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## Contact

This Local Commissioning Plan is available for download on Neath Port Talbot Council's website [www.npt.gov.uk](http://www.npt.gov.uk)

If you require a hard copy or need this information in larger print or in an alternative format (including in the Welsh Language), please contact the Supporting People Team on 01639 685928 or email [supportingpeople@npt.gov.uk](mailto:supportingpeople@npt.gov.uk)

## 1. Introduction

Housing Support Grant (HSG) is the Welsh Government (WG) specific revenue grant, paid to Neath Port Talbot County Borough Council (the Council) annually, to either deliver or externally procure housing related support services to homeless households and other vulnerable adults.

Supporting People Programme Grant (SPPG) and Homelessness Prevention Grant (HPG), which were previously separately in payment, were subsumed within HSG in April 2020.

Prior to this the Supporting People Local Commissioning Plan (LCP) directed SPPG spend and there were other WG grant arrangements in place in respect of HPG.

Before the onset of the current pandemic, the Council was under WG direction to produce a new 4-year Housing Support Programme Strategy by the end of 2020. This would have superseded the LCP and was to address all Council spend on homelessness prevention and other housing related support activity.

Because of the pandemic the Council has now been given until the end of 2022 to produce the new strategy despite the fact that the current LCP expires this year.

This document therefore serves as a summary extension and further update of the 3-year LCP for 2017-20 and so should be read in conjunction with that and its Annual updates for 2018, 2019 and 2020.

### 1.1. Strategic context

HSG is a non-statutory early intervention grant programme focussing on preventing homelessness and the avoiding the escalation of other housing related support need in order to avoid institutionalisation.

Housing is a key priority area in the Welsh Government's National Strategy, Prosperity for All, which sets out the vision that:

- *Everyone lives in a home that meets their needs and supports a healthy, successful and prosperous life; and*
- *nobody is homeless but has a safe home where they can flourish and live a fulfilled, active and independent life".*

HSG consequently contributes to and complements many other WG programmes and agendas.

HSG priorities are therefore influenced by a number of key national legislative drivers for change, including:

- Housing (Wales) Act 2014;
- Social Services and Wellbeing (Wales) Act 2014;
- Wellbeing of Future Generations (Wales) Act 2015;
- Violence against Women Domestic Abuse and Sexual Violence (Wales) Act 2015; and
- Renting Homes (Wales) Act 2016.

As well as a number of local strategies, including:

- Shaping NPT - Corporate Plan 2018-22; and
- Neath Port Talbot Homelessness Strategy 2018-22

### 1.2. Local & National service delivery

WG invest over £125m in HSG annually and for 2020/21 the Council received £4.7m (3.8% of Welsh total), of which £1.35m (29%) is budgeted to be used by the Council to deliver services itself and £3.35m (71%) to externally procure them.

WG have indicated that more than 57,000 people are supported across Wales each year by HSG funded services.

The annualised figures of those collated locally for January to June 2020, suggest that a total of 3,512 (6% of Welsh total) vulnerable households will be supported by local HSG funded services during 2020.

This shows that we will be making efficient and effective use of HSG to provide support to more local households than would otherwise be expected and that we do so mostly by contracting with external, non-statutory organisations.

HSG is used to fund an array of services that include homelessness temporary accommodation, domestic abuse refuge, short and longer-term supported housing, and time-limited support to people in their own homes.

These services are provided to a wide range of vulnerable adults including older people, vulnerable young people, care leavers, families fleeing domestic abuse, people with a mental health need, people with a learning disability and people with a substance misuse issue, as well as households that are homeless or threatened with homelessness.

## **2. Supply Map 2020-21**

Neath Port Talbot CBC currently commissions 15 organisations to provide a range of Housing Support services to Neath Port Talbot residents. These services were previously funded either by the Supporting People Program Grant, Housing Prevention Grant or Rent Smart Wales. For a full list of HSG funded services see [Appendix 1](#)

### **2.1. Short Term Services**

Eleven organisations provide a range of homeless prevention services which include supported accommodation, floating support, refuge accommodation, outreach services and night shelters. In addition to general homeless support, support is also provided to specific client groups, including those experiencing domestic abuse, mental health, young people, rough sleepers and those with substance misuse issues.

### **2.2. Long Term Services**

Seven organisations provide long term support for older people, or care managed individuals with learning disabilities or mental health issues, and focuses on maintaining independence in their home.

### **2.3. Internal Services**

In addition to the commissioned services, a number of internal services are also funded via the Housing Support Grant, including a Gateway Service, temporary accommodation, floating support and housing enforcement.

## **3. Needs Analysis – 2019/20**

A needs mapping exercise is undertaken annually in conjunction with the various HSG funded service providers, the purpose of which is to identify the needs of existing service users and analyse the profile of individuals accessing services.

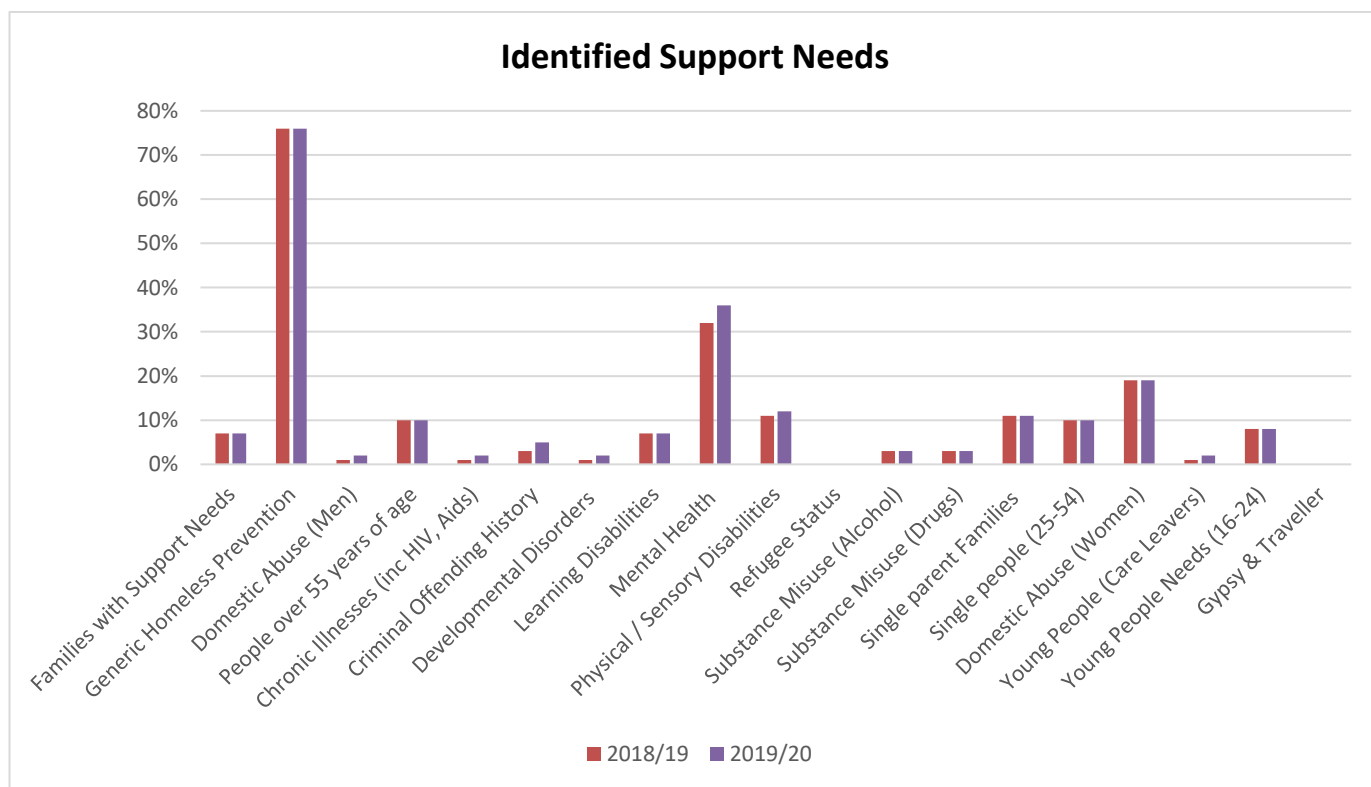
This information helps provide a better understanding of the priorities for service development in the coming year.

### 3.1. Summary of service demand by area of need in 2018/19 and 2019/20.

During 2019/20, 3,618 periods of support (from previous Supporting People funded services) were provided to individuals and families, an increase of approximately 8% from 2018/19.

Generic homelessness prevention (76%), mental health (36%) and domestic abuse (women) (19%) continue to be the highest area of need for people accessing services.

For a full breakdown of lead, second and third needs see [Appendix 2](#). A breakdown of the identified second and thirds need is included in the section on the specific service area.



## 4. Outcomes Analysis - January – June 2020

In the reporting period January- June 2020, 1,756 individuals were reported on, with 1,577 accessing short term services and 179 accessing long term services. 816 individuals started receiving support, and 804 ceased receiving support.

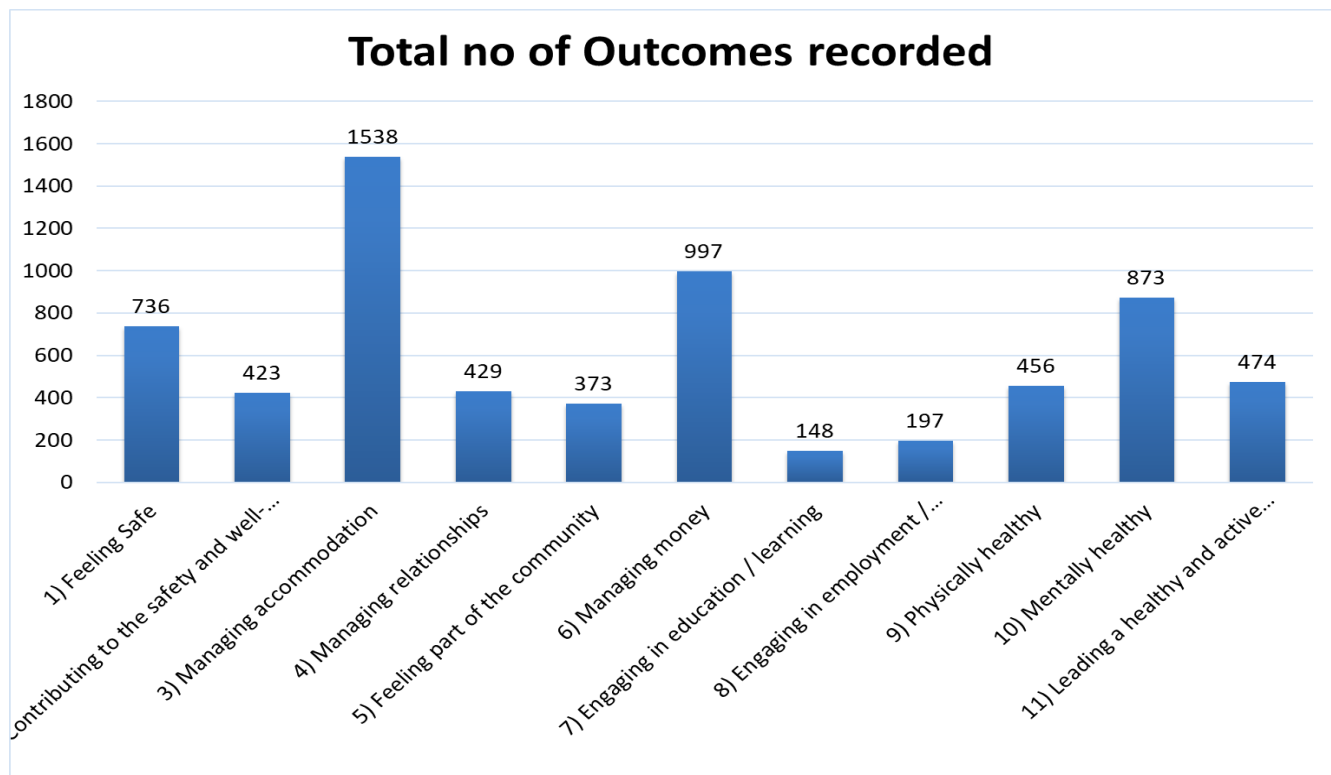
Between the 1756 individuals there were 6,644 outcomes recorded as relevant to an individual’s needs. The average number of relevant outcomes varies between short term services – 3.6 and long term services – 5.6

Overall, the outcome areas that are most identified are managing accommodation (88%), managing money (57%), mental health (50%) and feeling safe (42%).

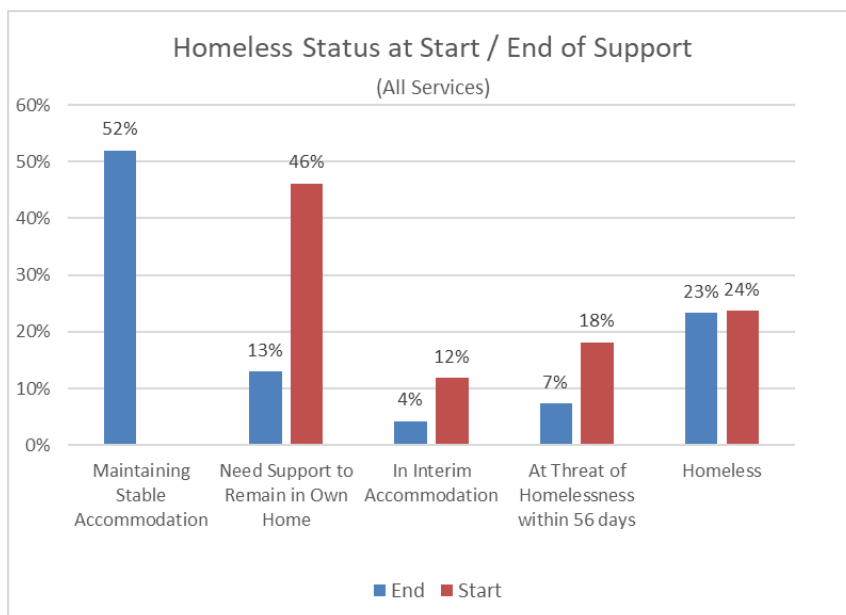
Within long term services, the most identified outcome areas are feeling safe (87%), managing accommodation (71%), feeling part of the community (60%) and physical health (60%) It is recognised that these outcomes achieved may be smaller and take longer to achieve.

Within short term services, the most identified outcome areas are managing accommodation (91%), managing money (57%) and mentally healthy (49%).

For a full breakdown of the Outcomes submission for January – June 2020 see [Appendix 3](#)



From 2016 providers have been asked to report on the homeless status of individuals at the start of support and again at the end of support. There are four options to choose from at the start of support (*homeless, at threat of homeless within 56 days, in interim accommodation and need support to remain in own home*) with a further option of *maintaining stable accommodation independently* also available at the end of support. The following table shows the homeless status at both the start and end of support for all 1756 individuals reported on.



## Service Areas

### 5. Young Persons Services

#### 5.1. Service Provision

Currently 2 organisations provide a range of supported accommodation for young people in Neath Port Talbot, including 24hr accommodation supported accommodation, bedsits, shared accommodation and self-contained flats.

Provider/Scheme	Type of Support	Units
Llamau	Dispersed Supported Accommodation for young people with low – moderate support needs	35
Pobl Clarewood	24hr Supported Accommodation for young people with medium to high / complex support needs.	8

#### 5.2. Demand for Service

Access to the Young Persons accommodation services is via the Supporting People Gateway. In 2019-20, 82 referrals were received for the two young person's services in NPT, with 34% coming from Social Services and 29% from Housing Options. During the first 6 months of 2020-21, 22 referrals were received.

75 young people were supported during 2019-20, with 31 young people moving into the supported accommodation.

#### 5.3. Additional Needs

Of the 75 young people supported during 2019-20, 61 (80%) had an identified second need, and 43 (57%) had a third identified need.

Identified second / third need	Number	As a % of those supported
Mental health	33	44%
Substance Misuse (Drugs)	19	25%
Young People (Care Leavers)	18	24%
Developmental Disorders	10	13%
Criminal Offending History	5	7%
Learning Disabilities	5	7%

Domestic Abuse (Women)	5	7%
Substance Misuse (Alcohol)	4	5%
Generic Homeless Prevention	3	4%
Chronic Illnesses	1	1%

#### 5.4. Supporting People Outcomes July – December 2019

During the reporting period 60 young people were recorded as working towards 357 outcomes, with an average of 6 outcomes each. 17 Young People ended support during the period.

Managing Accommodation (100%), Managing Money (98%) and Mental Health (68%) were the outcomes most identified as relevant.

Of the 17 young people who ended support, 14 (82%) had moved into sustainable accommodation.

Managing accommodation	60
Managing money	59
Mental health	41
Managing relationships	37
Contributing to the safety and wellbeing of themselves and others	31
Engaged in employment / voluntary work	30
Engaged in education / learning	25
Leading healthy and active lifestyle	23
Feeling part of the community	21
Feeling safe	17
Physical health	15

#### 5.5. Planned Commissioning / Service Developments 2021/22

Phase 2 Homelessness Accommodation funding has been used to develop 6 units of supported accommodation for under 25's. It is anticipated that these will be fully operational from the end of April 2021. Support will be provided via an external provider (TBC). Young People aged between 18-24 who are homeless, or threatened with homelessness will be prioritised for the project.

All young person's accommodation (including CYP funded crisis beds and supported lodgings are due to be retendered from July 2022. This process will commence during 2021/22.

## 6. Mental Health Services

### 6.1. Service Provision

#### Short Term Services (upto 2 years)

Short term supported accommodation and floating support is provided to individuals who are homeless, or threatened with homelessness, but to not have a care manager. This was increased from 8 to 14 units in 2020-21. Since April 2020 access to these services is via the Supporting People Gateway.

Previously funded by Homeless Prevention Grant, one service delivers floating support alongside the Housing Options Service in their temporary accommodation.



During 2019-20 a pilot was run which provided resettlement support for individuals who had experienced a mental health / homeless crisis and had been supported into permanent accommodation by a Homeless Prevention Grant funded service. This service continued in 2020/21.

### Long Term Services (over 2 years)

Longer term floating support and supported accommodation is available for care managed individuals who need support to remain independent in their home. Since April 2020 access to these services is via the Supporting People Gateway.

In addition to the externally contracted services, the NPTCBC in-house Community Independence Service provides floating support to care managed individuals, with mental health, learning disabilities or physical disabilities.

Provider/Scheme	Type of Support	Units
Family Housing Association	Long Term shared accommodation for care managed individuals	3
	Short term shared accommodation for people with mental health issues	3
Platform	Short term floating support for people with mental health issues	14
	Resettlement support for individuals with mental health issues	5
	Long term floating support for care managed individuals, including support in dispersed accommodation	19
	Floating Support to individuals living in temporary accommodation	N/A
NPTCBC Community Independence Service	Pan Disability Floating Support for Care Managed individuals (inc those with mental health)	142

### 6.2. Demand for services

As there was no central referral point for Mental Health Services prior to April 2020 it is not known whether an individual has been referred to more than one provider, or had multiple referrals. The following information is taken from provider returns.

In 2019-20, 22 referrals were received for the externally commissioned services (excluding the temporary accommodation support), with 61 individuals receiving support during the reporting period. During the first 6 months of 2020-21, 19 referrals were received.

Of the 274 individuals supported by NPTCBC Community Independence Service in 2019-20, 124 (45%) had a lead need of mental health, with another 15 (5%) identifying mental health as a second / third need.

While 36% of individuals identified a mental health need, only 6% of contracted units provided specialist mental health floating support.

### 6.3. Additional Needs

During 2019/20, 194 individuals had identified mental health as their lead need. Of these, 87 (45%) had an identified second need, and 35 (18%) had a third identified need. A further 1125 individuals had identified mental health as either a second or third.

Identified second / third need	Number	As a % of those supported
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People over 55 years of age	19	10%
Learning Disabilities	19	10%
Substance Misuse (Drugs)	18	9%
Substance Misuse (Alcohol)	17	9%
Single people with Support Needs (25-54)	11	6%
Young People with Support Needs (16-24)	8	4%
Physical and/or Sensory Disabilities	7	4%
Domestic Abuse (Women)	5	3%
Single parent Families with Support needs	4	2%
Generic Homeless Prevention	3	2%
Chronic Illnesses	3	2%
Families with Support Needs	2	1%
Criminal Offending History	2	1%
Domestic Abuse (Men)	1	1%
Developmental Disorders	1	1%
Young People (Care Leavers)	1	1%

#### 6.4. Supporting People Outcomes July – December 2019

During the reporting period 58 individuals were recorded as working towards 243 outcomes, with an average of 4 outcomes each. 9 individuals ended support during the period.

Managing Accommodation (91%), Mental Health (91%) Managing Money (67%) were the outcomes most identified as relevant.

Managing accommodation	53
Mental health	53
Managing money	39
Physical health	29
Feeling part of the community	17
Managing relationships	16
Feeling safe	13
Leading healthy and active lifestyle	11
Engaged in education / learning	5
Engaged in employment / voluntary work	4
Contributing to the safety and wellbeing of themselves and others	3

#### 6.5. Planned Commissioning / Service Developments

Work commenced on the re-commissioning of Mental Health Services during 2019, this work has been put on hold as a result of Covid-19 and will recommence in 2021.

As part of the Phase 2 Homeless Accommodation planning, one existing 3 bed shared house will be replaced with 4 self-contained flats situated within a block. Support will be provided as an extension of an existing project.

Additional Phase 2 Homelessness Accommodation funding has been secured to develop 7 units of supported accommodation for individuals who are homeless / threatened with homelessness and have mental health / complex needs. It is anticipated that these will be fully operational during early 2021/22. Support will be provided via an external provider – TBC.

## 7. Domestic Abuse

### 7.1. Service Provision

Three organisations provide a range of specialist support for those experiencing domestic abuse, including refuge accommodation, supported accommodation and floating support.

During 2019-20 a pilot was run which provided floating support for males experiencing domestic abuse, this service continued in 2020/21.

Provider/Scheme	Type of Support	Units
Calan DVS	Floating support for individuals experiencing domestic abuse	20
	Refuge accommodation for women and families experiencing domestic abuse	13
Hafan Cymru	Floating support for individuals experiencing domestic abuse	1
	Floating support for men experiencing domestic abuse	6
	Supported Accommodation for women and families who have experienced domestic abuse	14
Thrive	Floating support for women experiencing domestic abuse	10
	Refuge accommodation for women and families experiencing domestic abuse	6
	Supported Accommodation for women and families who have experienced domestic abuse	5

### 7.2. Demand for services

As there is no central referral point for Domestic Abuse Services it is not known whether an individual has been referred to more than one provider, or had multiple referrals. The following information is taken from provider returns

#### Floating Support

273 women were supported during 2019-20, with 164 receiving support during the first 6 months of 2021/22.

#### Refuge Accommodation

During 2019/20 there were 110 periods of accommodation for 106 individuals / families, 4 of whom had repeat admissions.

Fourteen individuals / families moved within the schemes, with one moving from Thrive refuge to Calan refuge, 8 having one move within a scheme, and 5 moving twice.

63 individuals / families were supported in refuge between April – September 2020.

#### Supported Accommodation

During 2019-20, 26 individuals / families were supported, with 20 individuals / families supported between April – September 2020.

### 7.3. Additional Needs

Identified second / third need	Number	As a % of those supported
Mental health Issues	116	28
Substance Misuse (Drugs)	28	7
Substance Misuse (Alcohol)	12	3
Physical / sensory disability	6	1
Chronic illness	4	1
Learning Disability	3	1

#### 7.4. Supporting People Outcomes July – December 2019

During the reporting period 243 individuals were recorded as working towards 1596 outcomes, with an average of 7 outcomes each.

Feeling Safe (98%), Safety and Wellbeing of Selves and Others (79%) and Managing Accommodation (73%) were the outcomes most identified as relevant.

Feeling safe	239
Safety & wellbeing of selves and others	193
Managing accommodation	177
Managing relationships	171
Managing mental health	166
Leading a healthy & active lifestyle	159
Managing physical health	128
Feeling part of the community	116
Engaged in education / training	49
Engaged in employment / volunteering	47
Managing money	11

#### 7.5. Planned Commissioning / Service Developments

A service area review is currently ongoing which aims to identify the level of demand for services in Neath Port Talbot and produce a range of options which will meet the needs of those who are experiencing domestic abuse. This work will continue 2021/22.

## 8. Homeless Prevention

### 8.1. Service Provision

Short term supported accommodation is available to single people who are homeless, or threatened with homeless, with low to moderate support needs.

Floating support is available to those who are homeless, threatened with homelessness, or just struggling to manage their tenancy.

Both services are in addition to the temporary accommodation and floating support provided through the councils Housing Options Service, for those who are owed a statutory homeless duty.

Provider/Scheme	Type of Support	Units
Goleudy – Shared Housing	Short term shared accommodation for single people who are homeless, or threatened with homelessness	12
The Wallich – PAWS	Short term floating support for those who are homeless, or threatened with homelessness	340

## 8.2. Demand for service

### Supported Accommodation

Since April 2020 access to these services is via the Supporting People Gateway.

During 2019/20, thirty four referrals were received for the service, with 11 individuals moving into the scheme. Of the 7 who ended support, 43% had been receiving support for over a year, and a further 29% for upto 2 years.

### Floating Support

Access to the Wallich PAWS floating support scheme is via the Supporting People Gateway. During 2019/20 675 families/individuals were supported, with 376 referrals being received for the service, and 401 starting to receive support.

Of the 468 who ceased receiving support during the year, approx. 59% received support for upto 6 months, a further 37% received support for upto 2 years, and 4% for over 2 years.

## 8.3. Additional Needs

### Supported Accommodation

Identified Need	Number	As a % of those supported
Mental Health	12	63%
Substance misuse (Drugs)	5	26%
Learning Disabilities	3	16%
Substance misuse (Alcohol)	2	11%
Criminal Offending	2	11%
Domestic Abuse (Women)	2	11%
Developmental Disorder	1	5%
Physical and/or Sensory Disability	1	5%

### Floating Support

Identified Need	Number	As a % of those supported
Mental Health Issues	307	45%
Single People with Support Needs (25 – 54)	85	13%
Physical and/or Sensory Disabilities	75	11%
Single Parent Families with Support Needs	63	9%
People over 55 years	61	9%
Young People with Support Needs (16 – 24)	51	8%
Substance Misuse Issues (Alcohol)	46	7%
Substance Misuse Issues (Drugs)	45	7%
Domestic Abuse (Women)	34	5%
Learning Disabilities	30	4%
Criminal Offending History	28	4%
Developmental Disorders	18	3%
Chronic Illnesses	15	2%
Young People who are Care Leavers	13	2%
Domestic Abuse (men)	4	1%
People with Refugee Status	1	0%

#### 8.4. Supporting People Outcomes July – December 2019

1,348 outcomes were reported for 384 individuals during the reporting period, with an average of 4 outcomes each.

Managing Accommodation (83%), Managing Money (72%) and Mental Health (53%) were the outcomes most identified as relevant.

Managing accommodation	317
Managing money	276
Mental health	205
Contributing to the safety and wellbeing of themselves and others	108
Physical health	92
Feeling safe	89
Managing relationships	72
Feeling part of the community	53
Engaged in employment / voluntary work	48
Leading healthy and active lifestyle	48
Engaged in education / learning	40

#### 8.5. Planned Commissioning / Service Developments

Both services will be subject to a full service review in 2021-22.

### 9. Older Persons Services

#### 9.1. Service Provision

Provider/Scheme	Type of Support	Units
Coastal Housing Extra Care	Extra Care Housing for people over 55	115

#### 9.2. Demand for service

The waiting list for the extra care is held by Tai Tarian. During 2019-20, 120 households received support at the schemes, with 8 moving into the schemes. The number of referrals received for the schemes is not available

#### 9.3. Additional needs

Identified Need	Number	As a % of those supported
Chronic Illnesses (including HIV, Aids)	5	4%
People with Mental health Issues	6	5%
People with Physical and/or Sensory Disabilities	70	58%

#### 9.4. Supporting People Outcomes July – December 2019

During the reporting period 72 households were recorded as working towards 175 outcomes, with an average of 2 outcomes each.

Managing Accommodation (63%), Feeling Safe (50%) and Feeling part of the community (35) were the outcomes most identified as relevant.

Managing accommodation	45 (63%)
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Feeling safe	36 (50%)
Feeling part of the community	25 (35%)
Physical health	21 (29%)
Managing money	19 (26%)
Mental health	13 (18%)
Leading healthy and active lifestyle	5 (7%)
Contributing to the safety and wellbeing of themselves and others	4 (6%)
Managing relationships	4 (6%)
Engaged in education / learning	2 (3%)
Engaged in employment / voluntary work	1 (1%)

## 9.5. Planned Commissioning / Service Developments

The schemes will be subject to a service review during 2021-22.

## 10. Substance Misuse Services

### 10.1. Service Provision

Prior to April 2020 there were no floating support services specifically for individuals with alcohol and / or substance misuse. Due to a reported increase in substance misuse among clients, a pilot project was established from April 2020 which aimed to deliver housing related support to individuals at risk of homelessness to enable them to maintain their tenancy and reduce repeat episodes of homelessness.

### 10.2. Demand for service

During 2019-20, 206 individuals reported a support need in relation to either alcohol or substance use.

### 10.3. Additional Needs

Identified Need	Number	As a % of those supported
Mental Health	125	61%
Domestic Abuse	50	24%
Young Person (care Leaver)	10	5%
Young Person (16-24)	26	13%
Criminal Offending History	13	6%

### 10.4. Planned Commissioning / Service Developments

A review of HSG funded substance misuse services will be completed in 2021-22 with a view to retendering.

## 11. Learning Disabilities

### 11.1. Service Provision

The Housing Support Grant contributes towards the packages of care for individuals in Supported Living Schemes to enable them to remain independent in their home.

In addition to the externally contracted services, the NPTCBC in-house Community Independence Service provides floating support to care managed individuals, with mental health, learning disabilities or physical disabilities.

Provider/Scheme	Type of Support	Units
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Pobl	Supported Living for individuals with learning disabilities	16
Reable	Supported Living for individuals with learning disabilities	5
Community Lives Consortium	Supported Living for individuals with learning disabilities	52
Walsingham	Supported Living for individuals with learning disabilities	16
NPTCBC Community Independence Service	Floating Support for care managed individuals with learning disabilities, mental health, or physical disabilities	142

### 11.2. Additional Needs

Identified Need	Number	As a % of those supported
Mental health Issues	38	22%
People over 55 years of age	36	21%
Physical and/or Sensory Disabilities	35	20%
Developmental Disorders (Ie Autism)	17	10%
Single people with Support Needs (25-54)	10	6%
Chronic Illnesses (including HIV, Aids)	5	3%
Substance Misuse Issues (Alcohol)	4	2%
Substance Misuse Issues (Drugs)	3	2%
Young People who are Care Leavers	2	1%
Women experiencing Domestic Abuse	1	1%
Young People with Support Needs (16-24)	1	1%

### 11.3. Supporting People Outcomes July – December 2019

During the reporting period 133 individuals were recorded as working towards 1053 outcomes, with an average of 8 outcomes each.

Managing Accommodation and Feeling Safe were relevant for all, with Physical health being relevant for 89% and Feeling part of the community 81%

Managing accommodation	133 (100%)
Feeling safe	133 (100%)
Physical health	119 (89%)
Feeling part of the community	108 (81%)
Managing money	104 (78%)
Leading healthy and active lifestyle	104 (78%)
Managing relationships	100 (75%)
Mental health	95 (71%)
Contributing to the safety and wellbeing of themselves and others	94 (71%)
Engaged in education / learning	46 (35%)
Engaged in employment / voluntary work	17 (13%)

## 12. Consultation Evidence

Consultation and engagement remains an essential part of the HSG, but due to the pandemic, the Council itself has been limited in the specific engagement they have been able to undertake.

All service providers have however continued to be subject to ongoing monitoring and have evidenced that they continue to engage with service users and others involved in their lives, on a day-to-day basis, in respect of the planning and delivery of their support. Examples include of changes to services as a result of engagement include:



- Communal areas re-opened for socially distanced coffee mornings / activities to aid loneliness and isolation
- Improved communication re restrictions
- Increased outside seating areas
- Funding sourced to improve access to technology – provision of mobile phones / IT equipment
- Covid Resilience / Recovery Grants awarded to assist in development of social enterprise workshop,
- Development of freedom program booklets
- Provision of tools, seeds and planters to allow individuals to work on their own mini gardens
- Weekly Service Charges reduced
- Provision of tools, seeds and planters for shared houses to allow individuals to work on their own 'mini gardens
- Clients were actively involved in the rebrand/re-launch of a support provider, inclusive of feedback on what the proposed new name meant to them, and ideas for a new logo – some clients fed back verbally, in writing, or through creative expression. All clients were involved and consulted on the values, ethos and mission of the new name, meaning and logo.
- Development of 5 year strategic plan

### **West Glamorgan Service User Survey**

In October 2020, all service users were invited to complete the Western Glamorgan Regional Supporting People Service User Questionnaire which looked at the overall satisfaction with the support provided. 151 questionnaires were completed, with 92% indicating they felt better overall as a result of the support they received. 86% reported feeling safer, 74% were better able to manage their accommodation, 58% were better able to manage their money, and 62% saw an improvement in their physical or mental health. For a full breakdown of all responses, see [Appendix 4](#)

### **West Glamorgan Regional Co-production Group**

As part of the West Glamorgan Regional Partnership Board governance structure, a regional Co-production Group has been established which includes representatives from partner agencies, citizens, and carers. The group has developed a regional Co-production Framework which will inform how co-production will be imbedded across the partnership, including how the voice of people with form the core of transformation activities in housing, health and social care. The possibility of establishing a housing specific co-production group is being explored.

## **13. Commissioning Activities / Service Developments 2020/21**

The following summarises the commissioning and service development activity during 2020/21, with some of this work continuing into 2021/22.

### **13.1. Supporting People Gateway**

The Supporting People Gateway was established in July 2017, to initially manage referrals for the Wallich Paws Floating Support Service. This was extended in 2018 to include referrals for our Young Persons accommodation services, and a comprehensive referral, assessment and allocations process was developed in conjunction with support providers. During 2020, the SP Gateway was again extended to manage referrals for generic homeless supported accommodation, mental health floating support and accommodation, and substance misuse floating support.

The effectiveness of the SP Gateway has ensured that individuals in need of support are allocated to services which best meet their needs, and that those owed a statutory duty are prioritised for vacancies.

### **13.2. Learning Disability Services**

A Framework for Supported Living Services for Adults with a Learning Disability in the Neath Port Talbot went live in May 2019, and 26 Service Providers were successful in obtaining a place on the framework and will remain on the framework for a period of 2 years (to 2021), with the option to extend for a further 24 months (up to 2023).

### **13.3. Mental Health Services**

Work commenced in re-commissioning Mental Health Services and a Joint West Glamorgan Mental Health Engagement Exercise was held at the end of September 2019 facilitated by the Regional Development Co-ordinator, to obtain the views of both current and former Service Users.

Also as part of Commissioning activity, a Mental Health Market Engagement Workshop was held with current and prospective Suppliers in early October with the aim of bringing together Key Stakeholders and Partners to discuss and consider new housing related support service models for mental health in Neath Port Talbot.

Due to the Covid-19 pandemic, this piece of work was put on hold, and will restart during 2021-22.

### **13.4. Domestic Abuse Services**

Work is ongoing in this area, following a recently published report by a Consultant commissioned by local Domestic Abuse Organisations to identify a suite of domestic abuse service proposals, which will help meet the needs of clients in the area.

The proposed models aim to provide equal access to a range of accommodation and domestic abuse support options, for individuals and families with varying levels of risk and need. The proposals are intended to provide a continuous and seamless transitional level of support through service provision and providers.

### **13.5. Service Reviews**

A number of service reviews planned for 2020-21 were put on hold as a result of the Covid-19 pandemic, and have been carried forward to 2021-22

## **14. Spend Plan (2021/22)**

The Housing Support Grant Spend Plan for 2021/22 is currently being finalised. Therefore, at the time of writing, we were unable to include the detail here. However, should you require a copy, please contact the Common Commissioning Unit on **01639 685928** or email [supportingpeople@npt.gov.uk](mailto:supportingpeople@npt.gov.uk)

## **15. Integrated Impact Assessment**

Housing Support Grant services are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.

An Integrated Impact Assessment is required to be undertaken when making commissioning decisions which may affect the protected characteristics.

The purpose of the Impact assessments is to ensure that Local Authorities are aware of the impact of potential decisions and that those with protected characteristic are not disproportionately affected by them.

An Integrated Impact Screening and Assessment will be undertaken as part of the development of this Local Commissioning Plan and will accompany the Report to Cabinet Board for their approval.

## **16. Further Information**

The Neath Port Talbot Common Commissioning Unit can provide you with further information on the local programme. Please email [supportingpeople@npt.gov.uk](mailto:supportingpeople@npt.gov.uk).

Alternatively, you can visit Welsh Governments Website: [here](#)

## 17. Appendix 1 – Supply Map 2020/21

### 17.1. Short Term Services

Provider/Scheme	Client Category	Type of Support	Units	As a % of all units
Goleudy	Homeless prevention	Supported Accommodation	12	1%
Calan DVS	Domestic abuse (women)	Refuge	13	2%
Calan DVS	Domestic abuse (women)	Floating support	20	3%
Family Housing Association	Mental health	Supported Accommodation	3	0%
Hafan Cymru	Domestic abuse (men)	Floating support	6	1%
Hafan Cymru	Domestic abuse (women)	Supported Accommodation	14	2%
Hafan Cymru	Domestic abuse (women)	Floating support	1	0%
Housing Justice Cymru	Rough sleepers	Night shelter	N/A	
Llamau	Young people (16-24)	Supported Accommodation	35	5%
Platform	Mental health	Floating Support	19	3%
Pobl	Young people (16-24)	Supported Accommodation	8	1%
Thrive	Domestic abuse (women)	Refuge / Supported Accommodation	11	2%
Thrive	Domestic abuse (women)	Floating support	10	1%
Wallich	Homeless prevention	Floating support	340	47%
WCADA	Rough sleepers	Outreach	N/A	
WCADA	Substance misuse	Floating support	16	2%

### 17.2. Long Term Services

Provider/Scheme	Client Category	Type of Support	Units	As a % of all units
Pobl	Learning Disabilities	Supported Living	16	2%
Reable	Learning Disabilities	Supported Living	5	1%
Walsingham	Learning Disabilities	Supported Living	16	2%
Community Lives Consortium	Learning Disabilities	Floating Support / Supported Living	52	7%
Coastal Housing	People over 55	Supported Living	115	16%

Family Housing Association	Mental health	Supported Accommodation	3	0%
Platform	Mental health	Floating Support	19	3%

### 17.3. Internal Services

Service	Type
Community Independence Service	Pan Disability Floating Support
Housing Options Service	Temporary Accommodation and floating support
Supporting People Gateway	Gateway Service
Environmental Health	Housing Enforcement
Local Area Co-ordinators	Floating Support

### 17.4. Summary by Client Group

Client Group	Number of Units	As a % of all units
Domestic abuse (men)	6	1%
Domestic abuse (women)	69	9%
Homeless prevention	349	48%
Learning Disabilities	89	12%
Mental health	44	6%
People over 55	115	16%
Substance misuse	16	2%
Young people (16-24)	43	6%

## 18. Appendix 2 – Breakdown of service demand

The following table provides a breakdown of service demand according to lead, secondary, and tertiary need in 2018/19 and 2019/20

	2018/19					2019/20				
	Lead Need	Second need	Third need	Total (% of total no supported)		Lead Need	Second need	Third need	Total (% of total no supported)	
<b>Chronic Illnesses</b>	3	16	11	30	1%	5	43	14	62	2%
<b>Criminal Offending History</b>	0	77	33	110	3%	1	155	40	196	5%
<b>Developmental Disorders</b>	5	21	18	44	1%	10	29	23	62	2%
<b>Domestic Abuse (Men)</b>	17	19	10	46	1%	40	28	8	76	2%
<b>Domestic Abuse (Women)</b>	391	202	42	635	19%	415	234	39	688	19%
<b>Families with Support Needs</b>	2	194	37	233	7%	4	220	31	255	7%
<b>Gypsy &amp; Traveller</b>	0	0	0	N/A	N/A	0	0	1	1	0%
<b>Homeless Prevention</b>	2321	194	15	2,530	76%	2,528	206	12	2,746	76%
<b>Learning Disabilities</b>	192	41	4	237	7%	173	42	26	241	7%
<b>Mental Health</b>	154	695	222	1,071	32%	194	763	362	1,319	36%
<b>People over 55 years of age</b>	166	122	45	333	10%	143	166	54	363	10%
<b>Physical and/or Sensory Disabilities</b>	17	251	87	355	11%	19	290	131	440	12%

	2018/19					2019/20				
	Lead Need	Second need	Third need	Total (% of total no supported)		Lead Need	Second need	Third need	Total (% of total no supported)	
Refugee Status	0	0	2	2	0%	0	0	1	1	0%
Single parent Families	0	320	64	384	11%	0	348	53	401	11%
Single people (25-54)	6	275	50	331	10%	3	316	60	379	10%
Substance Misuse (Alcohol)	1	43	42	86	3%	5	47	42	94	3%
Substance Misuse (Drugs)	0	51	59	110	3%	2	56	63	121	3%
Young People (16-24)	65	186	30	281	8%	75	178	36	289	8%
Young People (Care Leavers)	1	46	3	50	1%	1	65	10	76	2%
<b>TOTAL</b>	<b>3341</b>	<b>2753 (82%)</b>	<b>774 (23%)</b>			<b>3,618</b>	<b>3,186 (88%)</b>	<b>1,006 (28%)</b>		

## 19. Appendix 3 – Outcomes Analysis January – June 2020

### Overview

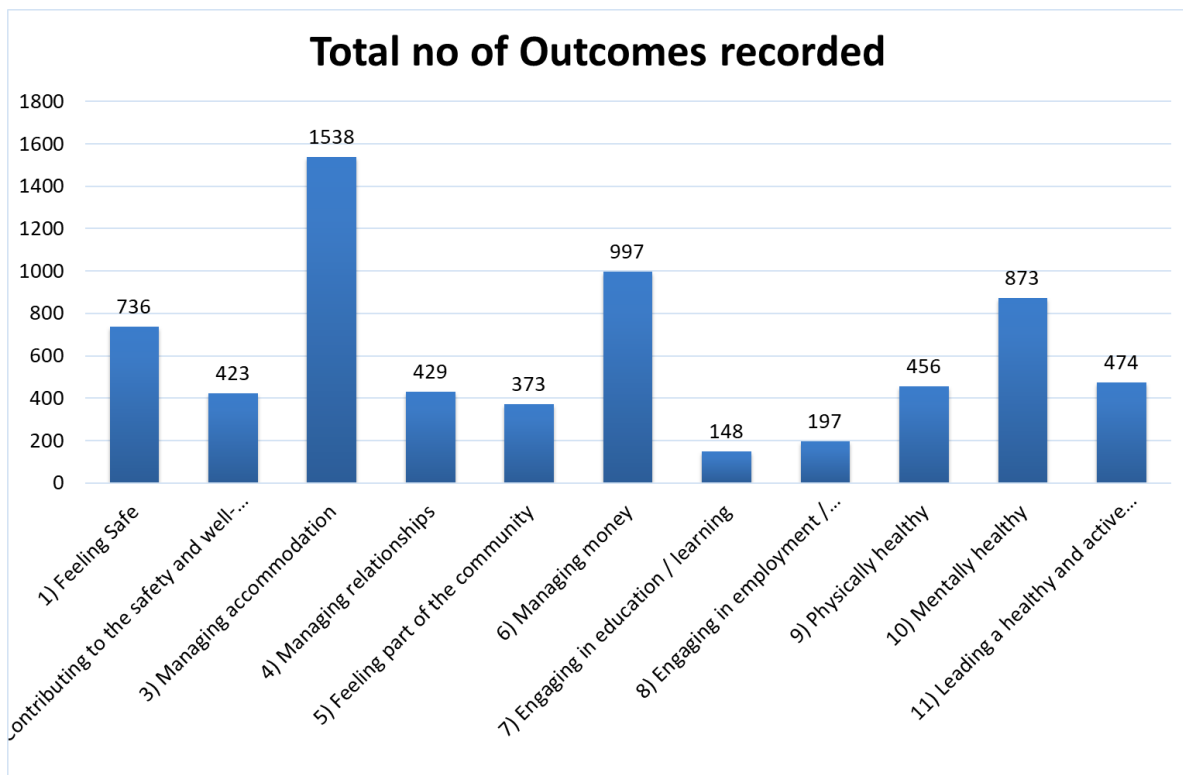
In the reporting period January- June 2020, 1,756 individuals were reported on, with 1,577 accessing short term services and 179 accessing long term services. 816 individuals started receiving support, and 804 ceased receiving support.

Between the 1756 individuals there were 6,644 outcomes recorded as relevant to an individual's needs. The average number of relevant outcomes varies between short term services – 3.6 and long term services – 5.6

Overall, the outcome areas that are most identified are managing accommodation (88%), managing money (57%), mental health (50%) and feeling safe (42%).

Within long term services, the most identified outcome areas are feeling safe (87%), managing accommodation (71%), feeling part of the community (60%) and physical health (60%) It is recognised that the outcomes achieved may be smaller and take longer to achieve.

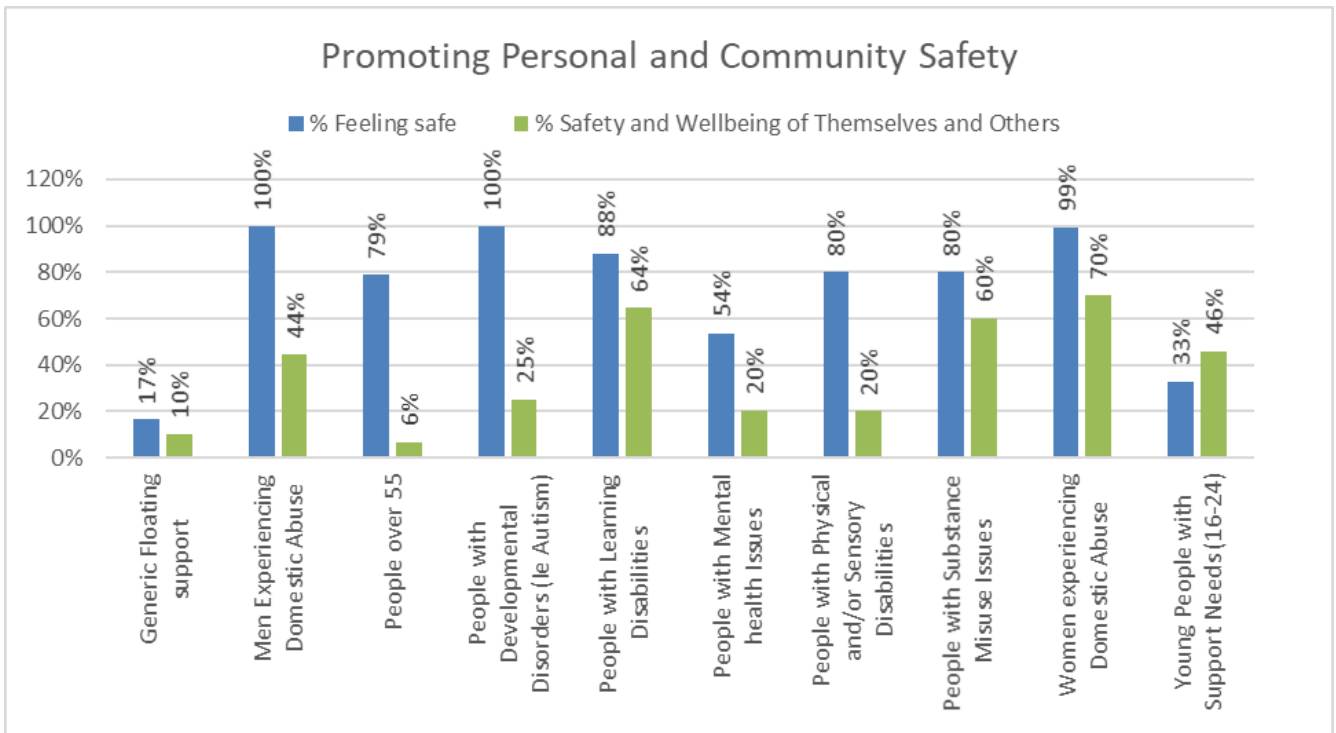
Within short term services, the most identified outcome areas are managing accommodation (91%), managing money (57%) and mentally healthy (49%).



### Promoting Personal and Community Safety

*(Feeling Safe and Contributing to the Safety and Wellbeing of Themselves and Others)*





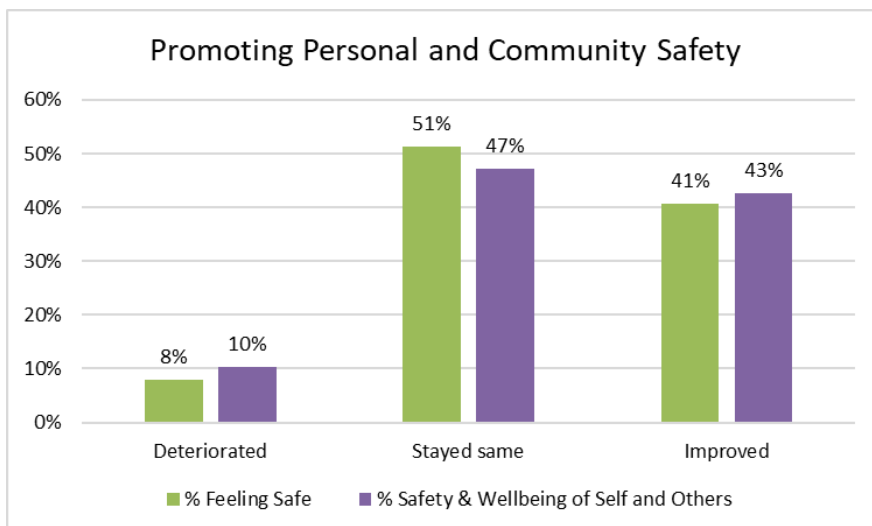
As expected, Feeling Safe was a relevant outcome for most of the individuals with a lead need of experiencing domestic abuse. A high proportion of those with lead needs of over 55 with support needs, people with developmental disorders, learning disabilities, physical/sensory disabilities and those with substance misuse issues also recorded outcomes in this area.

A smaller proportion of people recorded 'Safety and Wellbeing of themselves and others' outcomes, but this was still a high proportion of individuals with a lead need of women experiencing domestic abuse, people with learning disabilities, and people with substance misuse issues.

### Reported Improvement in Outcomes

Of the 736 people who reported 'Feeling Safe' as a relevant outcome, 360 did not have a previous record to make comparisons with. 'Contributing to the Safety and Wellbeing of Themselves and Others' was relevant for 423 people, and 181 of those did not have a previous record to compare with.

The chart below, shows that of the people who had a record from the previous reporting period, the majority had reported either staying the same or an improvement in these outcome areas.



## **Examples of outcomes achieved (either on an individual basis or project level) / support provided**

- Service users having previously experienced street homelessness beginning to feel more safe and secure in their homes
- Target hardening measures put in place for those experiencing domestic abuse
- Personal alarms being provided for those experiencing domestic abuse
- Provision of lifelines pendants
- Assisting with moves to new address, unknown to perpetrator (DV)
- Request for markers on properties for those experiencing domestic abuse
- Individuals with staff support enjoy taking part in weekly health and safety checks at their homes

## **Issues Identified by provider**

- Barriers with this outcome for those who have previously offended may include lack of money, or benefits being sanctioned. This can then lead to clients taking part in petty crime.
- Feeling anxious about the area
- Issues with immediate neighbour(s)
- Incidents of 'Cuckooing' (which were reported to Safeguarding)
- Rough sleepers and sofa surfers often reported feeling insecure
- Property disrepair
- Threat of eviction
- Incidents of domestic abuse
- Hoarding issues

## **What Works**

- Using Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) questionnaires with service users to help them identify issues in this outcome area to include in support plan.
- We have had more of the team receive training from Centre for Women's Justice and they have all used this a few times to support their clients. It has been extremely beneficial to clearly understand the victims' rights and has given the team confidence in challenging decisions if they believe a process has not been fair. This has led to successful outcomes for service users.

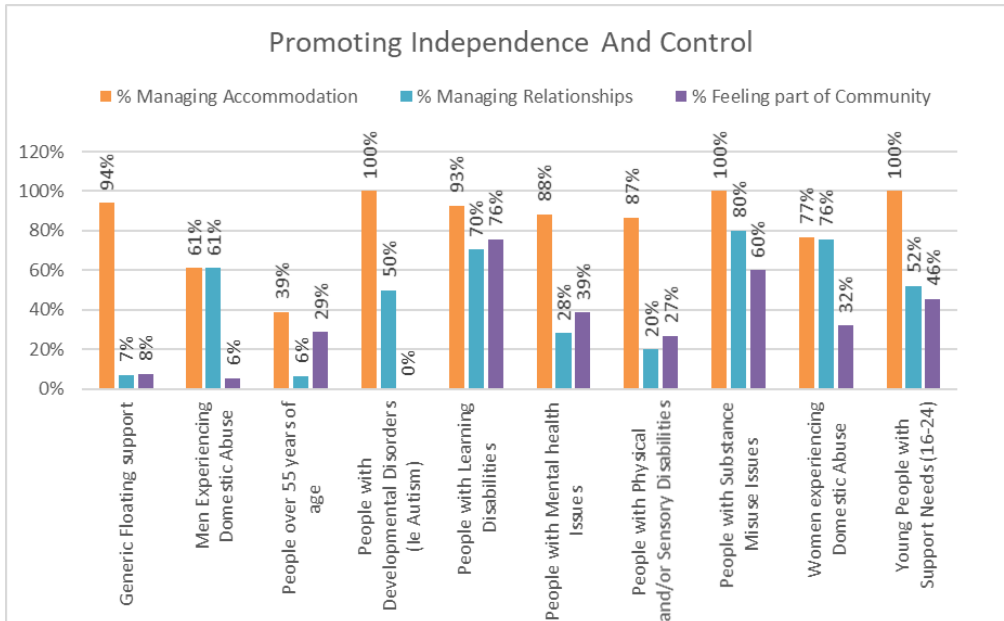
## **Impact of Covid 19**

- PPN's have been much lower since lockdown and it is possible that this is due to less people reporting domestic abuse as they, or the perpetrator, have nowhere else they are allowed to go. We do foresee a surge in referrals and PPN's as lockdown eases.
- Some services have noticed an increase in substance misuse, partly due to the reduced staff presence in fixed site schemes during lockdown and partly due to using substances such as alcohol as a coping mechanism to deal with the higher levels of anxiety
- Some schemes have not been able to accept people with more complex needs, due to being unable to manage the risks with reduced staff presence at fixed sites.
- Clients have found it extremely difficult and trying to get residents to understand and comply with the guidelines that has been set has often been a challenge.
- In the last few months tenants have felt more comfortable in reporting any concerns and have been showing independence in phoning 101- this has primarily been around the concerns of people not adhering to COVID restrictions.
- Some individuals in fixed site schemes have felt safer due to the vastly reduced footfall of people coming in and out of the scheme.

- Closure/reduction of some services such as Forge Centre, WCADA and Mind has hindered providers in supporting people in this area

## Promoting Independence and Control

*(Managing Accommodation, Managing Relationships and Feeling Part of the Community)*

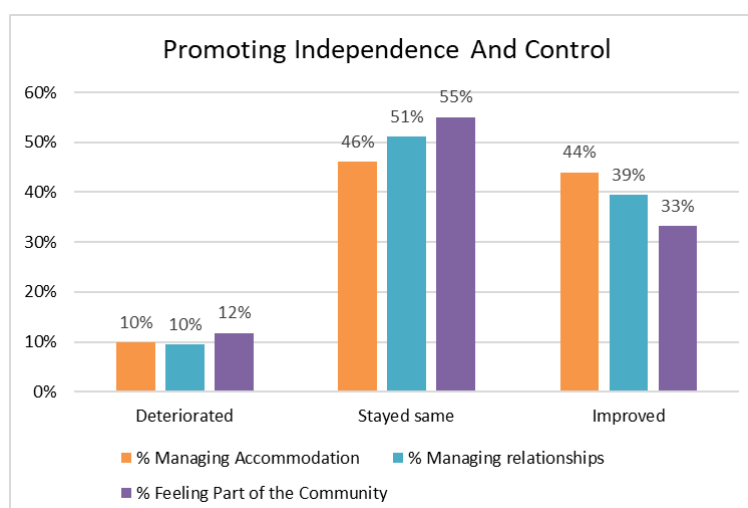


Managing Accommodation can be seen in the above chart to be an outcome recorded for most clients across all lead needs, with only the people over 55 with support needs group recording this for less than 50% of their clients.

Managing relationships has been recorded for a high percentage of service users with a lead need of people with learning disabilities, people with a substance misuse issue, men and women experiencing domestic abuse, and young people with support needs.

Feeling part of the community was a relevant outcome for a high percentage of those with the lead needs people with learning disabilities, people with substance misuse issues, and young people with support needs.

## Reported Improvement in Outcomes



## **Examples of outcomes achieved (either on an individual basis or project level) / support provided**

- Successful Move-On applications
- Successful move on through the move on panel
- Clients starting MOT (Move-on training)
- Working with clients and i.e. maintenance contractors/gas safety engineers to ensure both understand procedures to be followed by service users and the contractors during lockdown to allow works/checks to be carried out
- Some residents have been chatting within their balcony areas of their flats twice a day while through this pandemic.

## **Issues Identified by provider**

- Service charge arrears. Clients often require help budgeting their money, so that they can afford their daily living needs as well as their service charge, to prevent them from falling into arrears.
- Continue to come up against barriers with the DWP especially with PIP claims and advance payments.
- Many clients do not feel that they would be better off working and the concerns around debt by returning to employment. There continues to be a lack of part time vacancies or vacancies which allow people who have never worked the opportunity to begin work.
- Focus is mainly on first or recurring failure of tenancies; clutter caused by hoarding behaviours; the poor condition of properties; high rent arrears resulting in eviction; rough sleeping, and issues around Universal Credit accounts. However once the issues around managing accommodation are resolved it has been noted that clients often begin to disengage with the support as the immediate crisis has passed
- One provider found that all but two referrals are for single people. The Local Housing Allowance for single people in the Neath Port Talbot area does not cover the cost of any accommodation on the private rented market. The average top-up for a client being £50 pcm, for many this is not affordable on their current income.
- There continues to be a lack of services that support women to deal with the trauma they have experienced. Many of our clients lack the confidence to form healthy new relationships which is why the cycle is hard for them to break.
- Continue to face barriers around cost of travel and lack of confidence / mental health in being able to attend groups or classes independently

## **What Works**

- Targeted work with tenants to ensure they understand the importance of setting up payment plans and to enable them to address historic rent arrears. Helps to address any issues that could hinder them from being moved on such as historic rent arrears.
- With new tenants we continue to spend more focused time in the first 6 months addressing any barriers and then focus on how we can support them independently.
- For those service users that require support but do not want to leave their partner, the Inspiring Families programme has proved a great success
- Working closely with the Local Area Coordinators to identify groups and activities that the client may be interested in. also giving them a chance to meet new people in the area and socialise.

*L has received support applying for a DAF Grant and was awarded the essential items for her home. L was referred to Flying Start for a grant and accessed grants which has benefitted her housing condition and living arrangements. As a result of a referral for a Grant with Flying Start she has*

*started to apply for her children to access the service in her community and is invited to join the local groups and services.*

*S has successfully moved out of refuge into a property with Costal housing association. Since leaving the relationship S has resumed contact with family and friends, this has had a positive effect on her well-being as she no longer feels alone, S has also built good friendships with other residents while at refuge. S has a new found freedom since leaving the relationship and is always accessing services within the community.*

*L is looking forward to her planned adaptations and being able to confidently make her neighbour/friend a cup of coffee and snack when her kitchen is complete. L likes to keep in touch with her neighbours and sits in her garden to socialise with them sometimes.*

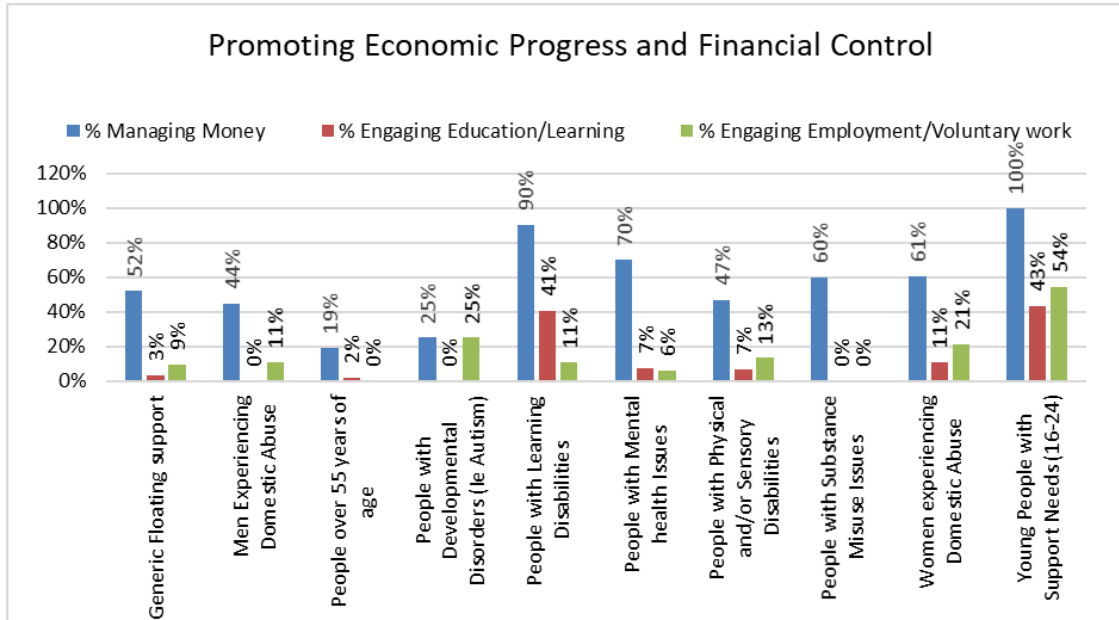
## **Impact of Covid 19**

- Any move on into more secure accommodation has ceased during this period.
- There has been a hold up with residents moving on due to lack of properties available
- The COVID19 epidemic lockdown has resulted in the temporary halting of evictions which has helped provide some clients an extension in which to seek help, whilst it has increased the stress and anxiety for others.
- During lockdown we have not seen very many new residents stay, a lot seem to feel more anxious about coming into a property where Covid 19 may be present or at a higher risk of contracting it than they are to stay at home with the perpetrator.
- It is noticeable that the reduction in support worker presence has had an effect on how each resident builds a relationship with another resident and dynamics have at times been harder to manage.
- Due to Covid-19 clients have struggled with not seeing their family and friends generally, and this has had a negative effect on mental health. As mentioned above we help them to contact them via phone calls and FaceTime however not being able to see them physically has caused emotional difficulty for some and they continue to be supported with this.
- The overall tolerance levels of residents has decreased considerably and this is a direct result of the restrictions imposed by the government... We have had to work hard to repair relationships amongst residents within the scheme. In some case this has resulted in police involvement.
- Generally, closure of services and the lack of contact between households has had a negative impact, meaning more difficulties with finding accommodation, fewer opportunities to build relationships, and very few opportunities to be part of the community.
- Working with LAC, and groups identified through them has been hard to do. Clients who were engaging with these groups have felt isolated during this period as they are missing out on the socialising. In some cases, groups have put on Zoom sessions but very few clients have participated in these.
- The Coronavirus has had an impact on where people can go in the community therefore joining groups or attending different places has not been able to happen. It has also prevented tenants from doing the things they enjoyed, due to lock down.
- COVID has left individuals without their support network of family and friends and children without routine and structure offered by schools. However, this has helped them to spend quality time nurturing the relationships with their children that normal circumstances may not have given time for.
- We have seen an increase of young people who want to garden and look after communal areas,

which has been refreshing. We have provided tools, plants and encouraged ideas from young people to help facilitate this

## Promoting Economic Progress and Financial Control

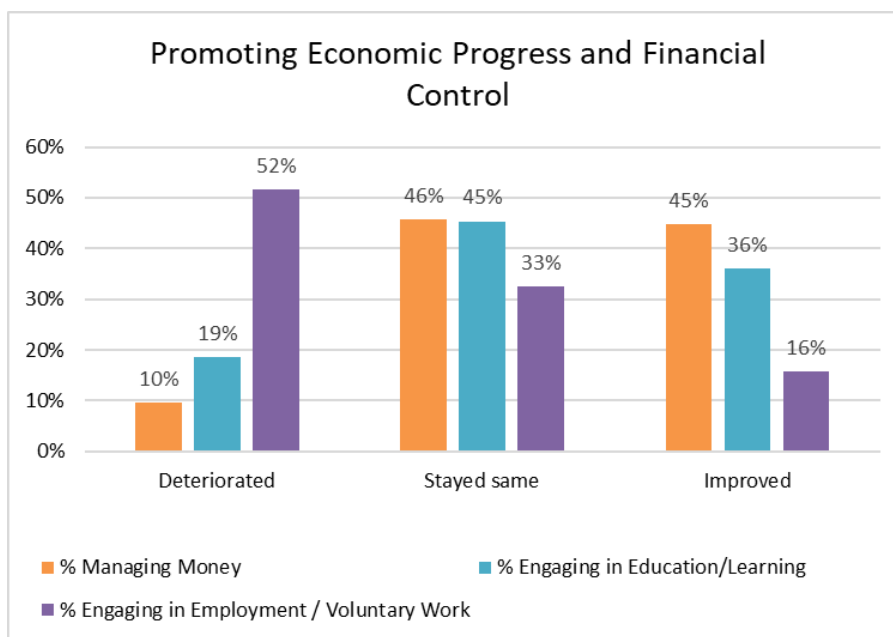
(Managing Money, Engaging in Education / Learning, Engaging in Employment / Voluntary Work)



Managing Money, as expected is a relevant outcome for the majority of individuals in many of the lead need areas, and still for a fairly high percentage in the remaining lead need areas – the two exceptions being people over 55 with support needs, and people with developmental disorders.

Engaging in education/learning, or employment/voluntary work outcomes have been reported for a small proportion of people, across most lead need groups. However almost half of young people and people with learning disabilities reported outcomes in education/learning, and over 50% of young people reported outcomes in employment/voluntary work.

## Reported Improvement in Outcomes



## Examples of outcomes achieved (either on an individual basis or project level) / support provided

- Arranged for benefits to be paid weekly rather than monthly – client is better able to budget/manage money
- Successful applications for benefits
- Support with PIP/ESA appeals
- Completing budgeting forms
- Worked with local supermarkets and food banks to ensure that the families and individuals have enough food.
- Worked on recipes and food plans on a budget with clients.
- Clients returning to employment
- Continuing with education opportunities through lockdown
- Service user successfully completed NVQ course
- Accessing online learning opportunities, instead of group activities which increased levels of anxiety
- Completed online IT course, to aid online shopping
- Sourced groups for creative writing
- Completed Freedom Programme

## Issues

- It takes time to secure benefits and Universal Credit and this can put service users into more debt and therefore reduces the chances of them paying off other arrears or service charges.
- Access to online classes for clients who do not have access to internet/suitable devices.

## What Works

- Encouraging clients to work part time (under 16 hrs) to remain on HB while in fixed site services. Ensures they can manage it, and then to progress to full time as they move on.
- Completing budgeting forms with clients has worked well. Clients have a realistic view of where their money is going from month to month.
- Introducing refuge clients to the Pre- Freedom Programme. This has also resulted in many wanting to complete the full Freedom Programme when they leave refuge.
- Young people wishing to enter full time education will not receive housing benefit – so must choose between getting an education and surviving.

*G has become eligible for State Pension and has qualified for Pension Credit. This gives him the financial security to look to the near future.*

*B manages his money well and has recently received PIP payments which have been backdated allowing him to make a savings account which he intends to use to learn to drive in an effort to apply to more jobs. B is unsure whether to return college to study music however believes this may be easier due to his improving mental health. B is receiving support to find work when lockdown has ended.*

*Tenant suffered with their mental health during being forced into a furlough period lockdown. Work had been an effective daily distraction in their battle with MH and this relatively short period had a negative impact. This led to the client stop taking their medication and possibly using more substances/gaming/isolation exacerbating problems. Staff picked up on the client withdrawal, growing arrears and intervened. Staff supported the client in accessing project resources for appropriate talking*

*therapy interactions, use of garden area and laundry facilities, access to medication and resolving a payment plan to address rent arrears. In June the client returned to work.*

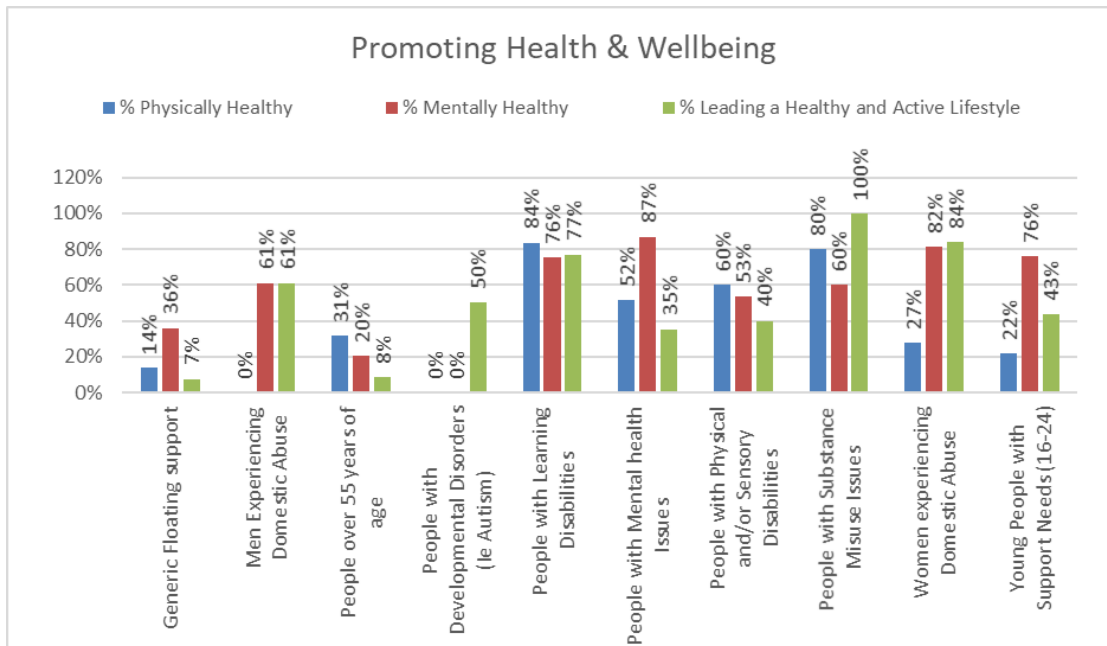
### **Impact of Covid 19**

- With social distancing it has been difficult to phone PIP or Universal Credit as we cannot be next to the client.
- Closure/reduction of some specialist services (i.e. Citizens Advice Bureau; the Welfare Rights Unit or Debt Management Services such as Step Change and Christians Against Poverty has impacted on outcome achievements in this area
- During Covid-19 it has been difficult to support people with checking their benefit claims/deductions and seeing if we can have repayments reduced as there are no job centres or libraries open where service users can access their online journals and make changes to their claims.
- Clients have been accessing the internet for retail therapy to shop online for desired items and the temptation is to spend as opposed to save or pay bills. It has been difficult to persuade clients that payments will contribute to successful move on due to the slowing of move on accommodation, but staff have advised clients to consider post lockdown future move on opportunities.
- COVID has put additional financial pressures on clients – by having the children home all day and them not having schools meals- families have seen a significant increase in the food bill.
- Building up to and during the first few weeks of Lockdown, we had an increase of young people asking for help with food. This was mainly due to massive queues and empty shelves in supermarkets.
- Access to education has been difficult through lockdown. Though there are some online opportunities, some providers have a lot of services users who cannot access this.
- We had a few young people who were so nervous about going back to college that they did not want to carry on with their courses.
- Those who were looking for work have been hindered in doing so, due to lockdown.
- Some clients have been juggling new challenges such as being furloughed or made redundant or even having to attend work still, but not feeling safe to do so.
- Some young people who were frontline working in supermarkets work a lot over their contracted hours. We have had to meet for support at irregular times but this has not affected support given.
- Some young people had been furloughed but are now unemployed due to businesses going under or having to cut back on staff.

### **Promoting Health & Wellbeing**

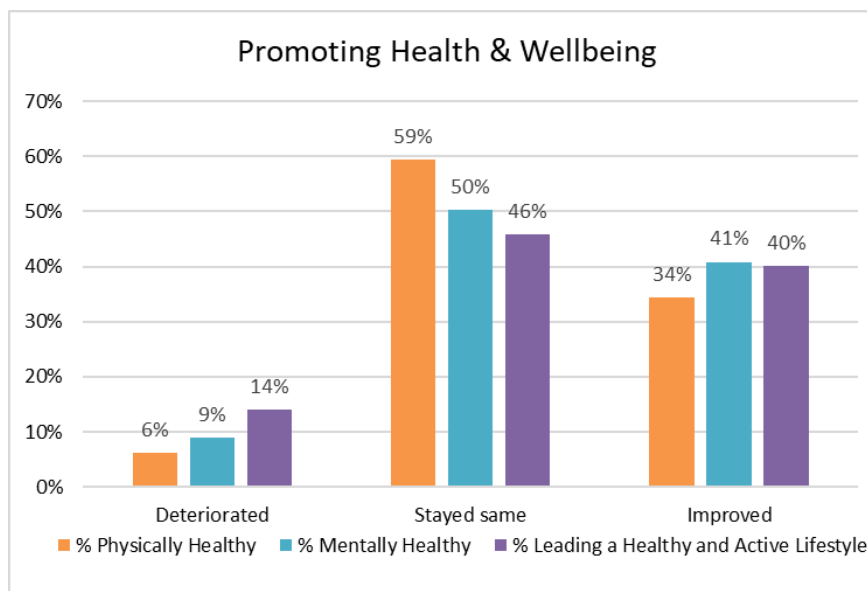
*(Physically Healthy, Mentally Healthy, Leading a Healthy and Active Lifestyle)*





As would be expected, especially during the current pandemic, mental health is a relevant outcome area for a high proportion of individuals across the board. Being physically healthy is being reported as a relevant outcome area for a high percentage of those with learning disability or physical disability as a lead need, as well as those with substance misuse issues. For all other lead needs, it is a relevant outcome area for far fewer individuals. Leading a health and active lifestyle outcomes have been reported for over half of individuals across most lead need areas, apart from generic floating support, and people over 55 with support needs.

### Reported Improvement in Outcomes



### Outcomes Achieved

- Assistance with picking up medication/arranging deliveries of prescriptions
- Re-establishing links with GP's or other professionals and help to improve the understanding of conditions.
- Signposted to a range of support services including self-help groups.
- Referrals for specialist support with Mental Health conditions
- Provision of board games, planters and DVDs to help them fill their days during lockdown

- Provision of fresh fruit and vegetables from Community Fridge to clients, and then can help them cook and identify healthy meals
- Make our clients aware of social prescriptions and plan to hold walking and wellbeing groups to encourage our clients to use outdoors
- A number of clients have started to walk as a way of keeping healthy during this time
- Clients enjoy cooking sessions and have begun making steps to start cooking for themselves

### **Providers tell us**

- GP services with telephone triage system - sometimes the GP returns the call and support staff are not present this can be frustrating for the tenant.
- The level of specialist mental health support required for domestic abuse clients is not available. If a client is receiving support from a domestic abuse service, then other services are reluctant to support them as well. The waiting list can be longer than their time spent with the service
- It is hard for service users to engage in refuge and work with support workers to secure accommodation and understand how to keep themselves safe when they are unable to manage their own mental health. All of these need to be addressed alongside each other to increase the chances of a positive outcome. Currently the system is set up to address one need at a time and this reduces the likelihood of service users maintaining any positive changes and also increases the likelihood of them leaving refuge as they feel they are unlikely to succeed.
- The often lengthy gap between GP and specialist services creates a range of problems for clients and frustrates both Senior Support Workers and clients alike.
- Leading a healthy and active lifestyle often features as the lowest priority for clients and can often be overlooked or dismissed as 'unimportant'. Sometimes this is because it is considered to overlap with the physical or mental health outcomes, or simply 'irrelevant' especially in times of crisis in client's lives.

### **What Works**

- We now (pre lockdown) have Hwyl coming into refuge once a fortnight to support service users. The sessions have been very successful and the engagement levels have been high. The feedback from the service users has also been very positive.
- We have support staff who are fully invested in making sure the clients are engaging in activities such as cooking on a budget, which isn't an area that was focused on previously and some of our longer term clients have progressed in this area.
- Liaising with their Care Managers helps promote their mental health and wellbeing.

*SH is managing his mental health and has access to his children, these are related. He is visibly happier in himself and is very sociable. He now feels like he can achieve his goals and is feeling positive for the future*

*A was experiencing symptoms of nightmares, flashbacks was hyper vigilant, and startled easily. A contacted her GP and was given a diagnosis of PTSD, and referred for specialised support.*

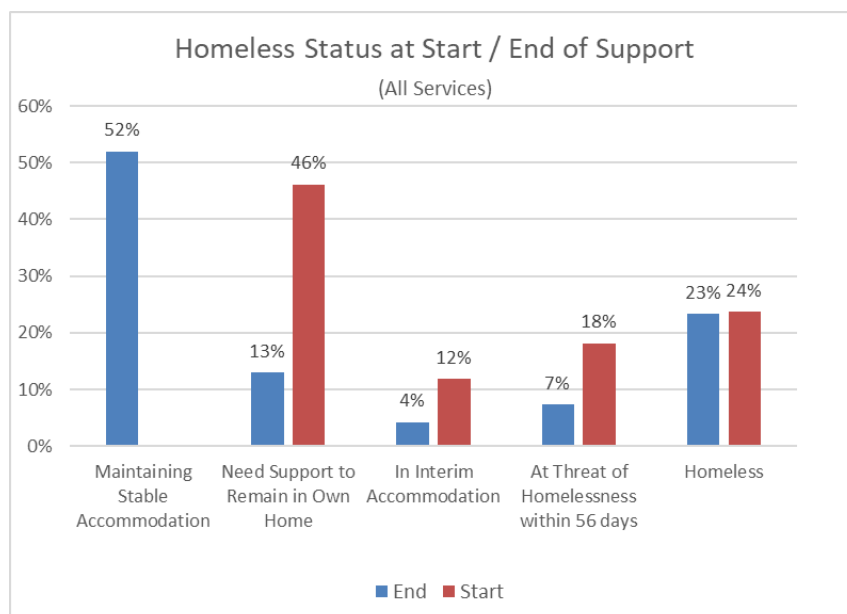
### **Impact of Covid 19**

- Due to the pandemic, clients have found appointments being put on hold if they are not emergencies.
- This has been a difficult time with the Pandemic getting people seen by GP, getting through to surgeries and virtually impossible to attend hospital appointments with tenants. However, it has encouraged tenants to be more independent in attending hospital appointments independently.

- During Covid 19- we have noticed an increase in the time that mental health services have to offer. Service users were able to access services quicker and received regular phone support, this had a huge effect on the number of individuals scoring themselves higher. However, we have also had an increase in service users requiring regular support to help manage their anxieties and depressions through lockdown.
- To help with clients mental health we have done daily phone calls, regular check ins to the houses – where clients can have support sessions whilst social distanced and also guided clients to helplines that they can ring at any time to speak to someone.
- Since Covid-19, Hwyl have been working remotely and still offering the support via the phone. We have seen a decrease in the number of residents accessing this support, but will hopefully see a rise again as the staff presence in refuge increases and they are able to support the residents through the service.
- Lockdown has had a negative impact on many of our client’s wellbeing due to the fear and isolation. The teams continue to ensure that clients are fully supported over the phone to discuss their feelings around this.
- Many service users mental health impacted due to lack of social contact
- Negative impact on mental health, due to being unable to see family members or close friends during lockdown.
- Mental health impacted by lack of access to services in the community, or difficulty accessing GP.
- The effect of lockdown has impacted on those clients wishing to access community services and activities

## Homeless Status at Start / End of Support

From 2016 providers have been asked to report on the homeless status of individuals at the start of support and again at the end of support. There are four options to choose from at the start of support (*homeless, at threat of homeless within 56 days, in interim accommodation and need support to remain in own home*) with a further option of *maintaining stable accommodation independently* also available at the end of support. The following table shows the homeless status at both the start and end of support for all 1756 individuals reported on.



## **Long Term Services**

While all providers are required to report on the homeless status of individuals, it is recognised that in long term services individuals are unlikely to have experienced homelessness, but have been placed in services as part of a package of care.

This is reflected in the returns which show that approximately 98% of individuals needed support to remain in their own home at the start of support.

Only 11 people left long term services during the period- 10 of whom unfortunately passed away, and 1 who moved out of the Neath Port Talbot area.

## **Short Term Services**

1577 individuals were reported on, who were receiving support from short term services, 268 were in accommodation based support, and 1309 were receiving floating support.

Of these, 319 (20%) were at threat of homelessness within 56 days, 416 (26%) were homeless, 207 (13%) were in interim accommodation and 635 (40%) needed support to remain in their own home.

Of the 793 who had ceased receiving support during the period, 59 (7%) were at threat of homelessness within 56 days, 188 (24%) were homeless, 34 (4%) were in interim accommodation, 95 (12%) needed support to remain in their own home and 417 (53%) were maintaining stable accommodation independently.

### **At Threat of Homelessness within 56 days**

319 individuals were reported to be at threat of homelessness within 56 days, at the start of support, with 185 of these ending support during the reporting period.

Of these 185 individuals, 48 (26%) were still at threat of homelessness at the end of support and 4 had since become homeless. Four (2%) had moved into interim accommodation with four still requiring support to maintain their accommodation. 125 (68%) were maintaining stable accommodation at the end of support.

Within fixed site services, 11 individuals were at threat of homelessness when they accessed services. Of these only 1 ended support, needing support to remain in their own home, but had moved into sustainable accommodation

308 individuals received floating support during the period, as they were at threat of homelessness, with 184 ending support. Of these, 125(68%) were maintaining their accommodation at the end of support. 48 (26%) remained at threat of homelessness at the end of support and 4 (2%) were homeless at the end of support. 81% of those who were homeless or at threat of homelessness at the end of support, had their support ended due to lack of engagement, or 'Other' reasons.

The remaining 7 had either moved to interim accommodation, or required support to remain in their own home.

## **Homelessness**

416 individuals were reported as homeless at the start of support, and 259 of them ended support during the period.

Of the 259 individuals who ceased receiving support during the reporting period, 149 (58%) were still homeless at the end of support. 140 of these individuals ended support for other reasons, or non-engagement with support.

70 individuals were homeless when they accessed fixed site support, with 37 ending support during the period. Of these, 8 (22%) were still homeless when support ended, due to non-engagement with support, or 'other' reasons. 5 people were still at threat of homelessness within 56 days, all for different reasons. The remaining 23 were maintaining stable accommodation, needed support to remain in their own home, or had moved to interim accommodation.

Of the 346 individuals who accessed floating support during the reporting period, 222 had ended support, with 141 (64%) still homeless. Of those that remained homeless 'Other' was reported as the reason for support ending for 103 individuals (73%), and non-engagement with support for 29 people (21%). 81 (36%) had accessed suitable accommodation, and no-one was at threat of homelessness at the end of support.

### **In Interim Accommodation**

207 individuals were in interim accommodation at the start of support, with 92 individuals ending support.

The majority of these were in fixed site accommodation. 9 people (10%) had moved to other interim accommodation, and 51 (55%) moved on to sustainable accommodation. 1 person was at threat of homelessness at the end of support, having entered prison or a YOI, and 31 (34%) were homeless. Of the 31 people who were homeless, 3 had entered prison/YOI, and 4 had moved out of the area, 8 had not engaged with support, and 16 had ended for 'Other' reasons.

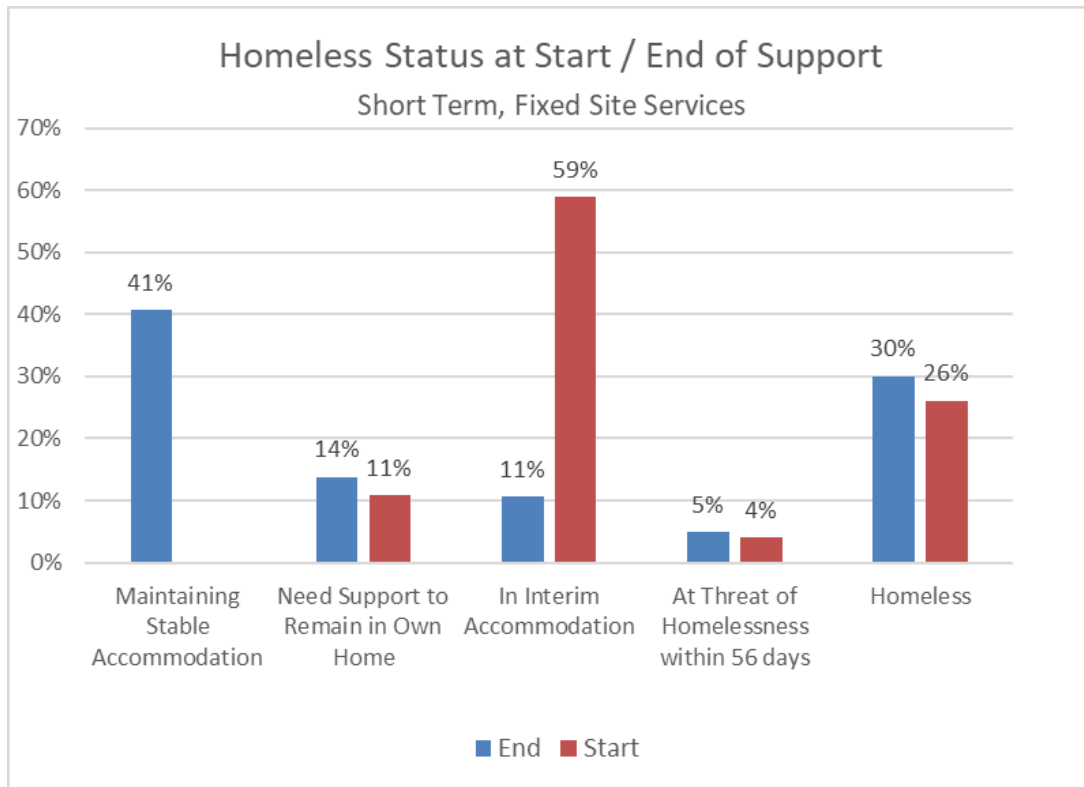
### **Need Support to Remain in Own Home**

635 individuals required support to remain in their own home, at the start of support, with support ending for 257 individuals during the reporting period. All but 6 people were receiving floating support.

64% of those who ended floating support were successfully maintaining their accommodation. 73 (29%) of individuals needed support to remain in their own home, and 8 (3%) had moved to interim accommodation. 9 people (4%) were either homeless or threatened with homelessness when they ended support. 2 of these individuals had moved out of the area, and the remaining 7 had not engaged with support.

Of the 6 people who ended fixed site support, 4 continued to need support to remain in their own home, 1 was maintaining stable accommodation, and 1 had moved to interim accommodation.

### **Fixed Site Services**



Looking at fixed site services as a whole, we can see that, as expected there is a big reduction of those in interim accommodation, with most people maintaining stable accommodation at the end of support. It is also noticeable that there was a higher proportion of people leaving the services homeless than coming into the services as homeless. Looking at the reasons for support ending for the 37 people who were homeless when leaving a fixed site short term service, 12 (32%) had not engaged with support, and 19 (51%) were ended for 'Other' reasons. There were 4 women in refuge who left within a day, and thus recorded as still homeless. Some were more anxious about coming into a property where Covid 19 may be present or at a higher risk of contracting it than they are to stay at home with the perpetrator.

## 20. Appendix 4 - Service User Survey September 2020

12 Providers returned a total of 151 surveys

*\*\* Not all questions were answered by all service users so some responses do not add up to the total number of surveys returned \*\**

How long have you been receiving help & Support?	151 responses
0 – 6 months	41 (27.15%)
6 months – 2 years	49 (32.45%)
2 years +	61 (40.39%)

Were you involved in deciding what support you receive?	139 responses
Yes	115 (82.73%)
No	3 (2.16%)
I don't know	21 (15.11%)

How do you feel as a result of the support?	146 responses
Better	135 (92.47%)
The same	11 (7.53%)
Worse	-

Because of the support you have received...	😊 better	😊 same	😞 worse
Do you feel safer than you would have done? (150 responses)	130 (86.67%)	20 (13.33%)	-
How are you managing your accommodation now? (145 responses)	108 (74.48%)	33 (22.76%)	4 (2.76%)
How are you managing your money now? (150 responses)	88 (58.67%)	53 (35.33%)	9 (6%)
Is your physical or mental health...(150 responses)	94 (62.67%)	52 (34.67%)	4 (2.67%)

<b>Would you like to become further involved in the planning and design of services (and questionnaires)?</b>	124 responses
<b>Yes</b>	36 (29.03%)
<b>No</b>	88 (70.97%)

### Comments

- 'I've been helped to apply for PIP & to speak to Tai Tarian about taking away my ban.'
- 'I like my staff at the house, they help me with the garden and my plants. They also help me with tidying up my bedroom and buying things I want like my ps4 and my new tablet computer.'
- 'I've got somewhere safe to live with my children when I was getting nowhere with housing until I had support.'
- As a member of the GRT Community in Pyle we have not always had a lot of support in the past, but things are much better now.
- I feel now feel confident enough to phone if I need advice or support and my Support Worker will help me to sort any difficulties I am having.'
- 'I like to have support with my cooking and ironing as then I am better at it.'
- 'Having someone to help me. I had a problem a while back with people who were using drugs setting up a tent in my communal garden. Without support this situation would have been much worse and I wouldn't have coped as well.'
- 'My Support worker helped me to get permanent accommodation for myself and two children and arrange support with money and to access a solicitor this has been a great help and I now feel safer.'
- 'Feel more secure; managing better with money.'
- 'I was really struggling in my kitchen and couldn't make use of the cupboard space as I just couldn't reach, my support worker referred me for adaptations in the kitchen and it is so much easier.'
- They also help me budget my money and support me to buy things and shopping weekly. Without this support I wouldn't buy myself food and I would spent my money on unnecessary things that I don't need but think I do at the time? I have moved lots of times and they support me to do this to?'
- 'Learnt more about domestic violence. Wiser to unhealthy relationships.'



## 21. Appendix 5 – Equalities Data

### Breakdown by Age / Gender

Age Group	Female	Male	Total
16-17	16	16	32
18-24	185	165	350
25-34	418	319	737
34-49	401	369	770
50-64	135	214	349
65+	153	138	291
<b>Total</b>	<b>1308</b>	<b>1220</b>	<b>2528</b>

### Breakdown of Ethnicity

<b>White/White British - Total</b>	<b>3298</b>
White	1879
White: Welsh/English/Scottish/Northern Irish/British	1407
White: Irish	4
White: Other	8
<b>Asian/Asian British – Total</b>	<b>12</b>
Asian	6
Asian/Asian British: Chinese	2
Asian/Asian British: Indian	1
Asian/Asian British: Other	2
Any Other Asian Background	1
<b>Black/Black British – Total</b>	<b>9</b>
Black	4
Black African	2
Black British	1
Black/Black British: African	1
Black/Black British: Caribbean	1
<b>Gypsy/Irish Traveller</b>	<b>10</b>
<b>Mixed – Total</b>	<b>12</b>
Mixed: White & Asian	1
Mixed: White & Black Caribbean	4
Mixed: Other	4
Mixed	3
<b>Other Ethnic Group – Total</b>	<b>8</b>
Other Ethnic Group	8
<b>Unknown – Total</b>	<b>269</b>
Blank	8
Chose not to say	1
Unknown	40
Unknown - gave nationality	220

## Breakdown of Religion

Row Labels	Sum of No of people
Unknown	2195
None	724
Christian (all denominations)	427
Atheist	125
Prefer not to say	58
Other	38
Agnostic	31
Non-denominational	7
Muslim	4
Buddhist	3
Sikh	2
Hindu	1
Spiritual	1
Jehovah Witness	1
Pagan	1
<b>Grand Total</b>	<b>3618</b>

## Breakdown of Sexuality

Sexuality	No of people
Heterosexual	1383
Homosexual (Gay or Lesbian)	24
Bisexual	26
Undecided	1
Other	3
Did not wish to disclose	18
Unknown	2163
<b>Grand Total</b>	<b>3618</b>

## Breakdown of Disability

Disability	No of People
No	1501
Unknown	885
Mental Health	773
Physical Disability	258
Learning Disability	170
Autistic Spectrum	12
Sensory Disability	9
Multiple Disabilities	5
Cerebral Palsy	2
Dyslexia	1
Yes, but not stated	1
Neurological Disability	1
<b>Grand Total</b>	<b>3618</b>

## 22. Appendix 6 – Planned Service Developments / Commissioning Priorities 2021/22

Service Area	
<b>Young People</b>	<ul style="list-style-type: none"> <li>• Identify support provider and mobilise contract for 6 units of supported accommodation developed from Phase 2 capital funding</li> <li>• Complete review of young person’s supported accommodation (including supported accommodation and supported lodgings) with a view to retendering</li> <li>• Establish Young Persons Accommodation Panel</li> </ul>
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• Mobilise contract for 7 units of supported accommodation for individuals with mental health / complex needs developed from Phase 2 Capital funding</li> <li>• Complete review of HSG funded mental health services (including supported accommodation and floating support) with a view to retendering</li> </ul>
<b>VAWDASV</b>	<ul style="list-style-type: none"> <li>• Complete review of HSG funded VAWDASV services (including refuge, supported accommodation and floating support) with a view to retendering.</li> </ul>
<b>Substance Misuse</b>	<ul style="list-style-type: none"> <li>• Complete review of HSG funded substance misuse services with a view to retendering</li> </ul>
<b>Complex Needs</b>	<ul style="list-style-type: none"> <li>• Mobilise contract for a complex needs worker identified as part of Phase 2 revenue funding</li> </ul>
<b>Older Persons</b>	<ul style="list-style-type: none"> <li>• Complete review of Extra Care Services</li> </ul>
<b>Generic homeless prevention</b>	<ul style="list-style-type: none"> <li>• Complete review of commissioned generic homeless support, (including rapid rehousing pilot), with a view to reconfiguring contract / recommissioning.</li> </ul>
<b>In-House floating support</b>	<ul style="list-style-type: none"> <li>• Complete review of in house pan-disability floating support, with a view to reconfiguring service to meet demand for homeless prevention and</li> </ul>