

# Caerphilly Supporting People Operational Plan 2009/2010

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## Introduction

This is the sixth Supporting People Operational Plan (SPOP) prepared by Caerphilly county borough council. The format of this plan has been altered to integrate with the release of the five year Welsh Assembly Government Supported Housing Strategy

Previous plans have given specific detail in respect of how legislation and good practice guidance has influenced the Caerphilly Supporting People Programme, in this plan clearer links are made between the aims identified in the national supported housing strategy and how Caerphilly is responding to the identified objectives of each vulnerable group.

The plan continues the practice of placing all detail in relation to mapping supply and evidencing need within a separate evidence document. This is also the second plan that has an accompanying separate document on the Regional working being undertaken by the five Gwent Supporting People teams.

It was also considered appropriate to review the success and challenges of the Supporting People programme in Caerphilly over the past five years and a section of this plan has been dedicated to that purpose.

Caerphilly Supporting People Planning Group welcomes the forthcoming release of the Supporting People strategy and will feedback in depth during the consultation period; however, it was thought germane to include some initial response to some of the issues that have been developing over the past few years and it is assumed will be further explored by the strategy.

**Regionalism** – Caerphilly welcomes the continuing emphasis by WAG and the WLGA on regional working, the advantages of working in partnership with other authorities are well demonstrated in Gwent. However, tensions do exist between local and regional agendas and good governance is at the heart of a successful regional working, our experience is that it is a process that cannot be rushed, Caerphilly does have concerns regarding the timescales for successful regional working to be implemented throughout Wales

**SPRG handover** – Caerphilly is committed to utilizing SPRG for short term homeless purposes and believes that it is best placed to ensure best strategic usage of this funding working in partnership with our existing SPRG providers.

Welsh Assembly Government does have the options of considering 'ring-fencing' or tariff protection if it has concerns regarding local authority intentions.

**Redistribution** – Caerphilly is disappointed that whilst the case for redistribution is clearly made, that no definitive commitment is given to commencing the process until at least 2010 and possibly beyond that, continued maintenance of the inequitable status quo continues to mitigate against the most vulnerable who by postcode lottery receive little or no support. How does this link into the principle of 'Putting people first'?

Welsh Assembly Government commitment to redressing the balance could be heralded by a commitment to ensure that all 'new supporting people funding' was allocated according to a needs based formula.

[Development of an Approach to Distributing Supporting People Monies to Local Authority Areas](#)

**Commissioning and procurement** – Commissioning is key to ensuring that the services delivered demonstrably meet the needs of the vulnerable people within the county however,

tension does exist between the relational contractual model recommended by many in the supported housing movement and local authority financial standing orders. Work needs to be undertaken into how these conflicting issues can be best resolved to the ultimate benefit of the service user.

**Outcomes monitoring** – The move from measuring outputs to outcomes is welcomed and Caerphilly will ensure that outcomes monitoring will feature heavily in the commissioning and monitoring of providers

**Limits of Supporting People Funding** – Caerphilly will utilize its supporting people funding in conjunction with other funding streams to ensure that an holistic approach is adopted to the provision of support to individuals. The key is to allow flexibility to providers in developing the support to meet the particular needs of each individual.

**Individualised Budgets and Service user consultation** – Caerphilly strongly supports the vision of putting the user at the center of the supporting people programme and will actively develop a commissioning process that ensures the voice of the service user is listened to and actively contributes to the construction of the models of support developed within Caerphilly.

In this our sixth plan we again identify and evidence the gaps in services for many vulnerable people within Caerphilly. We again propose schemes that we need to commission to meet those needs and again call upon Welsh Assembly Government for a fair allocation of resources throughout Wales.

## ***Looking back at the first five years***

We are now five years into the supporting people programme and it is considered an appropriate time to reflect on our successes and continuing challenges in delivering the programme within Caerphilly.

Caerphilly has one of the smallest supporting people teams in Wales and has been praised following a Welsh Assembly Government Inspection for its performance and short-listed at the 2007 Welsh Homelessness awards has one of the countries most innovative local authority teams.

Our last annual survey of providers again reveals a high level of satisfaction with the services we offer and it is our continued commitment to offer the highest possible standard of service with the resources we have available.

### Budgets

Caerphilly were pleased to be able to announce that in 2008/2009 we were again able for the third year to pay an inflationary increase to our providers, this is despite a 'real terms' cut of 20% on the Caerphilly Supporting People budget since 2003 and the disappointment of a further freeze to the national budget in 2008/2009.

The Caerphilly inflationary uplift is granted to all our providers inclusive of those SPRG contracts for which Caerphilly Supporting People team are the accredited support provider, in addition, Caerphilly does not charge a management fee to any of its providers believing that funding should be focused towards service delivery.

Caerphilly has utilized a 'cost calculator' examination of provider accounts to determine 'value for money' in its initial reviews of projects and in the past five years as achieved savings in excess of £100,000 through this auditing tool.

Caerphilly as introduced a tariff system for payments to individuals in supported living schemes, this as simplified the payment process and reduced the average amount paid for housing related support in supported living schemes, it is accepted that further work needs to be undertaken to determine if the current level of supporting people grant is appropriate.

Financial control is achieved through SP Links, a bespoke computer system providing administrative, financial and data analysis facilities specific to the supporting people programme. The system can be used to monitor budget, validate invoices and authorize payments, manage provider's service user details and turnover, and provides an exhaustive reporting facility.

The total Caerphilly supporting people grant budget now stands at £6.2 million, this funding does not meet the needs identified of vulnerable people living within the county and evidenced through this plan, the Caerphilly Supporting People Planning Group continue to call for the introduction of a needs based formula that clearly links Welsh Assembly Grant funding to need.

### New schemes/remodeling

Caerphilly Supporting People team have been able to increase the support offered since 2003, through our reviewing process and by working in partnership with providers we have been able to both better direct and increase the number of hours of support that are offered to vulnerable people in Caerphilly, in addition, we have also been able to develop some new projects such as

- A fourth Women's Aid refuge
- A supported accommodation scheme for 16/17 year olds (SAFE House)
- Two extra care schemes in Crosskeys and Blackwood, with a third one planned for Caerphilly in 2010/2011.
- A scheme for people with autism

In addition, future approved projects include a supported lodging scheme for young people leaving care, a family homeless accommodation project and a supported housing scheme for people recovering from substance misuse problems.

Some existing projects have been remodeled in partnership with our providers, so that we now have support for young people with mental health problems, dedicated support for landlords who engage with the local bond scheme, floating support for people with substance misuse problems and those in temporary accommodation and we have increased the amount of floating support available to older people.

We have also improved the capacity of the 'move on' process for young people, appointed a 'move on coordinator' and placed dedicated support in place for those young people allocated accommodation through the move on process.

#### Local and Regional Strategic Planning

A Supporting People planning system has been developed within Caerphilly that ensures that the future planning of the Caerphilly Supporting People programme takes account all the views of stakeholders within the county.

The particular structure of planning adopted by Caerphilly allows for Social Services, Housing, Health, the Community Safety Partnership and Voluntary and Private sector representatives to contribute to the development of the programme.

Meetings are arranged on a client group basis to capture people's views and 'Needs gathering forms' are widely distributed to allow anyone to contribute to mapping needs and offer ideas regarding the development of projects to meet those needs.

Extensive work is undertaken to identify and evidence where the gaps are in terms of the support needs of the vulnerable population within Caerphilly. The work undertaken over the past five years can be viewed on our website at

[http://www.caerphilly.gov.uk/supportingpeople/english/operation\\_plan.html](http://www.caerphilly.gov.uk/supportingpeople/english/operation_plan.html)  
where all our past annual supporting people plans are available for view.

The current priorities for future additional Supporting People funding include the following projects.

- Expansion of existing Young Person floating support service
- Commissioning Floating support service for older people
- Expansion of floating support service for people with mental health problems
- Commissioning Supported accommodation for people with mental health problems
- Commissioning further floating support for people with Learning disabilities.

There is also a number of other projects that have been evidenced as being required to be developed within Caerphilly, these include

- Young single mother accommodation project
- Further floating support for homeless/potentially homeless people

- Expansion of floating support service for victims of domestic violence
- Floating support projects targeting ex offender, prolific offenders and families exhibiting anti social behaviour.
- Further floating support for vulnerable families
- Expansion of floating support to those people with a sensory impairment
- Expansion of adult placement scheme for people with learning disability
- An additional Extra Care project
- Support for telecare response service.

In addition to the above, the team is also planning services on a Gwent wide basis, where projects can be established that serve both ourselves and neighbouring local authorities. Priorities identified for this include

- Dual Diagnosis (Mental Health and Substance Misuse) supported accommodation project
- Supported accommodation projects for 16/17 year olds with substance misuse problems
- Supported accommodation for young people with challenging behaviour

In addition to the above, much regional work has been undertaken in harmonising our administrative processes to aid both providers and ourselves in respect of needs gathering, reviewing and monitoring of providers

#### Quantity of support

Many people benefit from the range of services that we fund, these include floating support which is provided to people in their own home, currently 459 receive support with a similar number accessing the domestic cleaning service.

Floating support can be provided to people who are homeless, suffered domestic abuse, have learning disabilities, mental health or substance misuse problems and the amount of support can vary from short interventions to two years.

We have 16 units of direct access accommodation for people or families who are experiencing a crisis and need to be accommodated immediately.

We have 31 units of temporary supported accommodation mostly for young people where people can stay for a limited period until they can be 'moved on' into permanent accommodation.

We also fund 151 units of long-term temporary accommodation that is principally for people with learning disabilities or mental health problems.

Finally we fund support offered in 78 units of extra care, ??? units of sheltered accommodation and contribute to the community alarm service (telecare), which is connected to the homes of 4694 residents within Caerphilly.

Many thousands of people benefit from support services funded through the supporting people programme, these services are usually of a low level, preventative nature and are directed at vulnerable people who would otherwise need the more intensive and expensive services provided by social services, health or the criminal justice system.

#### Quality of support – Review and monitoring

People who receive a service for Supporting People funded services need to be assured that the support they receive is of the highest standard, to this end, we have a dedicated review and monitoring officer who conducts initial reviews on all providers to ensure that the

services they offer are strategically relevant are of a high quality and are 'value for money' to the public purse.

Our initial reviews concentrated on the following core activities of providers, 'Needs and Risk Assessment', 'Support Planning', 'Security, Health and Safety', 'Protection from Abuse', 'Fair Access, Diversity and Inclusion' and 'Complaints'.

Initially Caerphilly worked to the English 'Quality Assessment Framework' for its initial reviews, however, all future reviews will be conducted utilising a Gwent Review and monitoring methodology that corresponds to Welsh Assembly Government service aims and associated standards, this should assist providers in terms of consistency and reduce the bureaucratic nature of the review process.

Innovations developed by the Gwent Review Officers Group include developing a small providers pack, harmonizing eligibility criteria,

It is a requirement of Welsh Assembly Government that all providers are subject to an initial review process, Caerphilly SP team have completed the reviews of nearly 30 providers, the sheltered services and community alarm services remain to be completed.

Caerphilly are looking at developing 'Service Level Agreements' with support providers that receive SPRG directly from Welsh Assembly Government, within these SLA's roles and responsibilities of all parties will be agreed and clearly stated.

Monitoring of contracts continue to be a high priority with agreed schedules of visits to providers to ensure contract compliance and assist providers with maintaining standards.

#### Commissioning and procurement

Many of the services offered by the programme in Caerphilly have existed since 2003 and only a limited number of new schemes have been commissioned due to the financial restraints on the programme.

Caerphilly are now actively looking at the recommissioning of some of its support services to better meet the needs of vulnerable people and to ensure compliance with legislative requirements.

Most councils recognise that it is better to support the fabric of people's everyday lives with "simple" services than wait until people hit a crisis point, leaving the council to organize expensive services for them

There is a real opportunity for joint commissioning and tying in social services and health funding, for treating people in a holistic manner that achieves the aims of improving lives and fulfilling aspirations.

The artificial barriers of what we will and won't pay for need to be softened so that assistance in accessing education, training, work and fulfilling life experiences become more accessible.

We need a dialogue with providers about needs and potential solutions outside of the formal contracting processes as well as openness to discuss the best way to achieve better outcomes once the contract or service level agreement is to be put in place.

Making good commissioning decisions, ensuring user led services and achieving effective outcomes are based on local authorities and their strategic partners-

1. Understanding the needs of users and communities
2. Comprehensive consultation with users and all stakeholder, well in advance of commissioning new services
3. Putting outcomes for users at the heart of the strategic planning process
4. Ensuring that contracting processes are transparent and fair
5. Ensuring long-term contracts and risk sharing, wherever appropriate, as ways of achieving efficiency and effectiveness
6. Seeking feedback from service users, communities and providers in order to review the effectiveness of the commissioning process

In 2007 Caerphilly Supporting People team facilitated a day workshop with PMMS Consulting group and attended by representatives of all the south Wales supporting people teams to look at the future of commissioning and procurement for housing related support services.

### Communication

At the core of the supporting people programme is the need to get information to people who would benefit from the support services we commission, we therefore have a communication strategy that embraces a number of different media for informing people of how we can support them to make their lives better, these include

- Quarterly newsletters
- Monthly news updates available on website
- Provider forums
- Leaflets, wall-planners, keyrings
- [Service provider directories](#)
- [Website](#)
- Voice fm –Community radio station
- Articles in Council publications
- Attendance at workshops and seminars

### Training

One of the issues identified in the review and monitoring of providers was the need to develop training that would ensure that a high standard of service was maintained and that the latest and best practice was followed.

To this end Caerphilly Supporting people are purchasing training to assist their providers in the following areas

- Housing Benefit
- Support planning
- Risk Assessments
- Professional boundaries
- Supported living

### Innovation

The Caerphilly supporting people team prides itself on innovation and is currently working on a series of dvd's that will provide information about housing support for three categories of people.

The first dvd for young people has been completed and will be shown in schools and youth clubs throughout Caerphilly. Copies are available on request.

The second, along the line of 'digital storytelling' is in the process of being produced and will raise the profile of extra care and telecare in terms of assisting older and disabled people. The final dvd will be commissioned in 2009 and will be made by people with a learning disability and reflect their aspirations in terms of accessing accommodation.

In addition, the Caerphilly Supporting people team have strived to develop other 'low level' support services that are not usually associated with the supporting people programme, these include domestic cleaning services, gardening and shopping services.

We have also funded the use of the Sprint support software system with a number of our providers to work towards reducing the administrative burden and the increasing efficiency.

We have linked up with 'Voice FM' the local community radio station and have arranged for a number of our providers to advertise their services via this medium

### Future Challenges

Despite the successes we have featured above, we are aware that there are challenges and weaknesses in terms of delivery of the programme within Caerphilly these include

- The development of an inclusive commissioning programme that includes services users and all stakeholders prior to the commissioning and recommissioning of projects.
- Need to review current contractual arrangements with providers
- Need to better control referral and assessment processes
- Need to encourage greater joint funding of projects
- Need to develop outcomes monitoring for clients and projects
- Increasing capacity to adequately monitor the large number of support projects within Caerphilly
- Need to streamline and make more transparent the current planning process
- Need to improve our consultation process, particularly with service users
- Need to implement strategic review of sheltered services and telecare within Caerphilly
- Identifying funding for inflationary increases and development of new projects

## Caerphilly's Strategic Approach

The Supporting People Operational Plan is intrinsically linked to the other strategies being developed by Caerphilly cbc. A common theme within the developing strategies is the issue of the provision of support to allow vulnerable individuals to retain, or achieve independence, within their communities.

The value of the preventative role of the supporting people programme is understood, in terms of meeting the cross cutting agendas, it impacts on social exclusion, health, criminal justice and homelessness.

Key drivers of the Supporting People Operational Plan are the Health Social Care and Well Being Partnership and the Caerphilly Homelessness Strategy. Supporting People will be integral to the successful delivery of many of the aims of the above strategies and the need to ensure cohesion between all the local strategic plans is understood and practiced.

Caerphilly cbc integrates the responsibilities of the SPPG within the Adult Joint Strategic Planning Group (AJSPG). This group was formed in response to the introduction by Welsh Assembly Government of the strategy for improving the Health, Social Care and Well-Being (HSCWB) of the residents of Caerphilly County Borough. It was felt that this group could best respond to the needs of the vulnerable adults identified within Caerphilly and could closely ally the supporting people programme with other initiatives aimed at vulnerable client groups such as Wanless and flexibilities funding, it also fulfills the expectations contained in the National Homeless Strategy for Wales 2006 – 2008.

The Caerphilly AJSPG contains representatives from social services, health, housing, trusts, and the voluntary sector; the authority is represented on the Gwent Criminal justice forum, where issues in relation to both probation and the YOT are discussed.

Sub groups of the AJSPG that deal with specific vulnerable groups (including homelessness) are developing specific accommodation strategies and ensure that strategies are developed in partnership and are focused on the particular support needs of the numerous vulnerable client groups.

The AJSPG has confirmed it's continued commitment to a supporting people strategy and has identified a number of key objectives to be achieved in the delivery of Supporting People services. The opportunity to progress will rely heavily on the Authority acting in a coordinated way, and developing further its joint planning relationships with other agencies in both the voluntary and statutory sectors.

The Adult Joint Strategic Planning Group has developed a comprehensive consultation strategy and network, the detail of which as been examined in detail in previous plans, separate accommodation strategy groups have been established to prepare reports on older people, telecare, mental health and learning disability. All these groups have drawn widely for membership including users of services.

The Caerphilly Supporting People Plan implicitly states in each vulnerable client section its relationship to both National and Local strategic priorities. Principle within these objectives is the following

- To develop flexible support services to sustain and develop people's abilities to live in their own homes across all forms of tenure.
- To provide housing-related support and advice services, that promote independence and choice, for all vulnerable adults.

- To integrate the Supporting People programme into the existing strategic and planning frameworks to reduce levels of social exclusion, poverty, institutionalisation, rent arrears, evictions and homelessness.
- To develop a sustainable consultation and participation system with service users, providers and other commissioners in order to develop strategic services and monitor performance.
- All Supporting People services will complement and contribute to the Council's wider strategic priorities

It is a requirement that the local authority links the SPOP to the aims and objectives for supported accommodation as set out in the homelessness strategy in order to:

- Provide accommodation and support services to homeless and potentially homeless people;
- Prevent homelessness through the provision of appropriate accommodation and promote the ability of people to live independently and maintain their tenancies.

The Supporting People Operational Plan closely aligns itself with the Caerphilly Homeless strategy which outlines the local authority's aspirations for public and private housing in the borough and is supported by an Action Plan to ensure that progress is made towards the achievement of agreed targets.

The objectives of the strategy are wide ranging and cover many aspirations. Some will require significant increases in resources and commitment from a wide variety of organisations and individuals. Aspects of the strategy to which Supporting People can make a significant contribution include:

- Ensuring that appropriate support, including access to specialist services, is available to vulnerable people who are homeless or at risk of homelessness, to enable them to secure settled accommodation and to minimise the risk of their re-entry into homelessness
- Ensuring that suitable forms of temporary and emergency accommodation are available to those whose homelessness is unavoidable
- Developing joint working arrangements with social services and other bodies to ensure that the needs of clients are fully assessed and provided for, and to help people avoid homelessness at crisis points
- Developing policies and services which will contribute to social inclusion, make the best use of available resources and ensure that the supply of affordable accommodation in the area reflects the extent and profile of housing need

The Caerphilly Supporting People Planning Group note the recommendations in the following reports '[Research into the effectiveness of floating support services for the Supporting People programme – CLG](#) , [Predicting who will need costly care: How best to target preventive health, housing and social programmes](#) – Kings Fund and [The public value of social housing: a longitudinal analysis of the relationship between housing and life chances](#) – The Smith Institute.

The consistent message in all these documents is that affordable housing is the fundamental basis for building an inclusive society

## **Cross Boundary Issues**

Caerphilly county borough council works closely with neighbouring authorities to tackle issues where a client needs to leave one area for another or to address a specialist need, we are particularly active in the field of developing services in respect of victims of domestic violence and services for ex-offenders.

People who are most likely to have Cross Border needs are:

- Women and children experiencing domestic abuse
- Young people who have experienced abuse
- Ex-offenders
- People with mental ill-health
- Homeless people who have multiple needs

Over coming years there will be a strategy developed to provide a comprehensive profile of existing cross border services, assessment of need and commissioning and de-commissioning priorities. All stakeholders will receive appropriate information and will be consulted in due course.

Close regional working between the Gwent authorities have resulted in the establishment of a new Women's Aid refuge in Caerphilly during 2005 and the proposed opening of a further specialist refuge and outreach service in Blaenau Gwent in 2009

A successful Social Housing Grant submission was made for the development of Gwent substance misuse supported housing projects. Two schemes, one for 16/17 year olds and another for people suffering mental health and substance misuse problems have been endorsed through the needs mapping process. Difficulty is being experienced in finding suitable locations for these projects.

Working in close partnership with Probation and YOT, two floating support schemes for ex offenders are also delivered on a Gwent wide basis. One is known as the Accommodation & Risk Management scheme (ARMS) project is a floating support scheme being run by Trothwy Cyf and caters for 12-14 ex offenders with high levels of support, in addition a floating support project for 6-8 has also been developed that targets prolific offenders throughout Gwent.

A Gwent supporting people coordinator has been appointed utilizing Social Housing Management grant, the post will be tasked with developing the needs mapping activities through out Gwent, especially in relation to those most transient of vulnerable client groups. This post will link in with the existing Gwent groups established to look at common issues such as the needs mapping exercise and commissioning issues. A commitment has been made to continue funding the post after the Social Housing Management Grant expires.

The Gwent Supporting People teams have successfully harmonized much of the administration of the programme within the region to the benefit of both the team, providers and ultimately users of the service. 2008 has seen the establishment a Regional Supporting People Planning Group that will administer and commission projects that meet identified gaps in support provision that can best be met by regional services.

## Tying in capital to revenue

Proposals for new projects, which require a capital commitment through Social Housing Grant, are addressed through close co-operation and regular meetings between supporting people staff and housing strategy officers

Examples of past close cooperation are the development of a SAFE project for 16/17 year olds in 2004, a Women's Aid Refuge in 2005 and an extra care scheme in 2005.

In addition to putting forward proposals for specific supported housing projects, the supporting people planning group continue to emphasize the need to develop further single person accommodation throughout the county to meet the needs of the various single vulnerable groups that fall within the remit of the programme.

Currently, a substance misuse supported housing project has reached the planning consent stage and a further Gwent SHG projects substance misuse supported housing projects for 16/17 year olds and dual diagnosis have received SHG approval and suitable sites are being sought.

The last Supporting people plan includes a proposal for an additional extra care scheme to be located in Caerphilly. Further discussions are on going with regard to the establishment of a further emergency hostel, an additional extra care scheme and supported housing for people with mental health issues.

## Successful Social Housing Grant for Supported Housing Schemes

Extra Care scheme, Caerphilly (47 units) – Anticipated commissioning date 2009/2010  
Supported Housing project, Blackwood (8 units) - Anticipated commissioning date 2009  
Emergency hostel (12 units) accommodation for families submitted

## Future bids/potential bids for Social Housing Grant

Additional Extra care scheme – Mid valley location  
Various supported housing projects – Mental Health – Locations TBA  
Young mothers project – Location TBA

## Table of units delivered/planned under Caerphilly Social Housing Grant Programme

	2007/08	2008/09	2009/10	Total
1 bed flat	12	18	21	51
2 bed flat	4	36	42	82
2 bed house	7	35	20	62
3 bed house	6	68	67	141
4 bed house	14	14	16	44
2 bed bungalow	2	18	8	28
Adapted	2	2	1	5
Extra care	-	-	52	52
<b>Total units</b>	<b>47</b>	<b>191</b>	<b>227</b>	<b>465</b>
<b>Social Housing Grant</b>	<b>£2.89m</b>	<b>£6.81m</b>	<b>£7.79m</b>	<b>£17.49</b>

## Prioritised New Services we need to develop

The following schemes have been prioritised by the Supporting People Planning Group. Issues that were taken into account in determining priorities included

- Need to meet statutory duties
- Existing capital/revenue commitments by WAG
- Extent of existing support services
- Waiting lists
- Existing revenue commitments by other services
- Potential savings to other services
- Inclusion in other strategic plans
- Deliverability
- Benchmarking Caerphilly funding against other LA's

Priority - Homeless	SPG/SPRG	Scheme	Cost	Comments
1	SPRG	Homeless hostel (12 units)	£200,000	SHG Bid successful– Project commencement 2010/2011
2	SPG	Supported lodgings – leaving care	£10,000	Supported lodging accommodation officer in post
3	SPRG	Young person floating support scheme (30 units)	£150,000	30 units of young person floating support would triple existing scheme capacity
<b>Priority – Older/physically disabled</b>				
1	SPG	Older person floating support scheme	£150,000	Limited existing floating support for older people
2	SPG	Supported living – Physical disabilities	£40,000	Few existing supported living placements for people with physical disabilities
<b>Priority – Mental Health/Substance misuse</b>				
1	SPRG – Regional Projects	Gwent dual diagnosis and 16/17 year old substance misuse supported housing	£300,000	SHG and SPRG approval from WAG. Difficulty identifying location for schemes – WAG Funding commitment to be withdrawn due to delay in identifying suitable locations for schemes.
2	SPG	Extension of mental health floating support (20 units)	£116,500	Existing scheme has long waiting list
3	SPG	Supported living -mental health (10 units)	£160,000	Limited existing supported housing for people with mental health difficulties with low - mid needs  SHG Bid to be made in 2008. If approved, then scheme would be commissioned in 2010/2011
<b>Priority – Learning Disability</b>				
1	SPG	Extension of	£100,000	Need to rationalise existing floating

		learning disability floating support		support capacity and identify further funding.
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### **Further New Services we need to develop**

In addition to the projects prioritized by the Supporting People Planning Group, there are a number of other projects identified in the need mapping process that would greatly assist vulnerable people who live within the county.

<b>SPG/SPRG – Homeless group</b>	<b>Scheme</b>	<b>Cost</b>	<b>Comments</b>
SPRG	Single young mothers scheme	£47,000	Possible location of 4 bed unit identified
SPRG	Extension of Women's Aid – floating support (8 units)	£46,592	Caerphilly Women's Aid introducing homeless prevention floating support service via Homeless Grant
SPRG	Extension off vulnerable families floating support ( 10 units)	£58,240	3 existing schemes providing floating support
SPRG	Single person homeless project (9 units)	£150,000	Possible redesignation of existing hostel – Need for SHG refurbishment
SPRG	Ex Offender scheme	TBA	No dedicated ex-offender schemes – Deliverability issue
SPRG	Prolific Offender – floating support (2 units)	£14,000	Scheme currently being piloted jointly by Caerphilly and Blaenau Gwent in partnership with probation
SPRG	Oakplus	TBA	Scheme currently being piloted in Caerphilly and Torfaen by Shelter – Linkage of housing advice scheme to support workers
SPRG	Valleys Inclusion project	TBA	Scheme originally piloted by Shelter through WAG Grant targeting families exhibiting anti social behaviour – This project will be extended via WAG and Lottery funding
<b>Older person/Physically disabled</b>			
SPG	Extra care	£25,000	Caerphilly, Penrhos – extra care – completion 2009/2010 Possible location next scheme Aberbargoed
SPG	Telecare – mobile response	TBA	Linkage to telecare capital allocation – no support model agreed
SPG	Floating support – sensory impairment	£25,000	Existing scheme for visual impairment – possible extension to cater for auditory impairment
<b>Mental health/substance misuse</b>			
SPRG	Mental Health floating support – Low level on going support	£35,000	Need for low level on-going support for users who have had more intensive support
SPRG	Mental Health – High support needs supported accommodation (6 units)	£110,000	Such a scheme would require Health and Social Service funding

<b>Learning disability</b>			
SPG	Learning disability – Supported accommodation (4 Units)	£64,569	SPG tariff – Continuing increase in supported living placements being approved in Caerphilly.
SPG	Extension of Adult Placement scheme (2 units)	£18,989	SPG tariff –

## ***Analysis of vulnerable client groups***

This section of the Caerphilly Supporting People Plan has been altered and summarized, much of the information in terms of supply and needs mapping and analysis has now been incorporated into a separate document. The intention is that the vulnerable groups section will become easier to comprehend and give a brief overview of the situation within Caerphilly in terms of both supply and need and identifying proposals to develop new services.

The previous five plans are all available on the Caerphilly Supporting People internet site at [www.caerphilly.gov.uk/supportingpeople/index.html](http://www.caerphilly.gov.uk/supportingpeople/index.html) Previous plans contain more detailed analysis of the respective needs of the vulnerable groups within Caerphilly, however, in designing this plan a conscious decision has been made to keep it simple and focused.

Where practical, linkages are made to the supporting legislative and good practice documents that influence this plan.

We would be grateful for feedback in for this section. Are we being too brief and simplistic? or do you think that too much detail and analysis can detract from the plans impact and purpose?

Previous supporting people plans are available on the Caerphilly Supporting people website

- [Supporting People Plan 2008 - 2009](#)
- [Supporting People Plan 2007 - 2008](#) (pdf 509k)
- [Supporting People Plan 2006 - 2007](#) (pdf 650k)
- [Supporting People Plan 2004 - 2006](#) (pdf 746k)
- [Supporting People Plan 2003](#) (pdf 518k)

## ***E1 - Women fleeing domestic violence***

Nearly 1 in 4 women experience at least one physical assault by an intimate partner during adulthood. That is disturbing, but domestic violence is not just about physical violence. Domestic violence is a pattern of controlling abusive behaviour – emotional, sexual, or physical. It is a pattern that can be prevented and it can be stopped. It is something that can happen to anyone. It is estimated that domestic violence costs in excess of £23bn a year in Britain and cost is increasing.

Caerphilly Supporting People team work closely with the Caerphilly Domestic violence forum and other Gwent counties to plan and provide support for victims of domestic abuse on both a local and regional basis. An analysis of current supply and demand in respect of domestic violence issues is contained in the regional SPOP prepared by all Gwent Supporting People teams.

A significant step forward in inter agency working was taken within Caerphilly, when the MAC project was opened in November 2006 and provides an established one-stop shop within Caerphilly. Partnerships are being developed between the LHB, Trusts, Caerphilly Women's Aid, Prosiect Saff, homelessness, social services and BASWO in the development of the project that delivers close cooperation and collaboration between all agencies that provide support in a single location.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with the national/local objectives outlined in the following documents.

- [\*Tackling Domestic abuse: The All Wales National Strategy – WAG\*](#)
- [\*National Homeless Strategy for Wales 2006 – 2008\*](#)
- [\*Caerphilly Domestic Violence Strategy 2005-2008\*](#)
- [\*Domestic Violence: A Resource Manual for Health Care Professionals in Wales – NHS Executive\*](#)
- [\*Domestic Abuse Guidance: Supporting People & Multi-Agency Working\*](#)

### ***Supply mapping***

Caerphilly has one dedicated provider of support services for victims of domestic violence. 'Caerphilly Women's Aid' manages four refuges comprising 16 units and a floating support service of 10 units.

In April 2008, the Caerphilly Supporting People team became the accredited support provider for Caerphilly's Women's Aid.

Caerphilly Women's Aid were successful in 2006/2007 in bidding for Homeless Grant to employ a specialist 'Outreach Worker' to focus on prevention of homelessness for women at risk of homelessness due to domestic abuse, in addition funding has been secured from Caerphilly Social Services, Cymorth, and Children in Need for specialist refuge workers and further grants sought from the Coalfields Regeneration Trust and Lloyds TSB.

## ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document that complements this Operational Plan.

The following factors have been extracted from the needs mapping data and consultation exercises.

- **Refuge statistics**
- Decreasing number of void nights in Refuges
- Increasing no families accommodated
- Increasing number of referrals to refuge not accommodated

<b>Year</b>	<b>Number of Referrals</b>	<b>Number Accommodated</b>
<b>2005/2006</b>		118
<b>2006/2007</b>		137
<b>2007/2008</b>	582	174

- **Welsh Women's Aid**
- Increasing number of calls to the Wales Domestic Abuse Helpline
- **Police data**
- Domestic violence accounts for nearly a quarter of all recorded violent crime in Wales and has more repeat victims than any other crime. Numbers are increasing in the Gwent area
- **Homeless data (WHO 12)**  
Households in priority due to domestic violence

<b>Year</b>	<b>Priority</b>
<b>2005/2006</b>	51
<b>2006/2007</b>	41
<b>2007/2008</b>	49

- **Waiting Lists**
- Numbers on DV floating support waiting lists increasing or consistent with previous year.

<b>Year</b>	<b>Waiting List</b>
<b>2005/2006</b>	16
<b>2006/2007</b>	23
<b>2007/2008</b>	23

- **GNME**
- Increasing numbers of Gwent Needs Mapping forms are citing domestic violence as the lead need for requiring support.

<b>Year</b>	<b>Lead Need %</b>
<b>2005/2006</b>	24.50%
<b>2006/2007</b>	28.61%
<b>2007/2008</b>	30.79%

## ***Gap analysis***

The issue of identifying needs for domestic violence services needs to be considered within a regional context and work has been undertaken on identifying supply/needs for such support services in previous supporting people operational plans.

In the past, it has been considered that Caerphilly has sufficient refuges in a regional context, three of the refuges are of an high quality and were constructed utilising Social Housing Grant. Discussions are ongoing regarding one refuge that it is envisaged may not comply with the accommodation standards to be introduced by Welsh Assembly Government.

Recent discussions with stakeholders have revealed the possible needs for a further refuge in the north of the county, this proposal will require further discussion, particularly in light of the successful bid by Blanaeu Gwent to develop a refuge and floating support service that will help women who may be experiencing other debilitating issues in addition to domestic violence. It is anticipated that this will have a beneficial affect on regional women's aid services in terms of alleviating some the pressures currently being experienced by these services.

The Caerphilly Domestic Violence Strategy 2005-2008 has also identified the need to increase, develop and integrate current service provision. All services in Caerphilly Borough that directly provide support for victims of domestic abuse report an increase in numbers and, in many cases an over subscription of referrals/demand for provision. It is anticipated that the numbers of this hidden crime will continue to rise. A joined up approach would increase the levels of safety for women and children, and also enable the development of a multi-agency provision to meet multiple needs and choice for victims at a point as and when they need it.

Supporting People contributes towards the aims of the strategy and it has been agreed that expansion of the floating support service is required to augment the existing service. The need for the expansion of this service was also identified as part of the initial review process. The waiting list is increasing and the need for a further two support workers as been identified, particularly in light of the fact that the grant for the funding of the homeless floating support is time limited.

### **Key gaps identified in feedback through workshops**

- Poor access to specialist services for women (drug and alcohol, psychological services, mental health)
- Poor access to specialist services for children (especially CAMHS)
- Lack of secure funding for refuges (e.g. no core funding for children's services)
- Not able to access mental health services so that women can't be admitted to refuges
- Destitution - no recourse to public funds

## **FUTURE SCHEME PROPOSAL**

### **Women's Aid – Extension of floating support**

Caerphilly Women's Aid confirms continuing and growing waiting list for floating support services, the successful bid for homelessness prevention grant has assisted in helping to reduce some pressure on the floating support service, however, this grant is time limited and the continued need for expansion of the service is recognised.

## ***E2 - People with learning difficulties***

"Learning disability" is a generic term encompassing a wide range of learning and/or social difficulties. Such difficulties/disabilities may include one or more of the following areas:

- Understanding, remembering or producing language (e.g. speaking, writing, reading, listening, spelling)
- Reasoning
- Motor co-ordination
- Noticing and remembering social information
- Emotional maturation
- Processing information
- Organisation of things, time and/or space

Caerphilly County Borough Council Learning Disability Accommodation Task and Finish Group has a remit to develop an Accommodation Strategy that would identify the housing and support requirements of people with a learning disability living in the Caerphilly Borough. The Supporting People manager is a member of this group. Alongside the identification of need, the strategy will attempt to give some indication of how the needs will be met.

It is envisaged that this group will be the principal driver in the future development of the housing related support needs of people with a learning disability.

The principles of the Accommodation Strategy are that people with a learning disability have:

- A right to ordinary patterns of life within the community – ordinary housing in an ordinary setting
- A right to be treated as an individual
- A right to additional help from the communities in which they live and from organised services in order that they are enabled to develop their potential.

The Strategy will require a plan that will:

- Identify the detailed needs of individuals who have expressed a wish to move from their current accommodation.
- Identify individuals who may potentially need to have a change in accommodation due to their main carers situation. For example, an individual living with an elderly carer who is unwell.
- Co-ordinate the resource requirements of support and housing.
- Commission the services necessary to meet identified needs.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- ['Proposed statement on policy and practice for adults with learning disability - Learning Disability Implementation Advisory Group](#)
- *Task and finish working group report on supported housing – January 2005 WAG'*

- [\*In Safe Hands\*](#)
- [\*Fulfilling the promises - 2001\*](#)
- [\*Fulfilled Lives, Supportive Communities - WAG\*](#)
- [\*Caerphilly learning Disability Accommodation Strategy\*](#)
- [\*Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation\*](#)
- [\*The autistic spectrum disorder \(ADS\) Strategic action plan for Wales\*](#)
- [\*Valuing People – Learning disabilities white paper\*](#)
- [\*Valuing people now \(2008\) – Housing quality network briefing paper\*](#)

### ***Supply Mapping***

Caerphilly has developed a range of support services for tenants with a learning disability, these include 156 supported housing placements including adult placement delivered by fourteen agencies, and a further 25 units of floating support provided by three agencies.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- Very low void rates in supported living schemes
- **WHO12 – Homelessness**
- Homeless and in priority need due to learning disability/mental illness 2007/2008 - 8
- **Social Service Stats**
- 2,718 households with a household member with a 'learning disability' – 3.7% all households – LHMA 2007
- 1758 households with a household member with a 'severe sensory disability' – 2.4% all households – LHMA 2007
- WAG submission SSDA901 – community placement 2001/2002 418 to 561 in 2006/2007 - Welsh Data Unit – Trend is steadily increasing
- User meetings reporting more demand for independent accommodation with support
- **Waiting Lists**
- Waiting lists are increasing for access to supported housing, adult placement and floating support services

### ***Gap analysis***

Caerphilly continues to develop a range of accommodation models to suit the individual support needs of people with a learning disability. The Learning Disability accommodation strategy for Caerphilly has identified the need for further schemes to be developed to meet the increasing demand.

Projects proposed within this plan, include additional supported housing, extension of the adult placement scheme and extension of floating support services.

Work is proceeding to further develop the learning disability accommodation strategy and to ensure that the identified needs for learning disability clients including adults with autism and those with challenging behaviours are catered for.

## **Key gaps/issues identified in feedback through workshops**

- Concerns expressed by CSIW regarding some inappropriate placements and some supported living regimes using residential model.
- Concern over lack of tenancy security in some supported living projects owned and managed by the private sector.
- Imbalance between resources identified for floating support and supported living.
- Rapid expansion of supported living placements affecting ability of Supporting People budget to support other client groups.
- Increasing benefits identified in Supporting People and Social Services jointly funding, commissioning, reviewing and monitoring Learning Disability projects

## **FUTURE SCHEME PROPOSALS**

### **Supported Housing – Learning Disability Projects**

Caerphilly has 132 tenants in supported housing, however, a need to develop further supported housing has been identified within the draft Learning Disability Accommodation Strategy. Discussions are ongoing regarding accessing Social Housing Grant and in identifying suitable providers of support of such services

### **Floating Support – Learning Disability**

Whilst there are three existing floating support schemes operating within Caerphilly, they are all relatively small in terms of the numbers supported and expansion of existing floating support services has been identified in the draft Learning Disabilities Accommodation Strategy. Expansion of this service would be subject to the Caerphilly County Borough Council procurement protocols.

### **Adult Placement Scheme**

Social Services manage an Adult Placement scheme that has been reviewed by both CSSIW and Supporting People and provides high quality support. Further individuals who would benefit from this service have been identified by Caerphilly Learning Disability team

### ***E3 - People with mental health problems***

Mental Illness is on the increase within the UK (source: World Health Organisation, 2001). Statistics demonstrate that 1 in 4 adults will develop a mental illness at some point in their lives (source MIND, 2000). 1 in 6 adults of a working age will have a mental illness (source: Mental Health Foundation, 1999). Research estimates the average sum of years of life lost to premature mortality caused by mental illness in the UK population is 20 years. The average number of years lived with a mental health disability is 43 years (source: World Health Organisation, 2001).

People with a mental illness are amongst the most socially excluded in the community due to discrimination, stigma and marginalisation and face the real and daunting problems of unemployment, low income, poor housing, loneliness, isolation and social deprivation.

#### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- ['Raising the standard' - The Revised Adult Mental Health National Service Framework and an Action Plan for Wales](#)
- [The Adult Mental Health Services in Wales: A Baseline Review of Service Provision Committee Report - July 2006](#)
- [Caerphilly Mental Health Accommodation Strategy](#)
- [Fulfilled Lives, Supportive Communities – WAG](#)
- [National Review of Mental Health Services 2006](#)
- [Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation](#)
- [Michael Williams Review of Mental Health Services in Wales 2008](#)
- [Greenwell and Burrows- Other end of the telescope](#)
- [Mental Health – National Service frameworks](#)
- [Caerphilly County Borough Mental Health Service Model – a re-evaluation - RDMH](#)

#### ***Supply Mapping***

Approximately 8% of the Caerphilly Supporting People budget is allocated to mental health schemes. Caerphilly has developed only limited support services for people with mental health issues. To date there are only 12 units of supported accommodation and 57 units of floating support.

#### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- No voids have been recorded in the supported housing units
- Rhymney Valley Mind, Gofal and other voluntary sector agencies all report increase in referrals
- **Social Service Stats**
- Number of assessments completed by Social services on increase, 312 in 2006/2007
- 4<sup>th</sup> highest in Wales level of mental illness
- Community mental health team confirm need for more accommodation related support

- **Waiting Lists**
- Support agencies report extensive waiting lists for both supported accommodation and floating support
- **WHO12 – Homelessness**
- Homeless and in priority need due to learning disability/mental illness 2007/2008 - 8 compared to 10 2005/2006
- **GNME**
- Mental health 4th highest lead need on GNME's. 24.18% of all referrals received in 2007-2008 highlighting mental health as a need.

### ***Gap analysis***

The needs mapping undertaken has revealed the need for extending the range of support services for people with mental health problems. This plan contains a bid to expand the high intensity floating support attached to Jubilee House and a bid for the further development of 24 hour supported accommodation.

There is a need to further consult on and develop the accommodation strategy for mental health services and to better integrate the voluntary sector support providers with work of the Caerphilly Mental Health Team.

In terms of supported accommodation there has been evidence that two distinct types of supported accommodation need to be developed

*High and Medium Support Accommodation* - Provides support to people who require significant support to maintain and manage their lives but who can largely manage their own personal care. The right support and skill training will be available to assist people to increasingly take back control of significant areas of their lives. Staff support will be available during the day but not required at night unless there is an emergency. Estimated length of stay would be 5 years.

*Rehabilitation Accommodation* - Provides support to people who require significant support to relearn personal and social skills and assist people in taking back control of significant areas of their lives. Staff support will be available on a daily basis to work at an intensive level with individuals. There will be no night cover except for emergencies. Estimated length of stay would be 2 years.

The development of such projects would fit into the existing strategy for developing a core and cluster model, some individuals could be intensively supported within their own tenancies and would not need to live within the core. The lack of single person accommodation has been raised as barrier to developing a 'move on' process from supported housing.

In addition to the above it is recognized that existing floating support services are unable to cope with numbers identified who could benefit from housing related support.

### **Key gaps/issues identified in feedback through workshops**

- Need to develop further supported living schemes for a variety of mental health conditions.
- Need to develop a 'low level - ongoing floating support' service to maintain people in their tenancies.

## **FUTURE SCHEME PROPOSALS**

### **Supported Housing – Mental Health Projects**

Caerphilly currently only has twelve units of supported accommodation for people with mental health problems. A need to develop further supported housing has been identified within the draft Mental Health Accommodation Strategy. Discussions are ongoing regarding accessing Social Housing Grant and in identifying suitable providers of support of such services

### **Floating support – Mental Health**

Expansion of existing floating support services for people with a mental health problem has been identified in the draft Mental Health Accommodation Strategy. Discussions have been ongoing with the support provider Gofal, regarding the remodelling of their existing floating support provision to better meet identified needs. Expansion of this service would be subject to the Caerphilly County Borough Council procurement protocols.

## ***E4 & E5 - People suffering from substance abuse dependency***

Substance misuse in Wales is a complex, dynamic and multi-faceted problem. It involves both illegal and legal substances and its effects are far-reaching. Not only does it impact upon the lives of those who misuse substances, from those who experiment to those who are heavily dependent, but also upon their families and communities. Tackling substance misuse in Wales requires a wide range of agencies in the public, private and voluntary sector; individuals, families and communities to work in partnership

Substance misuse is seen as very much a cross-cutting theme when addressing the development of strategies that seek to develop and implement services to address health and social welfare within Caerphilly County Borough.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [\*'Tackling Substance Misuse in Wales – a Partnership Approach'\*](#),
- [\*'Health, Social Care & Wellbeing Strategy: preparing a strategy and policy guidance'\*](#)
- [\*'Wellbeing in Wales'\*](#)
- *Caerphilly County Borough Community Safety Partnership Substance Misuse Action Plan 2005 / 2008*
- [\*Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation\*](#)
- *All Wales DIP Action Plan 2007/2008*
- *Caerphilly substance misuse needs assessment 2007 - Rigpa Health & Consultancy Ltd*
- *vv*
- [\*National Community Safety Plan 2008- 2011\*](#)
- [\*Working Together to Reduce Harm – The Substance Misuse Strategy for Wales 2008 – 2018\*](#)
- *Working with Drug Users – Guidance for accommodation providers and other support services*
- [\*Substance misuse Treatment Frameworks – WAG\*](#)

### ***Supply Mapping***

Caerphilly has worked with Trothwy Cyf to remodel 21 units of floating support (Fynnon Project) to support people with substance misuse problems, historically the lack of such specialist support has been identified and arrangements are being made to ensure that linkage is made with both the LHB and the local substance misuse team to ensure efficient targeting of these new resources.

Voluntary agencies such as Drugaid funded through other sources, have assisted in meeting the identified needs of substance misusers, but pressure on their resources is increasing

An eight bed supported housing scheme has been subject to a Welsh Assembly Government Planning inspectorate review and will now proceed with an anticipated opening date in the September 2009. The newly established floating support arrangements will compliment the operation of this scheme.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Social Service Stats**
- Increasing number of assessments for substance misuse – 65 in 2006/2007
- Increasing numbers of younger people accessing services
- Increasing referrals numbers for detox and rehabilitation
- **SMAT**
- Caerphilly consultants report recommends creation of additional support services -. Rigpa Health & Consultancy Ltd
- **Police**
- Police confirm continuing increase in substance misuse with particular concentrations in Blackwood, Bargoed and Caerphilly.
- **Community Safety Partnership**
- CSP strategy identifies need to develop more support services for substance misusers
- **DIP**
- Gwent Drug intervention programme endorse need for additional support services
- **Waiting Lists**
- Numbers approaching voluntary sector agencies increasing e.g Drugaid
- **GNME**
- 344 identified substance misuse as an issue that contributed to their need for support
- Continuing high levels of forms from under 30's

### ***Gap analysis***

There is a need to look at substance misuse issues on a regional basis and in response to this the Gwent Supporting People managers are looking to develop a supported housing scheme specifically for 16/17 year olds and are also examining the options for developing a supported housing scheme for people with a dual diagnosis of mental health/substance misuse problems.

Should we not be able to deliver new supported accommodation, then discussion will need to take place on developing other forms of support such as enhancing the limited existing floating support that operates within the county.

There is a need for more data collection and sharing between the community safety partners, particularly in terms of repeat offenders, alcohol and drug related offences, domestic violence, hate crimes and commercial crime. Despite the lack of data, these issues are seen as a priority by the partner agencies and the substance misuse action team.

Caerphilly's lack of support services for people suffering substance misuse has been highlighted by a recent consultants report (*Rigpa Health & Consultancy*) and a number of scheme proposals have been accepted by the Caerphilly supporting people planning group as needing to be urgently developed.

### **Key gaps/issues identified in feedback through workshops**

- Need to improve Supporting peoples liaison with the Community Safety Partnership
- Need to tackle the public perception of support needs for substance misuse within Caerphilly.
- Need to further integrate with Gwent DIP operation.

## **FUTURE SCHEME PROPOSAL**

### **Supported Housing - Substance Misuse Projects**

*Highbury House* – 8 bed, 24 hour supported living project with planning application in progress. Funding in respect of both the capital element (Social Housing Grant) and revenue (Supporting People Revenue Grant) have been secured for this project.

*Gwent Schemes* – Two 8 bed, 24 hour supported living projects for 16/17 year olds and a dual diagnosis (mental health and substance misuse) have been identified by a Gwent wide needs analysis. Funding in respect of both the capital element (Social Housing Grant) and revenue (Supporting People Revenue Grant) have been secured for these projects. Torfaen have tentatively identified a site for the dual diagnosis project.

These projects are now in danger of having their funding withdrawn due to non identification of locations within Gwent.

## ***E6 – Refugees/BME***

According to the 2001 census, just 0.9% of Caerphilly's population was non-white, totalling 1,548 people. The largest individual groups in the non-white category were Chinese (269 people), Indian (264 people) and Mixed White / Black Caribbean (229 people). This compares to a Welsh national average of 2.1% non-white, and a further 1.9% 'White Other'.

The only more up to date information for Wales is from the Welsh Labour Force survey in 2005, which was based on a small sample; it estimated that around 1,000 people (less than 1%) of the population of Caerphilly were non-white. This appears to confirm that there has been no radical change since 2001 in the district, while in Wales as a whole the proportion of non-white population increased to 2.5%.

There is a lack of knowledge and awareness of the needs of Black and Minority Ethnic people within the Caerphilly county borough.

In recognising the fact that people and communities do not choose housing in specific geographical areas or administrative boundaries, Caerphilly county borough council has formed a regional partnership to produce a wide-ranging and coherent Black and Minority Ethnic Housing Strategy.

The South East Wales Black and Minority Ethnic Housing Partnership have commissioned the production of the strategy. Caerphilly county borough council's consortium partners are: Blaenau Gwent, Torfaen and Monmouthshire, Eastern Valley, Wales and West, United Welsh, Glamorgan and Gwent, Gwerin and Charter.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [\*Black and Minority Ethnic Housing Action Plan for Wales \(2002\)\*](#)
- *Race Relations Amendment Act 2000*
- *BME Housing Action Plan for Wales across BME communities living in Wales".*
- [\*SE Wales Black and minority ethnic housing strategy\*](#)
- [\*The Review of Social Landlords 'Implementation of the Black, Minority Ethnic \(BME\) Housing Action Plan for Wales\*](#)
- [\*Draft Minority Ethnic Housing Action Plan for Wales\*](#)
- [\*Race Equality Housing Action Plan\*](#)
- [\*Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation\*](#)

### ***Supply mapping***

There are no specialist BME services within Caerphilly, though the generic floating support service and the domestic violence agencies have identified a small number of individuals of BME origin that have required support over the past year.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Census**
- No indication that BME population in Caerphilly is increasing
- **GNME**
- No GNME's completed by Refugees
- **Homeless data (WHO12)**
- No homeless applicants of ethnic origin 2006/2007 or 2007/2008

### ***Gap analysis***

It is our intention that all our services should provide support to all members of the community irrespective of race or ethnic origin. It is also our expectation that all services will take account of the cultural requirements of clients being supported.

There is extremely limited information on the housing and support needs of Black and Minority Ethnic groups in the Caerphilly county borough and there is no dedicated provision in Caerphilly county borough for Black and Minority Ethnic Groups.

We will continue to work with our partners to understand, identify and respond to the housing and support needs of Black and Minority Ethnic Groups.

### **Key gaps/issues identified in feedback through workshops**

- Economic migrants, often living in overcrowded private tenancies are increasingly being identified by referral agencies

### **FUTURE SCHEME PROPOSAL**

There are no plans to develop specific BME services within Caerphilly, however, the Caerphilly will be working with it's regional partners to ensure that sufficient services are developed to meet the support needs throughout the region

## ***E7 - People with a physical disability who require support***

The issue of the increasing number of older people and the attendant problems of physical disability and ill health are being addressed in a number of documents issued by Welsh Assembly Government.

The 2001 Census places Caerphilly county borough as the fifth highest authority in respect of people who suffer from limiting long term illness, perhaps even more significant is that Caerphilly county borough was sixth highest out of the 376 English and Welsh authorities with a number of 44,604 people identified with a limiting long term illness which comprises over 26% of the County's population.

Caerphilly Social Services Joint Review and the Service Improvement Programme identifies the need to change and provide services to Younger Physically Disabled and Sensory Impaired people. The Health, Social Care and Well Being strategy also prioritises the need to further develop a unified disabled adaptation process through strengthened working links across Housing, Social Services and Health. Another recommendation relates to the need to investigate the use of "smart home" technology for disabled and frail older people and community alarm schemes to incorporate telemedicine e.g. movement sensors to support independent living and hospital

The local authority social services now have a dedicated reablement team and a team for younger physically disabled and people with a sensory impairment. In the past twelve months significant changes have taken place in terms of the delivery of domiciliary care with an increasing amount of work being undertaken by external agencies.

The Health and Social Needs in Caerphilly County Borough report highlighted a range of health and social care needs among the population. Caerphilly accounted for 9 of the 10 electoral divisions in Gwent with the highest incidence of people with a limiting, long-term illness and Caerphilly has through its Health Social Care and Well Being Needs Assessment of 2007 identified a number of issues of concerning the high level of illness and disability prevalent in certain areas of the County.

Caerphilly have developed limited support services for those with a physical disability including a floating support scheme for those with visual impairments and Domiciliary support for those people with a physical disability that precludes them from undertaking domestic tasks within the house.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [\*NSF for Older People\*](#)
- [\*Guidelines to assist Local Authorities and Health Boards to develop Local Telecare Strategies – WAG\*](#)
- [\*\(Better Homes for People in Wales: A National Housing Strategy for Wales, WAG, 2001\).\*](#)
- [\*'Living in Wales Survey 2004 \(Liwsurvey\)– Disability and Long Term limiting Illness'\*](#)
- [\*Fulfilled Lives, Supportive Communities – Welsh Assembly Government\*](#)
- [\*Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation\*](#)
- [\*http://new.wales.gov.uk/dhss/publications/socialcare/reports/directpayments/surveye.pdf?lang=en\*](http://new.wales.gov.uk/dhss/publications/socialcare/reports/directpayments/surveye.pdf?lang=en)

- [Welsh Assembly Government \(2005\) "Designed for Life: Creating World Class Health and Social Care for Wales in the 21st Century"](#)
- [Review of Housing Adaptations – Including Disabled Facilities Grant Wales](#)

## **Supply mapping**

Caerphilly SP team administer a number of services that specifically meet the needs of people with a physical disability, these include a domiciliary service (484 units?????) and a floating support scheme that assist those with visual impairments comprising 37 units. The telecare service which is principally funded by Supporting People with over 4,500 connections is also a vital and increasingly important service that will allow people to maintain their independence and provide a source of reassurance to families and carers

## **Needs mapping**

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- Increasing referrals from social services for supported housing for people with physical disability
- **WHO12 Homelessness**
- Homeless and in priority need due to physical disability 2007/2008 - 5
- **Social Service Stats**
- 10,726 households with a household member with a 'medical condition' – 14.7% all households – LHMA 2007
- Health Social Care and Well Being Needs Analysis 2007 confirms need for support for physically disabled – See evidence document
- **Waiting Lists**
- All agencies report waiting lists for their services

## **Gap analysis**

There are high levels of physical disability within Caerphilly and initial reviews of the providers support services have shown social exclusion as a major issue for many physically disabled people.

There is a continuing demand to further increase existing SP services such as domiciliary services and to extend our services for those with sensory disabilities to those who are deaf or have a hearing impairment.

Individuals are being identified who would benefit from supported living placements and for the first time we are including within this plan the requirement to develop supported living for people with a physical disability along the same lines as those developed previously in learning disability and mental health.

Need to create new services, which fall outside the direct remit of supporting people such a services to assist with shopping, prescriptions, etc and the need to further develop a befriending scheme for older people

## **FUTURE SCHEME PROPOSALS**

### **Telecare**

The telecare strategy has identified the need for the establishment of a mobile response team to respond to calls for assistance from residents connected to the telecare alarm center. It is envisaged that a team would need to be multi disciplinary and therefore the costs would need to be shared by a number of agencies, including supporting people

### **Supported Living – Physically Disabled**

Substantial supporting people funding is allocated to funding people with learning disabilities and mental health problems to live in supported housing settings, a number of individuals with physical disabilities have recently been identified by Social Services who would benefit from living in similar supported environments. There are existing support providers on the social services preferred providers list which would be able to deliver such support, it is envisaged that such placements would need to be jointly funded by social services and supporting people.

### **Floating Support –Sensory Impairment**

Gwent Association for the Blind currently provide a floating support service for clients with visual impairments, it as been identified that clients with auditory sensory impairments could also benefit from a similar floating support service. Work is still ongoing to determine the numbers that would benefit from such a service within Caerphilly

## ***E8 - Young single homeless people who require support and young people leaving care***

### ***INTRODUCTION***

Caerphilly has following a review of Caerphilly homeless services by Andy Gale implemented a prevention and options approach to tackling homelessness during the past two years. However, Andy Gales report has identified resources issues in respect of its full implementation. His recommendations include the need to fully implement comprehensive options interviews, and introduce key prevention initiatives relating to home visiting and domestic violence. In addition it needs to significantly increase access to the private rented sector especially for single person households given the lack of social housing opportunities that exist for this group.

The past year has seen a number of initiatives implemented to improve the situation for Young single homeless, these include

- Adoption of protocol between homelessness and leaving care
- Launch of a new move on strategy
- Development of full time 'move on coordinator' post.
- Creation of scheme with specialist support workers for move on clients
- Extension of mediation and Emphasis service by Llamau.
- Production of DVD/Signposting leaflet on accommodation issues for young people.
- Utilisation of Voice FM (Community radio) to advertise young person support services
- Development of a Service level agreement for SPRG providers of support to young people
- Employment of Accommodation Officer by Leaving Care team and development of supported lodging scheme

Caerphilly homeless forum appreciate that there is a lack of supported accommodation, floating support and move on accommodation for young people.

The number of young single people being placed in bed and breakfast remains too high and a number of options are currently being considered that will hopefully reduce the need to utilise bed and breakfast in future years.

These options include stronger linkage to the bond scheme, utilisation of a block of housing association flats and in the longer term the possibility of remodelling of the existing homeless hostel to cater for single people.

Caerphilly has taken particular note of the recommendations contained with the recently release CLG document ' Joint working between Housing and Children's Services'.

The following major points are noted and are currently prioritised within homeless and supporting people planning groups

- Whilst new cases of homelessness have been reducing, the number of young people becoming homeless has remained disproportionately high,
- Evidence suggests cases where children and young people are passed between services and their housing needs, for example, considered in isolation from their employment, training or health needs

- It is clear that where services work best together there are good joint working arrangements at a strategic level within local authorities and with their partners in the Children's Services.
- The guidance focuses on four groups of children and young people who have been identified as being at particular risk of poor outcomes in the absence of effective joint working between Housing Services, Children's Services and their partners:
  - 16 and 17 year olds who are homeless or at risk of homelessness
  - Care leavers aged 18 to 21
  - Children of families living in temporary accommodation
  - Children of families who have been, or are at risk of being, found intentionally homeless by a housing authority.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [National Homelessness Strategy for Wales 2006 – 2008:](#)
- [Better Homes for People in Wales \(2001\)](#)
- [Tackling Homelessness – Key issues for consideration by Welsh Local Authorities - Tarki Technology Limited](#)
- [Transitions - Young Adults with Complex Needs – Nov 2005 - ODPM](#)
- [\(National Service Framework for Children, Young People and Maternity Services in Wales, WAG 2006\).](#)
- [Everyone's Business – No one's responsibility – Social Justice and Regeneration Committee](#)
- [Homelessness \(Suitability of Accommodation\) Order 2006 - WAG](#)
- *An advice note issued by the Welsh Assembly Government August 2004 – 'The prevention of homelessness'*
- *Caerphilly Homeless strategy Action Plan – 2005-2008*
- *Tackling Homelessness – A Review of Caerphilly's Homelessness Service – Andy Gale 2006*
- [Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation](#)
- [All Wales Youth Offending Strategy \(2004\)](#)
- [Joining Together in Wales An Adult and Young People's Strategy to Reduce Re-offending \(Joint WAG/Home Office publication January 2006\)](#)
- [National Policy Review of Youth Homelessness \(WAG 2006\)](#)
- [Delivering Skills for Wales; Reducing the proportion of people not in education, employment or training in Wales](#)
- [Social Housing and Worklessness; key policy messages;](#)
- *The experience of families and 16-17 year olds - CLG*
- [Joint working between Housing and Children's Services - CLG](#)
- *Caerphilly Single Plan for Children and Young People*

### ***Supply mapping***

Caerphilly currently has 16 units of supported accommodation for young people, including an emergency bed and a SAFE project (8 units) a further 15 units of floating support are available delivered by Llamau. In addition, a dedicated support service has been developed to assist young people in the 'move on' process and help with their resettlement in independent accommodation.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- Decreasing voids in supported living and SAFE project
- 24 (16/17 year olds) placed in SAFE project and demand is increasing.
- 138 single people placed in bed and breakfast in 2006/2007
- 112 - annual short fall in single bed rented accommodation – LHMA 2007
- **Social Service Stats**
- Increasing number of looked after 16/17 year olds
- Increasing numbers of young people referred to Caerphilly 'Move on' Panel
- **WHO12 – Homelessness**
- Total enquiries homelessness 2007/2008 – 399 (207 (52.4%) single people)
- 32 (16/17 year olds) unintentionally homeless in 2007/2008 and 2006/2007 compares 30 in 2005/2006
- 86 (16 –24 year olds) homeless in priority need 2007/2008 (57 female 66%), 96 (16 – 24 year olds) homeless in priority need 2006/2007 (65 female) 103 in 2005/2006
- 60 instances of parents no longer willing to accommodate 2007/2008 was 71 in 2006/2007 and 59 in 2005/2006
- 173 enquiries about homelessness made by under 24's in 2005/2006
- **Waiting Lists**
- Increasing numbers on floating support waiting list
- Increasing numbers on local authority single person housing waiting list
- Increasing demand on RSL's 'Choice Based' letting schemes
- Numbers of single people housed by local authority decreasing
- Increasing numbers of under 25's seeking advice from Shelter ??????
- Increasing numbers of under 25's seeking to access Trothwy Bond scheme (25%) ?????
- **GNME 2007/2008**
- Numbers of young single people (under 24) completing the GNME increasing from 40% to 41.8% of GNME'S with lead need homeless.
- 322 forms (40.80%) of GNME's completed by under 24's
- 13% of forms returned by under 24's came from 16/17 year olds
- 28% of young people completing the GNME are homeless or in temporary accommodation
- Three major areas of support – setting up home, liaison other agencies and help with benefits

### ***Gap analysis***

Caerphilly has developed a range of support services for homeless/potentially homeless young people including supported accommodation and floating support. New protocols have been developed between Caerphilly Social Services and Homelessness that will greatly simplify the process of young people presenting them as potentially homeless.

The problem of 'move on' has been re-examined and a new process introduced in 2007/2008, this is complemented with the appointment of a full time 'move on' coordinator who it is expected to facilitate the movement of young people through the system to independence.

Crucial to the successful movement of young people to independence is the identification of suitable single person accommodation and the issue of negotiating capacity with RSL's and public housing is being pursued. All developers utilizing Social Housing Grant are encouraged to incorporate single person accommodation into new build schemes.

There is a need to develop further supported accommodation for young single people and discussions are taking place with United Welsh Housing Association regarding the possible utilization of a block of 10 flats for this purpose.

In addition to the above, the following points have also been identified as factors affecting the ability of the supporting people programme to provide assistance to young single homeless.

- Demand for accommodation from homeless single people who are eligible for re-housing is significant, and this group has been identified as particularly at risk of homelessness.
- There is no Direct Access hostel provision which may result in individuals having to sleep rough, this is exacerbated by the existing homeless hostel unable to cope with demand and continued utilisation of Bed and Breakfast will be affected by future legislation.
- There is a lack of supported housing beds, which may result in young people particularly, being inappropriately housed in independent accommodation with an added risk of tenancy failure.
- There is a lack of provision for those with particularly complex needs, which may be related to substance misuse and mental health issues.
- There is a lack of mainstream 'move on' accommodation available for single person households, which severely restricts choice and may result in individuals spending longer periods in emergency accommodation. Young single homeless are more likely to suffer tenancy breakdown.
- Single person households who do not fall within the priority need groups will find it increasingly difficult to access accommodation through the housing waiting list or choice based lettings and are more likely to become homeless as a result.

### **FUTURE SCHEME PROPOSAL**

#### **Supported Lodging Scheme – Leaving Care**

A Supported Lodging officer has been employed by the local authority to develop the option of young people residing with families as an alternative to the existing options of supported living and floating support

#### **Young Persons Floating Support**

Caerphilly currently only has 15 units of floating support for young people, the high demand for this service indicates the need to expand the floating support service to cover all children identified as being in need of support by homelessness, leaving care and YOT.

### **Supported Accommodation for homeless single people**

Too many single people are still being placed in bed and breakfast, there is a need for homeless temporary accommodation for single people who have a requirement for some support.

### **Single Young Mothers scheme**

Tenancy breakdown by young mothers has been identified by both the local authorities and Registered Social Landlords as presenting a problem within Caerphilly where there is a high proportion of single parent families. It is proposed to establish a small four person scheme that will allow young mothers to develop the skills to maintain a tenancy prior to them being offered either a secure or assured tenancy. The option of reconfiguring existing accommodation or seeking Social Housing Grant to develop the project will need to be explored

## ***E9 - Ex – offenders***

More than half of all crime in this country is committed by people who have been through the criminal justice system before. Getting more offenders to change their behaviours and reduce re-offending is essential if we are to reduce overall crime levels and build public confidence in the criminal justice system.

The Home Office has recently launched a national action plan aimed at reducing re-offending. The new National Offender Management Service (NOMS) will be responsible for reducing re-offending and managing the budget for offender services at a regional level. Its main objectives are to punish offenders and reduce re-offending by a target of 10% over the next five years. Recognising that the cost of re-offending by ex prisoners alone is at least £11 billion per year, the Government states that it is committed to reduce re-offending through greater strategic direction and joined up working.

One of the 'pathways' identified within the plan is recognition of the fact that appropriate and accessible accommodation is vital to successful rehabilitation. Research cited in the report suggests that addressing accommodation problems can make a difference of up to 20% in terms of a reduction in re-offending. Currently only a third of prisoners return to some form of settled accommodation on release.

Numbers of prison leavers being placed into emergency accommodation within Caerphilly are increasing year on year and the length of stay in accommodation is getting longer. Latest probation statistics reveal increasing numbers of offenders in Caerphilly with significant drug and accommodation needs.

Caerphilly is working in close collaboration with the other authorities in Gwent Through the Gwent Criminal Justice forum with representatives from probation, YOT, homelessness, voluntary sector and supporting people to identify the needs of ex offenders and identify schemes which will provide support to meet their accommodation needs

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [\*Joining Together in Wales An Adult and Young People's Strategy to Reduce Re-offending \(Joint WAG/Home Office publication January 2006\)\*](#)
- [\*The National Reducing Re offending Action Plan\*](#)
- [\*Better Homes for People in Wales. A National Homelessness Strategy Action Plan \(April 2003\)\*](#)
- [\*Reducing reoffending by ex-prisoners' in July 2002, The Social Exclusion Unit:\*](#)
- [\*The National Homelessness Strategy for Wales 2006 – 2008\*](#)
- [\*Supporting People' - Guidance for the National Offender Management Service - Home Office\*](#)
- [\*From Homeless to Home The Accommodation Pathfinder for Female Offenders to Reduce Re-Offending in Wales.\*](#)
- [\*Prolific and other Priority Offenders Strategy \(Home Office\)\*](#)
- [\*Link Protocol Wales \(WAG and NOMs\)\*](#)

### ***Supply mapping***

Caerphilly has no dedicated services for ex offenders, though services are provided through the regional floating support schemes of the ARMS and Prolific Offender projects. Some ex-

offenders also receive services through the generic floating support service operated by Trothwy Cyf.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- No existing specific supporting people funded substance misuse service within Caerphilly
- Both Gwent schemes i.e. ARMS and PoPOS report no voids
- **WHO12**
- 53 ex offenders accepted as priority need 2007/2008
- Increasing numbers of ex offenders registering as homeless and being placed in B&B
- 39 in 2006/2007 and 34 in 2005/2006
- **Police**
- Police support for both ARMs and PoPOS projects
- **Probation**
- Oaysis statistics reveal need for accommodation support for ex-offenders
- Confirmation that stable accommodation does reduce reoffending by up to 20%
- **Waiting Lists**
- Waiting list increasing for prolific offender scheme
- Waiting list increasing for ARMS project
- **GNME**
- Increasing numbers of ex offenders completing GNME's

Year	% GNME forms completed by ex offenders
2005/2006	3.20%
2006/2007	4.17%
2007/2008	8.50%

### ***Gap analysis***

A new Bail Accommodation and Support Service was introduced by the National Offender Management Service (NOMS) on 18 June 2007 to enable the courts and prisons to make greater use of bail and early release on a strict curfew.

This is a response to sentencers' requests for additional bail accommodation for defendants who could otherwise be bailed if accommodation was made available. With a target group of 'low-risk' adults on remand or eligible for Home Detention Curfew (HDC), the service has four elements:

- Accommodation
- Support delivered through planned contact sessions
- Breach monitoring and compliance
- Planned 'move-on' and related administration

Information provided by the LA Housing Advice Centre shows that the arrangements currently in place for identifying prisoners in custody who are likely to be homeless on

release from custody needs to be reviewed to ensure that all those who are eligible, unintentionally homeless and in priority need present upon release from prison. Formal protocols between the Housing Advice Centre, the Prison Service and the National Probation Service regarding such prisoners would facilitate this.

YOT clients and offenders aged 18+ are in direct competition with 16/17 yr olds and care leavers for the available accommodation for single people and that if we cannot meet the demand for single person accommodation for priority groups then single people who do not fall into a priority group are more likely to become homeless, and having no entitlement to accommodation, to become the next generation of homeless/roofless people

Supporting People within Caerphilly currently provides limited funding for schemes specifically for ex-offenders; we believe it is an area where working closely with the YOT, probation service and housing agencies, Supporting People can play a productive role.

Priorities identified within this plan are the further development of the Gwent prolific offender floating support service and the development of a supported living project for ex offenders. The exact nature of the scheme will require further discussion between all parties regarding the practicalities of what can be delivered within Caerphilly.

There is a general lack of accommodation both temporary and permanent for ex offenders and difficulty in identifying move-on accommodation, there is a need to forge closer links with probation on a local basis and the community safety strategy.

### **FUTURE SCHEME PROPOSALS**

#### **Ex Offender scheme**

Caerphilly as no dedicated accommodation based or floating support service specifically for ex offenders. The need to provide support for this group is clear, the service specification and deliverability issues for such a scheme(s) remain to be defined.

#### **Prolific Offender – Floating Support (Gwent)**

Caerphilly in cooperation with other Gwent Local Authorities, Gwent Probation, Youth Offending Teams and Trothwy Cyf are developing a floating support service that targets prolific offenders and offers intensive support. Caerphilly currently funds only a single unit on this scheme and needs to consider increasing its financial commitment

## ***E10 - Homeless or potentially homeless people who require support***

Between 1997 and 2004, Welsh Councils reported a 100% increase in homeless acceptances, with a 215% increase in temporary accommodation and nearly 500% increase in the use of Bed and Breakfast Accommodation. The response of WAG was to encourage and support new approaches to preventing homelessness through early intervention and the provision of housing options. Recently released statistics for 2005 indicate that many Welsh councils have firmly adopted this approach leading to a fall in the number of households accepted as being owed the full homelessness duty of 16.5% compared to 2004. The end of December 2005 quarter alone recorded an exceptional decrease of 35% compared to the same period in 2004. This is a demonstration that many Welsh local authorities have not just adopted the principles of homelessness prevention and options but have firmly embedded this approach into front line service delivery.

Caerphilly has during 2006/2007 implemented a prevention and options approach to tackling homelessness. However, Andy Gales report has identified resources issues in respect of its full implementation. His recommendations include the need to fully implement comprehensive options interviews, and introduce key prevention initiatives relating to home visiting and domestic violence.

Whilst reductions have been evidenced in terms of homeless application for the last year due to the effect of the preventative agenda, there are initial indications that the amount of repossessions is rising and that the increasing high interest rates will have adverse affect on the ability of some families to meet their mortgage commitments and could result in a

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [National Homeless Strategy for Wales 2006 – 2008](#)
- [Tackling Homelessness – Key issues for consideration by Welsh Local Authorities - Tarki Technology Limited](#)
- [The Prevention of Homelessness - advice note issued by the Welsh Assembly Government August 2004](#)
- *Tackling Homelessness – A Review of Caerphilly's Homelessness Service – Andy Gale 2006*
- ['Welsh Assembly Government Financial Inclusion Strategy': Consultation Document \(2008\)](#)
- ['Skills that Work for Wales: reducing the proportion of people not in education employment or training in Wales': consultation document \(2008\)](#)
- [Pat Niner Report: The Accommodation Needs of Gypsies and Travellers](#)
- *The complexity of homelessness revealed – Homeless Link*

### ***Supply mapping***

Caerphilly has an 8 bed homeless hostel that also provides an outreach service to all those people in homeless accommodation including bed and breakfast. There is a generic floating support service (85 units). In addition there is a pilot project being managed by Shelter Cymru known as Oakplus, that links support services to referrals from their housing advice surgeries

## ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- No voids in homeless hostel
- All temporary accommodation occupied and periods of occupation increasing
- Difficulty in accessing further private rented accommodation
- Continuing high usage of B&B
- **WHO12**
- Total enquiries homelessness 2007/2008 - 399
- 71 households temp accommodated at end June 2007 compares to 126 end June 2006
- Bed and breakfast costs – £105,486 in 2004/2005 and £359,105 in 2006/2007
- Total Households using Bed & Breakfast accommodation 2006/2007 – 188 (36 of which families)
- Total Households using other form of temporary accommodation 2006/2007 – 166
- Households accepted as statutorily homeless 2006/2007 – 291
- Homeless due to mortgage/rent arrears 2007/2008 - 18
- Household temporarily accommodated at end of March 2008 (Section 193) Snapshot
  - ✓ Private sector – 26
  - ✓ Council /RSL - 0
  - ✓ Hostel - 15
  - ✓ Women's Refuge - 6
  - ✓ Bed and Breakfast – 12
  
- Number leaving temporary accommodation (2007/2008) within 6 months – 57 (64%)
- **Waiting Lists**
- Waiting list for family accommodation increasing – Public Housing 5,330 in 2005/2006 – 5983 in 2006/2007
- Generic floating support list increasing
- Higher numbers of families accessing Shelter advice – 26% increase in repossessions in last year
- Higher number of family referrals to Caerphilly bond scheme
- **GNME**
- Continuing high number of GNME's completed by families with homeless difficulties
- GNME's confirm homelessness as lead need

<b>Year</b>	<b>Lead Need - Homelessness</b>
2005/2006	57%
2006/2007	54%
2007/2008	63%

## ***Gap analysis***

Several positive steps to improve the prevention of homelessness have been taken recently including:

- The establishment for 2006/07 of a £40,000 Homelessness Prevention Fund funded through the Council's Performance Incentive Grant.

- The Council has agreed to target payments from its Discretionary Housing Payment fund (DHP's) to help potentially homeless households access the private rented sector before they become homeless.
- Draft procedures have been developed by an external consultant recommending that 'prevention interviews' should be conducted and that a draft protocol should be developed for prevention, covering the relationship between Shelter Cymru and the Council.

It is envisaged that the demand by homeless families for accommodation will remain increase in relation to the effect of the credit crunch, and there will be a need to ensure there is sufficient suitable interim accommodation for them.

There is no Direct Access hostel provision which may result in individuals having to sleep rough, this is exacerbated by the existing homeless hostel being unable to cope with demand and continued utilisation of Bed and Breakfast is unavoidable. Difficulties for the local authority in fulfilling statutory obligations may lead to increased caseloads for Shelter Cymru, CAB, Women's Aid, Trothwy Cyf and the Probation Accommodation Advice Service if homeless households feel they have not received the service they expected.

The requirement to reduce the use of Bed and Breakfast Hotels for homeless households will result in other emergency accommodation or emergency arrangements being sought. The involvement of a range of agencies (particularly Registered Social Landlord's and the voluntary sector) could play an important part in enabling the local authority to fulfill its duty.

The effectiveness of existing homeless supporting programmes will need to be examined through the Supporting People review process

### **FUTURE SCHEME PROPOSAL**

#### **Emergency Family accommodation – Homelessness**

Caerphilly has only eight units of hostel accommodation, a need to develop more hostel accommodation has been identified in the Homeless action plan. Social Housing Grant approval has been received for the development of a new 12 unit hostel.

#### **Valleys Inclusion Project**

The Valleys Inclusion Project (VIP) was a pilot project funded by the Welsh Assembly Government (WAG) to try to tackle the causes of nuisance and anti-social behaviour and to help prevent homelessness for those households allegedly causing anti-social behaviour.

The project ended in June 2007 and an evaluation of the outcomes was undertaken and validated, the project is to be extended for a further three years due to new funding identified from WAG, the Big Lottery Fund and the local authority.

## ***E11 - People with chronic illness including aids, aids related conditions or who are HIV positive***

A Chronic Illness describes a long-term medical condition and a Chronic Illness can be defined as a condition of prolonged duration that may affect any aspect of the person's life. Symptoms may come and go. Usually there is no cure; but there are often things that can be done to maintain and improve quality of life.

In Wales a Policy for Chronic Disease Management is being developed, focusing on chronic disease pathways supported by integrated community services. Implementation will represent a significant development in the way services are provided to many older people in Wales.

The latest 2007 Health Social Care and Well Being needs assessment has confirmed the continuing high levels of chronic illness within the county.

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [\*A profile of long-term and chronic conditions in Wales June 2005 – WAG\*](#)
- [\*Caerphilly health social care and well being strategy\*](#)
- [\*National Service framework for older people\*](#)
- [\*Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation\*](#)

### ***Supply mapping***

There are no dedicated support services for people with chronic illness within Caerphilly, though individuals with chronic conditions have been identified as receiving services through telecare, domiciliary floating support and the generic floating support service.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Social Service/Health**
- 2007 Health Social Care and Well Being needs assessment
- 18<sup>th</sup> lowest level of life expectancy in Wales
- 3<sup>rd</sup> highest level of circulatory disease
- Highest level in Wales – Coronary heart disease
- 4<sup>th</sup> highest standardized mortality rate in Wales
- 4<sup>th</sup> highest mortality rate respiratory disease
- 12,116 households with a household member with a 'medical condition' – 16.6% 1all households – LHMA 2007
- **Waiting Lists**
- Limited information from support/accommodation providers waiting lists

## ***Gap analysis***

The total population of Wales is predicted to increase by 4% over the next decade, however the prevalence of chronic conditions in adults could increase by 12%. This is due to the fact that prevalence is highest in older people and that there is an ageing of the population (the number of 65 and over year olds is expected to increase by 20%, to over 100 thousand people). This could mean that by 2014 there will be more than 400 thousand people aged 65 and over in Wales who have at least one chronic condition (assuming no change in prevalence). It is difficult to predict the likely impact on services.

More extensive work needs to be undertaken to identify the needs of the chronically ill within the Caerphilly County Borough. This will form part of the Health, Social Care and Well Being Strategy and necessitate closer links being forged by Supporting People with Health in working to achieve the Whole Systems approach

Caerphilly has very limited information in terms of those individuals who have HIV and /or aids and have determined that they will work with the Gwent Supporting People development officer to accurately identify numbers in the next year and look at the option of how best their support needs can be addressed.

## **FUTURE SCHEME PROPOSAL**

### **Telecare**

The telecare strategy has identified the need for the establishment of a mobile response team to respond to calls for assistance from residents connected to the telecare alarm center. It is envisaged that a team would need to be multi disciplinary and therefore the costs would need to be shared by a number of agencies, including supporting people

## ***E12 - Vulnerable Families who require support***

One in three children in Wales grow up in households living below the poverty line. Indeed, some valleys communities in Wales are among the poorest in Europe with income levels per head just 64 per cent of the UK average.

There has been a realisation that vulnerable families need support to ensure that they retain their independence and that circumstances are not allowed to deteriorate to the point where family breakdown occurs.

The local authority has reacted to this issue and has supported a number of agencies in respect of the provision of support services to individuals who are experiencing difficulties.

The Health Social Care and Well Being strategy supports the development of a whole systems approach and identifies a number of areas where developments in services for children and families are required as part of the achievement of the key strategic objectives that form the core of the HSCWB strategy.

'To enable independent living in local communities, though appropriate support mechanisms for individuals, families and carers'

### ***Legislative/Strategic context***

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [Parenting Action Plan - Supporting mothers, fathers and carers with raising children in Wales – March 2005](#)
- [National Service Framework for Children, Young People and Maternity Services in Wales, WAG 2006](#)
- [National Homeless Strategy 2006-2008](#)
- [Growing Support A Review of Services for Vulnerable Families with Very Young Children – Scottish Executive](#)
- [Fulfilled Lives, Supportive Communities – WAG](#)
- [Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation](#)
- [Joint working between Housing and Children's Services - CLG](#)

### ***Supply mapping***

Caerphilly commission three agencies to provide 99 units of floating support principally to vulnerable parents and families. The support services operate county-wide and all were in operation prior to the establishment of supporting people.

### ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- All support agencies report no voids
- Numbers needing high levels of support increasing
- **Social Service**

- 10,466 dependent children in lone parent families (7<sup>th</sup> Wales) – 2001
- 6<sup>th</sup> highest teenage conception rate in Wales
- 6.7% single person households in overcrowded conditions and 16.2% in unsuitable housing – LHMA 2007
- HSCWB needs assessment 2007 confirms need to increase support to vulnerable and one parent families
- **WHO12**
- Increasing number of pregnant single mothers approaching housing advice services
- Total enquiries homelessness 2007/2008 – 399 (134 single parent families (33.6%))
- **Waiting Lists**
- Number referrals from social services/health increasing
- Numbers on agencies waiting lists increasing
- **GNME**
- 4<sup>th</sup> highest number of GNME'S

### ***Gap analysis***

Caerphilly county borough ranks in the top quartile of Welsh Authorities in terms of number of single parent households.

There is a need to further strengthen the support for single parents and vulnerable families to strengthen social cohesion, tackle poverty and children to develop in a stable environment.

Proposals are contained within this plan for extension of existing floating support services to vulnerable families and for the development of a young single parent scheme.

There is a need to further develop local multi-agency services to support families at times of crisis and the requirement for family based/community based services targeted at families in need.

### **FUTURE SCHEME PROPOSALS**

#### **Single Young Mothers scheme**

Tenancy breakdown by young mothers has been identified by both the local authorities and Registered Social Landlords as presenting a problem within Caerphilly where there is an high proportion of single parent families. It is proposed to establish a small four person scheme that will allow young mothers to develop the skills to maintain a tenancy prior to them being offered either a secure or assured tenancy. The option of reconfiguring existing accommodation or seeking Social Housing Grant to develop the project will need to be explored

#### **Vulnerable Families – Floating Support**

All three existing floating support providers report extensive waiting list for their support services. The extension of these services will need to be considered as part of an overall commissioning policy which meets the requirements of Caerphilly corporate procurement procedures.

## ***E13 - Older people***

The proportion of older people in the Welsh population has been steadily rising over the past 25 years and, with a steadily decreasing birth rate, is likely to continue rising in the future. The proportion of the population aged 60 and over now accounts for nearly 1 in 4 people in Wales. Over the next 20 years, the overall population is projected to grow by just 3%, but the number of people of retirement age will increase by 11 %. The number of very old people, aged 85 and over, is projected to increase by over a third to 82,000. These demographic changes will significantly alter the overall balance of the population, and are likely to have most impact in certain communities such as remote parts of the Valleys.

Caerphilly has established a multi disciplinary group to develop an accommodation strategy for older people and their carers within Caerphilly County Borough

The project is to be achieved by

- A person centered approach
- Mapping existing services and identifying gaps between existing services and what services should be available, based on existing/expected guidance
- Reviewing and producing an integrated process for identifying and addressing the accommodation needs of older people.

The focus of the projects on maintaining and /or restoring independence, achieving high quality care and continuous service improvement. The medium term process for accommodation strategy within existing resources is as follows:

- Developing multi agency task and finish group to identify the accommodation needs of older people
- Developing a statement of purpose to re-engineer services in line with the unified assessment and fair access to care guidance
- Link with exiting consultation mechanism with service users, tenants and carers and develop alternative forms of consultation where necessary
- Prepare an accommodation strategy to be presented to elected members
- Maximise the benefits of links between stakeholders, especially service users, tenants, carers, housing, regeneration, health, the independent sector and voluntary sector
- Consider funding mechanisms where appropriate
- Develop a clear and consistent approach to devolving, monitoring and benchmarking services

Caerphilly supporting people have been members of this group and are actively contributing to the development of the final document, which is shortly due to be presented to council.

## **Legislative/Strategic context**

The supporting people programme in Caerphilly is delivered in line with national/local objectives outlined in the following documents

- [Older Persons Strategy 2003](#)
- [Carers' Strategy 2004,](#)
- [National Health Service Plan 2000,](#)
- [Fulfilled Lives, Supportive Communities – WAG,](#)
- [The Welsh Assembly Government's Social Justice and Regeneration Committee's report on Housing for Older People \(July 2004\).](#)
- [National Service Framework for Older People in Wales \( 2006\)](#)
- [A Sure Start to Later Life - Ending Inequalities for Older People – Social Exclusion Unit](#)
- [Projections on demand for long term care for older people in Wales to 2030 by local authority – Sept 2005 – London school of economics](#)
- [Guidelines to assist Local Authorities and Health Boards to develop Local Telecare Strategies – WAG](#)
- [Guidelines to assist Local Authorities and Health Boards to develop Local Telecare Strategies - October 2005](#)
- [Monitoring poverty and social exclusion in Wales 2007 – Joseph Rowntree Foundation](#)
- [Living Longer Living Better – Report of an advisory group on the strategy for older people in Wales. – 2007](#)
- [Caerphilly 50+ Strategy](#)
- [Caerphilly health social care and well being strategy](#)
- [The Strategy for Older People in Wales, 2003-2013, Living Longer, Living Better](#)
- [Department for Work and Pensions \(2005\) "Opportunity Age: Meeting the Challenges of Ageing in the 21st Century".](#)
- [National Assembly for Wales \(2004\) "Housing for Older People" \(Social Justice and Regeneration Committee\).](#)
- [Health and Social Services Committee \(2005\) "Review of Interface between Health and Social Care" National Assembly for Wales.](#)
- [Welsh Assembly Government \(2005\) "Designed for Life: Creating World Class Health and Social Care for Wales in the 21st Century".](#)
- [Configuring Future Services Toolkit A Structured Approach to Delivering Better Outcomes for Older People – Care Services Efficiency Delivery](#)
- [Sustainable planning for housing in an ageing population - International Longevity Centre UK](#)

## **Supply mapping**

Caerphilly has 46 sheltered schemes comprising 1343 units. 39 are managed by the local authority stock and further 8 by Registered Social Landlords.

Two extra care schemes have been developed in the past four years by Crosskeys and Blackwood comprising 77 units with approval for a further extra care scheme of 49 units in Caerphilly, scheduled to open in 2009/2010

Caerphilly SP has also worked with Age Concern Gwent to remodel it's floating support services and further develop its community support service.

## ***Needs mapping***

Details of evidence supporting the need to further develop Supporting People projects for this client group are contained in a separate evidence document to complement this Operational Plan.

The following factors have been extracted from the needs mapping data.

- **Supported housing**
- Generally low level of voids on sheltered housing both LA and RSL
- Reduction in number of residential bed places
- **Social Service Stats**
- Over 75 screening nurses registering need for more floating support
- Health Social Care and Well Being needs assessment 2007 confirms need for further focus of support services on older people – See evidence document
- Increasing number of delayed transfer of care
- **Waiting Lists**
- LA waiting list for supported accommodation for older people increasing
- 4<sup>th</sup> highest number of 75+ living alone in Wales
- **Others**
- Caerphilly 50+ strategy endorses need for more models of support for older people
- Care and Repair report increase in number of referrals
- Caerphilly older person accommodation strategy confirms need for floating support, extra care and need to develop mobile response service to compliment introduction of telecare

## ***Gap analysis***

Demographic information points to the age profile of the county borough as increasingly ageing and the expectation of individuals wanting a range of support services available to meet their needs. Supporting People are actively involved in the creation of an older person accommodation strategy

The issue of the strategic relevance of the local authority and RSL sheltered schemes is being actively pursued within Caerphilly as part of the initial review process. It is anticipated that if approved, the remodeling of the service will allow for the further development of other services for older people including the following

- Additional extra sheltered provision
- Outreach service attached to the community alarm service
- Examine option of creation of peripatetic wardens
- Creation of older person floating support scheme.

Proposals in respect of the remodeling of some of the sheltered housing services within Caerphilly continue to be discussed with the relevant landlord and is subject to a further consultation process.

Supporting People are represented on both Caerphilly's telecare strategy group and the care and repair strategy group. The need to coordinate the various agencies and the support delivered is clearly understood and will contribute to allowing older people to maintain their independence.

## **FUTURE SCHEME PROPOSALS**

### **Extra Care**

Funding for extra care will primarily come from Social Services, however, a proportion of the costs that relate to support will be met from the Supporting People budget.

A bid for an extra care scheme of 49 units at Castlegate, Caerphilly has been successful and it is envisaged the scheme will open in 2009/2010

A bid for a further extra care scheme will now need to be considered for submission of Social Housing Grant to Welsh Assembly Government. It is proposed that the bid will relate to a site in Bargoed/Aberbargoed area, a region identified in the older person accommodation strategy as requiring the provision of extra care accommodation. It is envisaged that even if the bid should prove successful, then the earliest that such a scheme could be commissioned would be 2011/2012

### **Telecare**

The telecare strategy has identified the need for the establishment of a mobile response team to respond to calls for assistance from residents connected to the telecare alarm center. It is envisaged that a team would need to be multi disciplinary and therefore the costs would need to be shared by a number of agencies, including supporting people.

### **Floating Support – Older People**

The supporting people team and social services currently jointly fund Age Concern's Community Support Service. Whilst this service has been reviewed as being extremely effective in terms of delivering support, it operates on a limited budget and can provide support for only short periods of time. This service would need to be substantially expanded and reviewed to adequately cover the needs of the older population within Caerphilly

## Target outcomes/ Project Proposals

The table below briefly outlines the outcomes required from Supporting People services and how these contribute to the overall strategic approach of the Local Housing Strategy

The Local Housing Strategy and Supporting People Operational plan reflect an overall coordination between proposals and themes in each document.

<b>Target Outcomes</b>	<b>Project proposals in 2008/2009</b>
<i>Reducing affect of substance misuse and crime on families and the community</i>	Caerphilly Substance misuse Supported housing Project – Highbury House
	Gwent 16/17 year old - Young person substance misuse scheme
	Gwent dual diagnosis –\supported housing scheme
	Establish floating support scheme for substance misusers
	Extending Gwent Prolific Offender – floating support
	Establish Ex-offender scheme
<i>Allowing older/disabled people to maintain their independence</i>	Castlegate – Extra care scheme, Caerphilly
	Establish Telecare – outreach service
	Establish Older person floating support
	Sensory impairment floating support
<i>Reducing the number of families made homeless as a consequence of domestic abuse</i>	Extension of existing Domestic violence outreach
<i>Reducing the number of single people made homeless or becoming potentially homeless</i>	Establish Direct Access Hostel
	Supported Lodging scheme – leaving care
	Establish single young mother scheme
	Extending floating support for young single people
<i>Increasing the independence of people with a learning disability</i>	Increasing capacity of supported housing, floating support and adult placement services
<i>Increasing the independence of people with a mental Health problem</i>	Extending the existing floating support service and increasing capacity for supported accommodation
<i>Encouraging social inclusion and assisting families to maintain their independence</i>	Extending vulnerable families floating support services

## APPENDIX 1: NEEDS MAP AND SUPPLY MAP ( SPRG) - 2008

Client Group  →	Project model/SPRG Tariff level												Totals	
	Shared Housing		Floating support		Preventative & crisis intervention support		Direct Access		Shared temporary accommodation		Low level on going support			
no. refers to number of bed spaces	No	%	No	%	No	%	No	%	No	%	No	%	No	% of total fig below
E1 Women seeking refuge from domestic violence	0	0	10	4.5	0	0	16	100	0	0	0	0	26	
E2 People with learning difficulties	0	0	2	0.9	0	0	0	0	0	0	0	0	2	
E3 People with mental health problems	4	100	12	5.4	0	0	0	0	0	0	0	0	16	
E4 People suffering from alcohol dependency	0	0	4	1.8	0	0	0	0	0	0	0	0	4	
E5 People suffering from drug dependency	0	0	4	1.8	0	0	0	0	0	0	0	0	4	
E6 Refugees	0	0	0		0	0	0	0	0	0	0	0	0	
E7 People with physical disability who require support	0	0	0		0	0	0	0	0	0	0	0	0	
E8 single homeless people who require support and young people leaving care	0	0	15	6.8	0	0	0	0	23	74.2	0	0	38	
E9 Ex-offenders	0	0	8	3.6	0	0	0	0	0	0	0	0	8	
E10 – Homeless or potentially homeless people	0	0	83	37.7	0	0	0	0	8	25.8	0	0	91	
E12 Vulnerable parents	0	0	84	37.8	0	0	0	0	0	0	0	0	84	
<b>Total</b>	<b>4</b>	<b>100</b>	<b>222</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>273</b>	


Agency	Client Group
Llamau	Young Persons
Trothwy Cyf	Generic and ex offender
Foundation Housing	Young Persons
Public housing	Homelessness
Caerphilly Valley Women's Aid	Domestic Violence
Gofal	Mental Health
Homestart Cwm Rhymni	Vulnerable parents
Homestart Caerphilly	Vulnerable parents
United Welsh Housing Association	Generic
Right from the Start	Vulnerable parents

## APPENDIX 2: NEEDS MAP AND SUPPLY MAP (SPG OLDER PERSON SERVICES) - 2008

Scheme Type	Totals	
No. refers to number of units <span style="float: right;">⇒</span>	<b>No.</b>	<b>% of total fig below</b>
Grouped older persons services (e.g. category 2) - Sheltered	1332	25.55
Dispersed older persons services (e.g. category 1) – Dispersed alarms	3246	62.27
Floating support	555	10.64
Specialist Older persons services (Extra Care)	79	1.51
<b>Total number of older persons services units</b>	<b>5212</b>	<b>100</b>

Agency	Service
Caerphilly - Public Housing	Sheltered, extra sheltered and community alarm
United Welsh Housing Trust	Sheltered
Wales and the West	Sheltered
Linc	Community alarm
Aelwyd	Community alarm
Charter	Extra Sheltered and alarm
Abbeyfield	Sheltered
Age Concern	Hospital discharge
Greenbanks	Domestic Support
Village Support	Domestic Support

## APPENDIX 3: NEEDS MAP AND SUPPLY MAP (SPG –COMMUNITY CARE) - 2008

Client Group	Shared housing		Floating support		Other models		Totals	
	No.	%	No	%	No	%	No.	% of total fig below
no. refers to number of bed spaces 								
People with learning disabilities	132	92.9	23	19.49	24	100	179	63
People with mental ill health	10	7.1	48	40.67	0	0	58	20.42
Others	0	0	47	39.83	0	0	47	16.54
<b>Total No.</b>							<b>284</b>	<b>100</b>

Agency	Services
Caerphilly Social Services	Learning disabilities
Reach	Learning disabilities
Opportunities Housing Trust	Learning disabilities
Mencap	Learning disabilities
Home from Home	Mental Health
Valley Support	Learning disabilities
Ategi	Learning disabilities
Cartrefi Cymru	Learning disabilities
Newport City Council	Learning disabilities
Partnerships of Care	Learning disabilities
Compass	Learning disabilities
Press	Learning disabilities
ALP	Learning disabilities
Regard	Mental health
Gofal	Mental health

## APPENDIX 4 – BREAKDOWN OF SUPPORTING PEOPLE FUNDING INTO CLIENT GROUPS – 2008

	Amount	Percentage
Domestic Abuse	£384,091	6.2%
Learning disabilities	£2,159,740	34.9%
Mental Health	£502,883	8.2%
Substance misuse	£116,741	1.9%
Refugee		
Physical mobility	£780,704	12.6%
Young and vulnerable	£566,403	9.1%
Homeless	£590,620	9.6%
Criminal justice	£8,000	0.1%
Chronic illness		
Vulnerable parents	£181,124	2.8%
Older persons	£905,603	14.6%
<b>Total</b>	<b>£6,195,909</b>	

## GLOSSARY OF TERMS USED IN PLAN

Advocacy services	Advocacy is when an individual or more than one person have their views put forward by someone else (acting as an advocate). Sometimes we cannot put our own views and wishes forward for a variety of reasons, we may lack confidence or may not know exactly how to go about making our voice heard. It may be that we know how to say what we want, but are not listened to. Advocacy is about protecting and enhancing peoples' rights and ensuring that they have a voice in the decisions that affect their lives
Ccbc	Caerphilly county borough council
Community Alarm	This service provides support to vulnerable people living at home and ensures there is a 24 hour emergency call out service for sheltered residents.
CPN's	Community psychiatric nurses - The community psychiatric nurse (CPN) provides psychiatric therapy in the community to patients with mental health problems
Cross boundary issues	This term is used to highlight the need for local authorities to discuss the provision of services that serve the needs of people who are homeless, potentially homeless, who have support needs and who may, for whatever reason, move between local authority areas
Cymorth Cymru	Cymorth Cymru is the representative body for supported providers in Wales
Direct Access	Emergency, crisis accommodation services which people can access 24 hours a day & which include 24 hour staffing- on-site waking or sleeping, or off-site but on call to admit new residents
Epidemiological research	The science that uses statistical methods to investigate associations between risk factors and disease outcomes in human populations
Extra sheltered housing	Sheltered housing which offers a higher level of care is often known as extra sheltered housing or very sheltered housing. It is ideal for people who are less able to manage on their own, but who do not need the level of care available in a residential home. The services offered will vary between schemes, but meals and some personal care are often provided.
Fairer charging	The Government has asked all councils to introduce a new charging system for non-residential social services by April 2003. Some supporting people services charges will be assessed using this criteria
Floating Support	Support provide to people in their own homes, it is usually of a temporary nature and has the person gains greater independence, then the support 'floats' to someone else with grater support needs

GAVO	<p>Gwent Association for voluntary organisations - GAVO is an independent voluntary organisation which aims to</p> <p>Provide support to the voluntary sector through training, advice, information, publications and the recruitment of volunteers</p> <p>Promote opportunities for the voluntary sector to work together in forums</p> <p>Encourage partnership between voluntary and statutory services</p> <p>Respond to the needs of the community by identifying un-met needs and developing new services</p> <p>Support town and community councils</p>
GIS	Geographic Information System - A system for storing, manipulating, analysing and displaying data which are shown on a map of the County
Homeless priority need	<p>The council has to look into your circumstances to decide whether you are in priority need for emergency accommodation. E.g.</p> <p>pregnant women and people who live with them</p> <p>people who are responsible for dependent children</p> <p>people who are homeless as a result of fire, flood or other disaster</p> <p>16 and 17 year olds</p> <p>Ex-offenders</p>
Homelessness Forum	Housing Strategy and Operational Plan - This annual document will set out interim activities and milestones that local authorities and their partners will be undertaking to achieve the strategic aims contained in the Local Housing Strategy
Inclusive forum	These are suggested as a method of informing and consulting stakeholders in order to achieve a broad level of involvement in the development of the Supporting People Operational Plan. They may take place twice yearly to bring people together to exchange views about the Supporting People Operational Plan.
LHB	Local Health Board - Established on 1st April 2003, Caerphilly Local Health Board is the largest LHB in Gwent and the fourth largest LHB in Wales, There are 34 GP partnerships and over 90 GPs providing services to the County Borough population that stretches from Rhymney in the north to Caerphilly in the south and Risca in the east. The aim of Caerphilly

	Local Health Board is to implement strategies which will improve the health and health services of people locally. Its key roles are as follows:
NME	Needs Mapping Exercise - A data set of information on the presenting needs of individuals who require accommodation related support. This data set is to be completed by as wide a range of users and potential users as is practicable in order to allow Supporting People teams to assess needs for SPRG services
Pan Gwent	Schemes that cover the authorities of Caerphilly, Blaenau Gwent, Newport, Torfaen and Monmouthshire
Pipeline bids	Bids for additional funds to support schemes during the year 2003/2004. Caerphilly received pipeline funding of £195,628
QAF	Quality Assessment Framework - Review process adopted by Caerphilly Supporting People team that allows self assessment against agreed standards with validation visits to ensure compliance
Re-modelling	The need to alter an existing service to meet changing needs
RSL's	Registered Social Landlords - housing rented from what are now termed Registered Social Landlords (RSLs) - a new name for Housing Associations who are independent of local authorities. The majority of RSLs are housing associations, non-profit making bodies who specialise in housing and plough any surplus back into the organisation to maintain existing homes and help finance new ones
Service provider	An agency that provides services to people living in supported accommodation and Older persons services. This may include housing associations, local authorities, voluntary sector or private sector bodies
Sheltered housing	Sheltered housing allows tenants to live independently, perhaps in a smaller and easier-to-manage home, and people often like the idea of having someone to call on if there is an emergency. Sheltered housing differs from other types of housing because of the presence of a scheme manager (sometimes called a warden) who lives on the premises, or nearby
SHG	Social Housing Grant - While councils no longer build homes of their own, Local Authority Social Housing Grant allowed local authorities to contribute their own capital towards the development of housing association schemes that meet local priorities.
SPG	Supporting People Grant - The element of Supporting People revenue funding that will be transferred to local authorities in respect of services provided to people living in older persons services and community care funded provision.
SPIN	Supporting People Information Network - Welsh forum for all supporting people officers that meet

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