecting upon the needs of those people with complex needs who are creating high levels of demand, on not just housing services, but a wide variety of others; including substance misuse, health and the police.

Threats and Opportunities Moving Forward

There remains some uncertainty in relation to the future of SPPG. The WG is consulting on whether the grant could be merged with other funds (Families First, Communities First, Homelessness Prevention Grant, Flying Start, etc.) to become the "Early Intervention Prevention and Support Grant".

This would give NPT greater flexibility in relation to how to spend the grant. However, it remains unclear at this stage how this will operate in practice.

Any strategy developed will need to bear these changes in mind and consider the opportunities in terms of how this proposed merged grant could impact upon the prevention of homelessness services currently being delivered.

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However, despite how the funding stream is managed and commissioned in the future, there remain opportunities to focus it at preventing pressure on more costly options. In line with national and local objectives, how any funding is utilised most effectively to prevent homeless needs to drive any homelessness strategy. SPPG funded services need to be commissioned to help meet these objectives.

The Broader Community Support Agenda - Local Area Coordination and Community Connectors

As part of the broader agenda to deliver community-based services to prevent pressures on more costly options and support people to retain their independence, the Council has developed a programme of 'Local Area Co-ordination', as well as employing several Community Connectors. This part of the review explores these developments and considers how they could form part / contribute to managing and preventing homelessness.

Local Area Coordination

Local Area Co-ordination originated in Australia and aims to deliver "a long-term, integrated, evidence-based approach to supporting people as valued citizens in their communities".

The Local Area Co-ordination Network states;

"Rather than waiting for people to fall into crisis, assessing deficits, testing eligibility and fitting people into more expensive (and increasingly unaffordable) services, it works alongside people to:

- Build and pursue their personal vision for a good life;
- stay strong, safe and connected as contributing citizens;
- find practical, non-service solutions to problems wherever possible; and
- Build more welcoming, inclusive and supportive communities.

There are currently 5 'Local Area Coordinators' (LACs) working in 3 separate areas. In effect, none of these staff have a caseload; they work with the entire population on their patch, (approximately 7,000 people); but focus their time on those who are struggling with life, isolated or excluded.

There are no eligibility criteria to access the service. The staff respond to demand as it presents, but also proactively seek out people to help through networking and developing relationships in the communities in which they work. Staff have been in post for 3 years and all initial evaluation evidences a significant impact in relation to delivering positive outcomes, in meeting the aims outlined above.

In discussions with the lead officer, they identified a great deal of work undertaken by the LACs in relation to tenancy issues, households who are threatened with homelessness, and people who are homeless.

There is undoubtedly potential for the service to play a large part in the prevention of homelessness and links have been made between services during the review.

Threats and Opportunities Moving Forward

Threats were identified in relation to the expectations on the LAC service. The development of the approach takes time and there were fears that the desire for quick results may count against it.

There were also concerns about the financial pressures being encountered because by its very nature the service works with everyone, regardless of assessment/eligibility criteria.

In relation to opportunities, the service identified what a valuable partnership could be developed with housing agencies, especially SPPG funded floating support services, so that these services and the LAC approach could work together to prevent homelessness.

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The Community Connectors Service

According to the Council website "The Community Connectors Service supports adults with disabilities to find and attend suitable activities and groups in the local community. The main aim of the pan-disability service is to:

- Encourage people to build new friendships;
- involve people in community groups and activities;
- promote independence and well-being; and
- gain new skills.

Bringing Community Support Services Together?

If you include the two community-based SPPG funded services, there are four distinct services supporting people in communities to retain their independence and prevent them becoming homeless:

- PAWS;
- CIS;
- LACs; and
- Community Connectors.

All four services have very similar aims, but due to the way they have been commissioned, they might be working with slightly different people but equally, could be working with same people, at the same time.

Any strategy moving forward needs to reflect upon how these different services can work in closer partnership to prevent homelessness in NPT, retain people in their communities, reduce the pressures on more costly care and health options, and allow communities to develop the strengths and assets to move towards having the capacity to support themselves. If these services can succeed in working in closer partnership to fulfil these aims, they will be at

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the very heart of the broader strategic direction indicated in the high-level documents driving services forward in the area.

The Role of Homelessness Prevention Grant

Homelessness Prevention Grant is paid directly by the WG to organisations across Wales. In NPT there are four organisations receiving nearly £200k of this grant to deliver services. The services funded by this grant are:

- Mediation service between young people and their families to prevent homelessness;
- support for people with mental ill health to prevent homelessness;
- bond finance and support to allow young people to access the private rented sector; and
- housing advice to households homeless or threatened with homelessness.

The review set up a meeting with these organisations to discuss their current services, how they contribute to the prevention of homelessness agenda, and how they saw their services developing in the future.

As discussed, each of these services are embedded within the Housing Options service and work in close partnership with the Council to support them in meeting their homelessness duties. Each service is particularly relevant in helping the Council meet its duties around Section 66 in trying to prevent homelessness when it is threatened and play a significant part in ensuring the authority takes all 'reasonable steps' to prevent homelessness.

In discussions with those delivering these services, agencies felt that demands had been increasing and the options available for the people they are working with are becoming more difficult to access. They felt welfare reform had played a part in these difficulties.

In relation to where most demand occurred they felt the highest levels were in the urban areas of Neath and Port Talbot, but the northern valley areas did have their own issues around affordability and availability of rented accommodation, and people were often drawn to more rural areas for this reason.

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The organisations felt the housing options service had changed since the introduction of the Housing Act and in general a more proactive prevention approach was being delivered. They felt relationships between their staff/services and housing options had improved since they have been co-located and were able to deliver a far more seamless service to people in need.

Threats and opportunities moving forward

Agencies were concerned about the proposed bringing together of grants and feared services like theirs might be at threat when there is so much statutory need which might be seen as a greater priority.

However, they also saw opportunities in relation to working more closely with services currently delivered through other funding streams, especially if SPPG and Homelessness Prevention Grant funding were brought together as one fund.

Another significant threat cited to preventing and managing homelessness was once again the introduction of Universal Credit.

Moving forward, it appears that these services are playing a crucial role in supporting the Council to meet its homelessness duties. Without them the pressure would be even greater on the housing options team. In effect these services are playing a role in the 'emergency response', rather than prevention. The demand for these services is likely to remain, but it can potentially be reduced if other prevention services are modelled correctly.

<u>Working with Housing Associations to prevent and manage homelessness</u>

There are approximately 11,500 social housing dwellings (19% of all dwellings) in the County Borough. 3 key housing associations (HAs) provide the vast majority of this accommodation.

Under the Housing (Wales) Act these HAs have a duty to assist the Council in meeting its homelessness duties and each explained how their allocations are all made with reference to nominations coming from the Council with homelessness

status. However, each also have their own list and stress that many households they allocate from this list may well be legally 'homeless' but don't necessarily come to them through the nomination route.

They feel the approach in the county has changed since the introduction of the Housing Act, but some of these changes have also been prompted by significant welfare reform; including the introduction of Universal Credit and the 'bedroom tax'.

Each of the HAs have financial inclusion teams working with their tenants to help them keep on an even keel and prevent them becoming homeless. They stressed that any eviction proceedings are always very much the last resort.

The associations discussed the important role they play in communities and the knowledge and intelligence each housing officer develops in relation to their local patch.

Accessing support to prevent homelessness and improve well-being for households in HA stock

As discussed in the 'floating support' section, HAs account for more than 50% of the referrals made to PAWS over 2017-18. Before the re-procurement exercise, they all had their own services, but these were subsumed within the broader locality service developed.

Threats and Opportunities Moving Forward

The associations did express concerns in relation to the 'super grant' being proposed by WG. Once again, they feared this could mean resources shifting to the most acute response and preventative services losing out.

However, they could also see the opportunity that closer links with services like PAWS, CIS, Local Area Co-ordination, Team Around the Family, Families First, etc. could well lead to more seamless services for households.

They also saw threats as Universal Credit is rolled out and stressed the importance of being to be able to access the 'right support, at the right time' to ensure their tenants do not fall in to arrears and become at threat of homelessness.

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However, they were positive in identifying opportunities for preventing homelessness in the area, but only through closer partnership working at both strategic and operational level.

In summary, there are enormous opportunities to work in closer partnership with HAs to prevent and manage homelessness. These will be discussed in more detail in the suggested priorities section later in the review.

Working with the Private Rented Sector

Along with social housing, the other key sector which the authority is utilising to meet housing needs and prevent homelessness is the private rented sector (PRS).

As highlighted in the Council's Housing Strategy, the sector has grown significantly over recent years. In relation to the proportion of the stock it represents in the County Borough it "has seen over a 4% percentage rise from 6 to 10% in 10 years".

Alongside this, the authority is now able to discharge its housing duties through offering an appropriate and affordable private rented sector property. If the household refuses this offer the authority is within its right to discharge its duty.

The authority has a close working relationship with the sector. Led by the 'Housing Renewals and Adaptations Section', it provides enforcement services, loans for refurbishment, HMO regulation and manages the Council's 'Social lettings Agency'.

The Social Lettings Agency

This agency works with private landlords to assist in the management and letting of properties for those who are homeless, threatened with homelessness, and in housing need.

It currently manages 57 properties which are utilised to meet these needs and works with 24 different private landlords.

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Threats and Opportunities Moving Forward

The key threats identified included further welfare reform and the ongoing impact of Universal Credit. There are genuine fears that this will lead to rent arrears in the properties the agency manages. They also identified the problems of providing accommodation for single people, especially as affordability is likely to be such an issue (for under 35s particularly). Finally, there were concerns that the private rented sector may be seen as the best solution in relation to meeting demand and there is not the supply to meet this demand.

In relation to opportunities, they are exploring linking loans and capital funding to private landlords very closely with the social lettings agency.

They also see further opportunities to link the agency with the empty homes agenda and explore how those homes brought back into use can form part of the offer/agency's stock.

They also see scope in looking at the private sector as a possible option in which to develop more temporary accommodation options and learn from other Welsh local authorities to see if 'temp-to-perm' options could be developed; effectively placing a household in temporary accommodation initially, but if the tenancy proves successful changing the tenancy so it's moved to a permanent basis, without the tenant having to move.

The private rented sector is able to play a large role in the prevention and management of homelessness moving forward; with the social lettings agency at the very heart of this role. However, the increasing demand on the sector needs to be considered and it must be remembered that other housing providers still have a role to play.

<u>Working with Children's Services to Prevent Homelessness</u>

As part of the review, the lead officer for the 'Route 16' service was interviewed, as well as the social worker who works embedded in the housing options team; to help meet the housing and support needs of young people, (16-17yr olds and 18-21 year-old former care leavers).

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Meeting the housing needs of young people has become increasingly difficult across the UK. Affordability issues, welfare reform and changing demography have all had an impact.

Work has been undertaken to develop a protocol between housing and children's services to help meet young people's housing needs. This is live and active and in relation to those leaving care has helped joint working to deliver effective outcomes. As discussed previously, young people's static supported accommodation has recently been re-procured with aim of ensuring supported housing for young people is available at the right time; both for those leaving care and other young people unable to remain in the family home.

The housing options service includes a mediation service, which works to mediate between young people and their parents and carers to allow young people to remain at home. The outcomes recorded for this service are very impressive.

In discussions with the Route 16 service, they feel that services being delivered to 16/17yr olds are effective and meeting aims, and for care leavers up until 21yrs.

Again, services highlighted the complex needs of many young people presenting.

Threats and Opportunities Moving Forward

In relation to opportunities, the newly tendered service in relation to supported housing was highlighted; but there was also discussion in relation to improving transition arrangements for young people when moving from having the support of a young people's advisor and ensuring the support they received as they moved into adulthood was as seamless as possible.

There is an opportunity to ensure that partners are working more closely during this transition to prevent homeless and ensure young people get off to the best start as they move into adulthood.

Working with the Substance Misuse and Community Safety Agenda

Following the evidence from other partners in relation to the challenges being faced with households with the most complex needs; when consulting with these services the review focused on their thoughts on how housing needs could be met for this group and the role their services and the broader housing and support service could play.

The Community Safety Team have led on establishing a Street Vulnerable Multi Agency Risk Assessment Committee (SVMARAC). This is based on a similar process already embedded for domestic abuse cases, but instead focuses on people who are either street homeless or very vulnerably housed.

The Committee is chaired by South Wales Police and brings together all the agencies who are trying to work with and support these individuals/couples. This includes substance misuse treatment service providers, probation, SPPG & Homelessness Prevention Grant (HPG) funded services, Housing Options, the Department of Work and Pensions and 'soup kitchen' volunteers representing charities.

The consultant undertaking the review was able to observe one of these meetings and was impressed at both the level of attendance and the genuine enthusiasm to work together to try and meet the needs of the people discussed. 11 of the 12 people/couples discussed were either rough sleeping, sofa surfing, or very vulnerably housed and expected to lose their current accommodation soon.

The agencies around the table all knew the individuals discussed very well, and in some cases had been working with and supporting them for many years.

Community Safety

In discussions with the Community Safety Team, they explained how the incidents of street begging had been making the news locally and working with this group was seen as a top priority. An outreach worker employed by one WG HPG funded

service provider had recently been funded using additional WG HPG and this service had delivered some positive outcomes.

Community Safety felt a 'Housing First' approach to help house these individuals was worth exploring, as did the otherf members of the SVMARAC when the possibility was discussed there.

Substance Misuse Services

A meeting was held with staff from the regional substance misuse team. They work across Western Bay and support and facilitate the spending of the Substance Misuse Action Fund (SMAF), which equates to £3.6m across the region and delivers funding to a variety of agencies and services working with those with substance misuse issues. NPT has proportionally a high rate of drug related deaths, compared to other areas of the UK, and to reduce this is one of the team's priorities.

They highlighted that there is currently no supported accommodation in the NPT area specifically supporting people with substance misuse issues, although they recognise that many SP funded services are supporting households experiencing substance misuse.

They expressed interest in developing a 'Housing First' approach but warned it would not be a panacea. They highlighted the number of people who struggle with mental health issues as well as struggling with substance misuse and stated that health involvement in any 'Housing First' type development was essential. They also thought it important that developing intelligence to understand the links between homelessness and substance misuse was an important area to focus.

Once again, Universal Credit was a key risk in relation to those experiencing substance misuse issues and the likely consequences in terms of rent arrears and potential homelessness.

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Linking with Health and Mental Health Services to Prevent Homelessness

The reviewer met with both the Assistant Director for Strategy and Partnerships at the Health Board and the lead for mental health working in Social Services, as well as observing a meeting of the Western Bay Health and Housing Group.

Discussions with the Health Board focussed on the two key issues which are ever-present in this report:

- How we engage, support and successfully house those with the most complex needs, who are creating the highest demand on services; and
- how we work with community-based health services to prevent homelessness.

Complex Needs

In relation to meeting the housing needs of those with the most complex needs, the Health Board wants to ensure that any approach is explored regionally and not just in isolation within the county borough.

They cite the pressures on accident and emergency (A&E) wards which are based in Swansea. Swansea currently have nurses who specifically work with the homeless population in the city, but as they are supporting this population, they are not in a position to support those accessing A&E from outside the city.

They do not believe they should simply replicate the Swansea provision NPT, but think creatively about how it can deliver services for this group, in light of the different environment offered by NPT. As services do not currently exist, they see this as a real opportunity.

Prevention

In relation to Health services playing more of a role in prevention of homelessness in the community, again the Health Board was positive in principle. There are currently no practices in NPT who offer the 'enhanced' homeless service.

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The Health Board also highlighted the difficulties in sharing information and the difficulties presented in understanding the services that exist. They cited three different sources of information. They feel there needs to be far greater collaboration to understand how all these are working, so that they complement each other; rather than stand in isolation.

Preventing and Managing Homelessness for those with Mental Health Needs

To consider these needs the reviewing officer met the service lead for mental health based in the Council's Social Services Department.

There appear to be strong relationships with housing services in relation to working in partnership to meet the housing needs of those with mental health issues. There are regular multi-disciplinary meetings where cases are discussed, and the existing social care gateway can alert housing/housing providers and refer accordingly when a housing need is identified.

There is a support service specifically for people with a statutory mental health need and social services were positive in relation to how this was working and the partnership working that has been developed.

The service also discussed the move to deliver satellite services in communities for both those with a registered care need and ensuring prevention services are in place. They recognised the importance of developing partnerships with both the PAWS and CIS services as this agenda is progressed.

In relation to those with most complex needs, the service was keen to establish involvement in the SVMARAC and ensure mental services are represented in future. This development was welcomed by the Community Safety Team who facilitate the meetings.

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Threats and Opportunities Moving Forward

As discussed, there are many opportunities to link with the broader community-based model to ensure those struggling with mental ill health are supported to retain their housing in the community. The shift towards satellite mental health services throughout the County Borough can only help a strong partnership developing with existing SPPG funded services.

The service also recognised the threat of drug and alcohol abuse and its impact on mental ill health. In relation to the homelessness agenda, they stressed the importance of housing related support services having the appropriate training to keep up with an ever changing, and challenging, issue.

Part 3 - Suggested Priorities for the Homelessness Strategy

In order to move the focus and targeting of resource, in terms of how homelessness is tackled, away from the 'emergency response' and towards prevention services at the heart of the community, and accommodation and support services which try and tackle the 'revolving door', then the priorities need to focus on how changes can be made/new services can be developed to achieve this.

It can be argued that all the duties placed on the Council constitute an emergency response. The evidence suggests that, if these duties are triggered, the Council is not really preventing homelessness, simply trying to resolve a housing issue which is in crisis or approaching it.

Services need to be developed which 'turn off' the demand on Housing Options services. Not only will this prevent homelessness, but also ease the pressure on these staff and allow them more time to effectively manage crisis, when it arises.

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This section begins by exploring how we can we develop support and accommodation services to improve the focus and direct resources to reduce crisis/homelessness; to which end the following suggested priority outcomes could be used to frame the Homelessness Strategy Action Plan, when it developed:

- Shifting focus and resources to new accommodation and support approaches to prevent homelessness;
- shifting focus and resources to community-based prevention approaches to prevent homelessness; and
- developing more effective systems and monitoring moving forward.

There follows a set of eight suggested priority areas for action to achieve these outcomes:

- **Priority One: Early intervention and Prevention -** Strengthening approaches to early intervention and prevention
- **Priority Two: Implementing a Multi-Agency Approach -** Targeted support for those with the most complex needs to prevent repeat episodes of homelessness
- **Priority Three: Review of temporary accommodation service models -** Help people to access secure permanent accommodation
- **Priority Four: Development of specific housing plans -** Focusing on helping people most at risk of experiencing homelessness
- **Priority Five: Pooled Budgets -** Making best use of our financial resources
- **Priority Six: Partnership Working -** Further strengthening links with partner agencies to better understand needs and demands
- **Priority Seven: Information Technology -** Enhancing the use of information technology
- **Priority Eight: Monitoring SPPG services -** Ensuring that our SPPG commissioning helps us to deliver our strategy

Further set out below in a little more detail is how the review would anticipate partners working together in respect of such actions:

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Priority 1

To prevent homelessness and the applications/presentations to Housing Options by developing a far more proactive partnership approach between PAWS, CIS, LAC, Community Connectors and housing officers

The key focus of Supporting People floating support services should be to prevent homelessness. To prevent homelessness, services need to reach people at the right time and in the right place. Once households have presented to Housing Options it is often too late to prevent them becoming homeless, so services need to be modelled to get to people earlier.

The current configuration of services is complex. The Council needs to question if there is a need for so many services all working to the same aims, in the same communities.

The local area coordination approach sits outside Supporting People and could act as a lynchpin for people to access the service they need. The review asks the following questions:

- Could 'locality' services be established to mirror the existing and developing LAC areas;
- could the PAWS and CIS services be spilt to develop services in a number of these areas, ie PAWS in several areas and CIS in a number of other areas;
- could resources be weighted to those areas from which most homeless households are presenting, so that they can be supported early to avoid triggering duties;
- could discussions be held with housing associations to ensure their housing officers are playing a full part in any 'virtual area team', as the eyes and ears on their estates; and
- are current access arrangements for PAWS creating more demand for homelessness duties – ie should PAWS abandon the 'Gateway' and establish the same 'Open Door' access arrangements adopted by CIS, to allow support to be delivered as early as possible?

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These questions need to be explored by the Council. To ensure housing, and associated services, are playing a full role in the 'Building Safe and Resilient Communities' agenda, it needs to consider how it re-models services to better support wider endeavour. In order to do so, it stands to reason that these services are optimally located in the hearts of these very communities.

Priority 2

To explore, (by utilising the SVMARAC as a vehicle), how a multi-agency approach can be adopted to commission and then oversee a 'Housing First' service for those creating the highest demand on services

As discussed throughout the review, there are increasingly complex people creating high demands on housing options, temporary accommodation and a variety of other services who are 'revolving' around the system without having their needs met.

To try an alternative approach for this group the authority should explore establishing a 'Housing First' service; one which places people in permanent housing with support around them, without them first having to 'graduate' through any temporary/hostel accommodation system.

The Welsh Government is advocating this approach and there is a possibility funding will be made available. Their expectations on what any service should look like is laid out in this document.

https://gov.wales/docs/desh/publications/180206-housing-first-en.pdf

In relation to how any service is planned, commissioned and managed; the existing Street Vulnerable MARAC is in an ideal vehicle to oversee and drive any service. The cases discussed are exactly right in relation to the households such a service could benefit, and the variety of agencies and expertise involved in the group could prove invaluable in establishing any such service.

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To ensure Health involvement and make the relevant links to local A&E departments, (where the most chaotic often have their health needs met), the planning and commissioning of the service could be developed in partnership with Swansea. This does not mean that NPT would not have its own distinct service, but one which works in close partnership with any similar development in Swansea.

In relation to Housing Options and helping ease pressures on this service, the authority should reflect upon a couple of members of existing staff being assigned a role to support the development of the project, develop close relationships with households receiving the service and agencies delivering it. These staff should help households access their legal entitlements, but also understand that issues such as 'priority need' and 'intentionality' would be an irrelevance in relation to this project. Any staff chosen would need to receive appropriate training in helping and supporting households with complex needs, who will have lived complex lives.

Housing Associations will need to play a part in offering accommodation for the project. Once again, this would sit outside normal structures. Allocations policies, 'choice-based lettings' approaches and 'banding systems' would not apply.

Priority 3

The authority needs to question the purpose of its temporary accommodation and consider whether a 'temp to perm' approach could be developed

With so much evidence from staff that people are leaving temporary accommodation, but then soon becoming homeless again and returning to it, the Council needs to reflect upon what existing provision is achieving and whether a different approach is necessary.

Bed and Breakfast use is relatively high, more temporary accommodation has just opened and the staffing levels managing the accommodation and supporting households are significant.

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With so much resource currently being focussed on the 'emergency response' the next few years offer an opportunity to move away from this and explore alternative models.

The use of the private rented sector, the potential for leasing arrangements, partnerships with housing associations, etc. should all be explored. It is also worth considering how 'temp to perm' options could be further developed; i.e. that accommodation is sourced, used as temporary accommodation in the first instance, but is then made permanent to avoid the household having to continually move from option to option and avoid 'silting up' of properties.

Priority 4

A specific housing plan to develop options for single people needs to be considered, (with particular reference to those under 35)

With so many agencies highlighting the lack of accommodation options for single people, especially young people, it is time to directly plan how these options can be developed. The authority should develop a strategy to develop single person accommodation.

The strategy should encompass options in the private rented sector, (utilising available funding), and utilise social housing grant and other WG housing grants in partnership with housing associations. It should also explore how shared housing options could be developed in all tenures, (ensuring they are affordable and sustainable options for young people).

Priority 5

A joint budget to support the accommodation costs of young people could be established based on current spending. This could avoid difficulties in relation to 'who pays'.

In relation to vulnerable young people the reviewing officer found continuing difficulties in the relationship between Housing and Children's Services; especially around the duties each has and who is responsible.

To improve this relationship and ensure the authority is working in the interests of young people, rather than in the interests of each department's budgetary pressures, the review suggests a joint budget is established to help meet the housing needs of young people in crisis.

This budget should be based on current spending levels and be planned, (where possible), in partnership between Housing and Children's Services. Some of this budget will inevitably be used in 'crisis' situations; but by working in close partnership it is possible to utilise an element of it to avoid crisis and develop appropriate systems to prevent homelessness among young people wherever possible.

Priority 6

Greater partnership working with JC+ needs to be explored to help mitigate the impact of Universal Credit and its potential to create more homelessness presentations

As discussed, the introduction of Universal Credit is creating significant challenges. There appear to be opportunities for the Council to further build on joint working and communication with DWP/Job Centre+ staff.

Priority 7

The authority needs to consider adopting an IT approach which will help people and agencies access help earlier and develop a deeper understanding of current demand

The analysis of the current homelessness statistics shows that they are not being completed accurately. For example, the number of submissions in the 'other' box is far higher than the Welsh average.

The problems posed by this are not just that it creates an unrealistic picture of current services being delivered, but also means the authority lacks the required intelligence to help it understand how services can be improved.

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The authority should explore how other local authorities have adopted IT systems to help allocate housing, record homelessness and help deliver support services. Ceredigion and Newport are both worth exploring.

Priority 8

The 'strategic relevance' testing deployed by SP needs to change to reflect the objectives adopted in any homelessness strategy

The Supporting People Team is currently collecting a great deal of information to test if the services they commission are strategically relevant. At present, this information is not 'testing' whether it's relevant to any particular strategy.

Therefore, moving forward new measures should be established to understand if the objectives within the homelessness strategy are being realised.

These measures need to focus on whether more people are being supported early, whether pressures are being eased on the emergency response, whether 'Housing First' approaches are leading to less demands on services, whether less homelessness presentations are coming from certain areas of the County Borough and, if so, why. How these measures evolve needs to be explored, but it is important resources are focussed on measuring what matters.

Equality Impact Assessment (EIA) Report Form

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to Equality and Diversity.

Please refer to the 'Equality Impact Assessment Guidance' while completing this form. If you would like further guidance please contact the Corporate Strategy Team or your directorate Heads of Service Equality Champion.

Where do you work?
Service Area: Commissioining Support & Direct Services Commissioning Housing/Homelessness Strategy & Supporting People
Directorate: Social Services Health & Housing

(a)   This EIA is being completed for a…

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
☐	☐	☐	☒	☐	☐

(b)   Please name and describe below…

Neath Port Talbot Homelessness Strategy 2018-22

(c)   It was initially screened for relevance to Equality and Diversity in

July 2018

(d)   It was found to be relevant to…

Age .... ☒   Race .... ☒

Disability .... ☒   Religion or belief .... ☒

Gender reassignment .... ☒   Sex .... ☒

Marriage & civil partnership .... ☒   Sexual orientation .... ☒

Pregnancy and maternity .... ☒   Welsh language .... ☒

(e)   Lead Officer

Name: Gareth Evans

Job title: Commissioning Officer
               Housing & Homelessness

(f)   Approved by Head of Service

Angela Thomas

Head of Commissioning Support &
Direct Services

Section 1 - Aims (See guidance):

Briefly describe the aims of the function, service, policy, procedure, strategy, plan, proposal or project:

What are the aims?
To successfully help prevent homelessness wherever possible and effectively help households relieve their homelessness when it occurs.
Who has responsibility?
The local multi-agency homelessness strategic partnership.
Who are the stakeholders? • Those who use homelessness services; • providers of homelessness services; • staff of NPTCBC; and • residents of Neath Port Talbot.

Section 2 - Information

(a) Service Users

Please tick what information you know about your service users and provide details / evidence of how this information is collected.

Age	☒	Race	☒
Disability	☒	Religion or belief	☐
Gender reassignment	☐	Sex	☒
Marriage & civil partnership	☐	Sexual orientation	☐
Pregnancy and maternity	☐	Welsh language	☐

What information do you know and how is this information collected?

The Council's Housing Options Service routinely collects data as part of the process of reporting to Welsh Government (WG) on its success in discharging the Council's homelessness duties under Part 2 of the Housing (Wales) Act 2014.

In addition to the number of people using the service, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision

More potentially useful equalities data is recorded, when it is relevant, as part of the service's application, assessment, personal housing planning & review processes. Unfortunately, this is not and cannot currently easily be, routinely collated and reported on.

Of all the households assessed by the Housing Options Service as eligible for help to prevent or relieve their homelessness during 2017/18, it is known that approximately:

- 25% were under 25;
- 6% were over 60;
- 59% were female headed households/41% male;
- 21% considered themselves to have a disability or life-limiting illness;
- 69% were single person households; and
- over 99% described themselves as white.

This known equalities data remains proportionately fairly consistent over time, but the strategy highlights that, although it is impossible to accurately predict, the overall number of households accessing homelessness services may well significantly increase over the life of the strategy.

Any Actions Required?

To put robust systems in place to improve data collection against all protected characteristics, using digital processes.

Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and included in the future planned annual monitoring reports to Members

(b) General

What information do you know and how is this information collected?

Census 2011 information remains the most comprehensive data for Neath Port Talbot and a summary thereof is set out in the table overleaf.

Comparison of the known equalities data, in respect of those households that apply to the Council for help in preventing or relieving their homeless, with that of the general population of the county borough detailed in the table, suggests that:

- Female headed and single person households are over-represented amongst those who are threatened with or experience homelessness;

Whereas, notwithstanding their volume:

- Younger people, older people, those with a disability and non-white households are, to varying degrees, actually under-represented.

Any Actions Required?

To put robust systems in place to improve data collection against all protected characteristics, using digital processes.

Following the introduction of improved data collection, ensure analysis is undertaken of more comprehensive equalities dataset and included in the future planned annual monitoring reports to Members.

Neath Port Talbot 2011 Census Summary Factsheet

1 Resident population

Total	139,812
Male	68,450
Female	71,362
Area (hectares)	44,126
Density*	3.2

2 Resident population age structure

	No.	%
0 - 4 year olds	7,599	5.4
5 - 15 year olds	17,038	12.2
16 - 24 year olds	14,930	10.7
25 - 44 year olds	35,312	25.3
45 - 59 year olds	29,399	21.0
60 - 64 year olds	9,483	6.8
65 - 74 year olds	13,862	9.9
75 - 89 year olds	11,032	7.9
90+ year olds	1,157	0.8

3 Ethnic group population

	No.	%
White	137,087	98.1
Mixed	910	0.7
Asian or Asian British	1,369	1.0
Black or Black British	299	0.2
Other	147	0.1

4 Religion

	No.	%
Christian	80,646	57.7
Buddhist	312	0.2
Hindu	144	0.1
Jewish	39	0.0
Muslim	573	0.4
Sikh	113	0.1
Other	533	0.4
No religion	47,265	33.8
Not stated	10,187	7.3

5 Residents with limiting long-term illness (LLTI) & general health of all

	No.	%
People with LLTI (Lot & little)	39,112	28.0
General Health		
Very good/good	102,543	73.4
Fair	22,640	16.2
Very bad/bad	14,629	10.5

6 Residents in communal establishments

	No.	%
Total	1,130	0.8

7 Households

	60,393

8 Central heating (households

No central heating	674

9 Dwellings

Total number of dwellings	63,978

10 Household and family types %

One person	30.2
One person (aged 65+)	13.9
One person (other)	16.3
Couple – no children	16.8
Couple & non-dependent children	12.9
Lone parent & non-dep. children	4.6
All households with dep. children	28.3
Couple & dependent children	18.3
Lone parent & dependent children	7.7

11 Housing tenure

	No.	%
Owner occupied	41,479	68.7
Shared ownership	111	0.2
Social rented	11,545	19.1
Private rented	6,186	10.2
Other/Rent free	1,072	1.8

12 Household spaces

Household spaces	64,017
At least one usual resident	60,393
No usual residents	3,624

13 Dwelling type %

Whole house or bungalow	89.2
Flat, maisonette or apartment	10.6

14 Car ownership %

Households with no car/van	25.5
Households with one car/van	43.3
Households with 2+ cars/vans	31.1

15 Economic activity (% of all aged 16-74)

	Male	Female
Economically active**	67.2	57.4
Economically inactive	32.8	42.6

**i.e. economic-activity rate*

16 Economically active (% of all aged 16-74)

	Male	Female
Working full-time	45.5	26.5
Working part-time	5.6	22.1
Self-employed	8.4	3.1
Unemployed	5.9	3.1
Full-time student	1.8	2.6

17 Economically inactive (% of all aged 16-74)

	Male	Female
Perm. sick/disabled	9.5	9.6
Retired	15.5	19.1
Looking after home/family	1.3	7.3
Students	4.5	4.1

18 Employed residents

Total	57,220
Male	30,365
Female	26,855

19 Weekly hours worked (main job) %

	Male	Female
15 hours & under	1,445	3,243
16 - 30 hours	2,736	9,923
31 - 48 hours	22,351	13,683
49+ hours	4,501	1,098

20 Self-employed

Total	5,908
Male	4,286
Female	1,622

21 Qualified residents (% of all aged 16+)

Highest qualification attained level 4	18.8
Highest qualification attained level 3	11.0
Highest qualification attained level 1/2	30.4
No qualifications	30.9

22 National identity

Welsh only	71.8
Welsh & British	8.2
British only	11.2
No Welsh identity	19.0
No British identity	79.6

23 Industries (% of all aged 16-74 in work)

Energy, water, agriculture, fishing, mining & quarrying, etc	2.7
Manufacturing	14.5
Construction	8.6
Hotels & catering	4.7
Transport, storage & communication	4.1
Wholesale & retail, repair of motor vehicles	14.7
Financial intermediation	3.1
Real estate, renting & business activities	1.2
Public admin & defence	9.8
Education	8.6
Health & social work	14.7
Other	4.3

24 Occupations (% of all aged 16-74 in work)

Managerial	7.0
Professional, technical	13.7
Admin & secretarial	13.3
Skilled trades	12.9
Services & sales	10.4
Process plant & machine operatives	10.0
Elementary occupations	9.9

25 Welsh Language skills %

	NPT	Wales
No skills in Welsh	75.2	73.3
Can understand spoken Welsh only	6.4	5.3
Can speak Welsh	15.3	19.0
Can speak, but cannot read or write Welsh	2.7	2.7
Can speak and read but cannot write Welsh	1.6	1.5
Can speak, read and write Welsh	10.8	14.6
Can speak and other combinations of skills in Welsh	3.3	2.5

Notes

*All % rounded to 1 decimal place; not all will add to 100. Section 10 will usually add to more than 100%; percentages in other sections will be at most 100%, they may exclude some groups e.g. 'category unknown'. * Density is the number of people per hectare.*

Source: Office for National Statistics - 2011 Census © Crown Copyright

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Section 3 - Impact

(a)   Impact on Protected Characteristics

Please consider the possible impact on people with different protected characteristics. This could be based on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

	Positive	Negative	Neutral	Needs further investigation
Age	➡ X	☐	☐	☐
Disability	➡ X	☐	☐	☐
Gender reassignment	➡ X	☐	☐	☐
Marriage & civil partnership	➡ X	☐	☐	☐
Pregnancy and maternity	➡ X	☐	☐	☐
Race	➡ X	☐	☐	☐
Religion or belief	➡ X	☐	☐	☐
Sex	➡ X	☐	☐	☐
Sexual orientation	➡ X	☐	☐	☐
Welsh language	➡ X	☐	☐	☐

Thinking about your answers above, please explain (in detail) why this is the case. Include details of any consultation (and/or other information) which has been undertaken to support your view.

It is therefore acknowledged that the action proposed in the strategy will impact on significant numbers of households with any and/or all of the given protected characteristics

All action proposed in the strategy is aimed at universally improving service delivery to those applying to the Council for help in preventing or relieving their homelessness.

Furthermore, the action proposed in the Strategy includes better co-ordination between the early intervention & prevention activity of the Housing Options Service, other Council prevention & wellbeing services, and their multi-agency homelessness strategic partners.

The strategy also specifically proposes that additional consideration is given to improving how the accommodation and support needs of a number of vulnerable service user groups, such as younger single people, are met. As part of this exercise, the impact on those in these cohorts, in terms of their protected characteristics, will be assessed.

It is therefore believed that, on balance, the overall impact of the action proposed, on all those who are threatened with or experience homelessness during the life of the strategy, and who apply to the Council for help in preventing or relieving their homelessness, will be positive.

(b)   Impact on the Welsh Language

What is the likely impact of the policy on:
- **Opportunities for people to use Welsh**
- **The equal treatment of the Welsh and English languages**

Please give details

The Council currently has only a small number of staff with Welsh language skills working in the Housing Options Service. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.

The proposals in the strategy do not include any planned reduction in human resource at the front line. It is not therefore anticipated that they will have any effect on the service delivered to those who apply to the Council for help in preventing or relieving their homelessness and who wish the service they receive to be delivered through the medium of the Welsh language.

Could the policy be developed to improve positive impacts or lessen negative impacts? Please give details

The strategy is written on the assumption that there will be no further financial or human resource available to the Housing Options Service throughout the life of the strategy and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.

Actions (to increase positive/mitigate adverse impact).

Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.

Section 4 - Other Impacts:

Please consider how the initiative might address the following issues.
You could base this on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

(a) Equalities

Public Sector Equality Duty (PSED

- to eliminate discrimination, harassment and victimisation;
- to advance equality of opportunity between different groups; and
- to foster good relations between different groups

Please explain any possible impact on meeting the Public Sector Equality Duty
The Social Services Health & Housing directorate's Commissioning Support & Direct Services division continues to be mindful of its position as employer, provider and commissioner of homelessness services. To this end, it strives to ensure equality is a fundamental driver, in terms of the way it meets many of the Council's statutory duties, in a climate of externally-imposed, ongoing budget reduction.
What work have you already done to improve the above?
The potential impact of the action proposed in the strategy, on those who apply to the Council for help in preventing or relieving their homelessness, given their various protected characteristics, has been fully considered.
Actions (to mitigate adverse impact or to address identified gaps in knowledge).
N/A

(b) Reduce Social Exclusion and Poverty

Please explain any possible impact

Many areas within the county borough are disproportionately and negatively affected by the UK Government's welfare benefits changes and this continues to be the case.

The Council is conscious of the impact, not only of its own actions but also those of others, and continues to work in partnership to mitigate the impact of the UK Government's welfare benefit changes on those with the lowest incomes. This has been compounded with the anticipated withdrawal of communities first funding for some of the most deprived communities in the county borough. The impacts vary but several of the changes impact simultaneously on the same households, and so have a significant impact on many residents.

In this context, it is undeniable that such vulnerable households are disproportionately likely to be threatened with or experience homelessness.

What work have you already done to improve the above?

The Council's Wellbeing Objectives aim to improve the wellbeing of children, young people and adults, as well as the general wellbeing of the area, by developing the local economy and environment.

Consequently, the Council continues to work in partnership to mitigate the impact of the welfare benefit changes.

The strategy therefore proposes that specific action is taken to improve working relationships with local DWP/Job Centre+ staff.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

N/A

(c) Community Cohesion

Is the initiative likely to have an impact on Community Cohesion? By virtue of the fact that it will improve success in preventing and relieving homelessness, the action proposed in the strategy will impact positively on community cohesion in general.
Actions (to mitigate adverse impact or to address identified gaps in knowledge). N/A

Section 5 - Consultation

What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support the views in section 3 and 4?
 	
During the period, 5 August to 30 September 2018, a number of consultation and engagement activities, in respect of the strategy, took place.
 	
This activity included:
 	
    • An overarching public consultation exercise;
    • a specific consultation event for multi-agency stakeholders;
    • a specific event for current and former users of homelessness services;
    • attendance at partners' pre-existing fora;
    • inviting social media response; and
    • inviting formal written response.
 	
Further detailed information on the consultation arrangements is included in the Consultation Report attached as an appendix to the report seeking Member approval of the strategy.
 	
The outcome of this activity will help inform the final draft of the strategy.

Any actions required (to mitigate adverse impact or to address identified gaps in knowledge) N/A

Section 6 - Post Consultation

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What was the outcome of the consultation?

A total of 23 completed questionnaires were received during the consultation period all of which were completed online and in English.

3 social media and 2 e-mail responses were received.

4 Letters were received - 3 from interested partner agencies and 1 from a multi-agency partnership group.

The overall volume of response was not statistically significant enough to allow for extrapolation but, given how widely the exercise was publicised, could be interpreted as suggestive of general support for the action proposed in the Strategy.

A full report on the outcome of the exercise is included in the Consultation Report appended to the report seeking Member approval of the strategy and the Council response is summarised overleaf in a "you said - we did" format

There was no evidence to suggest that any feedback received was necessarily as a result of the protected characteristics of the respondent.

Two organisational respondents suggested that the strategy needed to explicitly reflect the needs of a particular group of vulnerable homelessness service users, whom it is acknowledged may have a disproportionate level of disability-related protected characteristics and so that has been reflected in the final version of the strategy that is the subject of this report.

This was the only substantive change that it was felt needed to be made to the consultative draft version of the strategy previously approved by Members.

This is because all other constructive comments, observations, and suggestions received, that it is actually within the Council's gift to act upon, can and will be acknowledged and acted on appropriately at the action plan developmental stage, without doing so.

Any actions required (to mitigate adverse impact or to address identified gaps in knowledge)

N/A

YOU SAID:	WE DID:
The Strategy is not compliant with the applicable Welsh Government Code of Guidance because it does not include an action plan.	We checked with the Welsh Government (WG) that the document we are required to produce and publish by the end of 2018 does not necessarily have to include an action plan, as long as it details the action we propose to take. The WG confirmed that The Strategy does this at a high level and so is compliant with the relevant legislation. It was therefore considered worthwhile taking time beyond the publication deadline to produce a meaningful plan based on the finally approved, proposed action. We have therefore already started making arrangements to develop a detailed and practical action plan, to implement the strategy, with all our partners, including the organisation that made this observation, over the next four years.
The strategy only says where we want to be, not how we will get there, and it lacks practical detail.	
We need to recognise the preventative role that alternative health and wellbeing service providers can play.	We have agreed with them that the service providers who made these observations will be involved in developing the action plan.
We need to work more closely with faith-based accommodation and outreach service providers.	
We need to be mindful of how homelessness impacts on families.	Colleagues and voluntary sector partners who commission and deliver services to children & families were engaged in the review, consulted on the content of The Strategy, and will be further involved in developing the action plan.
We need to remember the "human face" of street homelessness.	People who use or who have used homelessness services were engaged in the review, consulted on the content of The Strategy, and will be further involved in developing the action plan.
The earliest possible preventative intervention is always preferable.	We will ensure that these themes run through the action plan in implementing all the priorities in The Strategy.
Education and Youth Services have a key role to play in early intervention and prevention.	
Multi-agency collaboration could be improved.	
Optimal use of existing resources is not always made.	
There is a good deal of relevant, national and international, best practice that is currently untried locally.	The action proposed in the Strategy makes specific mention of "Housing First", "Temp to Perm", and the digitalisation of application for housing and support as best practice that could be replicated locally. We will ensure that any further innovation brought to the table by partners engaged in developing the action plan will be seriously considered.

Section 7 - Monitoring arrangements:

Please explain the arrangements in place (or those which will be put in place) to monitor the impact of this function, service, policy, procedure, strategy, plan or project:

Monitoring arrangements: Ongoing consideration of equality impact will continue to be given, as the implementation action plan for the strategy is developed in the coming months, and implemented over the next 4 years. The action plan developed will be monitored, on an ongoing basis, by the responsible officer in the SSH&H Common Commissioning Unit, and progress against it reported to Members annually. Any unintended/unforeseen negative impact on those who are threatened with or experience homelessness, identified as part of these processes, will be the subject of further impact assessment. We will thereby ensure that any emerging unintended/unforeseen negative impact on those who use homelessness services, which was not previously considered, is acknowledged and acted upon appropriately. Any such further completed impact assessment will be brought to the attention of Members, as part of the ongoing annual reporting process recommended in the strategy, to ensure these inform decisions which have had due regard to the Council's legal obligations.
Actions: The outcome of any such assessment will be routinely included in the next annual progress report to Members, or reported on sooner if the assessment outcome is significant enough to justify doing so.

Section 8 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to guidance for further information on this section).

Outcome 1: Continue the initiative…   X
Outcome 2: Adjust the initiative…   ☐
Outcome 3: Justify the initiative…   ☐
Outcome 4: Stop and remove the initiative…   ☐

Action Plan:

Objective (What are we going to do and why?)	Who will be responsible for ensuring it is done?	When will it be done by?	Outcome (How will we know we have achieved our objective?)
Put robust digital systems in place to improve data collection against all protected characteristics.	Principal Officer Housing & Homelessness	Annually from 2020	Improved equalities data collection systems are in place.
Undertake an analysis of a comprehensive equalities dataset and include this in annual monitoring reports to Members.	Commissioning Officer - Housing & Homelessness	Ongoing	More robust equalities data is included in annual Homelessness Action Plan monitoring reports.
Continue to promote opportunities for staff to use their Welsh language skills and make available training for those who wish to further develop their skills.	Homelessness & Housing Options Manager	Annually from 2020	There is at least no reduction in the number of staff able to deliver the Council's homelessness prevention and relief services through the medium of the Welsh language.
As the Homelessness Action Plan is developed and implemented, complete further EIAs in respect of any emerging unintended/unforeseen impact and include them in annual monitoring reports to Members.	Commissioning Officer - Housing & Homelessness		The overall impact of the Action Plan on all those applying to the Council for help in preventing or relieving their homelessness remains positive.

Equality Impact Assessment (EIA) Screening Form

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to Equality and Diversity.

Please refer to the 'Equality Impact Assessment Guidance' while completing this form. If you would like further guidance please contact the Corporate Strategy Team or your directorate Heads of Service Equality Champion.

Section 1
What service area and directorate are you from?
Service Area: Commissioning Support & Direct Services / Common Commissioning Unit
Directorate: Social Services Health & Housing

Q1(a) What are you screening for relevance?

Strategy

(b)   Please name and describe below

Neath Port Talbot Homelessness Strategy 2018-22

Q2(a) What does Q1a relate to?

Direct front line service delivery	Indirect front line service delivery	Indirect back room service delivery
X (H)	☐ (M)	☐ (L)

(b)   Do your customers/clients access this service…?

Because they need to	Because they want to	Because it is automatically provided to everyone in NPT i.e. Staff	On an internal basis
X (H)	☐ (M)	☐ (M)	☐ (L)

Q3 What is the potential impact on the following protected characteristics?

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Age	☐	☐	X	☐
Disability	☐	☐	X	☐
Gender reassignment	☐	☐	X	☐
Marriage & civil partnership	☐	☐	X	☐
Pregnancy and maternity	☐	☐	X	☐
Race	☐	☐	X	☐
Religion or belief	☐	☐	X	☐
Sex	☐	☐	X	☐
Sexual orientation	☐	☐	X	☐
Welsh language	☐	☐	X	☐

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Q4(a) How visible is this service/function/policy/procedure/ project/strategy to the general public?

High visibility to general public	Medium visibility to general public	Low visibility to general public
X (H)	☐ (M)	☐ (L)

(b) What is the potential risk to the council's reputation? *(Consider the following impacts - legal, financial, political, media, public perception etc…)*

High risk to reputation	Medium risk to reputation	Low risk to reputation
☐(H)	X (M)	☐ (L)

Q5 How did you score?
Please tick the relevant box

MOSTLY H and/or M → HIGH PRIORITY → X EIA to be completed
Please go to Section 2

MOSTLY L → LOW PRIORITY / → ☐ Do not complete EIA
NOT RELEVANT Please go to Q6 followed by Section 2

Q6 If after completing the EIA screening process you determine that this service/function/policy/project is not relevant for an EIA you must provide adequate explanation below (Please use additional pages if necessary).

N/A

Section 2

Screener- This to be completed by the person responsible for completing this screening
Name: Gareth Evans
Location: SSH&H Common Commissioning Unit
Telephone Number: (01639) 685207

Approval by Head of Service
Name: Angela Thomas
Position: Head of Commissioning Support & Direct Services

Please ensure this completed form is filed appropriately within your directorate because it may be required as evidence should a legal challenge be made regarding compliance with the Equality Act 2010.

Mae'r dudalen hon yn fwriadol wag

CONSULTATION REPORT:
NEATH PORT TALBOT HOMELESSNESS STRATEGY 2018-22

1.0 Background

1.1 On 2 August 2018, the Neath Port Talbot County Borough Council (Council) Social Care Health and Wellbeing Cabinet Board (Board) approved a 60 day public consultation period in respect of the Neath Port Talbot (NPT) Consultative Draft Homelessness Strategy 2018-22 (The Strategy) attached at Annexe 1. As explained in more detail at that time, this draft was produced by a housing consultant following his comprehensive review of the current and recent historical performance of the Council and its partners in preventing and relieving homelessness. During this process, many partners and stakeholders, including those who provide and use homelessness services, were interviewed by the consultant and so had the chance to influence the content of The Strategy, at that early stage. An abridged and anonymised version of the consultant's review report will be published at the same time as The Strategy.

2.0 Introduction

2.1 During this period, 5 August to 30 September 2018, a number of consultation and engagement activities took place. The outcome of this activity has helped inform the final draft of The Strategy which will be the subject of a report to Board on 6 December 2018.

This activity included:

- An overarching public consultation exercise;
- a specific consultation event for multi-agency stakeholders;
- a specific event for current and former users of homelessness services;
- ad-hoc attendance at partners' pre-existing fora;
- inviting social media response; and
- inviting formal written response.

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views on current and recent historical, local, multi-agency effort to prevent and relieve homelessness;
- to find out if people agree or disagree with the action proposed by the housing consultant who undertook the review of this effort and the reasons;
- to provide a mechanism for people to make supplementary comments and suggestions in respect of any of this action;
- to provide a mechanism for people to suggest alternative action to that already proposed; and
- to ensure that the consultation and engagement exercise reaches as many residents and organisations as possible, including those who use or have previously used homelessness services.

4.0   Overarching public consultation - methodology

4.1   To help ensure that the consultation was as widely available as possible, there were 4 mechanisms by which people could submit their views:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in The Strategy and their postcode. The questionnaire was live from Tuesday 5 August until Sunday 30 September 2018.

- **Paper Questionnaires in public buildings** - The questionnaire was a replica of the online version and responses were entered into 'SNAP' (our online consultation software package) for analysis. Consultation packs were made available in all Council and participating multi-agency buildings across the county borough. The consultation packs included a supply of self-completion questionnaires; a post box for completed questionnaires; a poster; and, as well as copies of the Strategy itself:

  o An easy-read version of the Strategy (copy attached at Annexe 2); and
  o a "Plan on a Page" summary of the Strategy (copy attached at Annexe 3).

  All of these documents were also made available in Welsh.

- **E-mail** - The Social Services Health & Housing Common Commissioning Unit's (CCU) generic e-mail address ccu@npt.gov.uk was promoted for people who wanted to respond via this mechanism.

- **Corporate social media accounts** - the Council's corporate Facebook and Twitter accounts were also monitored for feedback on The Strategy.

4.2   The consultation was promoted via:

- The Council website homepage - via the 'top tasks' and 'top visited' areas and a dedicated web page - Have your say https://www.npt.gov.uk/1615;
- adverts/posters on TV screens in the Quays, Neath Civic Centre, Port Talbot Civic Centre, Neath and Port Talbot Bus Stations;
- the Council's corporate social media accounts:
    - The consultation was promoted 5 times on Facebook; and
    - The consultation was promoted 4 times on Twitter;
- the Council's corporate staff newsletter 'In the Loop'. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough;
- press coverage generated by cabinet reports and press releases:
    - The consultation generated 1 SWEP article; and
- details of the consultation were also promoted via Community Voluntary Service and Carers Service Newsletters, Social Media and Webpages.

5.0 Overarching Public Consultation - Responses

A total of 23 completed questionnaires were received during the consultation period (a copy of the questionnaire is attached at Annexe 4) all of which were completed online and in English.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questionnaires (i.e. 23).

5.1 About the respondents

Of the 23 responses:
- 14 (61%) stated that they are a resident of Neath Port Talbot;
- 9 (39%) stated that they work for Neath Port Talbot Council;
- 5 (22%) stated that they work in Neath Port Talbot;
- 4 (17%) stated that they use services provided by Neath Port Talbot Council;
- 4 (17%) stated other reasons for being interested in The Strategy;
- 3 (13%) stated that they work for a third sector or voluntary organisation in Neath Port Talbot;
- 1 (4%) stated that they are a volunteer in Neath Port Talbot;
- 1 (4%) stated that they run a business in Neath Port Talbot; and
- 1 (4%) stated that they are a carer.

Of the 4 (17%) "others", 1 stated that they were a Health professional, one the CEO of a Welsh homelessness charity, 1 an interested young mother and the other a homeless person.

(NB - for this question respondents were asked to select all of the categories that applied to them, some selected more than one answer, therefore the percentages in brackets total more than 100%).

Geographically, the highest number of responses - 11 (48%) - were from the Neath/Neath Valley areas, followed by 5 (22%) from the Port Talbot/Port Talbot Valley areas and 2 (9%) from the Pontardawe/upper Swansea Valley areas. 4 (17%) respondents indicated that they were from outside of the county borough and 1 (4%) respondent did not provide a postcode.

The highest number of respondents - 6 (26%) - were in both the 40-49 and 50-59 years age groups - i.e. 6 (26%) in each, 5 (22%) were aged 30-39 years, 2 (9%) aged both 60-74 years and 25-29 years, and 1 (4%) aged 17-24. In addition, 1 (4%) indicated that they would prefer not to say their age.

15 (65%) respondents were female, 6 (26%) male and 2 (9%) preferred not to say.

20 (87%) respondents described their ethnicity as White British and 3 (13%) as other; the others being:

- "Welsh";
- "WELSH white"; and
- "white Welsh".

19 (83%) respondents described themselves as heterosexual, 1 (4%) as bisexual and 3 (13%) preferred not to say.

3 (13%) respondents reported having a disability.

17 (74%) respondents reported having little or no knowledge of the Welsh language, 4 (18%) as being fluent or fairly fluent and 2 (9%) as being learners.

12 (55%) respondents reported having no religion/belief, 7 (32%) as being Christian and 3 (14%) preferred not to say.

5.2 <u>How respondents feel about the proposals</u>

When asked whether they felt more informed having read The Strategy, 12 (53%) respondents said they did partly, 8 (35%) said yes, 2 (9%) said no and 1 (4%) said they didn't know.

14 (61%) respondents indicated that they agree with the proposals in general, 9 (39%) neither agreed nor disagreed with them and 2 (9%) disagreed with them.

(n.b. for this question some respondents chose to select more than one answer therefore the percentages in brackets total more than 100%).

5.3 Reasons given for disagreeing, or neither agreeing nor disagreeing, with the proposals were varied but a common theme running through many was that they were insufficiently detailed and/or aspirational, rather than practical.

5.5 The detail of supplementary narrative comments included in all survey responses can be made available to Members if required. It has not however been included in this report; both because of cumulative volume and for potential data protection reasons, in certain instances.

6.0 Social Media and E-mail Responses

6.1 3 social media and 2 e-mail responses were received which highlighted the following:

- The need to recognise the preventative role that alternative health and wellbeing services can play;
- work more closely with faith-based accommodation and outreach service providers;
- be mindful of how homelessness impacts on families; and
- remember the "human face" of street homelessness.

6.2 The detail of all such responses can be made available to Members if required. It has not however been included in this report for potential data protection reasons, in certain instances.

7.0 Specific Events

Multi-agency event

On 14 September 2018, over 40 staff from a wide range of statutory and voluntary sector partner agencies attended an engagement event. Presentations on best practice were given by Welsh Government, Council and a leading homelessness charity staff, followed by thematic workshops to explore the priority areas suggested in The Strategy.

Notes of these workshops were taken by various participants and so are not consistent in their format or necessarily fit for publication. They were however clearly, generally supportive of all proposed action and do allow for extrapolation of a number of common themes, such as:

- The earliest possible preventative intervention is always preferable;
- there is an existing baseline of productive, local, cross-sectoral endeavour in this area; but
- multi-agency collaboration could be improved;
- optimal use of existing resources is not always made; and
- there is a good deal of relevant, national and international, best practice that is currently untried locally.

Service user event

On 25 September 2018 an engagement event was held for current and former users of homelessness services, at the office of a local homelessness support service provider. 4 current tenants of younger persons supported housing attended. The comments they and the support staff who accompanied them made included:

- There is not enough suitable accommodation for young people generally;
- the Supported Housing Move-on Panel is time-consuming, and the whole process lengthy, with applications often being deferred by the panel;
- benefit rate short-falls result in the use of food banks and other charitable interventions;
- housing association single-person accommodation needs to be more evenly spread around the county borough so that the properties being offered to homeless young people are less often in hard-to-let areas (e.g. at the top end of the valleys with no facilities); and
- there is a particular need for self-contained one-bedroom flats in urban centres.

The more detailed notes of both events can be made available to Members, if required. They have not however been Annexed to this report for potential data protection reasons, in certain instances.

8.0 Ad-hoc attendance at pre-existing fora

8.1 CCU staff attended the following multi-agency fora to provide an overview of The Strategy, further disseminate consultation documentation, and encourage individual and collective attendee response:

- 2 July 2018 NPTCVS Strategic Forum
  (22 attendees);
- 11 September 2018 - NPTCVS CYP Forum
  (16 attendees);
- 10 September - NPTCVS Mental Health and Emotional Wellbeing Forum
  (11 attendees);
- 13 September - Health Social Care & Wellbeing Forum
  (12 attendees);
- 3 October - ABMU/Western Bay Health & Housing Group
  (12 attendees);
- 27 September 2018 - Older Persons Council
  (8 attendees); and
- 17 September 2018 - Supporting People Planning Group
  (10 attendees).

Notes of these meetings are taken by those who organise them, and disseminated to routine attendees only, but the main issues raised were:

- How third sector organisations can get involved;
- funding concerns in respect of the implementation of the plan;
- how the principles will be achieved in practice;
- the challenge of joining up of organisation and departments to promote early intervention with restricted funds;
- links with other plans e.g. the CYP Partnership Plan;
- links with NPT Public Service Board's Wellbeing Plan; and
- links with Social Services and Well-being Act/Western Bay Area Plan.

9.0   Formal/written Responses

9.1   Letters were received from:

- The Royal British Legion (copy attached at Annexe 5).

  The Legion expressed its disappointed that The Strategy fails to make specific reference to, or include specific provision for, veterans of the UK Armed Forces.

- NPT Armed Forces Covenant Forum (copy attached at Annexe 6).

  The Forum expressed similar concerns to the Legion.

- Crisis (copy attached at Annexe 7).

  Crisis felt that we not compliant with the applicable Welsh Government Code of Guidance because The Strategy did not include an action plan.

- ABMU Local Health Board (copy attached at Annexe 8).

  ABMU felt it isn't clear from The Strategy and given the current context, whether there is enough housing availability to deliver the priorities.

They noted that much of the prevention agenda was focussed on services for tenants that were at risk of crisis (i.e. pre-crisis prevention) and suggest also considering prevention further upstream to try to prevent tenants moving into the pre-crisis phase in the first instance.

The proposed vertical equity approach to target more resource at areas of greater need was welcomed as part of a proportionate universalism approach to prevention.

They highlighted the key role for Education and Youth Services in identifying and supporting young people who may be at risk of homelessness and recommended that consideration be given to opportunities to raise awareness of youth homelessness and support services with young people themselves and those working with them (such as in schools and the youth service).

10.0 Council Response to the Consultation

10.1 The Council response is summarised overleaf in a "you said - we did" format.

Only one small change needs to be made to The Strategy that will be taken to Social Services Health & Wellbeing Cabinet Board in December, as a result of the consultation.

This is because all other constructive comments, observations, and suggestions received, that it is actually within our gift to act upon, can now be acknowledged and appropriately implemented at the action plan developmental stage, without doing so.

YOU SAID:	WE DID:
The Strategy is not compliant with the applicable Welsh Government Code of Guidance because it does not include an action plan.	We checked with the Welsh Government (WG) that the document we are required to produce and publish by the end of 2018 does not necessarily have to include an action plan, as long as it details the action we propose to take. The WG confirmed that The Strategy does this at a high level and so is compliant with the relevant legislation. It was therefore considered worthwhile taking time beyond the publication deadline to produce a meaningful plan based on the finally approved, proposed action. We have therefore already started making arrangements to develop a detailed and practical action plan, to implement the strategy, with all our partners, including the organisation that made this observation, over the next four years.
The strategy only says where we want to be, not how we will get there, and it lacks practical detail.	
We need to recognise the preventative role that alternative health and wellbeing service providers can play.	We have agreed with them that the service providers who made these observations will be involved in developing the action plan.
We need to work more closely with faith-based accommodation and outreach service providers.	
We need to be mindful of how homelessness impacts on families.	Colleagues and voluntary sector partners who commission and deliver services to children & families were engaged in the review, consulted on the content of The Strategy, and will be further involved in developing the action plan.
We need to remember the "human face" of street homelessness.	People who use or who have used homelessness services were engaged in the review, consulted on the content of The Strategy, and will be further involved in developing the action plan.
The earliest possible preventative intervention is always preferable.	We will ensure that these themes run through the action plan in implementing all the priorities in The Strategy.
Education and Youth Services have a key role to play in early intervention and prevention.	
Multi-agency collaboration could be improved.	
Optimal use of existing resources is not always made.	
There is a good deal of relevant, national and international, best practice that is currently untried locally.	The action proposed in the Strategy makes specific mention of "Housing First", "Temp to Perm", and the digitalisation of application for housing and support as best practice that could be replicated locally. We will ensure that any further innovation brought to the table by partners engaged in developing the action plan will be seriously considered.

YOU SAID:	WE DID:
There is not enough suitable accommodation for young people generally and there is a particular need for self-contained one-bedroom flats in urban centres.	There is a specific action proposed in The Strategy around mapping the availability of single/younger person accommodation, in both the social and private rented sectors, and taking the action necessary to meet any deficits identified. This will be further detailed and tasked to specific people in the action plan.
It isn't clear from The Strategy whether there is enough housing availability to deliver the priorities	
Arrangements for move-on to permanent from temporary accommodation are complex and oftentimes protracted.	There is a more general action proposed in The Strategy around ensuring that the administrative burden placed on service providers by those who commission the services they deliver is necessary, appropriate, and proportionate. This will be further detailed and tasked to specific people in the action plan.
Benefit rate short-falls result in the use of food banks and other charitable interventions.	There is a specific action proposed in The Strategy around further developing positive and productive joint working relationships with key local DWP personnel. This will be further detailed and tasked to specific people in the action plan.
The Strategy fails to make specific reference to or include specific provision for veterans of the UK Armed Forces.	We deliberately wrote The Strategy with a view to improving the homelessness prevention and relief services delivered to all citizens of the county borough and targeting those most in need. This universal approach is not intended to any way detract from the legislative priority need status of a number of groups of people, including veterans at the point of discharge from service, or at any point if they in any case have such status, e.g. because of illness or disability. However we could not include any one specific priority need group without giving all the others equal mention. Nevertheless, there is already a proposed action in The Strategy around developing specific housing plans/strategies focusing on helping people most at risk of experiencing homelessness. This acknowledges the need to review the range of accommodation options for our most at risk client groups; albeit that it only includes single people under the age of 35 by way of example. This list will be extended to include veterans and other vulnerable groups.

Mae'r dudalen hon yn fwriadol wag

Neath Port Talbot Council Homelessness Strategy 2018-22

"Our Vision is that Housing in Neath Port Talbot will be appropriate, affordable, of good quality, in sustainable communities, offering people choice and support if they need it"

Building Safe & Resilient Communities

Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

CONSULTATIVE DRAFT

CONTENTS

CONSULTATIVE DRAFT

FOREWORD

We are pleased to share with you the Council's Homelessness Strategy for the period 2018 to 2022. I would like to take this opportunity to thank all of the organisations and individuals that have been involved in the review of how the Council currently prevents and responds to homelessness, which informed this document. In particular I would especially like to thank those involved who have themselves used homelessness services.

The strategy outlines in straightforward terms the key issues in Neath Port Talbot and sets out priorities for action in addressing those issues.

In Neath Port Talbot we have an active and productive multi-agency homelessness partnership and the prevention and relief of homelessness is a fundamental element of the partnership members' ongoing collaborative endeavour.

We are determined that we in the Council will continue to work as effectively as possible with all these partners across the public, private and voluntary sectors to maximise opportunities to deliver on this Strategy.

Councillor Peter D. Richards **Cabinet Member for Adult Social Services and Health**	Angela Thomas **Head of Adult Social Care**

WHAT IS OUR VISION?

Shaping NPT is Neath Port Talbot Council's Corporate Plan. It sets out what we are going to do to help the county borough become a better place for people to live, learn and work and bring up their families.

The Council's vision is to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous.[1]

This will be achieved by working in partnership with other agencies such as social care, health, education, the third sector, Registered Social Landlords, community organisations, religious organisations and the private sector.

Through partnership working, we will focus on preventing homelessness by ensuring people receive, timely and response evidence based interventions and can be supported to live in long term sustainable accommodation.

To that end the work of the Social Services, Health and Housing Directorate will embrace the following wellbeing objectives set out in our Corporate Plan 2018-2022:

- **To improve the well-being of children and young people.**
  "All of our children and young people have the best start in life, so they can be the best they can be"

- **To improve the well-being of all adults who live in the county borough**
  "Everyone participates fully in community life – socially and economically"

- **To develop the local economy and environment so that the well-being of people can be improved**

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[1] NPT CBC Single Integrated Plan 2013-2023

"The whole of Neath Port Talbot county borough will be a vibrant and healthy place to live, work and enjoy recreational time"

The homelessness strategy has a role to play in achieving all these overarching objectives but it is the first two which are most pertinent.

If we all work together to prevent people becoming homeless, the well-being of children, young people and adults will all be improved. In addition, people will have the support they need to contribute to the local economy.

WHAT DO WE WANT TO ACHIEVE?

In Spring 2018, the Council commissioned an independent review of how it responds to people facing homelessness in order for us to see how we could build on our current practice and develop new ways of working. This review involved extensive engagement with a variety of stakeholders in order to identify opportunities for change.

This strategy sets out how we intend to act on the findings of the review so that we are best placed to meet the needs of those experiencing or at risk of homelessness over the next four years and beyond.

The Council's aim is to implement an approach that will prevent homelessness wherever possible and effectively support the person when it occurs. A detailed action plan, co-produced with all stakeholders, will be created and implemented following publication of the final version of the strategy.

In order to achieve our aim the Council intends to focus on:

1. Developing effective and proactive partnership working with agencies, including community organisations, so that problems can be identified early and support accessed as quickly and as easily as possible.

2. Exploring opportunities for implementing a multi-agency approach so that those who have experienced repeat episodes of homelessness and have multiple and/or complex needs are supported to live in their own homes. This is achieved through the delivery of targeted and individualised intensive specialist support and is often referred to as the 'Housing First' model.

3. Reviewing our current temporary accommodation service models and exploring the development of a 'temp to perm' approach to avoid households having to move so often.

4. Development of specific housing plans/strategies that focus on those people that may be at most risk of experiencing homelessness, for example accommodation for single people aged under 35.

5. Considering the use of pooled budgets where this may be beneficial, one example where we feel this may offer benefits is the commissioning of accommodation for young care leavers and other vulnerable 16/17 year olds.

6. Strengthen our links with agencies such as the Jobcentre Plus in order to explore the impact of wider national welfare reform to help inform planning.

7. Looking at how we can utilise information technology to quickly help people and agencies access the support, information and advice they need and for commissioners to gather better intelligence to inform planning.

8. In response to our homelessness strategy, review the current monitoring arrangements for the Supporting People Programme Grant (SPPG) so

that the Council can understand and assess how the services we provide

delver on the aims of this strategy.

We propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis by exploring the following:

1. More focussed community based support to prevent homelessness before it becomes a crisis.

2. Evidence based support and accommodation options for people with complex needs who have experienced repeat episodes of homelessness and require a range of services.

3. Helping people to achieve permanent housing and reduce demand for temporary accommodation.

WHAT SHAPES OUR THINKING?

There is a range of important law and national guidance influencing the planning and delivery of homelessness services including:

The Social Services and Wellbeing (Wales) Act 2014

The Act consolidates existing laws and has an emphasis on prevention and ensuring people have choice and control

Sustainable Social Services for Wales: A Framework for Action 2011

The Welsh Government's agenda for regional commissioning and collaboration in service provision

Wellbeing of Future Generations (Wales) Act 2015

Improving the social, economic, environmental and cultural well-being of Wales

Housing (Wales) Act 2014

There is a strong focus on homelessness prevention imposes new legal duties on Local Authorities

Neath Port Talbot CBC Corporate Plan 2018-2022

Sets out our well-being objectives and priorities

Western Bay Population Needs Assessment

Looks at current and estimated future demand for services

The Housing (Wales) Act 2014 significantly influences the way in which local authorities support those people at risk of or experiencing homelessness. In order to respond to this legislation the Council has shifted its approach to focus on homelessness prevention.
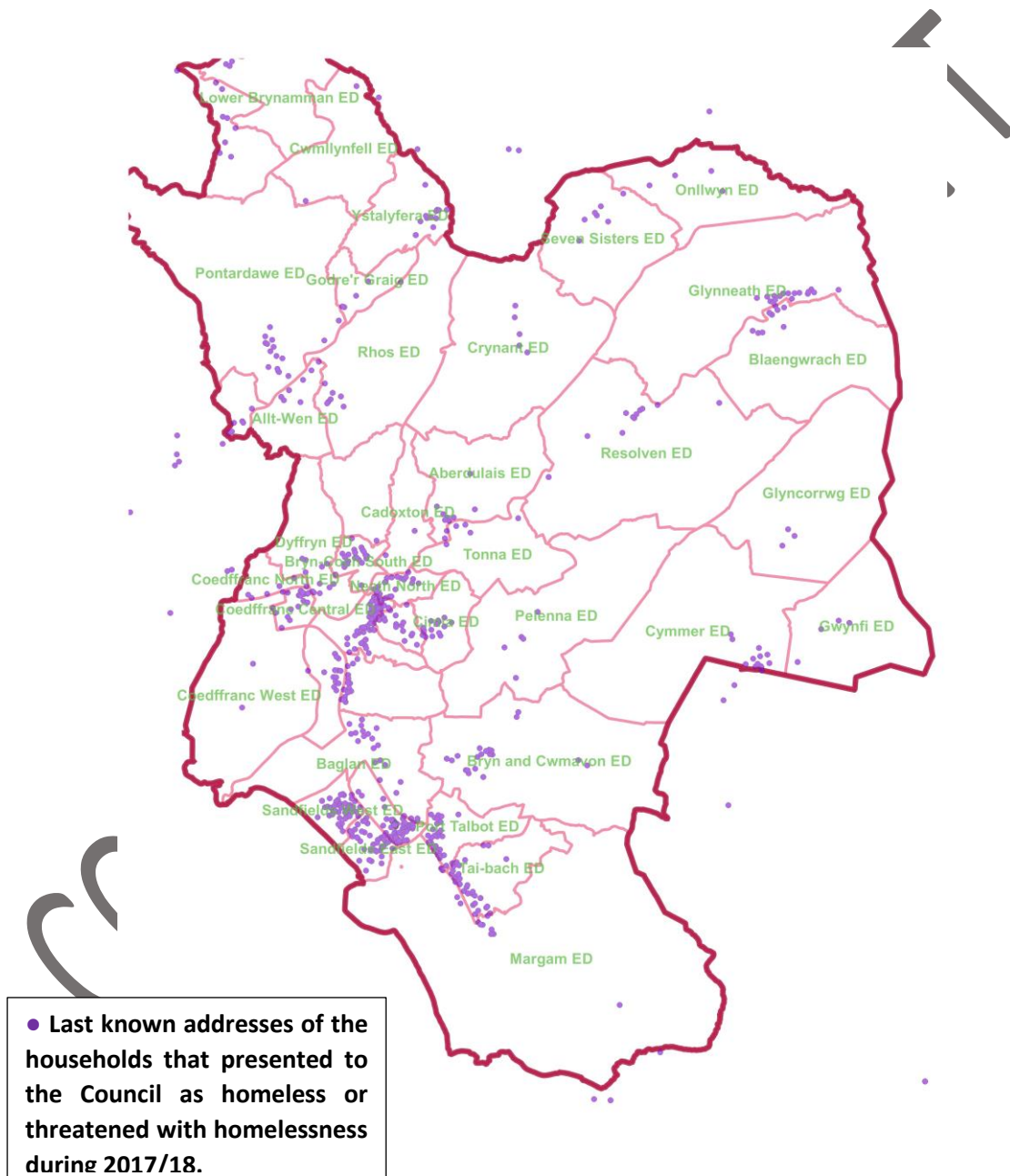
This strategy aims to strengthen our current practice so that our focus is on the continued development of preventative responses at the heart of our communities and accommodation and specialist support for those people who have complex needs and a history of repeat homelessness. In this way we hope to reduce the number of people experiencing crisis and needing emergency responses.

WHAT DO WE KNOW ABOUT HOMELESSNESS IN NEATH PORT TALBOT?

- The number of households who have been found homeless and who the Council has a duty to help find accommodation for has risen by 21% since 2015-16. (537 households over 2015-16, rising to 652 households in 2017-18).

- This has led to increasing pressure on the resources provided to meet the Council's duties.

- The number of households in temporary accommodation has also seen an increase (24 households at the end of quarter one of 2017-18; 87 households at the end of the quarter four of 2017-18).

- This increase has led to far more use of Bed & Breakfast accommodation for single people.

- The issues faced by single people with complex needs has led to more demand on services: not just housing, but a variety of other services including criminal justice, substance misuse services, mental health and other health services.

- The Community Safety team have developed the Street Vulnerable Multi Agency Risk Assessment Committee, chaired by South Wales Police, which brings agencies together to discuss potential solutions.

- A large proportion of the cases discussed are either street homeless or very vulnerably housed.

- The Council utilises a large proportion of its Supporting People budget to provide services that support people in their homes with the aim of preventing them becoming homeless.

- The number of people found homeless in the County Borough is predominantly coming from a small proportion of Council Wards, as follows:

● **Last known addresses of the households that presented to the Council as homeless or threatened with homelessness during 2017/18.**

WHAT DO WE PLAN TO DO?

We are an ambitious Council and there is much we want to achieve to make sure that those at risk of or experiencing homelessness get the right support and accommodation at the right time and that those with the most complex needs are supported to secure long term accommodation.

The following section outlines the areas of priority that we are planning to take forward over the next four years and beyond. Following consultation on this draft strategy and the publication of the final strategy, a detailed action plan will be developed.

> **Priority One: Early intervention and Prevention**
>
> *Strengthening approaches to early intervention and prevention*

We will work with other agencies and our local communities to ensure that we can identify issues at an early stage. By working in partnership with other agencies we will make sure that those at risk of homelessness get the right support at the right time and in the right place.

Where are we now?

We have a number of different services to support those at risk of or experiencing homelessness. Our review found that it could be beneficial to review these services to ensure that we are making best use of our available resources, including local communities. The review also found that there may be opportunities to build on our current work to implement more preventative interventions, which will result in a reduction of people requiring short-term emergency accommodation.

Where are we going?

We will look at how we can work with and within our local communities to help prevent homelessness and make sure the services we purchase deliver the right outcomes. We will also look at how people currently access these services and explore the potential to shift more resources from crisis interventions to prevention.

> **Priority Two: Implementing a Multi-Agency Approach**
> *Targeted support for those with the most complex needs to prevent repeat episodes of homelessness*

We know that some people have a range of complex needs and require help to maintain sustainable long-term housing. The *Housing First* model seeks to provide people with permanent housing and specialist targeted support. This model aims to reduce the need for temporary emergency housing and prevent people from experiencing repeat episodes of homelessness.

Where are we now?

We currently have high numbers of people in temporary accommodation and B&B provision. In addition, the review showed there are a significant number of people in Neath Port Talbot that have complex needs and a history of repeat homelessness. These people require a variety of services.

Where are we going?

There are opportunities to look at how we could implement the Housing First model in Neath Port Talbot with our partners. By utilising the expertise of a range of organisations and working closely with partners such as our Health

Board and Housing Associations we will explore the possibility of establishing a Housing First model.

> **Priority Three: Review of temporary accommodation service models**
>
> *Help people to access secure permeant accommodation*

We will undertake a review of our temporary accommodation offer and explore the possibilities of implementing a 'temp to perm' model.

Where are we now?

The review showed that there is a risk that some people are leaving temporary accommodation but not able to sustain long term accommodation, resulting in them returning to temporary accommodation. We also know that currently there is a high demand for temporary accommodation and that we are utilising B&B provision.

Where are we going?

We want to help people that leave temporary accommodation maintain a long-term tenancy and reduce the number of repeat presentations to short term accommodation. To do this we will explore how we can work with landlords to implement a model that can offer those in temporary accommodation more permanent options.

> **Priority Four: Development of specific housing plans/strategies**
>
> *Focusing on helping people most at risk of experiencing homelessness*

There is a need to review the range of accommodation options for our most at risk client groups, including single people under the age of 35.

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Where are we?

We know that we need to look at how wider changes, such as welfare reform influences our planning and informs the development of accommodation options and services.

Where are we going?

The development of specific housing plans will help us to better understand and address the housing needs of our local communities. These plans will set out how we intend to respond to our current and future challenges in order to ensure that our local residents have a range of suitable and affordable housing models.

Priority Five: Pooled Budgets

Making best use of our financial resources

Pooled budgets may help us to achieve better value for money and streamline processes for accessing support. In particular there is potential to consider the use of a pooled budget to more strategically plan responses for young care leavers and other vulnerable 16/17 year olds with housing needs.

Where are we?

Although there is good partnership working between children social services and our housing team, each team commissions responses for young care leavers with housing needs separately.

Where are we going?

We want to explore the possibility and potential benefits of implementing a pooled budget for services provided to young care leavers and other vulnerable 16/17 year olds with housing needs.

Priority Six: Partnership Working

Further strengthening links with partner agencies to better understand needs and demands

There has been considerable change nationally, including recent welfare reform and there is a need for us to work closely with other organisations such as the Jobcentre Plus in order to help inform our planning, commissioning and delivery of support.

Where are we now?

We have identified through the review the potential to further build on our current partnership working with agencies to help us develop robust responses for those at risk or experiencing homelessness.

Where are we going?

We will actively seek to strengthen our current partnership working arrangements with those agencies that can help support our planning.

Priority Seven: Information Technology

Enhancing the use of information technology

Increased and improved use of information technology can help ensure that people and agencies have quick access to the right support, information and

advice. In addition, improved systems supports commissioners in data gathering to inform planning

Where are we now?

The review has highlighted the importance of accurate data to ensure that commissioners can more accurately understand the needs of those accessing homelessness services. Robust information technology systems will also help to streamline processes and help provide people with the right access to information and advice.

Where are we going?

We will review our current information technology systems and reporting processes and consider options to implement different systems. We will also explore how information technology could be used to help deliver support, information and advice.

> **Priority Eight: Monitoring SPPG services**
>
> *Ensuring that our SPPG commissioning helps us to deliver our strategy*

In order to ensure successful delivery of our strategy, we will update our current monitoring arrangements for SPPG so that we can understand how the services we commission meet the aims of our strategy.

Where are we now?

We have robust monitoring arrangements in place to understand the impact of the services we commission. These tools will need to be refreshed to reflect the implementation of our strategy.

Where are we going?

New monitoring standards will be developed and implemented so that we can understand how the services we commission help us to achieve our objectives.

IMPLEMENTATION AND MONITORING

This document represents a medium term strategy which will be implemented over the next five years. Following consultation on this draft strategy and the development of the final strategy, we will work with our stakeholders to develop a detailed action plan setting out how we will achieve our priorities. This action plan will include accountable leads, timescales and how we will know that our objective has been achieved.

Progress against this action plan will be regularly reviewed and monitored by the Social Services Scrutiny Committee.

CONCLUSION

The needs of people at risk or experiencing homelessness are often complex and multiple, as such we aim to strengthen partnership working to help prevent and reduce homelessness.

To do this we will explore new models and approaches so that we can shift the focus from managing emergencies and crisis towards a way of working that supports prevention and sustainability of long term accommodation.

This document is intended to be an open statement for our residents and providers of services to understand our intentions and our ambitions. The development of this draft strategy will allow our stakeholders, including

residents and those who are or who have required services, to influence and contribute to our future developments.

Our strategy will be a working document that will be reviewed on a regular basis to ensure that it remains fit for purpose and focus on the changed needs of people in Neath Port Talbot.

REFERENCES

Housing (Wales) Act 2014

http://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en

 Neath Port Talbot CBC Corporate Plan 2017-2022

https://www.npt.gov.uk/15847

Neath Port Talbot CBC Strategic Business Plan for Adult and Children's Services

https://democracy.npt.gov.uk/documents/s34372/People%20Directorate%20Strategic%20Business%20Plan%202018-2019%203.pdf

Sustainable Social Services for Wales: A Framework for Action 2011

http://gov.wales/topics/health/publications/socialcare/guidance1/services/?lang=en

The Social Services and Wellbeing (Wales) Act 2014

http://gov.wales/topics/health/socialcare/act/?lang=en

Wellbeing of Future Generations (Wales) Act 2015

http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en

Western Bay Population Needs Assessment 2016 - 2017

http://www.westernbaypopulationassessment.org/en/home/

CONSULTATIVE DRAFT

Mae'r dudalen hon yn fwriadol wag

Easy Read Version
of
Neath Port Talbot Council
Homelessness Strategy
2018 - 2022

What is the Strategy?

It is a plan that sets out how the Council wants to work with others to tackle homelessness locally.

We want to work together to prevent homelessness wherever possible and support the person to find permanent home as soon as possible when it does happen.

The document is written by staff from the Council and we would like to know your views to help us produce a final version.

We welcome feedback from all.

We will keep everyone updated at meetings we arrange and be posting information on the Council's website.

What does the Council want out of the Plan?

Shift the focus away from responding to emergencies and meeting our homelessness duties to people in crisis.

Towards:

- Focussed community based prevention;
- Alternative support solutions that have been proven to work for those who need it most; and
- Reducing the use of B&B and other temporary accommodation.

Our Priorities

The plan has a number of areas:

- *Early help to prevent homelessness whenever possible*

- *Support for those with the most complex needs or who have been homeless more than once*

- *Helping homeless people get a permanent home quickly*

- *Focusing on helping people most at risk*

- *Making best use of our finances*

- *Strengthening links with partner agencies*

- *Making better use of Information Technology (IT)*

- Making sure we understand the impact of the services we commission

How will the Council collect views and opinions?

The Council will be collecting views and opinions on this Plan in different ways:

Focus group meetings will be arranged during the consultation. It will be an opportunity to find out more about our plans, ask questions and give your views.

Paper copies of the plan and feedback form will be available in Neath Civic Centre, Port Talbot Civic Centre and The Quays.

On the Council's website:
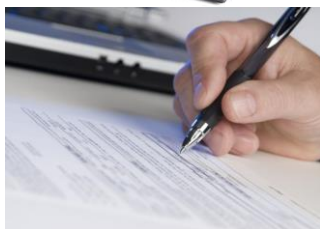
You can write to us or complete the feedback form at the end of this booklet. Letters and forms can be put into the suggestion boxes or posted to:

Neath Port Talbot County Borough Council
Social Services Commissioning Unit
Cimla Health & Social Care Centre
Cimla
Neath
SA11 3SU

Mae'r dudalen hon yn fwriadol wag

"Building Safe and Resilient Communities"

Neath Port Talbot Homelessness Strategy 2018 - 2022

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What do we want to achieve?

Prevent homelessness wherever possible and effectively support the person when it occurs

What are we going to focus on

We propose to shift the focus from emergency responses and fulfilling our homelessness duties to households in crisis by exploring the following:

- More focussed community based support to prevent homelessness before it becomes a crisis.
- Evidence based support and accommodation options for people with complex needs who have experienced repeat episodes of homelessness and require a range of services.
- Helping people to achieve permanent housing and reduce demand for temporary accommodation.

How we will do it?

- *Strengthening approaches to early intervention and prevention*
- *Targeted support for those with the most complex needs to prevent repeat episodes of homelessness*
- *Helping people to access secure permanent accommodation*
- *Focusing on helping people most at risk of experiencing homelessness*
- *Making best use of our financial resources*
- *Further strengthening links with partner agencies to better understand needs and demands*
- *Enhancing the use of information technology*
- *Ensuring that our SPPG commissioning helps us to deliver our strategy*

Have your say !

We are running a public consultation on our Homeless Strategy and want you to Have Your Say.

There are a number of ways you can give us your views:

Online - visit www.npt.gov.uk/haveyoursay

Paper copies and feedback forms of the Plan can be found at the venues below:

- Neath Civic Centre
- Port Talbot Civic Centre
- Homeless Charites
- CVS offices, Alfred Street , Neath

Please respond by 4th October 2018

Corporate Plan Objectives

The Strategy is in line with NPT's and Welsh Government's Well-being Objectives in which Housing is recognised as a cross-cutting theme:

Well-being Objective 1 - We want all our children and young people to have the best start in life, so they can be the best they can be

Well-being Objective 2 - Everyone participates fully in community life - socially and economically

Well-being Objective 3 - Neath Port Talbot County Borough will be a vibrant and healthy place to live, work and enjoy recreational time

Mae'r dudalen hon yn fwriadol wag

Social Care, Health and Wellbeing Cabinet Committee

2018/2019 FORWARD WORK PLAN (DRAFT)

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

DATE 2019	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
10 Jan 19	Hillside Managers Report	Monitoring	Quarterly	A.Jarrett
	Hillside (The Children Home Wales)	Monitoring	Quarterly	A.Jarrett
	Neath Port Talbot's Plan for Children and Young People Services 2018 – 2021	Decision	Topical	Keri Warren/ Chele Howard
	Neath Port Talbot's Plan for Adult Social Care 2018 – 2021	Decision	Topical	Chele Howard/ Angela Thomas
	Supporting People Local Commissioning Plan	Decision	Topical	Angela Thomas

Officer Responsible: Jayne Woodman-Ralph

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Social Care, Health and Wellbeing Cabinet Committee

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
7 Feb 19	(To be Confirmed)			

Social Care, Health and Wellbeing Cabinet Committee

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
7 Mar 19	Supporting People Programme Grant Contracts 18/19	Decision	Annual	Gareth Evans/ Angela Thomas
	Carers Information & Consultation Strategy Annual Progress Report	Information	Annual	Andrew Jarrett
	Hillside Placement Fees 18/19	Decision	Annual	Andrew Jarrett
	Quarter 3 Performance Indicators	Monitoring	Quarterly	Ian Finnemore/ Angela Thomas
	Staff Surveys (Adults & Children)	Monitoring	Annual	Andrew Jarrett

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