



Neath Port Talbot Housing Support Grant Annual Update 2023

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), were subsumed within HSG in April 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.

2. Funding 2022/23

2.1. Housing Support Grant

Neath Port Talbot saw its Housing Support Grant allocation increase by 32% in 2021/22, to £6,496,185.63, allowing for an uplift to all commissioned services, an increase in staff within the Housing Options Service, the ongoing funding of Phase 2 funded services, and the development of a number of pilot schemes. Funding for 2022/23 remained at the same level.

2.2. Homeless Prevention Grant

From 2023/23 funding for 3 Homeless Prevention Grant (HPG) services transferred to the Housing Support Grant. This funding is ring-fenced for a transition period of 2 years.

3. Supply Map 2022/23

Neath Port Talbot CBC currently commission 19 organisations to provide a range of Housing Related 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](#)

3.1. Short Term Services

Fifteen 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. Of the eight schemes piloted in 2021/22, three were approved to continue in 2022/23, including an outreach service for Women who are sexually exploited, an outreach service for young people at risk of homelessness and the provision of life skills training for homeless individuals at the newly established homelessness hub.

3.2. Long Term Services

Six 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.

3.3. 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 homeless prevention.

3.4. Homeless Prevention Grant

Funding and oversight for 3 services transferred to local authorities from 2022/23, including a mediation service for young people, a daytime drop-in service for homeless individuals and crisis support for individuals with mental health / housing difficulties.

4. Needs Analysis – 2021/22

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.

4.1. Summary of service demand by area of need in 2021/22

During 2021/22, 3,215 periods of support were provided to 2,138 individuals and families, a small increase of 1.5% from 2020/21.

Fixed Site Support

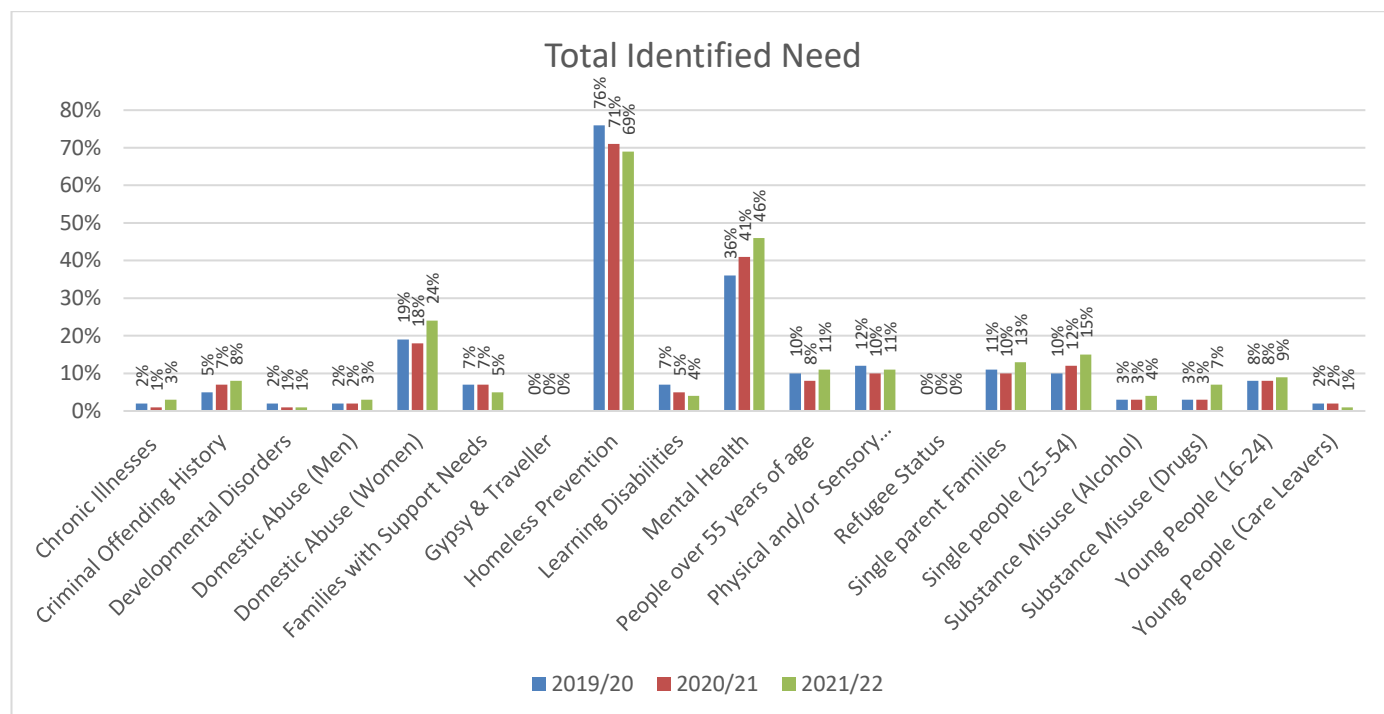
810 families /individuals accessed fixed site support (including Local Authority temporary accommodation), with 584 moving in within 2021/22

Floating Support

1,824 families /individuals received floating support / outreach, with 1,553 starting support in 2021/22

Generic homelessness prevention (floating support), mental health and domestic abuse (women) 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.



5. Outcomes Analysis (October 2021 – March 2022)

In the reporting period October 2021 – March 2022, outcomes for 1,634 individuals were reported, with 1,431 accessing short term services and 203 accessing long term services.

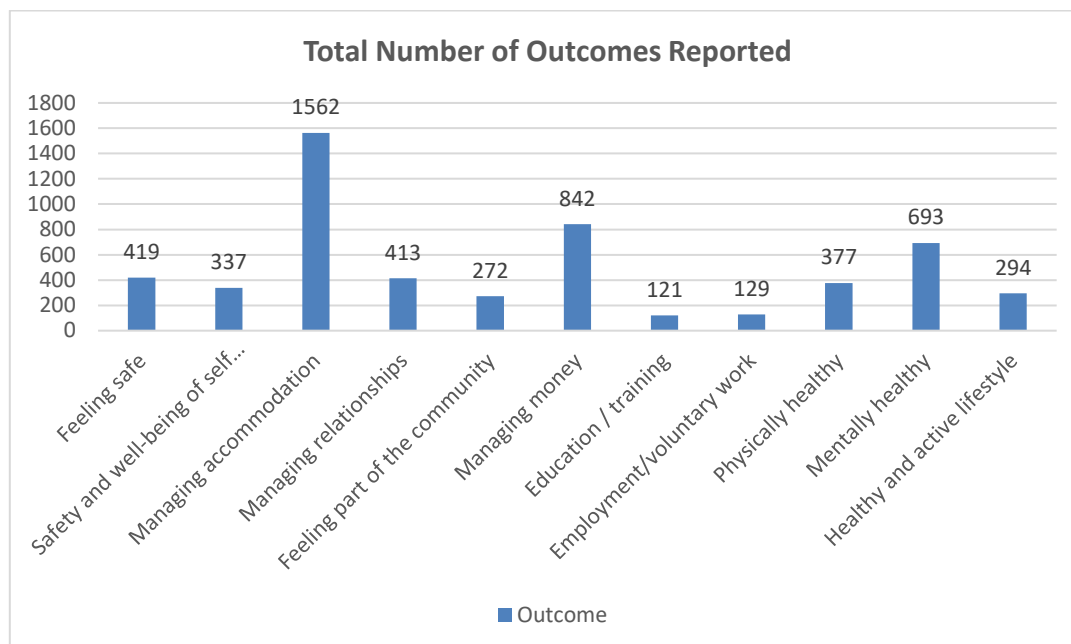
Between the 1,634 individuals reported on, there were 5,149 outcomes recorded as relevant to their needs. The average number of relevant outcomes varies between short term services (3) and long term services (5)

The outcome areas that continue to be most identified are managing accommodation (96%), managing money (52%) and mental health (42%).

Within long term services, the most identified outcome areas are feeling safe (84%), managing money (67%) and managing accommodation (65%). On average, individuals have identified 6 outcome areas, relevant to their needs.

Within short term services, the most identified outcome areas are managing accommodation (97%), managing money (49%) and mentally healthy (39%). On average, individuals have identified 3 outcome areas as relevant to their needs.

For a full breakdown of the Outcomes submission for October 2021 – March 2022 see [Appendix 3](#)



6. Housing Support Gateway

The Housing Support Gateway (formerly 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 Young Persons Supported Accommodation services, and a comprehensive referral, assessment and allocations process was developed in conjunction with support providers. During 2020, the Gateway was again extended to manage referrals for Generic Homeless Supported Accommodation, Mental Health Floating Support and Supported Accommodation, and Substance Misuse Floating Support. From April 2021 the Gateway took over referral management for Supported Accommodation for Women who have experienced DVA, and from August / September 2021, the additional units of Supported Accommodation for Young People, and those with Mental Health / Complex Needs. Since the Housing Support Gateway (HS Gateway) was established, there has been a steady increase in referrals received at the Gateway, particularly during the Covid-19 pandemic (20/21). The Gateway staff have now expanded, with two full-time officers, to manage the consistent growth of the service and its provision.

6.1. Services Accessed via Gateway

Between 2017, when the HS Gateway was established, and 2021, the number of providers / schemes accessed via the Gateway has increased from 1 to 13. The number of units has increased from 360 to 527, an increase of 46%. This will also be expanding between 2022/2023 to include an additional 12 units of Supported Accommodation (SA), managed by the Wallich (PAWS).

Provider / Scheme	Number of Contracted Units				
	17-18	18-19	19-20	20-21	21-22
Wallich Paws - inc Mediation and volunteer / befriending (generic homeless prevention)	360	360	360	360	360
Llamau (young people)	-	35	35	35	35
Clarewood (young people)	-	8	8	8	8

Caredig Wish (mental health)	-	-	-	6	7
Goleudy (homelessness)	-	-	-	12	12
WCADA (substance / alcohol use)	-	-	-	16	22
Platfform (mental health))	-	-	-	33	42
Caredig Terminus 2 (mental health / complex needs)	-	-	-	-	6
Hafan Cymru (VAWDASV)	-	-	-	-	14
Alfred St (young people)	-	-	-	-	6
Wallich PAWS Rapid Rehousing (Pilot)	-	-	-	-	16
	360	403	403	466	527

6.2. Referrals

A total of 776 referrals were received by the HS Gateway between 01/04/21- 31/03/22 for both Floating Support (FS) and Supported Accommodation (SA) services.

A total of 644 referrals were for FS, whilst 132 referrals were for SA. This has increased significantly from the year prior April 20-March 21, where the total amount of referrals received was 537. This shows an increase of 45% in referrals received; an increase in 36% of FS referrals & 101% for SA.

The percentage of referrals received from each referrer, highlights that Housing Options Team (HOT) remains the main referrer for Floating Support & in total, with a majority of 34% of all referrals received at the HS Gateway.

For a full breakdown of the Referrals April 2021 – March 2022 [Appendix 4](#)

7. Move-On Panel

The Move on Panel (MOP) was established in 2010 to support applicants moving on from Supported Accommodation into Social Housing, within Neath Port Talbot (NPT).

Prior to the Move On Panel being established, applicants ready to move on to a general needs tenancy would have to apply to each Registered Social Landlord's (RSL) general needs waiting list and were not prioritised in any way. This was effectively 'bed blocking' supported accommodation placements for people who needed them.

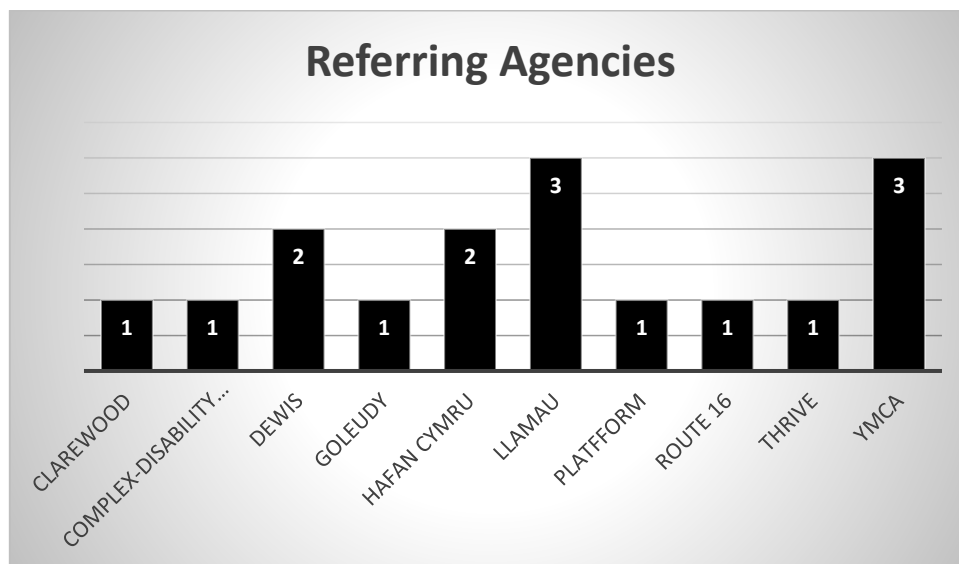
Referrals are overseen by the Housing Support Gateway, with a number of Registered Social Landlords (RSL's) sitting on the panel.

7.1. Referrals

A total of 16 Move on Panel (MOP) referrals were received at the Housing Support Gateway (HSG) between 01/04/21 – 31/03/22, for applicants ready to move on into general needs accommodation, provided by Registered Social Landlords (RSL's).

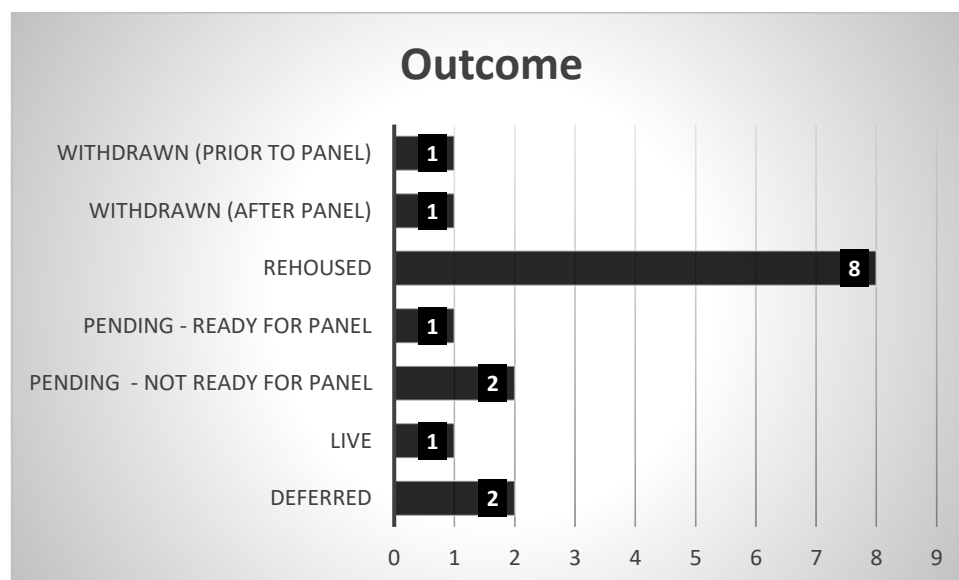
The previous year (20-21) significantly less referrals were received, however the panel was suspended for several months during the Covid-19 pandemic.

The table below shows how many referrals were received by each support provider within this period.



7.2. Outcome of referrals

The below table shows the outcome of those applications received:



Withdrawn referral – 1 was withdrawn prior to panel & 1 was withdrawn after panel. The one withdrawn prior to panel was due to a deterioration in the applicant's behaviour, meaning they were not ready to manage a general needs tenancy. The applicant who withdrew their applicant after panel, moved into alternative accommodation with family members & no longer required her own tenancy. Prior to this, they was accepted by the panel.

Of those applicants who had successfully moved on from SA, it took anywhere between 2-10 months, with an average waiting time of 6 months. All applicants who are still 'live' are reviewed by HSG at 6 months.

5 of those applicants were rehoused by Tai Tarian; 2 by Coastal Housing & 1 by Linc.

Service Areas

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.

Additional services include a mentoring project for individuals who have successfully moved on from temporary accommodation, and the provision of life skills training at the newly established homeless hub.

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
Housing Justice Cymru – Citadel Project	Mentoring scheme for individuals who have experienced homelessness	N/A
Salvation Army	Life skills training	N/A
Goleudy Routes	Day time drop-in	N/A

8.2. Identified support needs

During 2021/22, 1,428 individuals had identified homeless prevention as a support need. Of these, 486 required supported / temporary accommodation, and 1,398 received floating support, mentoring or accessed life skills training.

Supported Accommodation

Of the 486 individuals who accessed supported / temporary accommodation, all (100%) had a second identified need, and 19% had third identified need.

Identified Need	Number	As a % of those supported
Mental Health Issues	197	33%
Single People (25-54)	106	18%
Criminal Offending	79	13%
Young People (16-24)	41	7%
Domestic Abuse (Women)	35	6%
Single Parent Families	35	6%
Physical and/or Sensory Disabilities	29	5%
Families with Support Needs	23	4%
People Over 55	14	2%
Chronic Illness	13	2%
Domestic Abuse (Men)	11	2%
Young People (Care Leavers)	5	1%
Learning Disabilities	4	1%

Floating Support

Of the 1,398 who accessed floating support, all (100%) had a second identified need, and 37% had a third identified need.

Identified Need	Number	As a % of those supported
Mental Health Issues	647	30%
Single People (25-54)	250	12%
Single Parent Families	226	10%
Domestic Abuse (Women)	184	8%
Physical and/or Sensory Disabilities	154	7%
Criminal Offending	145	7%
Families with Support Needs	105	5%
Young People (16-24)	94	4%
People Over 55	72	3%
Substance Misuse (Drugs)	66	3%
Substance Misuse (Alcohol)	56	3%
Chronic Illness	41	2%
Learning Disabilities	40	2%
Domestic Abuse (Men)	31	1%
Generic Homeless Prevention	27	1%
Developmental Disorders	18	1%
Young People (Care Leavers)	10	0%
Gypsy & Traveller	1	0%

8.3. Service Developments 2022/23

Funding for Salvation Army Life Skills Training which was successfully piloted in 2021/22 was approved for ongoing funding from 2022/23. The scheme delivers life skills training, including budgeting, cooking and healthy lifestyles to homeless individuals accessing the Salvation Army Homelessness Hub.

Previously funded by Welsh Governments Homeless Prevention Grant, from April 2022, funding and oversight of Goleudy's Routes Project transferred to the HSG in Neath Port Talbot. During this time the HSG Team have worked closely with Goleudy to gain a deeper understanding of how the project operates and how they complement existing HSG-commissioned services.

8.4. Planned Service Developments for 2022/23

A review of Goleudy's Routes Project will be undertaken to ensure the service meets the aims of the Housing Support Grant.

A review of Generic Floating Support services will be undertaken to ensure services are aligned to the Rapid Rehousing Transition Plan.

9. Young Persons Services

9.1. Service Provision

Currently 3 organisations and NPTCBC provide a range of supported accommodation for young people in Neath Port Talbot, including 24hr supported accommodation, bedsits, shared accommodation, self-contained flats and supported lodgings. Additional services include outreach for homeless young people, and a mediation service for young people at risk of homelessness.

Provider/Scheme	Type of Support	Units
Dewis	Crisis Beds for Care Leavers (<i>jointly funded with CYPS</i>)	2
Llamau	Dispersed Supported Accommodation for young people with low – moderate support needs	35
Llamau	Supported Lodgings Scheme for Care Leavers (<i>jointly funded with CYPS</i>)	N/A
Llamau	Mediation for young people at risk of homelessness (<i>Homeless Prevention Grant</i>)	N/A
NPTCBC Housing Options	Supported Accommodation for young people with low – moderate support needs	6
Pobl Clarewood	24hr Supported Accommodation for young people with medium to high / complex support needs.	8
Pobl Clarewood Outreach	Outreach Service to young people who are homeless, or threatened with homeless	N/A

9.2. Identified support needs

A total of 270 young people identified ‘Young people (16-24)’ as a need in 2021/22, with 91 identifying it as their lead need. A further 197 identified it as a second / third need.

91 young people accessed services specifically for young people, with 72 accessing accommodating and a further 19 accessing outreach services.

Of the 91 young people accessing services specifically for young people in 2021/22, 80% had a second identified need, and 47% had a third identified need.

Identified second / third need	Number	As a % of those supported
Mental health	34	37%
Young People (Care Leavers)	19	21%
Generic Homeless Prevention	17	19%
Substance Misuse (Drugs)	15	16%
Criminal Offending History	8	9%
Domestic Abuse (Women)	8	9%
Learning Disabilities	7	8%
Developmental Disorders	5	5%
Domestic Abuse (Men)	1	1%
Refugee Status	1	1%

9.3. Service Developments 2022/23

Funding for Pobl Clarewood Young Persons Outreach worker which was successfully piloted in 2021/22 was approved for ongoing funding from 2022/23. The scheme provides early intervention and engagement with YP who are at risk of homelessness through the delivery of an ‘outreach service’, including attendance at drop-ins, emergency accommodation etc.

Previously funded by Welsh Governments Homeless Prevention Grant, from April 2022, funding and oversight of Llamau’s Mediation Service transferred to the HSG in Neath Port Talbot. During this time the HSG Team have worked closely with Llamau to gain a deeper understanding of how the project operates and how they complement existing HSG-commissioned services.

The wider Youth Homelessness agenda has seen the development of a panel to oversee move-on from the Children's Services / HSG funded crisis beds.

A joint consultation exercise with Children's Services looking at the experiences of homeless young people who accessed supported accommodation to inform future service delivery was commenced.

9.4. Planned Service Developments 2023/24

A review of Llamau's Mediation Service will be undertaken to ensure the service meets the aims of the Housing Support Grant.

A review of young persons supported accommodation will be undertaken to ensure services are aligned to the Rapid Rehousing Transition Plan.

10. Mental Health Services

10.1. 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 do not have a care manager.

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

Outreach / Crisis Support

Crisis Support is available to individuals who are experiencing a mental health and housing crisis, including those living in temporary accommodation, and those leaving a mental health ward/hospital.

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 Housing Support 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
Adferiad	Outreach Service for homeless individuals with a mental health issue	N/A
Caredig	Long Term shared accommodation for care managed individuals	3
	Short term shared accommodation for people with mental health issues	4
	Short term shared accommodation for people with mental health / complex needs	6
Platform	Short term floating support for people with mental health issues	20
	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
	Outreach Service for homeless individuals with a mental health issue	N/A
NPTCBC Community Independence Service	Pan Disability Floating Support for Care Managed individuals (inc those with mental health)	142

10.2. Identified support needs

During 2021/22 1,327 individuals identified 'mental health' as a support need. Of these 203 had identified it as a lead need, with a further 1,124 identifying mental health as a second or third need.

Of the 203 individuals who had identified mental health as their lead need, 75 (37%) had an identified second need, and 25 (12%) had a third identified need.

Identified second / third need	Number	As a % of those supported
Substance Misuse (Drugs)	28	14%
Substance Misuse (Alcohol)	13	6%
Generic Homeless Prevention	13	6%
Single people (25-54)	11	5%
People over 55 years of age	6	3%
Learning Disabilities	6	3%
Physical and/or Sensory Disabilities	5	2%
Young People with Support Needs (16-24)	3	1%
Single parent Families with Support needs	3	1%
Criminal Offending History	3	1%
Developmental Disorders	3	1%
Domestic Abuse (Women)	2	1%
Chronic Illnesses	2	1%
Young People (Care Leavers)	2	1%

10.3. Service Developments 2022/23

Developed using Phase 2 Homelessness Accommodation funding, 6 units of self-contained accommodation, for individuals who are homeless / threatened with homelessness and have mental health / complex needs became fully operational.

Previously funded by Welsh Governments Homeless Prevention Grant, from April 2022, funding and oversight of Platforms Homeless Support & Advice Project transferred to the HSG in Neath Port Talbot. During this time, the HSG Team has worked closely with Platform to gain a deeper understanding of how the project operate and how it complement existing HSG-commissioned services.

10.4. Planned Service Developments 2023/24

A review of Platforms Homeless Support & Advice project will be undertaken to ensure the service meets the aims of the Housing Support Grant.

11. Domestic Abuse (Women)

11.1. Service Provision

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

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 (move on)	5
	Outreach service for individuals who are sexually exploited	N/A

11.2. Identified support needs

During 2021/22, 605 women had identified domestic abuse as a support need. Of these, 342 had identified it as a lead need, with a further 263 identifying domestic abuse as a second / third need.

Of the 342 who had identified domestic abuse as their lead need, 238 (70%) had a second identified need, and 130 (38%) had a third identified need.

Identified second / third need	Number	As a % of those supported
Mental health Issues	135	67%
Single parent family	80	39%
Single Person (24-55)	29	14%
Physical / sensory disability	21	10%
Substance Misuse (Drugs)	20	10%
Substance Misuse (Alcohol)	19	9%
Young people (16-25)	16	8%
Chronic illness	8	4%
Generic homeless prevention	8	4%
People over 55	8	4%
Families with support needs	6	3%
Learning Disability	5	2%
Young Person (Care leaver)	4	2%
Criminal offending	3	1%
Developmental disorder	3	1%
Gypsy & traveller	3	1%

11.3. Service Developments in 2022/23

Funding for Thrives SWAN project which was successfully piloted in 2021/22 was approved for ongoing funding from 2022/23. The scheme provides specialist advocacy and support, to women who are sexually exploited.

11.4. Planned Service Developments in 2023/24

A re-tendering exercise will commence in 2023/24, following the outcome of a service review which will identify the level of demand for services in Neath Port Talbot and produces a range of options which will meet the needs of those who are experiencing domestic abuse.

12. Older Persons Services

12.1. Service Provision

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

12.2. Identified support needs

In addition to the lead need of People over 55 Years of Age, of the 127 individuals reported on, 51 (40%) had identified a secondary need, and 8 (6%) had identified a third need:

Identified Need	Number	As a % of those supported
Chronic Illnesses	4	3%
Mental health Issues	5	4%
Physical and/or Sensory Disabilities	50	39%

13. Substance Misuse Services

13.1. Service Provision

Outreach is available to individuals who are homeless and have substance misuse, including those living in temporary accommodation.

Floating Support is available for individuals at risk of homelessness, with substance misuse issues to enable them to maintain their tenancy and reduce repeat episodes of homelessness

Provider/Scheme	Type of Support	Units
Adferiad	Floating Support for People with Substance Misuse Issues	16
	Outreach for homeless individuals with substance misuse issues	N/A

13.2. Identified support needs

During 2021/22, 243 individuals identified substance misuse issues (either alcohol/substances) as a support need, with 59 identifying substance misuse as a lead need. A further 184 identified either a second / third need of substance misuse.

Of the 59 who identified substance misuse as a lead need, 50 (85%) had a second identified need, and 47 (80%) had a third identified need.

Identified Need	Number	As a % of those supported
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Mental Health	36	61%
Single people (25-54)	29	49%
Criminal Offending History	13	22%
Substance Misuse (Alcohol) – where Drug Misuse was the lead need	10	17%
Domestic Abuse (Women)	3	5%
Learning Disabilities	2	3%
Single Parent Families	2	3%
Young Person (16-24)	1	2%
People over 55	1	2%

14. Criminal Offending

14.1. Service Provision

Floating Support is available for individuals who are homeless, or at risk of homelessness, on release from custody to enable them to access accommodation or maintain their tenancy and reduce repeat episodes of homelessness / offending

Provider/Scheme	Type of Support	Units
Dyffodol	Floating Support for individuals who are homeless on release from custody.	8

14.2. Identified support needs

During 2021/22, 297 individuals had identified criminal offending as a support need, with 8 identifying it as a lead need.

Of these 8, only one had a second identified need (mental health), none had a third identified need

15. Learning Disabilities / Chronic Illness / Physical & Sensory Disabilities

15.1. 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
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

15.2. Identified support needs

Identified Need	Number	As a % of those supported
People over 55 years of age	10	16%
Generic Homeless Prevention	10	16%
Physical and/or Sensory Disabilities	7	11%
Mental health Issues	6	10%
Young People with Support Needs (16-24)	3	5%
Single Parent family	3	5%
Substance Misuse Issues (Drugs)	2	3%
Developmental Disorders (Ie Autism)	1	2%
Chronic Illnesses (including HIV, Aids)	1	2%
Substance Misuse Issues (Alcohol)	1	2%
Criminal offending	1	2%
Domestic Abuse (men0	1	2%
Families with support needs	1	2%
Learning Disability	1	2%

16. Commissioning Activities / Service Developments 2021/22 - 2022/23

The following summarises the commissioning and service development activity during 2022/23 with some of this work continuing into 2023/24

16.1. 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.

16.2. Service Reviews

A number of service reviews planned for 2021/22 were put on hold as a result of the Covid-19 pandemic, and were carried forward to 2022/23. Service reviews were undertaken with Caredig Wish Project and Goleudy Shared Houses, with Wallich PAWS service review commencing in 2022/23.

16.3. Pilot Projects

As a result of an increase in the Housing Support Grant (HSG) Allocation for 2021-22, approximately £200,000 was allocated to support new pilot projects.

Local organisations were invited to apply for a one-off grant allocation, for up to 12 months during the period April 2021 to March 2022, with the aim of preventing or relieving homelessness.

13 applications were received, and were evaluated by a panel consisting of officers from the Commissioning Unit, Housing Options Service, Environmental Health, Community Safety Partnership, Area Planning Board, Neath Port Talbot Youth Service and Neath Port Talbot CVS.

The following proposals were approved

- Calan DVS ACEs Recovery Toolkit - Delivery of the ACE's Recovery Toolkit to adults and CYP who have been affected by DVA, with the aim of minimising the impact of ACEs and improve their physical and mental wellbeing.
- Pobl Clarewood Young Persons Outreach worker - Early intervention and engagement with YP who are at risk of homelessness through the delivery of an 'outreach service', including attendance at drop-ins, emergency accommodation etc.
- Salvation Army Life Skills Training Manager - Delivery of life skills training, including budgeting, cooking and healthy lifestyles to homeless individuals accessing the Salvation Army Homelessness Hub (currently being developed in Neath Town Centre), the majority of who will be homeless, living in temporary accommodation or rough sleeping
- Thrive Women's Aid SWAN Project - Provision of specialist advocacy and support, to women who are sexually exploited.
- WCADA (Adferiad) Women's Outreach Engagement Service - Provision of specialist outreach engagement service for women with complex and co-occurring needs, including mental health and substance misuse.
- Hafan Cymru – Floating Support to individuals with complex needs who are struggling to manage their tenancy.
- Platfform & Tai Tarian – Mental Health floating support for Tai Tarian Tenants.
- Thrive Dispersed – Dispersed Refuge for women deemed as unsuitable for shared refuge accommodation.

Three Projects-Salvation Army Life Skills Training Manager, Pobl Clarewood Young Persons Outreach Worker and Thrives Swan Project were approved for ongoing funding in 2022/23 and were fully implemented.

16.4. Homeless Prevention Grant

During 2022/23, funding for a number of Homeless Prevention Grant projects transferred to the Housing Support Grant. Funding for the projects is ring-fenced for 2 years, during 2022/23 the HSG Team has worked closely with projects to gain a deeper understanding of how they operate and complement existing HSG-commissioned services, prior to formal evaluations in 2023/24.

16.5. Housing Support Grant Outcomes Framework

Neath Port Talbot were one of six local authority areas invited to be part of the task & finish group established to develop HSG outcomes framework which would replace the existing Supporting People Outcomes Framework.

The new framework, which will be used for all HSG funded services will demonstrate the effectiveness of support in meeting the main aims of the HSG – the prevention of homelessness.

Eleven support providers in Neath Port Talbot are piloting the new outcomes framework, which is due to be fully implemented from April 2023.

Appendix 1 – Supply Map 2022/23

16.6. Short Term Services

Provider/Scheme	Client Category	Type of Support	Units
Adferiad	Rough Sleepers	Outreach (Substance Misuse)	N/A

Adferiad	Rough Sleepers	Outreach (Mental Health)	N/A
Adferiad	Substance misuse	Floating support	16
Calan DVS	Domestic abuse (women)	Refuge	13
Calan DVS	Domestic abuse (women)	Floating support	20
Caredig	Mental health	Supported Accommodation (Temporary)	4
Caredig**	Mental Health / Complex Needs	Supported Accommodation	6
Dewis*	Young People (Care Leavers)	Supported Accommodation	2
Dyffodol**	Ex-Offenders	Floating Support	8
Goleudy	Homeless prevention	Supported Accommodation	9
Hafan Cymru	Domestic abuse (men)	Floating support	5
Hafan Cymru	Domestic abuse (women)	Supported Accommodation	14
Hafan Cymru	Domestic abuse (women)	Floating support	1
Housing Justice Cymru	Homelessness	Citadel Project	N/A
Llamau	Young people (16-24)	Supported Accommodation	35
Llamau*	Young People (Care Leavers)	Supported Lodgings	N/A
Platfform	Mental health	Floating Support	14
Platfform	Mental Health	Floating Support (Care managed)	19
Platfform	Mental Health	Floating Support (Resettlement)	5
Platfform	Mental Health	Temporary Accommodation Case Worker	N/A
Pobl (Clarewood)	Young people (16-24)	Supported Accommodation	8
Pobl***	Young people (16-24)	Outreach	N/A
Salvation Army***	Homelessness	Daytime Drop-in	N/A
Swansea Bay AMBU	Rough Sleepers	Homelessness Nurse	N/A
Thrive	Domestic abuse (women)	Refuge	6
Thrive	Domestic abuse (women)	Supported Accommodation	5
Thrive	Domestic abuse (women)	Floating support	10
Thrive***	Domestic abuse (women)	Outreach	N/A
Wallich	Homeless prevention	Floating support	340

* Jointly funded with Children's Social Services

** Established via Phase 2 Homelessness Funding

*** Continuation of 2021/22 pilot schemes

16.7. Long Term Services

Provider/Scheme	Client Category	Type of Support	Units
Caredig	Mental health	Supported Accommodation	3
Coastal Housing (Extra Care)	People over 55	Supported Living	115
Community Lives Consortium*	Learning Disabilities	Floating Support / Supported Living	52
Pobl *	Learning Disabilities	Supported Living	16

Reable*	Learning Disabilities	Supported Living	5
Walsingham*	Learning Disabilities	Supported Living	16

* Jointly funded with Adult Social Care

16.8. Internal Services

Service	Type
Community Independence Service	Pan Disability Floating Support
Housing Options Service	Homeless Prevention, Temporary Accommodation and floating support
Housing Support Gateway	Gateway Service
Environmental Health	Housing Engagement
Local Area Co-ordinators	Early Intervention & prevention
IDVA's	Support to high risk victims of Domestic Abuse

16.9. Homeless Prevention Grant

Provider/Scheme	Client Category	Type of support
Llamau	Young People	Mediation
Platform	Mental Health	
Goleudy	Homelessness	Daytime Drop-in

Appendix 2 – Breakdown of support needs

The following table provides a breakdown of service demand according to lead, secondary, and tertiary need in 2020/21 and 2021/22

	2020/21					2021/22				
	Lead Need	Second need	Third need	Total (% of total no supported)		Lead Need	Second need	Third need	Total (% of total no supported)	
Chronic Illnesses	4	28	11	43	1%	5	39	10	54	3%
Criminal Offending History	0	183	64	247	7%	8	114	53	175	8%
Developmental Disorders	6	17	6	32	1%	6	14	11	31	1%
Domestic Abuse (Men)	48	19	11	78	2%	20	25	11	56	3%
Domestic Abuse (Women)	356	239	26	621	18%	311	175	24	510	24%
Families with Support Needs	2	196	21	219	7%	2	108	7	117	5%
Gypsy & Traveller	0	1	0	1	0%	0	2	1	3	0%
Homeless Prevention	2394	0	0	2394	71%	1428	29	24	1481	69%
Learning Disabilities	131	37	11	179	5%	42	30	24	96	4%
Mental Health	163	859	361	1383	41%	199	551	227	977	46%

	2020/21					2021/22				
	Lead Need	Second need	Third need	Total (% of total no supported)		Lead Need	Second need	Third need	Total (% of total no supported)	
People over 55 years of age	142	97	28	267	8%	141	66	18	225	11%
Physical and/or Sensory Disabilities	12	226	110	348	10%	9	137	89	235	11%
Refugee Status	0	0	0	0	0%	1	1	0	2	0%
						2	0	0	2	0%
Single parent Families	0	292	42	334	10%	1	247	32	280	13%
Single people (25-54)	4	360	50	414	12%	3	272	49	324	15%
Substance Misuse (Alcohol)	10	51	37	98	3%	16	40	35	91	4%
Substance Misuse (Drugs)	32	41	27	100	3%	39	47	55	141	7%
Young People (16-24)	56	169	35	260	8%	74	93	23	190	9%
Young People (Care Leavers)	0	44	9	53	2%	0	30	2	32	1%

Appendix 3 – Outcomes Analysis October 2021-March 2022

Overview

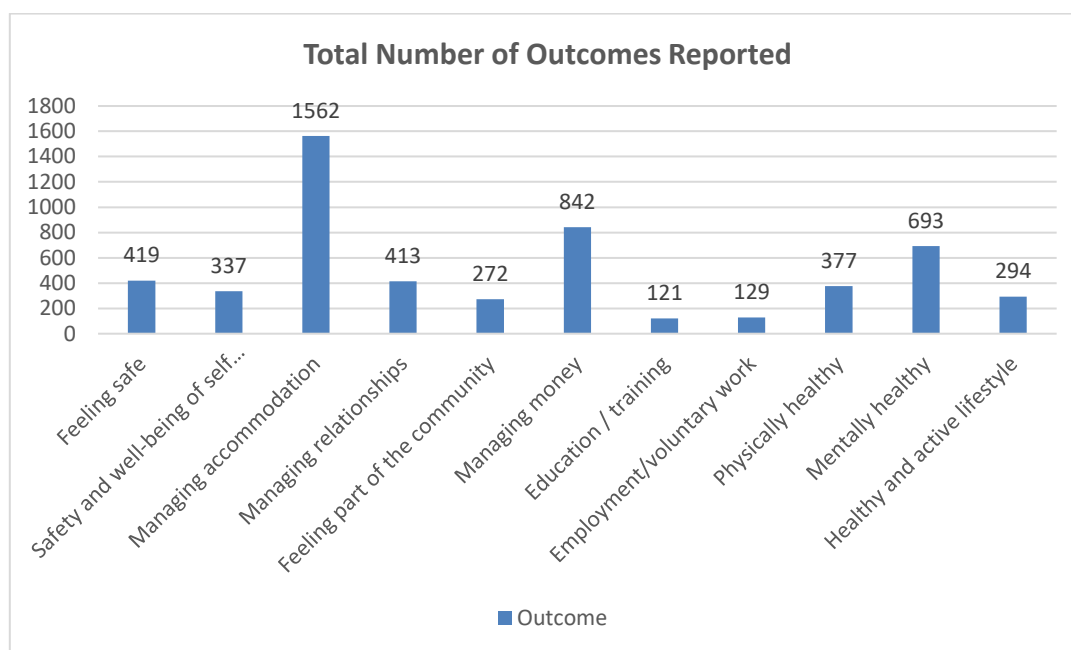
In the reporting period October 2021 – March 2022, outcomes for 1,634 individuals were reported, with 1,431 accessing short term services and 203 accessing long term services.

Between the 1,634 individuals reported on, there were 5,149 outcomes recorded as relevant to their needs. The average number of relevant outcomes varies between short term services (3) and long term services (5)

The outcome areas that continue to be most identified are managing accommodation (96%), managing money (52%) and mental health (42%).

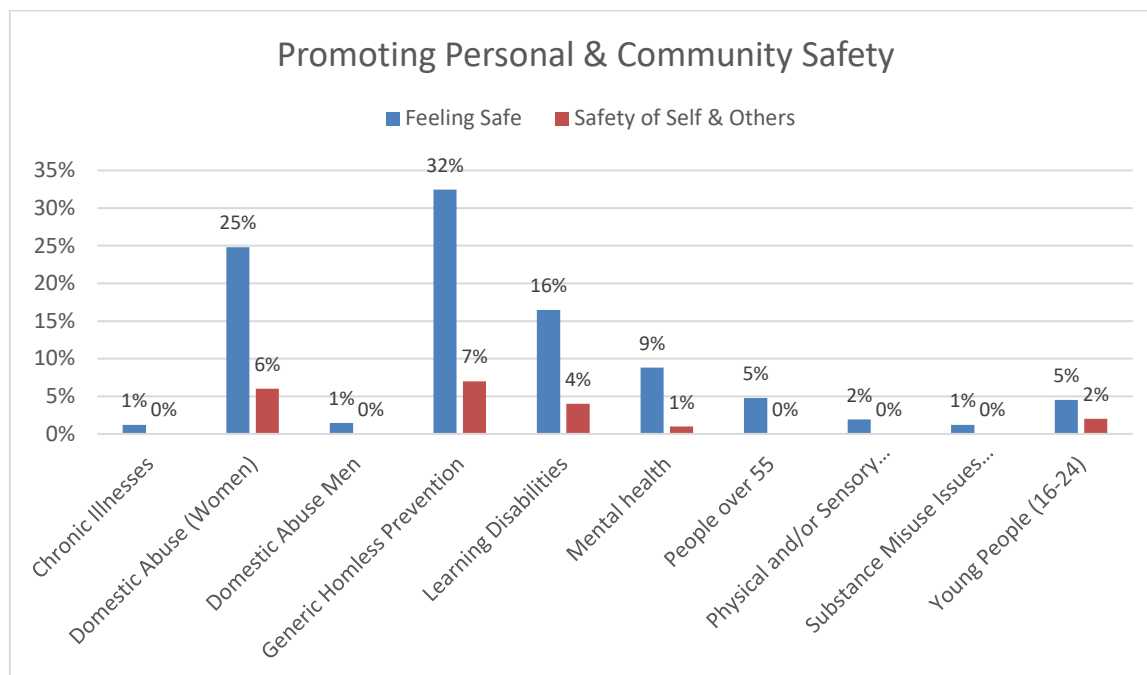
Within long term services, the most identified outcome areas are feeling safe (84%), managing money (67%) and managing accommodation (65%). On average, individuals have identified 6 outcome areas, relevant to their needs.

Within short term services, the most identified outcome areas are managing accommodation (97%), managing money (49%) and mentally healthy (39%). On average, individuals have identified 3 outcome areas as relevant to their needs.



Promoting Personal and Community Safety

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



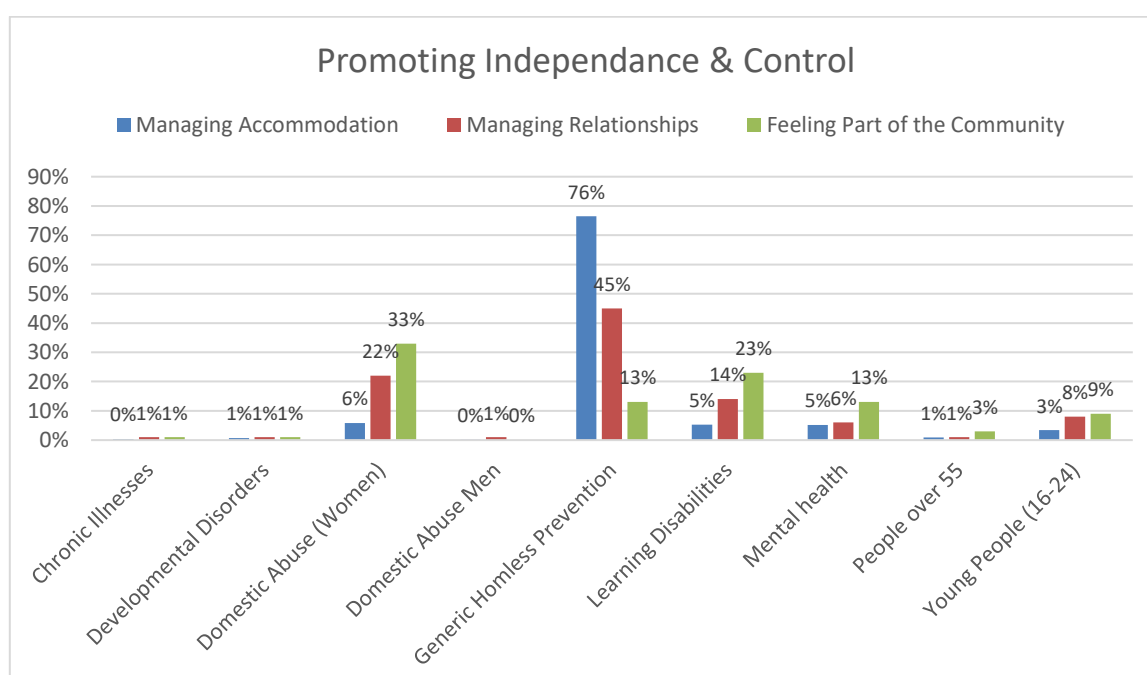
Feeling Safe continues to be a relevant outcome for most of the individuals with a lead need of domestic abuse.

A high proportion of those with lead needs of generic homeless prevention also recorded outcomes in this area.

A smaller proportion of people recorded 'Safety and Wellbeing of themselves and others' as an outcome.

Promoting Independence and Control

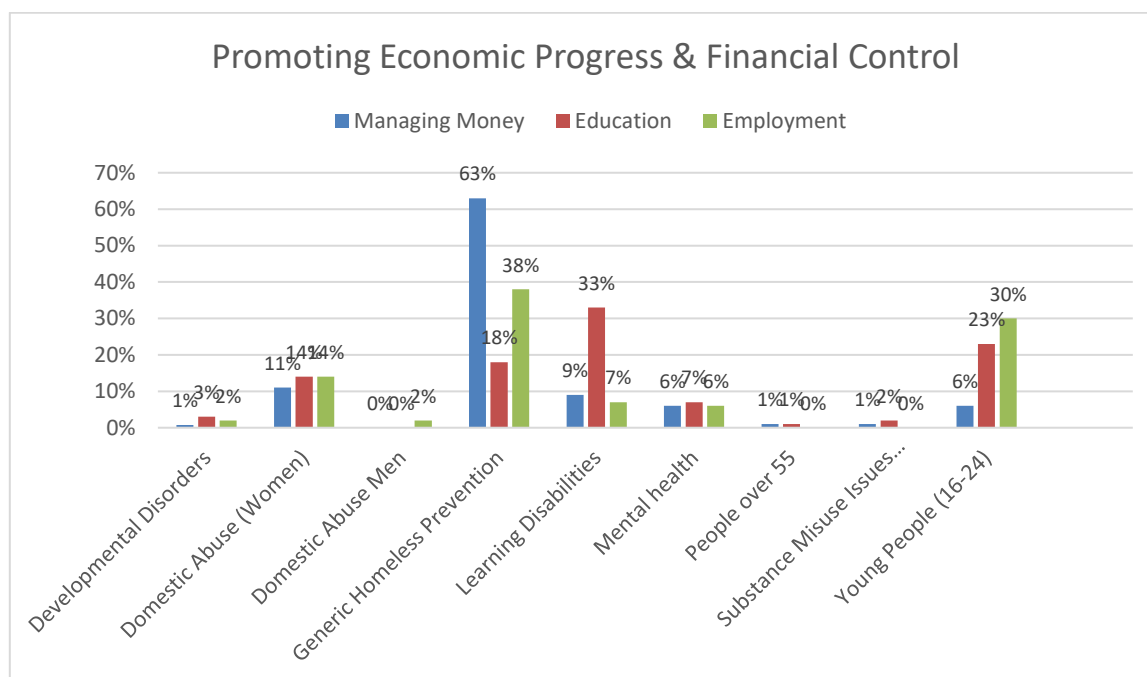
(Managing Accommodation, Managing Relationships and Feeling Part of the Community)



Managing Accommodation can be seen in the above chart to be an outcome recorded for most clients who require generic homeless prevention, with managing relationships and feeling part of the community relevant for a significantly lower number of individuals.

Promoting Economic Progress and Financial Control

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

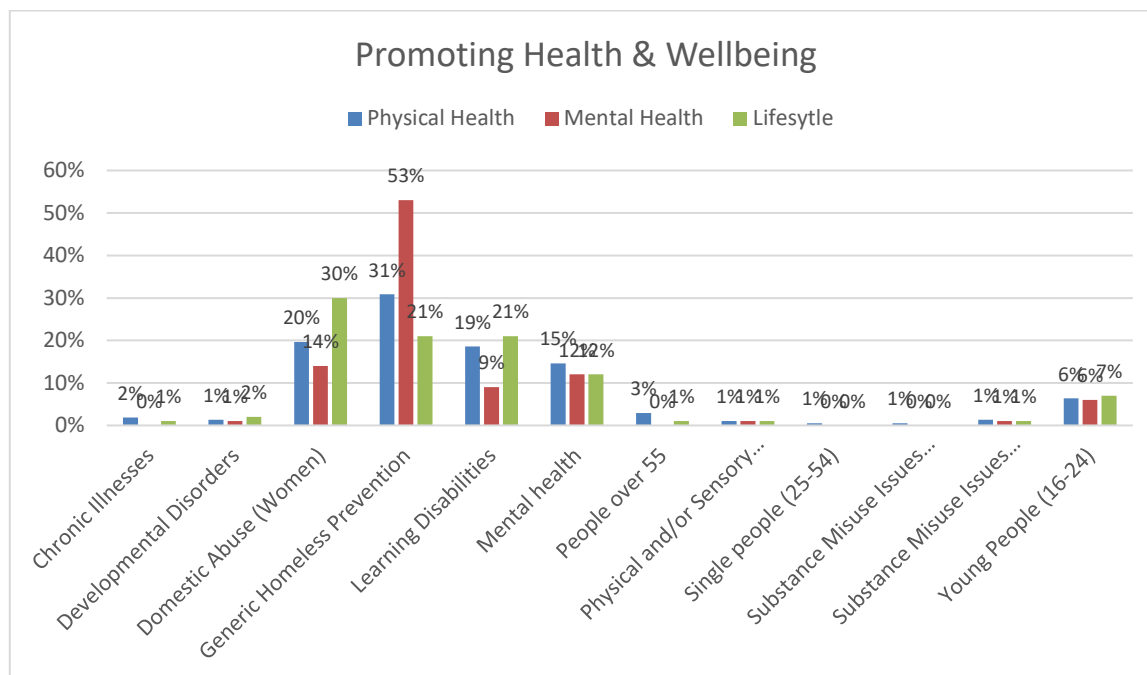


Managing Money, as expected is a relevant outcome for the majority of individuals who require generic homeless prevention.

Engaging in education/learning, or employment/voluntary work outcomes have been reported for a small proportion of people, across most lead need groups.

Promoting Health & Wellbeing

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



While mental health is a relevant outcome area for a high proportion of individuals requiring generic homeless prevention, it is significantly lower for other client groups.

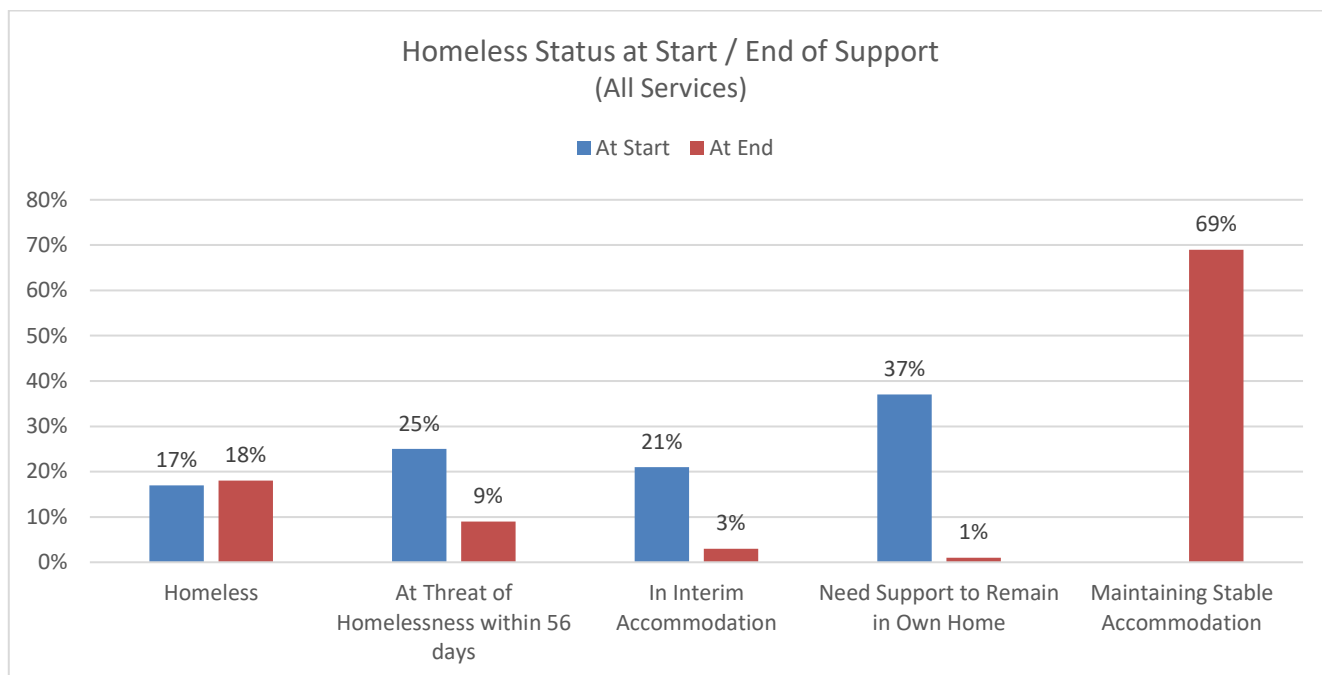
Being physically healthy, and leading a healthy and active lifestyle are both being reported as a relevant outcome area for a low number of individuals, across all client groups.

Homeless Status at Start / End of Support

Providers are required 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 with a further option available at the end of support.

- *homeless,*
- *at threat of homeless within 56 days,*
- *in interim accommodation*
- *and need support to remain in own home*
- *maintaining stable accommodation independently (at end of support)*

The following table shows the homeless status at both the start and end of support for all 1,634 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 either been placed in services as part of a package of care, or are living in extra care services.

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.

Short Term Services

1,431 individuals were reported on, who were receiving support from short term services, 351 were in temporary supported accommodation, and 1080 were receiving floating support.

Of these, 413 (29%) were at threat of homelessness within 56 days, 277 (19%) were homeless, 337 (24%) were in interim accommodation and 404 (28%) needed support to remain in their own home.

Of the 368 who had ceased receiving support during the period, 34 (9%) were at threat of homelessness within 56 days, 66 (18%) were homeless, 12 (3%) were in interim accommodation, 2 (1%) needed support to remain in their own home and 254 (69%) were maintaining stable accommodation independently.

At Threat of Homelessness within 56 days

413 individuals were reported to be at threat of homelessness within 56 days, at the start of support, with 143 of these ending support during the reporting period.

Of these 143 individuals, 33 (23%) were still at threat of homelessness at the end of support. Two (1%) had moved into interim accommodation with two reporting as homeless (1%). 106 (74%) were maintaining stable accommodation at the end of support.

Homelessness

277 individuals were reported as homeless at the start of support, with 91 of them ending support during the period.

Of the 91 individuals who ceased receiving support during the reporting period, 34 (37%) were still homeless at the end of support, with four (4%) being in interim accommodation, one (1%) still requiring support to remain at home, and 52 (57%) maintaining stable accommodation independently.

In Interim Accommodation

337 individuals were in interim accommodation at the start of support, with 83 individuals ending support.

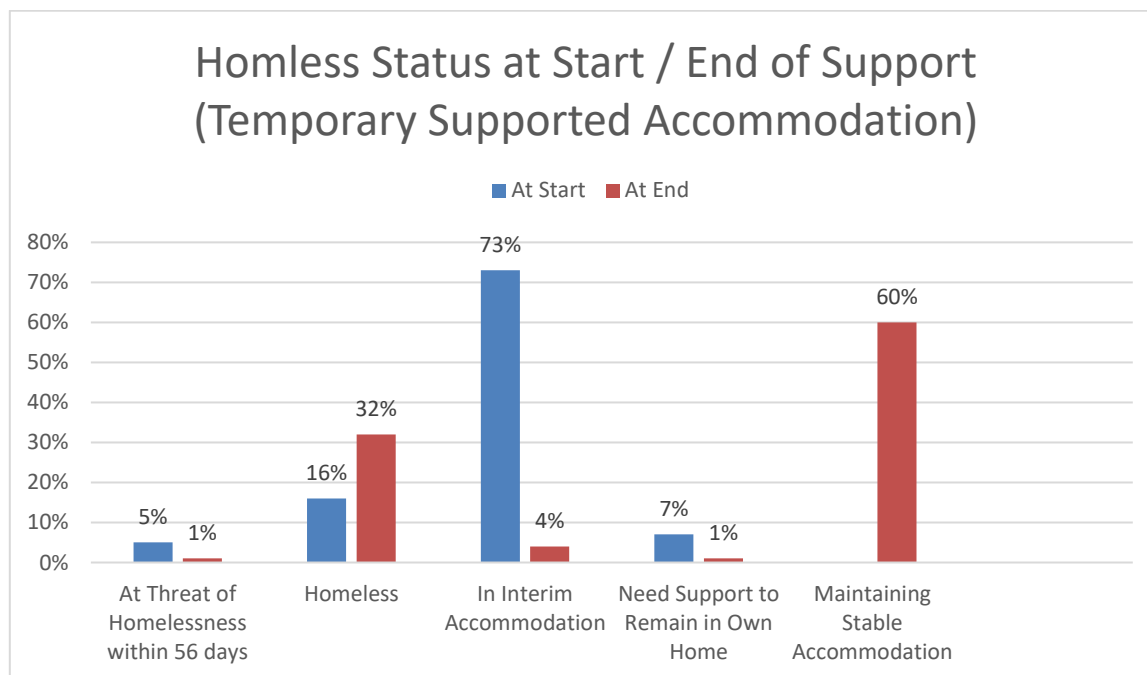
Of the 83 who ended support, 49 (64%) were maintaining stable accommodation. A further 28 (33%) were recorded as being homeless at the end of support,

Need Support to Remain in Own Home

404 individuals required support to remain in their own home, at the start of support, with support ending for 51 individuals during the reporting period.

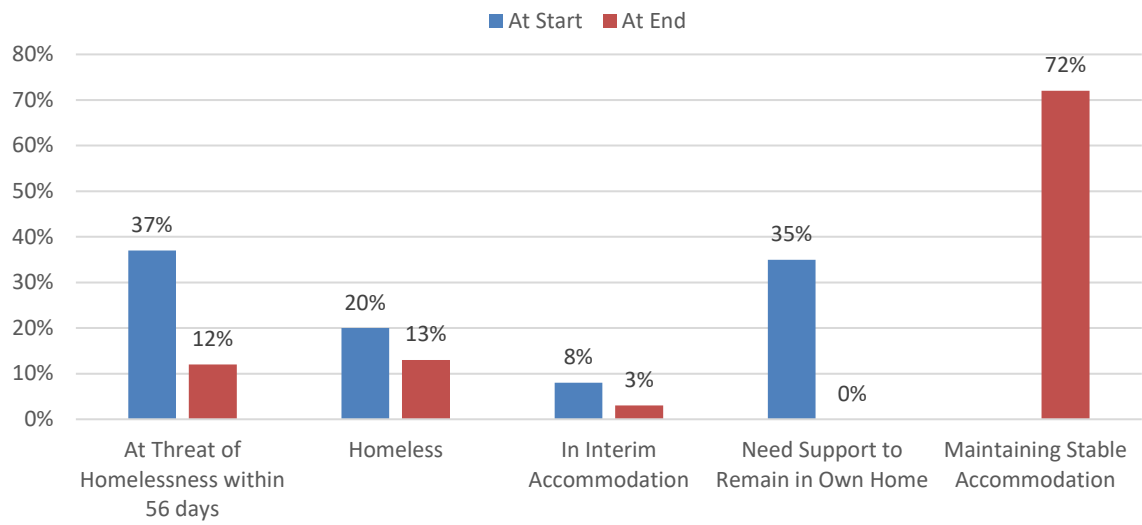
47 (93%) of those who ended support were successfully maintaining their accommodation.

Fixed Site Services



Floating Support

Homeless Status at Start / End of Support (Short Term Floating Support)



Appendix 4 – Housing Support Gateway 2020/21

Overview

The Housing Support Gateway (formerly 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 Young Persons Supported Accommodation services, and a comprehensive referral, assessment and allocations process was developed in conjunction with support providers. During 2020, the Gateway was again extended to manage referrals for Generic Homeless Supported Accommodation, Mental Health Floating Support and Supported Accommodation, and Substance Misuse Floating Support. From April 2021 the Gateway took over referral management for Supported Accommodation for Women who have experienced DVA, and from August / September 2021, the additional units of Supported Accommodation for Young People, and those with Mental Health / Complex Needs. Since the Housing Support Gateway (HS Gateway) was established, there has been a steady increase in referrals received at the Gateway, particularly during the Covid-19 pandemic (20/21). The Gateway staff have now expanded, with two full-time officers, to manage the consistent growth of the service and its provision.

Services Accessed via HS Gateway

Between 2017, when the HS Gateway was established, and 2021, the number of providers / schemes accessed via the Gateway has increased from 1 to 13. The number of units has increased from 360 to 527, an increase of 46%. This expanded in 2022/2023 to include an additional 12 units of Supported Accommodation (SA), managed by the Wallich (PAWS).

Provider / Scheme	Number of Contracted Units				
	17-18	18-19	19-20	20-21	21-22
Wallich PAWS (inc Mediation and Volunteer/Befriending)	360	360	360	360	360
Llamau (YP)	-	35	35	35	35
Clarewood (YP)	-	8	8	8	8
Caredig Wish (MH)	-	-	-	6	7
Goleudy (Homelessness)	-	-	-	12	12
WCADA (Sub/Alcohol Misuse)	-	-	-	16	22
Platfform (MH)	-	-	-	33	42
Caredig Terminus 2 (MH / Sub/Alcohol Misuse)	-	-	-	-	6
Hafan Cymru (VAWDASV)	-	-	-	-	14
Alfred St (YP)	-	-	-	-	6
Wallich PAWS Rapid Rehousing (Pilot)	-	-	-	-	16
	360	403	403	466	527

Referrals

A total of 776 referrals were received at the HS Gateway between 01/04/21- 31/03/22 for both Floating Support (FS) and Supported Accommodation (SA) services.

A total of 644 referrals were for FS, whilst 132 referrals were for SA. The below table (Table 1) shows a breakdown of the numbers of referrals sent per referrer group. This has increased significantly from the

year prior April 20-March 21, where the total amount of referrals received was 537. This shows an increase of 45% in referrals received; an increase in 36% of FS referrals & 101% for SA.

The percentage of referrals received from each referrer, highlights that Housing Options Team (HOT) remains the main referrer for Floating Support & in total, with a majority of 34% of all referrals received at the HS Gateway.

Table 1:

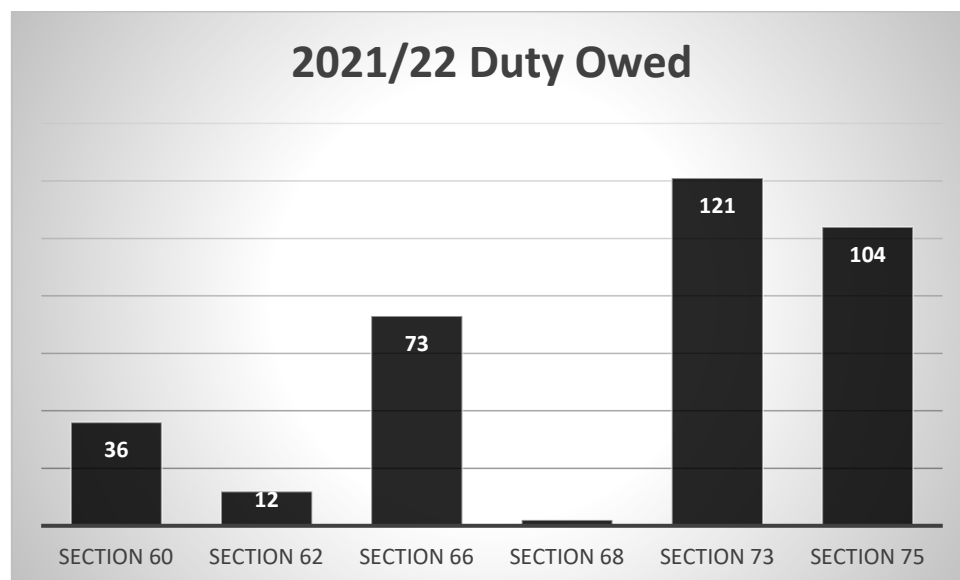
Referrer	Floating Support	Supported Accommodation	Total
HOT	203 (32%)	63 (47%)	266 (34%)
<i>Civic</i>	147	10	157
<i>Interim</i>	56	53	109
RSL's	154 (24%)	2 (2%)	156 (20%)
Tai Tarian	107	0	107
Coastal	25	0	25
Pobl Group	21	2	23
Linc	1	0	1
Social Services	35 (5%)	31 (23%)	66 (8%)
Children's Services	8	12	20
R16	1	5	6
(Team Around the Family) TAF	1	0	1
Social Services Other (including Adult Services, SPOC, FAST)	16	9	25
Community Mental Health Team (CMHT)	9	5	14
HSG/S180 funded	202 (32%)	16 (12%)	218 (28%)
Platform	6	0	6
Calan DVS	9	3	12
Women's Aid	3	2	5
Wallich	169	1	170
Adferiad (formerly WCADA)	12	2	14
Caredig (formerly FHA Wish)	0	1	1
Hafan Cymru	2	4	6
Llamau	1	1	2

Clarewood	0	2	2
Dewis	2 (<1%)	4 (3%)	6 (<1%)
Self-Referrals	1 (<1%)	0	1 (<1%)
Probation	8 (1%)	0	8 (1%)
IDVA	1 (<1%)	2 (1%)	3 (<1%)
Other	38 (6%)	14 (10%)	52 (7%)
	Total FS= 644	Total SA= 132	Total= 776

HOT Duty

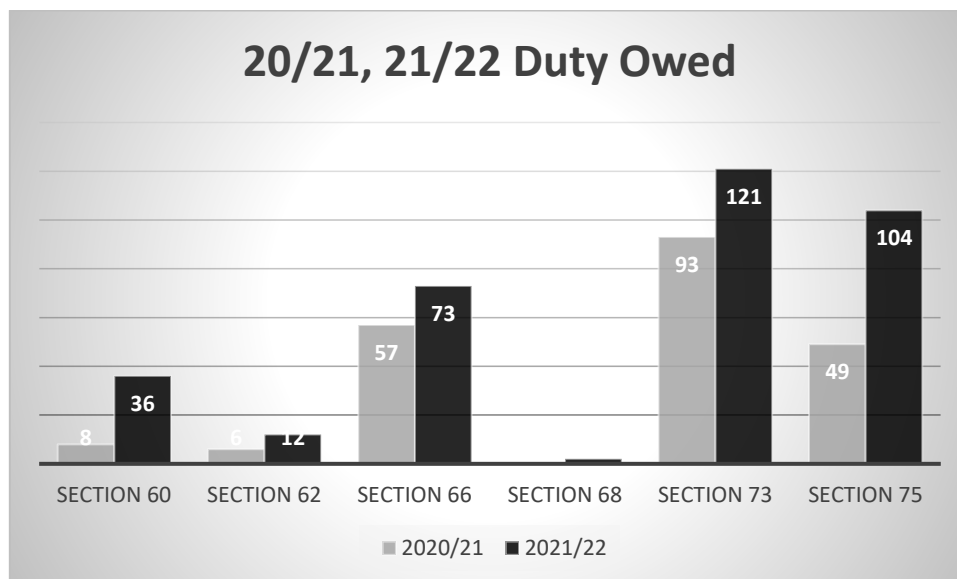
Of all referrals received, 344 applicants were owed a Duty with HOT. Below chart (Chart 1) shows the breakdown of type of Duty owed at point of referral. Highlighting that the majority of applicants who are owed a duty, are owed a relief duty, to help secure accommodation for homeless applicants (S73).

Chart 1:



There has been an increase in duty owed across all sections, from the previous year, as seen in the breakdown below:

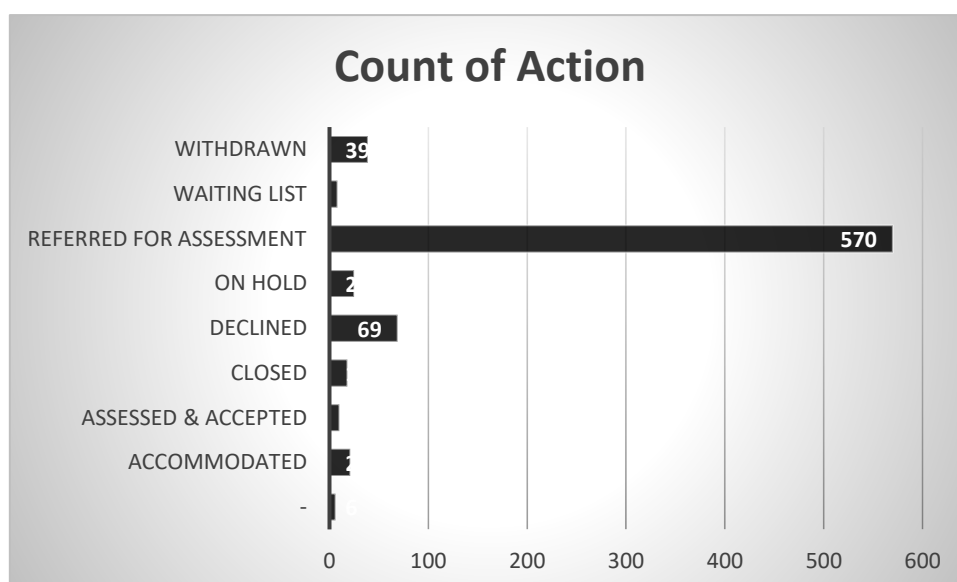
Chart 1.1:



Action following receipt of referral

The below chart (Chart 2) shows the 'action' following the referrals received at the Gateway across FS and SA referrals. The number of withdrawn referrals across these services was 39. Reasons for this include applicants withdrawing their referral as they no longer wish to receive support, or referrers withdrawing the referral as the applicant no longer needs SA or FS. Applicants may have moved out of area, or have accessed alternative support services, not funded by Housing Support Grant (HSG).

Chart 2:



There were 69 referrals declined. This could either be at the HS Gateway, for reasons such as: lack of consent from the applicant; no housing related support (HRS) needs, or the applicant not meeting the eligibility for the service they have been referred to. Alternatively, providers may have declined the referral, prior to assessment, from reviewing the referral.

The tables below (Tables 2&3) explores the 'actions' across individual providers. The tables do not included the amount of referrals that have been referred for assessment - as when the applicant is

accepted; declined etc. by the provider, this action changes at the Gateway to “assessed and accepted” or “assessed and declined etc.” therefore, to include this information, would not reflect accurately on the number referred for assessment. However, it is important to note that most referrals submitted to HS Gateway, are referred to providers for assessment, unless they are declined at HS Gateway or withdrawn as mentioned previously.

Table 2:

FS Service	PAWS	Platform	Adferiad (formerly WCADA)	Platform/WCADA	Hafan Cymru Complex Needs Pilot
Number 'refer to':	508	32	2	4	4
Withdrawn:	7	5	1		
Declined:	14	18	1	1	
Closed:	19	6	1		
Waiting list (at 31 st March 22:		2	6		

Table 3:

FS Service	Clarewood	Llamau	Goleudy	Llamau & Goleudy	Ceredig	Platform	Hafan Cymru
Number 'refer to':	11 (7 accommodated)	5 (1 accommodated)	3	6 (2 accommodated)	4 (1 accommodated)	3 (1 accommodated)	4 (3 accommodated)
Withdrawn:	4	5	3	1	3	2	5
Declined:	3	3	7	2	5	5	10
Closed:	4	5	2	2	3	1	4
Waiting list (at 31 st March 22:		2		2	4	1	1

The below charts (3 & 3.1) highlight the amount of referrals received for each of the HSG funded services, for both FS (Chart 3) & SA (Chart 3.1). This shows that PAWS, generic FS service, had received the highest amount of referrals during this period of reporting (including PAWS Rapid Rehousing; PAWS Mediation; PAWS befriending). This is to be expected as they have the largest capacity of all services that go through the HS Gateway, with 360 units of support.

Chart 3 (FS):

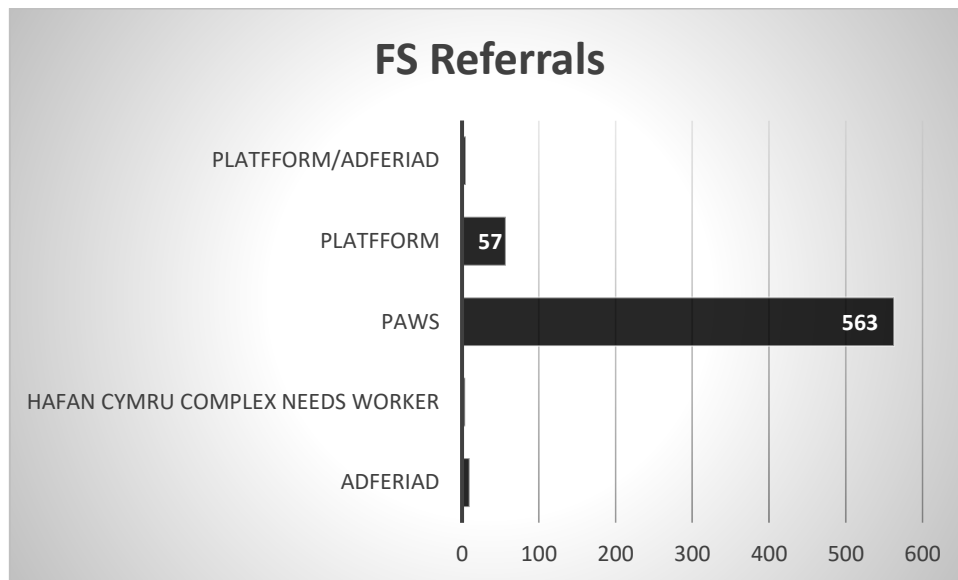
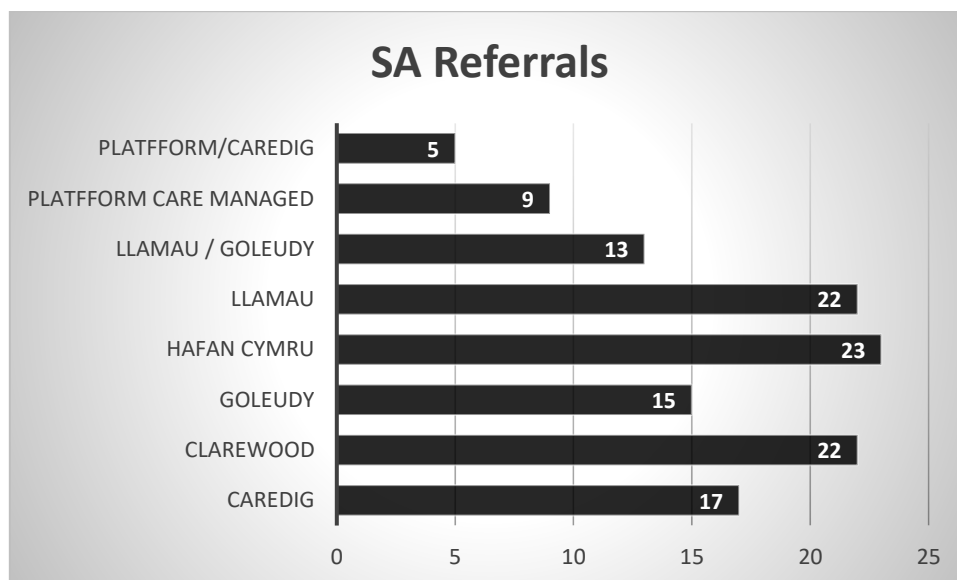
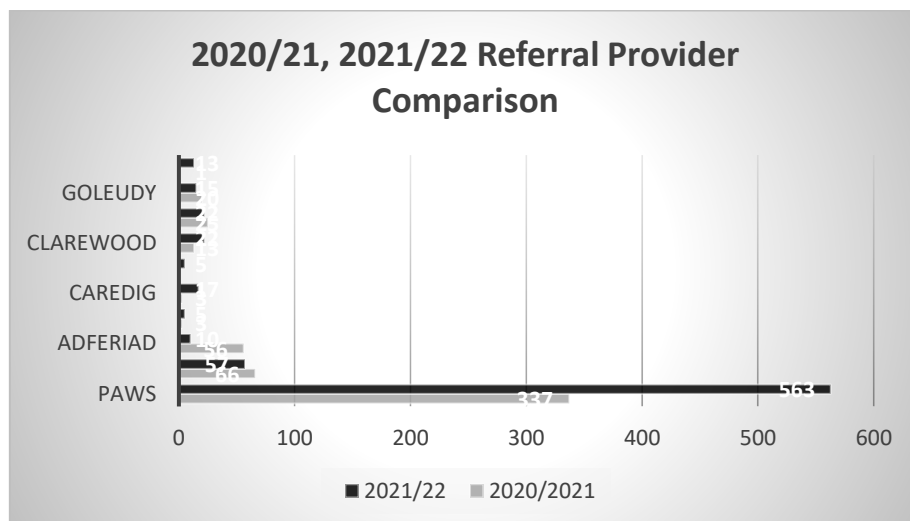


Chart 3.1 (SA):



The above chart highlights that the HS Gateway had received the most referrals for Hafan Cymru SA. This accommodation is for applicants who are currently or have previously experienced Domestic Abuse. The second & third demand is with both of our Young Persons (YP) provision, Clarewood & Llamau. If we compare this to last year's data, we can see that there has been an increase in demand in 70% of our provision.



Appendix 5 – Equalities Data 2021/22

The following data is taken from the Service User Quarterly Returns 2021/22

Age/ Gender

Age Range	Female	Male	Other / Not Known
16-17	5	9	
18-24	142	102	
24-29	221	140	4
30-39	312	251	0
40-49	219	192	3
50-59	132	137	1
60-69	51	62	1
70-74	18	25	
75-85	45	25	
86+	29	9	
Not Known	2	2	

Ethnicity

Asian	4
Black	1
Black Caribbean	1
Gypsy & Traveller Communities	29
Indian	1
Mixed: British	1
Mixed: White & Black	1
Mixed: White & Asian	5
Mixed: White & Black Caribbean	1
Not Known	95
Other	39
Pakistani	2
Prefer not to say	3
White British	1992

White Irish	3
Grand Total	2138

Religion

Agnostic	5
Atheist	26
Buddhist	1
Christian (all denominations)	236
Jehovah Witness	1
Muslim	6
None	552
Not known	1530
Other	10
Pagan	1
Prefer not to say	13
Sikh	1
Spiritualist	1

Sexuality

Bisexual	15
Gay	7
Heterosexual	882
Homosexual	2
Lesbian	3
Not known	1463
Other	1
Prefer not to say	14

Breakdown of Disability

No	1069
Not Known	539
Yes	805