

GWENT SPOP SECTION 08 for 09/10

Introduction

It is the consensus of the five Gwent Supporting People Teams to work together to ensure that the provision of Housing Related Support services are available across Gwent and that cross authority working arrangements are in place to effectively meet the needs of service users and benefit service providers.

Gwent comprises of five Local Authorities: Blaenau Gwent, Caerphilly, Monmouthshire, Torfaen and Newport. Blaenau Gwent is situated in the South East valleys, and is the smallest of all the Welsh local authorities. Blaenau Gwent has witnessed steady population loss over recent years. Since 1991, the total population has decreased by 2,600 people and currently stands at 70,064 (Census, 2001), of which 48% are male and 52% are female.

Caerphilly is the fourth largest local authority in population terms, 169, 519 (Census, 2001) people are widely dispersed amongst fifty small towns and villages. The main settlements largely reflect the area's coal mining history, its demise has left a legacy of high unemployment, poor health, environmental problems and a declining population.

Monmouthshire is classed as a 'semi rural accessible area'. There are four major towns, with a population of approximately 84,850 (Census, 2001). The Office of National Statistics for 2000 showed that 20.7% of the population were of pensionable age, and it was noted that this is due to rise. There also pockets of rural deprivation and house prices are nine times the average salary.

Located on the coast of South East Wales, Newport City Council is the eighth largest unitary authority and Newport itself is the third largest and newest city in Wales. Its population, based on the 2005 Mid Year Estimate published by the Office for National Statistics is 139,573. Newport is an industrial city surrounded by rural villages, there are marked contrasts in levels of affluence and deprivation.

Torfaen is the most easterly of the South Wales valleys, with a population of 90,949 (Census, 2001). Torfaen has three urban centres; there has been a noticed decline in the valley communities surrounding Pontypool and Blaenavon, Cwmbran however, continues to thrive, increasing in size and prosperity.

Supporting People Teams in Gwent – Working in Partnership

Officers from the Supporting People Teams in the five Gwent authorities have been working in partnership since before the inception of the Supporting People programme in order to implement a more effective programme in Gwent.

Supporting People Regional Officers Group (SPROG): The group was established in 2004; membership includes the five Supporting People Lead Officers. The SPROG meets on a bi-monthly basis to discuss areas of agreed co-operation, shared working and development.

The group aims to continually improve cross border working by pooling together resources, information and knowledge; develop common policies and procedures; and develop methods to plan and commission service on a regional basis. The work and

direction of the SPROG has enabled many examples of regional working, including project, policy and procedural developments.

Gwent Review Officer Group (GROG): Contracts, Monitoring and Review Officers from the Gwent Supporting People Teams meet monthly to develop common process for monitoring and reviewing providers of Supporting People funded services.

The GROG has developed the following documents and methodologies, which are used across Gwent:

- GROG Good Practise Manual
- Allowable Activities and Definitions of Housing Related Support Booklet
- Gwent Annual Supply Mapping Form
- Gwent Quarterly Monitoring Questionnaire
- Supporting People Grant (SPG) Review *Lite* Methodology
- Supporting People Revenue Grant (SPRG) Annual Assessment Form
- Supporting People Grant (SPG) Review Methodology (Small Providers)

Over the coming year the GROG intend to look at outcome monitoring, standardised decommissioning and remodelling processes and service level agreements between local authorities for regional services.

These regional policy and procedural developments offer benefits both to the five Supporting People Teams and Service Providers. Many service providers work across local authority boundaries and are able to benefit from the alignment and co-ordination of Supporting People policy and procedures. The combined approach enables administrative and resource burdens to be reduced and allows for a more definitive, equitable, consistent and clear approach from the Supporting People Programme across Gwent.

GNME Group: This group is a subgroup of the SPROG and looks at need mapping across Gwent. The group have developed a common needs mapping form, the Gwent Needs Mapping Exercise (GNME) Form and supporting guidance notes. This standardised form enables housing and support needs information to be captured both locally and across Gwent and used to identify and evidence the need for Housing Related Support services.

A more concise version of this form, the GNME *Lite* has been developed in partnership with the Gwent Supporting People and Criminal Justice Forum for use by the Gwent Probation service to identify the need for services for ex-offenders or people at risk of offending.

The GNME OPS was developed for older persons and providers of older persons services. The form was developed following local consultation with Older Persons Forums and Service Providers.

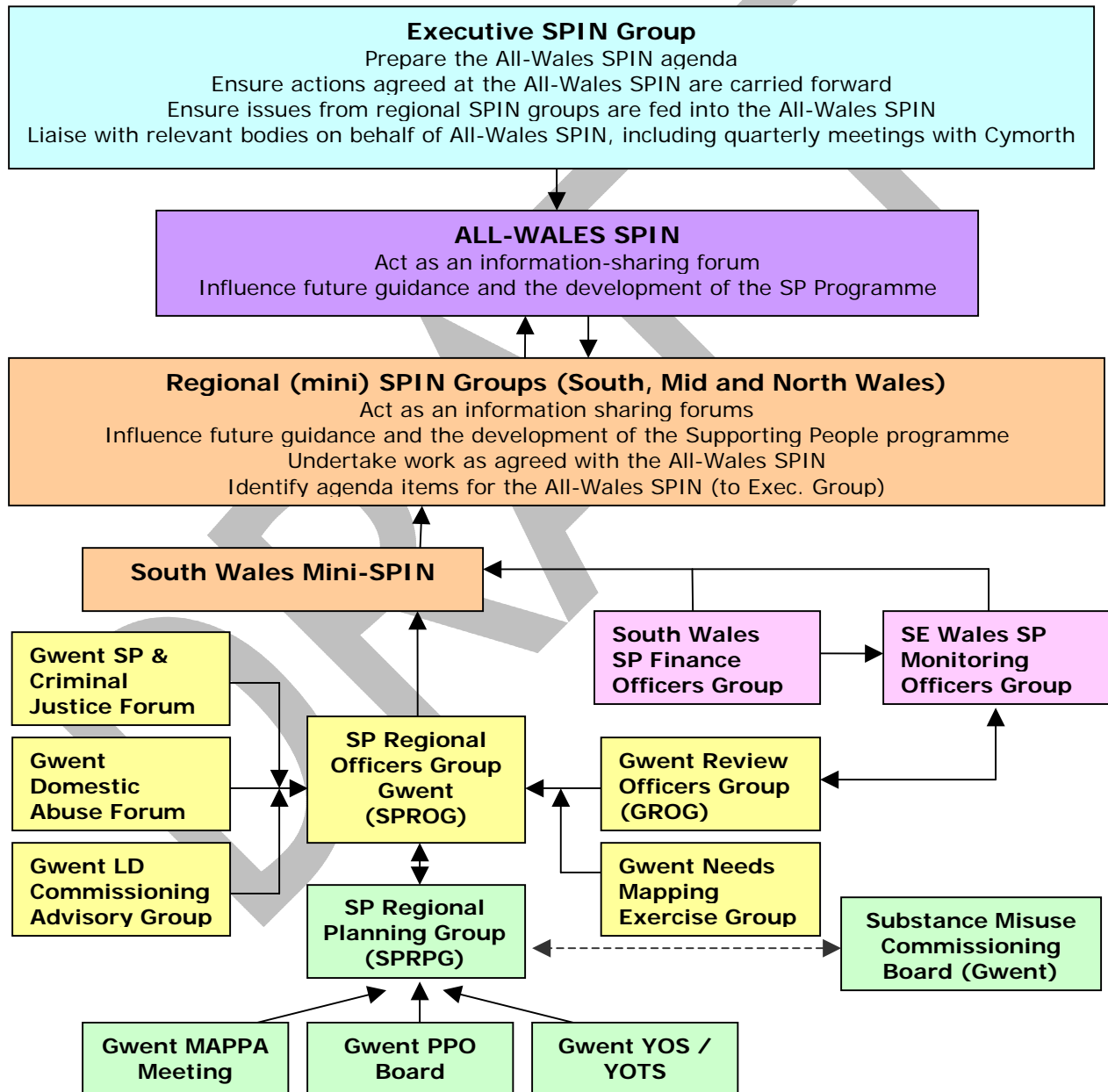
Supporting People Development Officer (Gwent wide): The SPROG co-ordinated a Social Housing Management Grant (SHMG) bid through the Welsh Assembly Government and successfully secured funding for a Gwent Supporting People Development Officer post. The post has fixed term funding until 2009. The purpose of the post is to undertake a Research and Development Project into improving the quality

of regional housing and support needs information and subsequent commissioning and contract management arrangements.

Part of the work undertaken by this post is to look at regional planning and commissioning arrangements, as detailed in **Regional Planning and Commissioning** section.

Regional and National Meeting Structure

The following chart depicts the national and regional Supporting People meeting structure and links relative to the Gwent Local Authorities:



Descriptions of pre-existing groups are available in previous years SPOPs. The following groups have been established in the last twelve months:

- **Gwent Domestic Abuse Forum:** Membership reflects representation from each of the 5 Local Authorities, from the statutory and voluntary agencies working across the region. The Forum contributes to the collaborative development of interagency working across the 5 local authorities.
- **Pan Gwent Commissioning Advisory Group for Learning Disabilities:** This group comprises Planning and Commissioning Officers from the five Local Authorities and Local Health Boards and representatives of the Gwent NHS Trust. The aims of the group include; developing a strategic commissioning outline to inform future development of specialist services and advising and identifying opportunities for LHB Boards and Social Services Management Teams on joint commissioning.
- **Gwent Substance Misuse Regional Commissioning Board:** This Board is in the early stages of development and has evolved from the increasing commissioning role of the Substance Misuse Liaison Implementation Group which was established in 2004. The role of the Board is to oversee the commissioning activity of services which are strategically planned and procured across three or more Community Safety Partnership areas.
- **Supporting People Regional Planning Group:** Please see the description of this group in the Regional Planning and Commissioning section.

Regional Planning and Commissioning

The Supporting People Teams in Gwent recognise that some client groups who require housing related support services will access services outside their local area. This could be for a number of reasons, including; the transient nature of the client group, that staying in their local area would compromise their safety, they are a risk to others, or that an appropriate support service is not available in their local area.

In Gwent regional services are also considered to offer an effective and efficient ways of providing services for people with specific, complex or multiple needs. Where there are low numbers of service users there may not be sufficient need for a specific service within a single local authority but it may be possible to develop across multiple authorities.

Supporting People in Gwent has developed a regional planning and commissioning process. The aims of this process are to:

- Create a clear picture of the supply of services and the identified housing related support needs across the Gwent region.
- Plan services to meet identified gaps in service provision and provide service users with options for support within Gwent.
- Ensure that services are provided locally to meet the needs of local people, avoid the need for people to leave the region and facilitate repatriation.
- Develop and maintain quality services which are sustainable, appropriate, strategically relevant and offer value for money.
- Ensure the services which are planned are citizen centred; by putting the needs of service users first by conducting appropriate consultation, providing opportunities to be involved in planning and commissioning and by creating opportunities to receive feedback on services.

The added benefits of regional planning and commissioning include improved service provision and value for money. Improved service provision will be achieved by:

- Jointly commissioning and developing services where a shared need has been identified which encourages a greater range of services.
- Enabling services to be provided for smaller client groups, for example those with specific, multiple or complex needs who require high levels of support.
- Jointly identifying areas of need, ensuring that services are provided for client groups which commissioning bodies may have traditionally not been committed to and / or may be viewed as less favourable, i.e. ex-offenders.
- Developing a larger commissioning body, which will encourage greater 'buy in' and support from statutory bodies and the third sector. It may also facilitate joint working and joint funding of services.

Ensuring that greater value for money will be achieved by:

- Minimising the duplication of services.
- Enabling economies of scale by joint commissioning a higher number of units of support.
- Joint commissioning enables services to be developed on a viable scale. They may not be financially or operationally viable on a single authority basis due to only requiring a small number of units.
- The Supporting People budget is limited and therefore it is crucial to use Supporting People funding in the most effective and efficient manner. Planning services on a regional basis means that it is possible to plan and commission more services. When a local authority does not have the capacity to fund a service there is the opportunity to fund the service jointly which ensures that there is a level of provision for local people to have access to that service.
- Service providers have the opportunity to achieve economies of scale, make administrative and operational savings, and offer greater choice to service users.

Strategic Relevance

Joined up and partnership working is strategically relevant and has been highlighted as the way forward for Local Authorities by the 'Making the Connections' agenda; Supporting People in Gwent is contributing to:

- Making the Connections: Delivering Better Services for Wales (WAG, 2004)
- Delivering the Connections: From Vision to Action (WAG 2005)

The Supporting People regional planning and commissioning process will contribute to these strategies by developing a methodology for an increased coordination of public services. Stronger collaborative working will facilitate joint funding opportunities between SP Teams and with other statutory bodies. Existing services will be shaped and new services developed to meet the needs of the population. Joint commissioning and streamlined procurement will ensure that the limited SP budget will be utilised in the most effective and efficient way.

- Beyond Boundaries, Citizen-Centred Local Services for Wales (Beecham 2006)

Beecham highlights that one of the elements required to achieve citizen-centred local services is for Local Authorities to put in place more effective arrangements for joint working, and develop effective partnerships.

- Efficiency and Joint Working in Local Government in Wales (Welsh Local Government Association (WLGA) 2006)

The WLGA suggests that examples of effective joint working between local authorities will include collaboration on projects and jointly commissioning services under service level agreements. Critical to collaborative working is having a strong leadership and political support and focusing on outcomes such as better services and lower costs.

An observation by the WLGA which is particularly relevant to Gwent states that many joint-working initiatives are as a result of 'legacy arrangements', the 5 former Gwent Authorities have historically worked closely together and when the Supporting People Programme was established in 2003 the Lead Officers worked jointly to set up initial operational arrangements. It is believed that developing a regional planning and commissioning mechanism for Supporting People services will be an example of best practise.

Supporting People Regional Planning Group (SPRPG): A Supporting People Regional Planning Group has been established to look at the regional supply of and the identified need for Supporting People Services. The SPRPG will decide annually on priority client groups and develop a set of planning priorities for regional service provision.

The SPRPG in Gwent will have the following functions:

- To consider the client groups suitable to receive regional services.
- To assess the local Supporting People priorities for suitability for regional development.
- Gather Gwent-wide project proposals as put forward by the Stakeholder Panel.
- Prioritise suitable local priorities and Gwent project proposals for regional.
- Feedback to the SPPG of each authority.
- Feedback to SPROG.

The Supporting People Regional Planning Group (SPRPG) meetings are held quarterly and are attended by two representatives per local authority; the Supporting People Lead Officer and the Chair of the Supporting People Planning Group (SPPG) or equivalent group. Additional members are invited to represent Health, Probation and the Youth Offending Services. Further details of this group are detailed in the terms of reference.

As previously stated, the SPRPG prioritise client groups for regional development of services, the primary considerations are to provide services for client groups where:

- There is no supply or the supply is limited for the client group.
- The number of units of support is low compared the identified need.
- There is a risk to users and others if services are not provided.
- The client group has complex or multiple needs.
- There is not a great enough need to justify a single authority service.
- Restricted funding prevents single authority services.

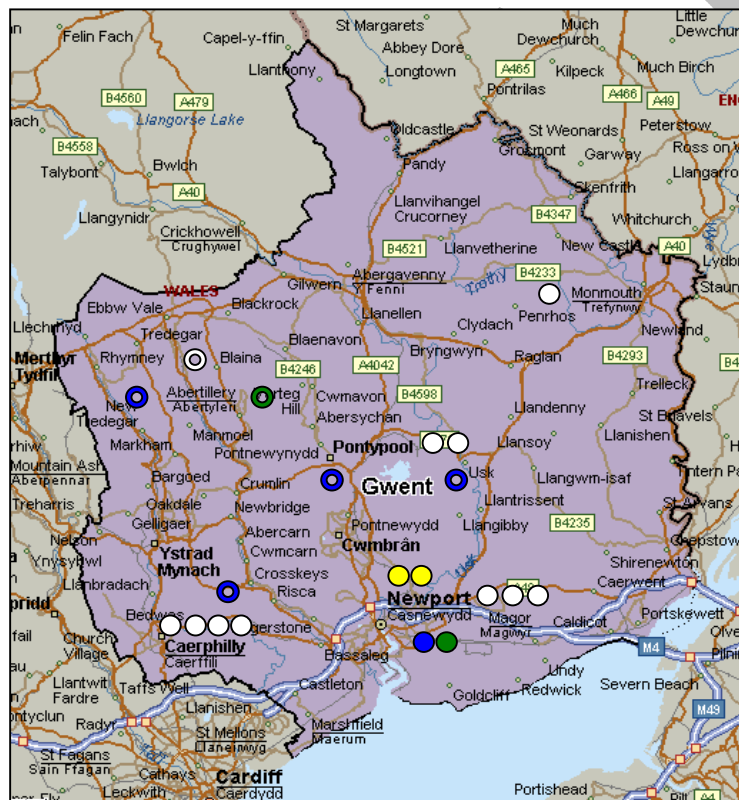
In May 2008 the SPRPG concluded that for the first year of the process the group would look at SPRPG client groups, these were then prioritised in the following meeting using a scoring matrix to ensure the process was fair and equitable. The scoring matrix was completed by each local authority and assessed client groups against the following criteria;

- current level and range of provision,
- identified local and regional gaps in service provision, and stakeholder consultation,
- previous prioritisation at a local level and capital commitments,
- performance monitoring information, demand and utilisation of services and GNME analysis,
- client profile, e.g. transience, complex or multiple needs, small client group etc,
- contribution to local and national strategies,
- capital and revenue considerations, e.g. have monies been made available for a specific client group?

The results from each local authority were combined to identify a set of Gwent wide priorities; these are detailed in the **Regional Priorities** section.

Regional Service Provision

The map below shows the provision of regional housing related support services. These are services which are (will be) accessible by Gwent residents. The map also identifies those services which are currently under development. The symbols do not represent exact locations, but indicate the county in which they are located:



There are also floating support services which are not represented on the map.

	Domestic Abuse Refuge		Substance Misuse Supported Housing
	Under Development		Under Development
	Homelessness Hostel		Ex Offenders Supported Housing
	Under Development		

Cross Authority Supply 2007/08

Cross authority schemes contracted on a regional basis

Name of project	Support Provider	Project Model	Client Group	No. beds	Host Authority	Gwent Areas	SPRG £	Turnover
Cynnal Project	Trothwy Cyf	FS	E8	8	Newport	BG, C, N, T	55,343.00	188%
New Horizons	Trothwy Cyf	FS	E9	6	Newport	All	35,532.00	
ARMS	Trothwy Cyf	FS	E9	10	Torfaen	All	79,256.00	220%
PPOs	Trothwy Cyf	FS	E9	6	Blaenau-Gwent	All	35,530.50	383%
Tenancy Support	REACH Supported Living	FS	E18	27	Newport	C, M, N, T	153,673.00	107%

Schemes contracted on a single authority basis accepting referrals from other Gwent local authorities

Name of project	Support Provider	Project Model	Client Group	No. beds	Host Authority	Gwent Areas	SPRG £	Turnover
NWAID Refuges	Newport WAID	CI	E1	9	Newport	All	167,233.00	
Refuge	BAWSO	CI	E1	8	Newport	All	153,916.00	
WA Refuges	Caerphilly WAID	CI	E1	16	Caerphilly	All	263,000.00	294%
WAIMON	REACH Supported Living	CI	E1	5	Monmouthshire	BG, M	92,423.00	
TWAID Refuges	Torfaen WAID	CI	E1	11	Torfaen	All	186,654.00	591%
In2Change	Trothwy Cyf	SH	E5	13	Newport	BG, C, N, T	274,493.00	
Ty Trosiad	Trothwy Cyf	SH	E9	11	Newport	All	189,723.00	
Brynderwen Road	Trothwy Cyf	SH	E9	4	Newport	C, N, T	31,694.00	
Direct Access Hostel	Solas Cymru	DA	E10	21	Newport	All	344,951.00	543%
Ffynnon Project	Trothwy Cyf	FS	E5	4	Newport	N, T	23,687.04	

Breakdown of referrals by Gwent local authority 2007/08 – Awaiting Data

Cross authority schemes contracted on a regional basis

Name of Project	Host Authority	Number of Referrals						Total
		BG	C	M	N	T	Other	
Cynnal	Newport							
New Horizons	Newport							
ARMS	Torfaen							
PPOs	Blaenau-Gwent							
Tenancy Support	Newport							

Schemes contracted on a single authority basis accepting referrals from other Gwent local authorities

Name of Project	Host Authority	Number of Referrals						Total
		BG	C	M	N	T	Other	
NWAID Refuges	Newport							
BAWSO Refuge	Newport							
RVWA Refuges	Caerphilly							
WAIMON	Monmouthshire							
TWAID Refuges	Torfaen							
In2Change	Newport							
Ty Trosiad	Newport							
Brynderwen Road	Newport							
Direct Access Hostel	Newport							

BG – Blaenau Gwent	N – Newport
C – Caerphilly	T - Torfaen
M – Monmouthshire	

Regional Unmet Needs Analysis

E1 Domestic Abuse

Supply: There are 47 units of refuge accommodation across Gwent, with refuges in Caerphilly, Monmouthshire, Newport and Torfaen which accept people from across the region. Each of the Gwent authorities provides a floating support service for domestic abuse including units for male victims included in Blaenau Gwent's service. Newport also has 83 dispersed alarms designated for those at risk of domestic abuse. Monitoring information shows a high demand for and utilisation of these existing services.

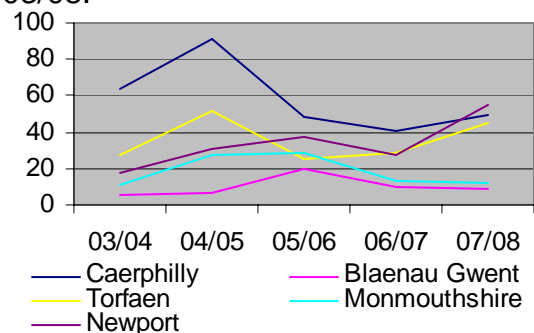
Schemes under Development: Blaenau Gwent has successfully secured capital and revenue funding for a specialist supported housing project for **women and their families who are experiencing domestic abuse for whom traditional refuge accommodation will not meet their needs. The project will contain 6 to 8 units depending on site availability.** . The support will be provided by Cymdeithas Tai Hafan and will be accessible by people from across Gwent.

Needs Mapping Information: Following the completion of the specialist supported housing development in Blaenau Gwent there will be accommodation based provision for domestic abuse in each county in Gwent, although there is still thought to be an under supply: The Gwent population in 2005 was 556'300, the 1975 Select Committee on Violence in Marriage (http://www.refuge.org.uk/page_11-7_l2-308_.htm), identified that there should be at least one refuge space per 10,000 head of the population, CoSLA (<http://openscotland.gov.uk/Publications/2003/10/18296/27376>) recommends 1 unit per 7'500 of the population therefore Gwent should have between 55 and 74 units of refuge provision.

There is provision of floating support in each County although the number of people the services can support does vary. There is no refuge provision for male victims of domestic abuse within Gwent.

Statistics on homelessness (WHO 12) are collected by the Welsh Assembly Government, including the number of vulnerable people in priority need. Domestic abuse is a category defined as vulnerable; the table below show the number of people who are homeless due to domestic abuse from 2003/08:

	03/04	04/05	05/06	06/07	07/08
Gwent	126	209	159	120	170
Caerphilly	64	91	48	41	49
Blaenau Gwent	6	7	20	10	9
Torfaen	27	52	25	29	45
Monmouthshire	11	28	29	13	12
Newport	18	31	37	27	55



Torfaen and Caerphilly have the highest number of domestic abuse cases, identified by the WHO 12 during 07/08. Monmouthshire's and Blaenau Gwents figures show a

decrease in incidences since 04/05, whereas Torfaen and Newport show and increase in numbers.

During 2007/08 there were a total of 170 people in Gwent homeless due to domestic abuse, which included; 72 females, 74 females with dependent children and 18 male applicants. There was also one couple with dependent children fleeing threatened violence.

Welsh Women's Aid Domestic Abuse Helpline received 555 calls from 283 people in Gwent (exc. mobile phones) during 07/08, demonstrating a high number of women experiencing domestic abuse. The Men's Advice Line, for men experiencing domestic abuse received 16 calls from 8 men from Gwent (exc. mobile phones) during 07/08. The RESPECT Helpline, for people who are concerned about their abusive relationship towards their partner received 30 calls from Gwent (exc. mobile phones) during 07/08.

Stakeholder consultation highlights the need for more units of floating support; refuge accommodation for families and women with older male children, more flexible refuge accommodation such as dispersed houses / flats.

BAWSO identified that there is a lack of dedicated service provision for BME communities and many service users will be referred to Newport or Cardiff as the nearest cities. The small number of units available across Gwent does not accurately reflect the current level of need. There is a need to increase the number of units of support and expand across regional boundaries to provide the appropriate level of provision specifically for people of a BME community who are fleeing domestic abuse.

Stakeholder also highlighted that move on needs to be more co-ordinated, it has been identified that Council / RSL accommodation is limited and this prevents women from moving on from the refuge and is sometimes a contributing factor to the woman returning to the perpetrator.

GNME Analysis: Identifies domestic abuse as the second highest support need after homelessness; 685 (16%) out of 4300 people identified domestic abuse as their primary need; 674 were female and 11 male. This was most prevalence amongst women aged 25-39 but was also identified by 8 people aged 16 to 17 and 17 people aged 60+. Of the 685 people who identified DA as their primary need; 114 also experienced anxiety, 154 depression and 275 had substance misuse issues.

Cross Authority Movement: Women and men fleeing domestic abuse may choose to leave their local area for their own safety. Refuges are able to refer people to other refuges where a space is available. It is generally accepted that refuges are accessible by persons from anywhere. In Gwent women and men can, and do access refuges outside their local authority.

In order to contribute to a complete picture of need it is necessary to try and ascertain the number of service users leaving Gwent to access services, whether this is by choice or necessity. The table below shows the number of service users accessing domestic abuse refuges outside their local authority during 07/08:

Movement out of County	B	C	M	N	T
Gwent to England*	0	1	2	1	1

Gwent to other Welsh LA**	5	4	2	7	5
Total Movement Out of County	5	5	4	8	6
Total:	29				

* Gloucestershire, Powys, Merthyr Tydfil. Rhondda Cynon Taff, Cardiff

In addition, Cedar House, the refuge for male victims of domestic abuse located in Cardiff was accessed by 2 men from Gwent during 07/08.

Not all refuges collect or have access to information relating to where service users come from and there was very limited information available from domestic abuse services in Cardiff. Therefore it would be suggested that these numbers under represent the true picture of cross boundary movement.

E3 Mental Health

Supply: Across Gwent there are a total of 178 units of floating support provided across four of the local authorities. There are also 187 units of accommodation based support across the five authorities, this is made up of a mix of sheltered, shared, short term and supported housing. Monitoring information shows a high demand for and utilisation of existing services.

The provision of Supporting People services for people with mental health issues is on a single authority basis, services do not accept people from outside their local authority.

Needs Mapping Information: Stakeholder consultation identifies that B&B accommodation is still being used to accommodate people with mental health issues, this is inappropriate and may increase the likelihood of unnecessary premature hospital admission. There is a need for a crisis house and supported accommodation for people with complex / multiple needs, complex trauma (personality disorder) and substance misuse. There is a need for longer term supported housing for people with long term / enduring mental health issues.

A need was also identified for a service to support women with mental health issues, including peri and post natal support to support new mothers and those suffering from post natal depression.

GNME Analysis: Identifies mental health as the third highest support need as identified by 428 (10%) out of 4300 people. Mental health was identified by 187 men and 241 women and was most prevalent amongst people aged 25-39. In addition to those for whom mental health was the primary need there were also 1148 who said they experienced depression, 848 experienced anxiety, 113 Schizophrenia and 106 confusion.

E4 Alcohol Dependence and E5 Drug Dependence

Supply: There are two supported housing schemes based in Newport, Clarence Place Hostel and the 13 bed In2Change project which is a designated regional facility. Newport and Torfaen also have 11 units of floating support specifically for E4 and E5. Monitoring information shows a high demand for and utilisation of existing services.

Schemes under development:

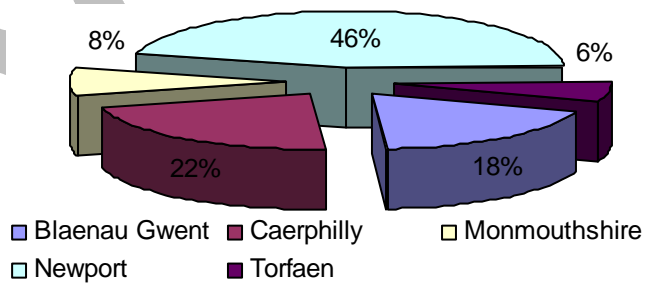
- Highbury House; 8 units of supported housing for service users who are drug dependent. This scheme will be located in the Blackwood area of Caerphilly and will be developed in partnership with Fairlake. Most recently the planning application was refused by CCBC Planning Committee, Fairlake were appealing to the WAG Planning Inspectorate in May 08.
- Ty Brynhyfryd; 5 units of supported housing for service users who have recovered from a drug problem and require a drug free living environment. This scheme is being developed in partnership with united Welsh Housing Association and the support will be provided by The Wallich. The anticipated opening for Ty Brynhyfryd is September 2008.

The following projects have capital and revenue funding secured and are being developed on a Gwent-wide basis, although until now we have been unable to successfully secure a site:

- Gwent Dual Diagnosis supported accommodation – 6-8 unit shared temporary accommodation for persons with both substance misuse and mental health issues shared across Gwent.
- Gwent substance misuse supported accommodation for persons aged 16/17 – 6-8 units of shared temporary accommodation for persons aged 16/17 years with substance misuse shared across Gwent.

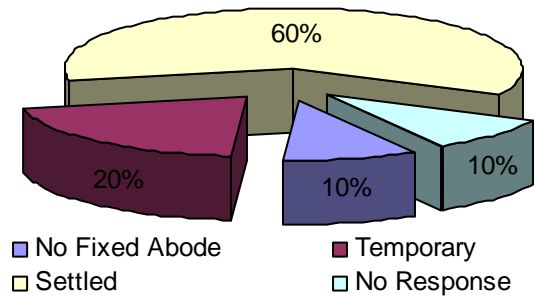
Needs Mapping Information: The Gwent Drug Interventions Programme (DIP) assessed 417 people during 2007/08 as suitable for a DIP service; of the 417 people, 161 people joined the service; 157 of these were from one the Gwent authorities and 4 were from authorities outside of Gwent.

Residence	
Blaenau Gwent (non-intensive)	29
Caerphilly (non-intensive)	34
Monmouthshire (non-intensive)	13
Newport (intensive)	72
Torfaen (non-intensive)	9
TOTAL GWENT	157



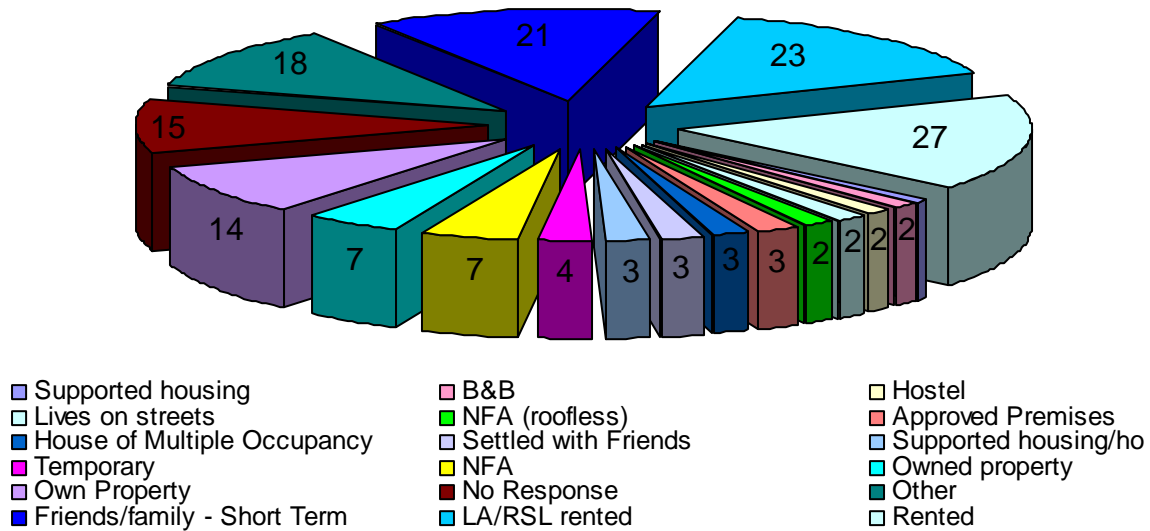
Of the 157 services users who reside in Gwent; 95 (60.5%) classify themselves as having settled accommodation, 32 (20%) are in temporary accommodation, 15 (9.5%) have no fixed abode and 15 failed to respond.

Accommodation Arrangements	Gwent	B	C	M	N	T
No Fixed Abode	15	3	1	3	7	1
Temporary	32	6	2	5	17	2
Settled	95	18	28	5	40	4
No Response	15	2	3	0	8	2



A further breakdown provides the type of accommodation each of the 161 service users were living in and whom with at the point of accessing the DIP service; notably 2 people are in B&B accommodation, 2 in hostel accommodation, 11 (7%) identify themselves as NFA or living on the streets.

Of the 161 service users; 21 people are staying with friends / family as short term guest and 8 (5%) people reside in supported housing and / or temporary accommodation which they will be expected to move on from.



GNME Analysis: Shows that 148 (3.4%) of the 4300 respondents identified alcohol and / or drug dependence as their primary area of need. This included 100 men and 48 women, and was most prevalent amongst 25-39 year olds.

Cross Authority Movement: From 1st April 07 to 28th May 08 80 people who have a connection to Gwent accessed frontline and direct access services in Cardiff. The same 80 service users have also accessed temporary accommodation and supported housing projects in Cardiff; those specifically for service users with substance misuse issues are shown below:

Temporary Accommodation / Supported Housing Provision	Service Type	No. Nights
Dyfrig House (Pen Yr Enfys)	SPH	215
Glan Yr Afon (Pen Yr Enfys)	SPH	150
Bridge Programme (Salvation Army)	Detox	70
Shoreline Project (The Wallich)	STH	106
TOTAL No. Beds / Nights		541

E6 Refugee

There are currently no housing related support services specifically for refugees in Gwent. No needs mapping information of stakeholder consultation has been received for this client group. GNME analysis identified 8 people during 2007/08 as refugees who required housing related support.

E8 Young and Vulnerable

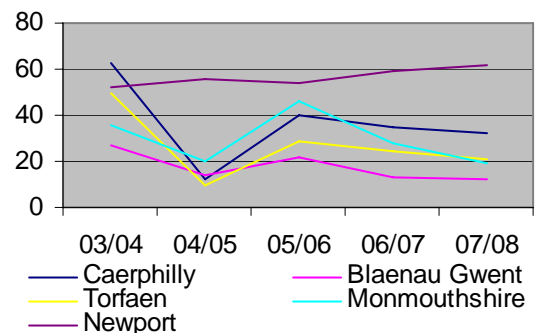
Supply: Each of the five Gwent local authorities has a floating support service for young vulnerable people. There are a total of 48 units of accommodation based support comprising shared and supported housing in Blaenau Gwent, Caerphilly and Newport. Including the Cynnal Project, which is a cross authority scheme, based in Newport but will accept people from outside the area. Monitoring information shows a high demand for and utilisation of existing services.

Needs Mapping Information: Young people who are or who may become homeless have often had contact with the youth offending service or are care leavers. There is a limited supply of supported accommodation specifically for young people and therefore many have to move out of their local area to access hostels or B&B accommodation. They are therefore transient due to necessity, to access the services they require.

There are also issues with young people who have very high support needs; they are often represent cases of repeat homelessness and continue to 'bounce' around hostels and supported accommodation. This may be due to existing supported accommodation not offering a high enough level of support, such cases are low in number but may require a higher tariff rate and staff : tenant ratio than currently provided for under SPRG.

Statistics on homelessness (WHO 12): Households where a member is vulnerable due to being a care leaver or person at particular risk of sexual or financial exploitation, 18 years or over but under the age of 21 and those aged 16 and 17 are categorised as vulnerable, Supporting People would categorise these client groups as 'young and vulnerable'. The table below show the total number of people who are homeless and young and vulnerable from 2003/08:

	03/04	04/05	05/06	06/07	07/08
Gwent	228	112	191	159	146
Caerphilly	63	12	40	35	32
Blaenau Gwent	27	14	22	13	12
Torfaen	50	10	29	24	21
Monmouthshire	36	20	46	28	19
Newport	52	56	54	59	62



These figures show that in Gwent the number of people who are young and vulnerable and homeless has fallen since 2005. This could be due to interventions which are in place to prevent young people becoming homeless. Blaenau Gwent, Caerphilly, Monmouthshire and Torfaen have shown a decline in these numbers since 2005, whereas Newport has shown an increase in the same period of time.

During 2007/08 there were a total of 146 people in Gwent who are homeless and young and vulnerable, which included; 2 couples with dependent children, 1 male single parent and 2 female single parents with dependent children, 66 single males, 70 single females and 5 other households.

Stakeholder Consultation: suggests that young homeless people are being accommodated in B&Bs, often outside their local area, which stakeholders have suggested is inappropriate and puts them at risk. Gwent needs an appropriate hostel / supported housing provision where young people are allowed to make mistakes, learn from them and be kept safe. It was also identified that there is a need a crisis house or short term 'crash' beds.

Move on needs to be co-ordinated. Floating support and / or designated supported housing provided for those who still require support as they move towards independence. Also the opportunity to 'step up' or 'step down' support when young peoples accommodation and / or situation changes to allow them to adapt and maintain their independence. Flexible, dispersed independent accommodation which can be supported but then when the young person is ready for more independence the support could move on.

GNME Analysis: Shows that there were 132 (3%) people out of 4300 who completed a GNME and identified themselves as 'young and vulnerable'; 50 were male and 81 were female (1 undisclosed). Those 132 people also identified additional areas of need, including; 6 people with alcohol issues, 26 with a drug dependence and 41 with mental health issues.

Cross Boundary Movement: Hillside Secure Unit, Neath Port Talbot provides secure accommodation for young people between the ages of 10-17 who are likely to cause serious injury to themselves or others if placed in other accommodation. Children are referred to Hillside from Gwent as there is no facility suitable to accommodate them within the region.

From 1st April 07 to 28th May 08 80 people who have a connection to Gwent accessed frontline and direct access services in Cardiff. The same 80 service users have also accessed temporary accommodation and supported housing projects in Cardiff; those specifically for young people are shown below:

Temporary Accommodation / Supported Housing Provision	Client Group	Service Type	No. Nights
Ty Danescourt (Church Army)	E8	SPH	70
TOTAL No. Beds / Nights	70		

E9 Ex Offenders

Supply: There are 15 units of supported accommodation across two schemes located in Newport, one is also accessible by Torfaen and the second is a designated Gwent resource. There are 3 floating support services which are Gwent wide; 10 unit Arrest Referral Management (ARMs) scheme hosted by Torfaen, 6 unit Prolific and Persistent Offender (PPO) Scheme hosted by Blaenau Gwent and the 6 unit New Horizons scheme hosted by Newport. Monitoring information shows a high demand for and utilisation of existing services.

Needs Mapping Information: Ex-offenders may access services in their own area or the area where they have settled following a custodial sentence. In Gwent the accommodation based ex offender services are all located in Newport, there is also

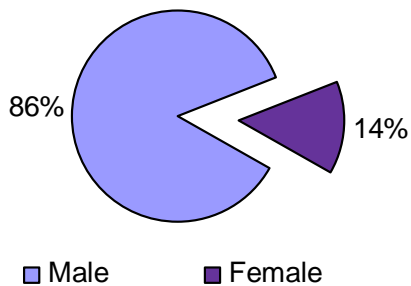
direct access hostel accommodation which will accommodate ex offenders. This creates a reason for ex-offenders to travel to Newport from surrounding authorities.

NOMS says "The 'Supporting People' programme recognises that some people will need access to housing related support outside of their home or originating area. This may be due to such factors as: posing a risk to themselves or others, fleeing violence including domestic violence, needing to access specialist support services or living a transient lifestyle.

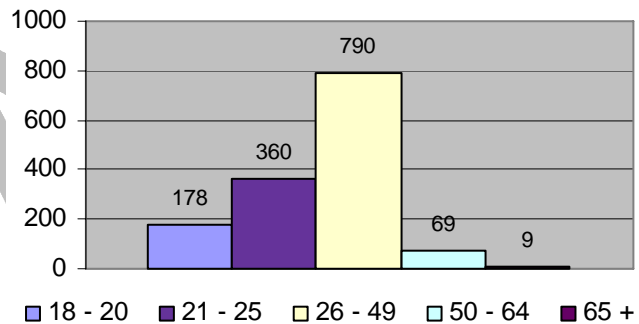
Gwent is one of 42 Probation areas in England and Wales. Information relating to offenders processed by the Probation service is collated on the OASys system (Offender Assessment System) and divided by Police Divisions; A Newport, B Monmouthshire and Torfaen and C Caerphilly and Blaenau Gwent.

During 2007/2008 a total of 1406 offenders were found guilty of an offence and received a pre-sentence report from Gwent Probation. Of those, the majority, 1206 were male and 200 were female. The greatest proportion; 56%, of offenders were between the ages of 26 and 49, followed by age 21 to 25 (26%).

Offenders by Gender



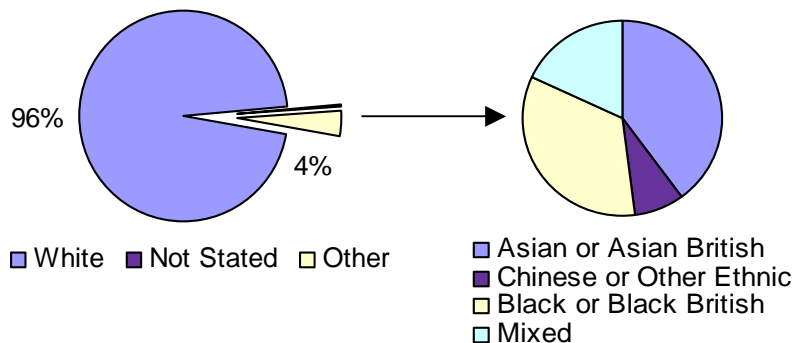
Offenders by Age



96% of the offenders were white (white British / white any other white background), 50 offenders were Asian, Chinese, Black or of mixed ethnic origin, a further 7 people (less than 1%) did not state their ethnicity.

Ethnicity	No.
White	1349
Asian or Asian British	20
Black or Black British	17
Chinese or Other Ethnic	4
Mixed	9
Other	50
Not Stated	7

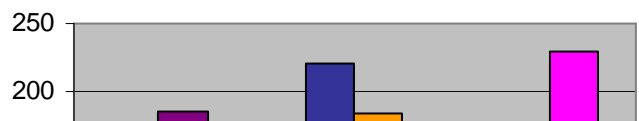
Offenders by Ethnicity



The OASys system identifies areas of need which have contributed to the persons offending behaviour. There are 10 areas of need, including; accommodation, substance misuse and financial management. The needs identified by all 1406 offenders are as follows:

	Total

Identified Needs - All Offenders



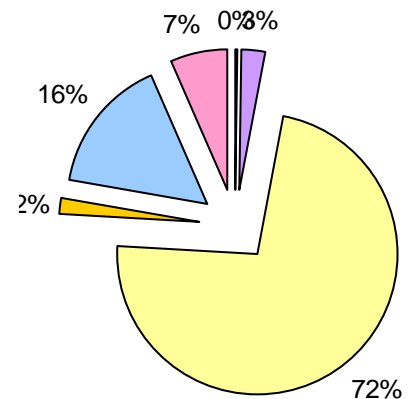
	No.	%
Accommodation	130	9%
Alcohol misuse	186	13%
Attitudes	149	11%
Drug misuse	89	6%
Education, training & employment	220	16%
Emotional well-being	184	13%
Financial management & income	74	5%
Lifestyle & associates	150	11%
Relationships	159	11%
Thinking & behaviour	230	16%
Total	1406	

Overall the area of need identified most often as a contributing factor to their offending behaviour was 'thinking and behaviour' closely followed by 'education, training and employment'. The needs identified by male and female offenders vary; the top 3 needs identified by male offenders were 'thinking and behaviour' (17%), 'education, training and employment' (16%) and 'alcohol misuse' (14%). Whereas the needs identified by female offenders were; 'education, training and employment' (14%), 'emotional wellbeing' (13%) and 'thinking and behaviour' (11%).

OASys records offenders accommodation status; 1026 of the 1406 offenders were accommodated in permanent independent accommodation. However, 3% had no fixed abode, 16% were transient or accommodated in short term housing and 2% were in supported housing.

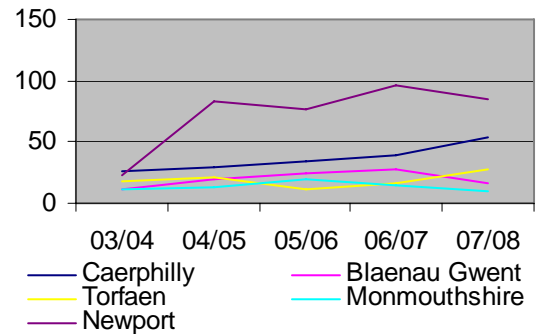
Offenders Accommodation Status by Gender

Area of Need	Total		Male		Female	
	No.	%	No.	%	No.	%
Bail / Probation Hostel	2	0%	2	0%	0	0%
No Fixed Abode	40	3%	38	3%	2	1%
Permanent Independent	1025	73%	878	73%	147	74%
Supported Housing	27	2%	25	2%	2	1%
Transient / Short Term	220	16%	187	16%	33	17%
No Information / Blank	92	7%	76	6%	16	8%
Total	1406		1206		200	



Statistics on homelessness (WHO 12) including the number of vulnerable people in priority need, one of the categories defined as vulnerable are those people who are ex-offenders or with an offending history. The table below show the total number of people who are homeless and a former prisoner who after being released from custody has no accommodation to return to from 2003/08:

	03/04	04/05	05/06	06/07	07/08
Gwent	89	168	166	193	191
Caerphilly	26	30	34	39	53
Blaenau Gwent	11	20	24	27	17
Torfaen	18	22	12	16	27
Monmouthshire	11	13	19	14	9
Newport	23	83	77	97	85



The numbers of former prisoners, who are homeless, following an increase between 2003 and 2005, appears to be fairly stable across Gwent. During 2007/08 there were a total of 191 people in Gwent homeless due to being a former prisoner, which included; 174 (91%) single males and 16 females.

GNME Analysis: Shows that 45 out of 4300 GNMEs were completed by ex-offenders or people with an offending history, 30 men and 11 women (4 undisclosed). There was a high occurrence of those who indicated they also had substance misuse issues and were experiencing homelessness.

Cross Boundary Movement: NOMs says that cross authority arrangements are the ways in which 'Supporting People' administering authorities and service providers should work. Supporting People' also recognises that there are people who either do not have a home area e.g. transient drug users or are not able to return to that area due to such things as victim issues or exclusion by court or licence conditions. To accommodate these people authorities in a region are expected to plan to meet the needs of these 'Cross Authority Service Recipients.'

A Probation Hostel in Cardiff accommodated ex-offenders from Gwent for a total of 15 nights during 07/08.

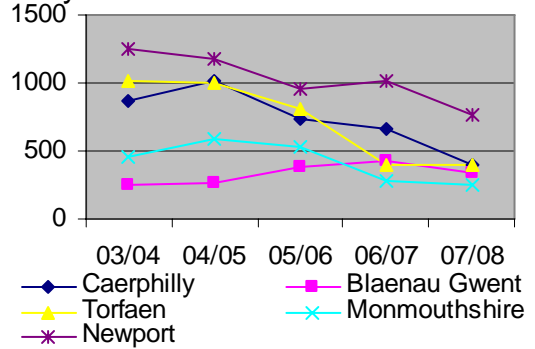
E10 Homeless

Supply: The provision for people who are homeless or at risk of becoming homeless across Gwent consists of hostel accommodation, supported housing and floating support services. Newport, Caerphilly and Monmouth have direct access hostel provision. The hostel in Newport operated by Solas is a designated regional scheme and is accessible by people across Gwent. Each of the authorities has a floating support service and there also designated services for women, resettlement and young people. Monitoring information shows a high demand for and utilisation of existing services.

Under Development: Arosfa Hostel; this is a redevelopment of an existing hostel which is no longer fit for purpose. A 24 hour support service will now be available within the new homelessness hostel. The new hostel will provide 20 units of accommodation to single people and families.

Needs Mapping Information: The WHO 12 statistics, show the total number of enquiries made to homelessness departments across Gwent between 2003 and 2008. The numbers of enquiries in Gwent have fallen year on year since 2004:

Year	03/04	04/05	05/06	06/07	07/08
Gwent	3847	4036	3401	2795	2149
Caerphilly	873	1015	740	666	399
Blaenau Gwent	250	266	375	423	335
Torfaen	1012	996	808	403	400
Monmouthshire	461	585	525	285	249
Newport	1251	1174	953	1018	766



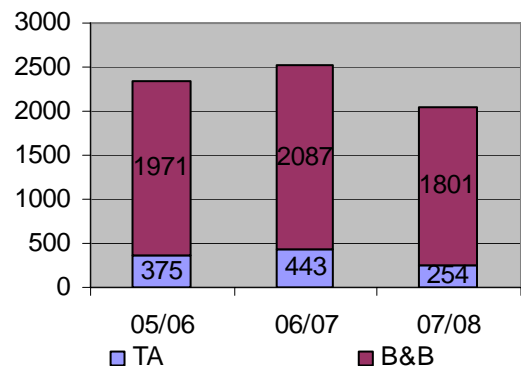
The number of people found to be eligible for assistance, unintentionally homeless and priority need is shown in the table below. Also shown is the breakdown type of households which make up the 1260 people in 2007/08.

Year	03/04	04/05	05/06	06/07	07/08
Gwent	1388	1576	1462	1317	1260
Caerphilly	436	440	330	291	228
Blaenau Gwent	73	91	155	148	115
Torfaen	400	386	341	166	218
Monmouthshire	193	292	245	157	137
Newport	286	367	391	555	562

Households with dependent children	479
Households where a member is pregnant	67
Households where a member is vulnerable	698
Homeless in an emergency	16

Bed and Breakfast is generally accepted to be an unsuitable form of accommodation for vulnerable people except in emergencies. Local Authorities have agreed with the Welsh Assembly, through the National Homelessness Strategy for Wales 2006-2008, to reduce the length of time homeless people spend in B&Bs and also find alternative options for temporary accommodation. The table below shows the number of people placed in temporary accommodation and of those the number placed in B&Bs:

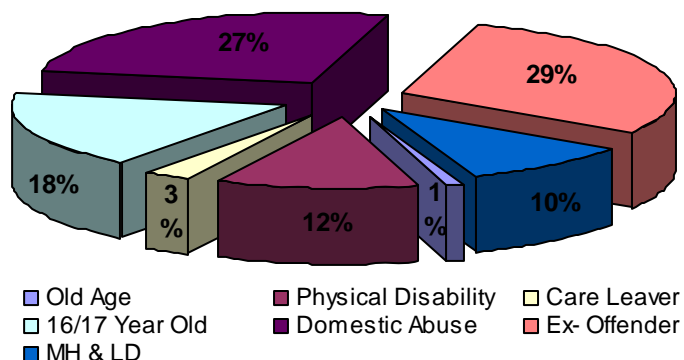
Year	05/06		06/07		07/08	
	TA	B&B	TA	B&B	TA	B&B
Gwent	1971	19%	2087	21%	1801	14%
Caerphilly	493	11%	451	17%	271	14%
Blaenau Gwent	92	37%	71	41%	54	30%
Torfaen	537	26%	584	18%	457	6%
Monmouthshire	417	12%	540	11%	558	6%
Newport	432	24%	441	39%	461	31%



The percentage of people temporarily accommodated in B&Bs in Gwent has fallen by 7% in last year to 271 people. The need for additional temporary accommodation and appropriate short term housing has been identified.

The table below demonstrates WHO12 statistics for Gwent and highlights the number of homeless households, who are in priority need and have been defined as vulnerable. Seven of the categories identified in the WHO12 statistics correspond to client groups identified by Gwent Supporting People teams:

Vulnerable due to / Year	07/08
Old Age	7
Physical Disability	76
Mental Health & Learning Disability	65
Care Leaver	18
16 /17 Year Old	112
Domestic Abuse	170
Ex-Offender	191
Of Those Vulnerable who are BME	95



The categories which represent the greatest number of people are; ex-offenders (29%), domestic abuse (27%) and those which are young and vulnerable, including care leavers and 16/17 years olds (21%).

GNME Analysis: Has shown that, as with previous years, homelessness is the main need identified by the majority of people competing the GNME; 2008 people out of 4300, 47%. 1001 people were male and 886 were female (121 undisclosed) and the majority, 72%, were aged 18 to 39.

Cross Authority Movement: People who are homeless are traditionally viewed as transient; evidence shows that people from Gwent are accessing homelessness services in all of the surrounding local authorities. The transient nature of homelessness creates additional problems such as problems accessing benefits and healthcare.

Homeless Link (<http://www.homeless.org.uk/policyandinfo/facts/statistics>) says 'Exact numbers of homeless people are very difficult to ascertain given the transient nature of the homeless population. People who sleep on friends' floors, stay in squats and other insecure accommodation are often not known. Even rough sleepers are difficult to count as people bed down at different times, move about, hide away and travel on all night buses'

In order to contribute to a complete picture of need it is necessary to try and ascertain the number of service users leaving Gwent to access services, whether this is by choice or necessity. The focus of this information is on services users who are homeless or potentially homeless who access service in Gwent's neighbouring English and Welsh local authorities.

The table below shows the number of service users accessing direct access hostels and homeless provision outside their local authority during 07/08:

Movement out of County	B	C	M	N	T
Gwent to England*	0	0	1	2	0
Gwent to other Welsh LA*	4	44	0	2	4
Total Movement Out of County	4	44	1	4	4
Total:	57				

* Gloucestershire, Powys, Merthyr Tydfil. Rhondda Cynon Taff

Not all hostels collect or have access to information relating to where service users come from. There was also no information available from any direct access services in Bristol. Therefore it would be suggested that these numbers under represent the true picture of cross boundary movement.

There is a considerably higher number of people from Gwent accessing direct access services in Cardiff, this may be for a multitude of reasons, including; transport links to the City, lack of local services and the perceived assumption that there are more services and opportunities in Cardiff as the capital of Wales.

From 1st April 07 to 28th May 08, 840 people accessed front line and direct access services in Cardiff, of these 128 (15%) have no details recorded of birthplace, where they were brought up or their whereabouts of their last stable home. Of the remaining 712, 80 (11%) have a connection to Gwent and of these 39 have no obvious connection to Cardiff. There connections to Gwent are as follows:

	B	C	M	N	T	Total
Origins Include	11	37	8	29	1	86
No obvious local connection to Cardiff	7	18	3	11	1	40

The 80 service users with a connection to Gwent have accessed 9 schemes providing direct access homeless provision for a total of 4630 nights, an average of 8 weeks each (58 days), as shown below:

Frontline Provision	No. Nights
Ty Gobaith (Salvation Army)	1778
The Huggard Centre (C.A.S.H)	651
The Huggard Centre – Night Centre (C.A.S.H)	85
Sir Julian Hodge Centre (The Wallich)	369
Nightshelter (The Wallich)	603
Cold Weather Beds (The Wallich)	69
Tresillian House (Cardiff CC)	242
Tresillian House - Emergency Beds (Cardiff CC)	288
The Walk (YMCA)	545
TOTAL No. Beds / Nights	4630

The same 80 service users with a connection to Gwent have also accessed 13 different projects providing temporary accommodation and supported housing for a total of 1435 nights, an average of 2.5 weeks each (18 days). Those specifically for homelessness represent 824 nights and are shown below:

Temporary Accommodation / Supported Housing Provision	Client Group	Service Type	No. Nights
Temporary Leased Accommodation (CCC)	Non SP		183
Huggard Supported Housing (C.A.S.H)	E10	DA	38
Mandeville House (Probation Service)	Non SP		15
Oak House (United Welsh H.A.)	E1 E3 E4 E5	SH	61
Northlands (Salvation Army)	E10	SH	233
Ty Gobaith – Resettlement (Salvation Army)	E10	DA	126
YMC8 (YMCA)	E10	SPH	68
Ambassador (YMCA)	E8 E10	DA	100
TOTAL No. Beds / Nights	824		

The same 80 service users have also represented 47 nights sleeping rough since 1st April 2007 and 1808 nights since August 2002.

The nature of the Cardiff Council data recording system Eroof has the ability to track service users and show their current accommodation. On the 28th May 2008, 38 of the 80 service users location was not known, the remaining 42 were recorded as being in the following accommodation:

Current Accommodation Status (Snapshot 28 th May 2008)	No. SUs	Nights	Current Accommodation Status cont. (Snapshot 28 th May 2008)	No. SUs	Nights
Unknown	38		Dyfrig House (Pen Yr Enfys)	1	41
Rough Sleeping	3		Local Authority Care (CCC)	1	
Deceased	2		MAST Cymru	1	
Prison	2		PREP Projects (United Welsh HA)	1	364
Ty Gobaith (Salvation Army)	5	834	PRS Accommodation	1	
Ty Gobaith – Resettlement	5	756	The Walk (YMCA)	1	41
Huggard Supported Housing (CASH)	4	1070	Cadwyn Housing Association	1	
The Huggard Centre (CASH)	2	291	Linc Cymru Housing Association	1	
Community House (The Wallich)	2	240	Out of County (Caerphilly)	2	
Riverside Project (The Wallich)	2	471	Out of County (Enfield)	1	
Tresillian House (CCC)	1	270	Out of County (Penarth)	1	
Tresillian House – Emergency Beds	1	37	Out of County (hostel)	1	
TOTAL Service Users	80		TOTAL No. Nights		4415

E12 and E13 Vulnerable Single and Two Parents Families

Supply: The provision of housing related support to vulnerable single parent and two parents families in Gwent is limited to floating support services. There are 11 units in Blaenau Gwent, 59 in Caerphilly, 12 in Newport and 36 in Torfaen. Monitoring information shows a high demand for and utilisation of existing services.

Needs Mapping Information: Stakeholder consultation identifies that there is a need to support very young, single and first time parents; sometime new parents feel very ill equipped to deal with a new baby and often experience difficulties setting up or maintaining a home. A need has also been identified for a service to support young pregnant women around housing issues, especially those who are homeless or threatened by homelessness.

GNME Analysis: Shows there were 106 vulnerable single parents and 38 vulnerable two parent families who completed the GNME. 88% of respondents were women and the majority (85) were aged 18 to 39. 20 people also identified themselves as having substance misuse issues, 1 person was an ex-offender and 59 people had mental health issues.

E17 HIV and AIDs

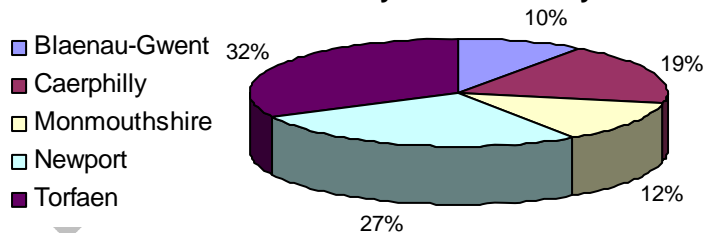
There are currently no housing related services specifically for people with HIV and AIDs in Gwent. No needs mapping information of stakeholder consultation has been received for this client group. GNME analysis identified 1 person during 2007/08 as a person with HIV or AIDs who required housing related support.

Pan-Gwent GNME analysis 2007/08:

During 2007/08 a total of 5214 GNMEs were received by the 5 SP teams in Gwent; 59% were completed by women and 41% by men. Most of the GNMEs were completed by people between the ages 18 to 24 (25%) and 25 to 39 (30%).

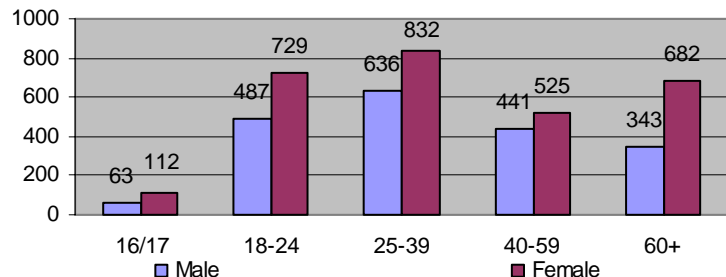
Blaenau Gwent	500
Caerphilly	977
Monmouthshire	648
Newport	1396
Torfaen	1693
Total	5214

Total GNME Returns by Local Authority



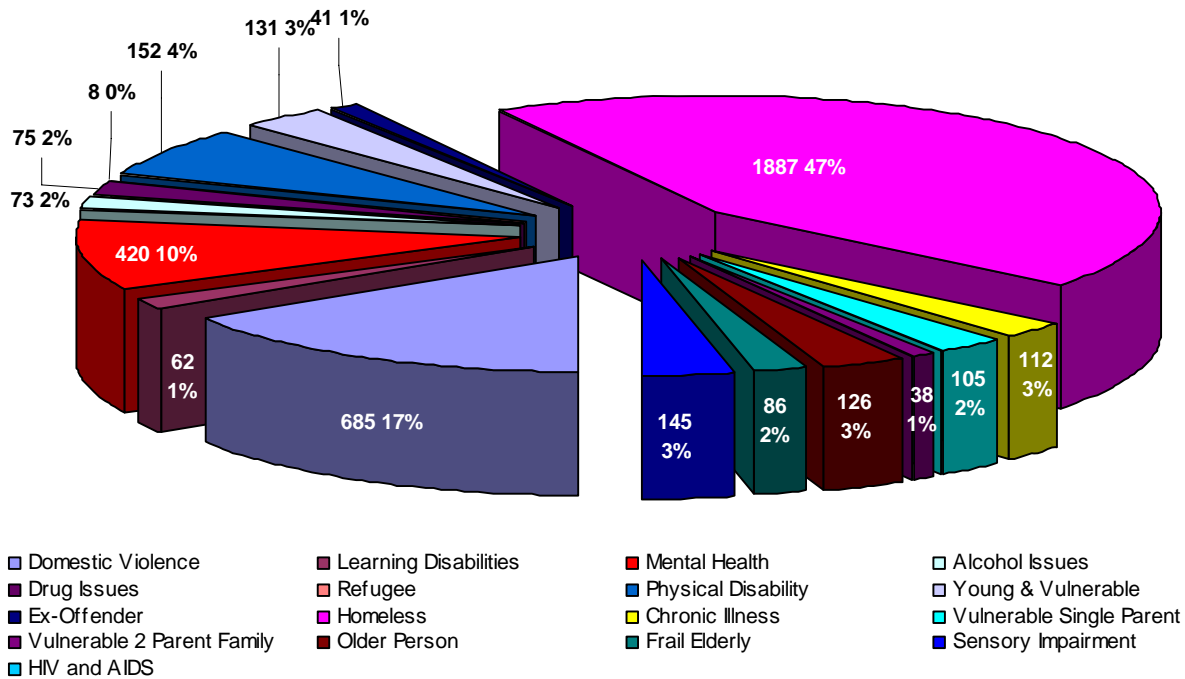
Age	Male	Female	Total
16/17	63	112	175
18-24	487	729	1216
25-39	636	832	1468
40-59	441	525	966
60+	343	682	1025
Total	1970	2880	4850

GNME Returns by Age & Gender



The chart below showing the main area of need is based on the combined GNME returns of the five Gwent local authorities. Homelessness is the highest indication of need, representing 44% of people completing the GNME; this is not unexpected since it is recognised as an ongoing issue throughout the Gwent area.

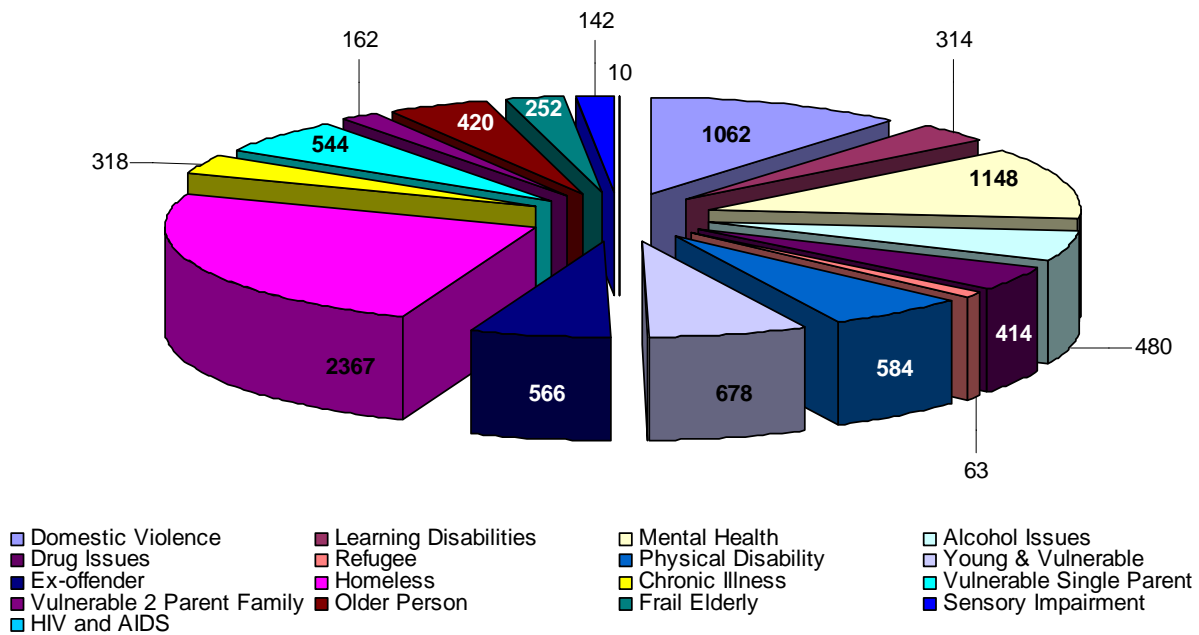
Main Need in Gwent 2007/08 (of 4300 responses)



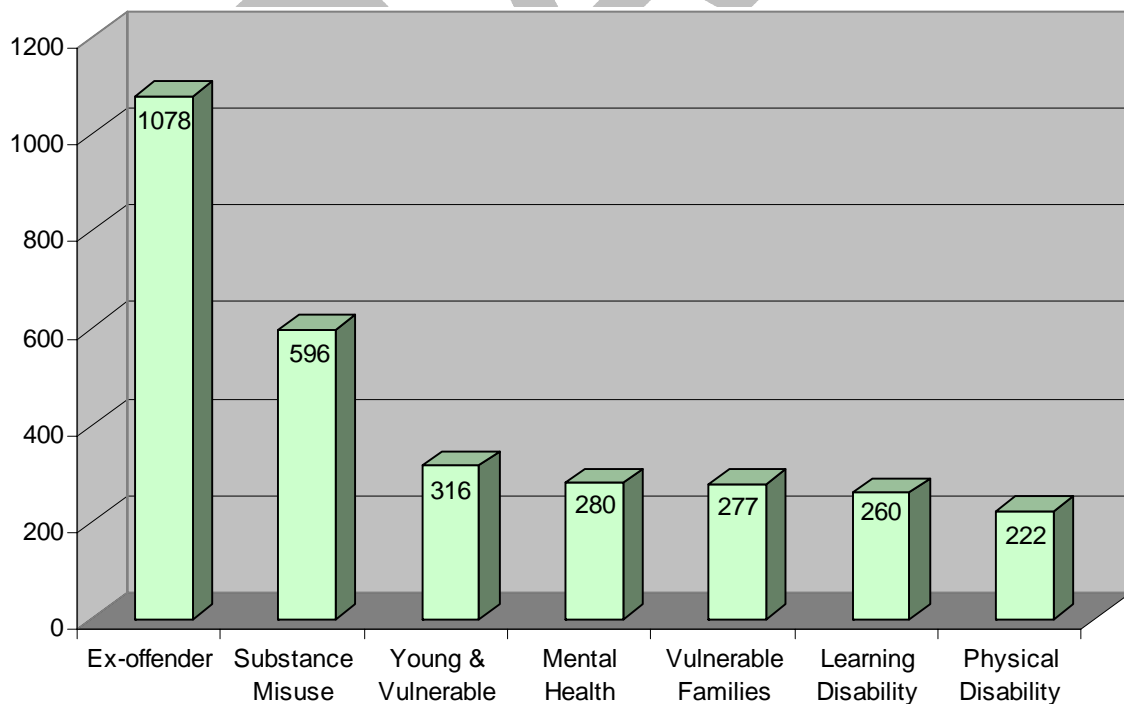
There is a certain degree of consistency among the five authorities for the top five main needs, in particularly for homelessness, mental health issues and domestic abuse, which occur all five of the Gwent authorities. The table below shows the top five main needs for each Gwent LA based on GNME data from 2207/08:

Main Need	Blaenau Gwent	Caerphilly	Monmouth-shire	Newport	Torfaen	Gwent
1	Homeless	Homeless	Homeless	Homeless	Homeless	Homeless
2	Domestic Abuse	Domestic Violence	Domestic Abuse	Mental Health	Mental Health	Domestic Violence
3	Mental Health	Ex -Offender	Mental Health	Domestic Abuse	Domestic Abuse	Mental Health
4	Drug Dependent	Mental Health	Single Parents	Young & Vulnerable	Physical Disability	Physical Disability
5	Learning Disability	Single Parent	Older People	Drug Dependent	Older People	Sensory Impairment

The chart below shows the pan-Gwent GNME analysis for 2007/08 on level of need, showing the number of people who indicated any level of need for each of the client group categories. The high numbers citing homelessness, domestic abuse and mental health as a support need reinforces the numbers citing them as a main need as discussed previously.



The high number of people indicating homelessness as a main need does not necessarily represent the true picture with regard to their primary need for support as their predominant need is for accommodation. There were 2008 people whose primary need was homelessness, the following chart shows the secondary area of need where homelessness has been identified as their primary need:



A more detailed analysis of other support needs of those indicating homelessness as a main need, as shown in the above chart, clearly demonstrates that issues around ex-offending, substance misuse (E4 and E5) and being young and vulnerable have strong

links to their current homelessness status and probably represents a much more accurate position as regards the service users' support needs.

Regional Priorities

Supporting People Teams across Gwent recognise the potential to develop regional projects; at the SPRPG on the 15th July 2008 members completed a matrix for their local authority, scoring each of the client groups on given categories. These scores were combined to produce a priority list for Gwent. The table below shows the priority given to each client group:

Gwent Priority Client Groups	
1	Substance Misuse
2	Homeless
3	Mental Health
4	Domestic Abuse
5	Young and Vulnerable
6	Ex-Offender
7	Vulnerable Families
8	HIV and AIDs
9	Refugees