



Supporting People

Local Commissioning Plan

Annual Update

2019-2020

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INTRODUCTION

Introduction

This annual update of the Supporting People Local Commissioning Plan (LCP) has been produced by the Supporting People Team and Supporting People Planning Group instead of a new three-year Local Commissioning Plan due to changes announced by the Welsh Government in October 2018. These substantial changes to the programme have arisen as a result of the implementation of the Funding Flexibilities programme which will, from April 2019, take the form of two new funding streams namely Housing Support Grant and Children and Communities Grant. Rather than Supporting People continue to be implemented as a stand-alone grant and programme, the programme will now become the major part of the integrated Housing Support Grant along with Homelessness Prevention Grant and Rent Smart Wales (Enforcement) Grant.

2019/20 will be a transition year for the new Housing Support Grant and it is not expected that full implementation will occur before 2020/21 as new governance arrangements, grant conditions and guidance need to be fully embedded. Thus this document follows the previous format while these changes are being developed over the next two years.

This change reinforces the direction of travel highlighted in the revised Supporting People guidance issued by the Welsh Government in June 2018, namely to focus the programme more on homeless prevention and the implementation of the Housing (Wales) Act 2014. However, the programme will also continue to make important contributions to the implementation of a number of other Welsh Government legislation including: The Well-being of Future Generations (Wales) Act 2015; the Social Services and Well-being (Wales) Act 2014 and the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. The programme also works to complement the Council's corporate priorities and other strategies and initiatives, especially in the areas of early intervention and prevention.

This annual update includes information on the supply of supported accommodation available in Newport along with the identification of future needs and specific projects to address current gaps in supported housing provision. The programme continues to change due a number of external factors including: Welsh Government priorities; national legislation; local strategic demands; the final implementation of the Aylward Review recommendations and the welfare reform agenda. However, despite the continuing challenges, during the past year new schemes and the re-modelling of existing schemes have continued to address the changing demands of vulnerable people in the borough (see section on Progress in Service Development 2017/18)

The new guidance focuses the programme more specifically on the prevention of homelessness and allows for more flexibility in service delivery to respond to the challenge of an ever-increasing demand for services funded under the programme, including new initiatives to combat rough sleeping, youth homelessness and the development of Housing First projects.

The local Planning Group and Supporting People Team continue to review and remodel all services to comply with grant conditions and national and regional priorities to ensure services are of good quality, value-for-money and are strategically relevant. This work contributes to the wellbeing goals and sustainable development principle of the Well-being of Future Generations (Wales) Act 2015. All schemes under contract have now been reviewed, some for a number of times, resulting in all being re-modelled, re-tendered or de-commissioned.

Newport continues to play an active part in the work of the Regional Collaborative Committee (RCC), which has focused on developing a work plan through a series of development days to improve cross-authority working. This has concentrated on three areas: service user involvement, schemes for people with learning disabilities and older persons' support services. Additionally, a number of cross-authority schemes have been developed e.g. for gypsy travellers, women subject to domestic abuse issues and ex-offenders.

The Supporting People programme in Newport continues to respond creatively to emerging priorities and challenges, re-focusing resources to ensure it continues to provide much-needed and timely support to a wider range of the most vulnerable people in our community.

The City of Newport

The unitary authority area of Newport is the third largest urban centre in Wales. The latest mid-year estimate showed the population of Newport as 151,485 and is expected to continue to increase especially with the establishment of the new partnerships of the Cardiff Capital Region and Great Western Cities. The last census in 2011 shows Newport's population is an ageing one; there were 25,808 people aged 65 and over living within the authority area as at 30th June 2015. This includes a greater proportion of people over the age of 75 than ever before (*ONS, 2016*).

Newport has worked with all of its Housing Association partners to deliver against the housing needs identified within the Local Housing Market Assessment. The LHMA is showing an annual shortfall of 559 affordable housing units each year over the next 5 years. This is despite expecting to let nearly 1,200 units of affordable housing each year and also to develop 338 new units.

Family housing and flats for single people and couples are being delivered on numerous sites across the City including Glan Llyn the former steel works site, Bettws, Mon Bank Sidings and Jubilee Gardens, the former Alcan factory site.

The provision of housing for over 55s is also being developed with new schemes opening at Clevedon Road in Beechwood, St Matthews Church Maindee and Drinkwater Gardens in the Gaer; with other schemes undergoing refurbishment for example Blaen-Y-Pant in Malpas. There are plans to develop further accommodation for over 55s on Commercial Street, at Glan Llyn and in St Julian's.

Specialist housing schemes for residents with a learning disability have also been developed this year and a programme of further new schemes is under development.

Regeneration is happening strongly in Newport and Newport City Homes are currently delivering redevelopment in Pillgwenlly and are about to start the redevelopment of the Ringland shopping centre and surrounding area."

Newport is also the second most diverse unitary authority in Wales after Cardiff and the number of people from a non-white background in Newport has continued to increase from 10.1% at the 2011 Census, to nearly 12% of the population in 2017. For the whole of Wales the population of people from a non-white background is approximately 4.5% of the population. Additionally, the city is one of four Home Office dispersal areas for asylum seekers in Wales who are awaiting a determination of their refugee status. The City has also seen a rise in the number of EEA migrant workers, including those from the Roma community, and rough sleepers.

The Welsh Index of Multiple Deprivation 2014

The Welsh Index of Multiple Deprivation (WIMD) is the official measure of relative deprivation for small areas in Wales. The WIMD is made up of eight separate domains of deprivation: income, employment, health, education, housing, access to services, physical environment and community safety. These small areas are referred to as Lower Level Super Output Areas (LSOA) and there are 1,909 in Wales, with ninety-five (5%) in Newport.

The overall Index of Multiple Deprivation 2014 shows that fourteen of Newport's ninety-five LSOAs are in the most deprived 10% LSOAs in Wales. Three of these are located in Pillgwenlly, three in Bettws, two in Alway and two in Ringland. The combined indices also show that eight of Newport's LSOAs fall within the one hundred most deprived areas in Wales, compared to seven in the last WIMD of 2011. The information from WIMD also contributes to the Council's Community Profiles which are comprehensive analyses of each of the twenty wards in the borough that build on the WIMD domains and inform the Newport Public Service Board's Wellbeing Plan.

Supporting People – An Evolving Programme and Future Challenges

As well as the major change highlighted above, the Supporting People Programme continues to develop in response to the Aylward report's recommendations, economic circumstances, central and Welsh Government legislation and strategic priorities.

The 2017 Wales Audit Office report into the implementation of the programme by the Welsh Government has also led to a number of recommendations which will now form part of the implementation of the new Housing Support Grant, including re-visiting the issue of re-distribution of funding and learning disability schemes.

Newport, in common with other urban cities, has seen a marked increase in rough sleeping over the past three years, including a substantial rise in the number of lone females and couples. The team has been working closely with housing colleagues to improve local services and is jointly funding some new initiatives through new Welsh Government funding. Supporting People staff are members of the Homeless Action Group, Move-On Panel, Rough Sleepers Strategic Group and chairs the multi-agency Rough Sleepers Operational Group.

The Welsh Government's promotion of the Adverse Childhood Experiences agenda has seen some services being re-modelled on a trauma-informed basis, which is beginning to show better outcomes for some of our most challenging service users, especially those with a range of complex needs.

Central government's recent volte-face on the future funding of supported housing has been well-received in Wales, especially by housing associations which provide the great majority of properties for the sector. Refurbishment of existing schemes and the development of new projects can now continue without the uncertainty created by this proposed policy change.

Welfare reform continues to impact on the work of the programme as Universal Credit is rolled out across Wales. This new government 'single' benefit was introduced in Newport in November 2017 and has resulted in a marked rise in the number of referrals to our Financial Inclusion Project which has now raised over £500,000 in annualised additional funding for vulnerable families and single people.

Wales Audit Office Review: The Welsh Government's Supporting People Programme

During 2016 and 2017 the Welsh Audit Office carried out a review of the Welsh Government's Supporting People Programme examining whether the Welsh Government has put in place effective arrangements to manage the Supporting People Programme and ensure it is delivering high-quality and appropriately-targeted services. Eight recommendations were made, which will influence the future delivery of the Supporting People Programme; a copy of the full report can be viewed here:

<https://www.wao.gov.uk/system/files/publications/Supporting-People-2017-English.pdf>

National Assembly for Wales Committee Reports

The National Assembly for Wales published two committee reports in 2018 that concerned the Supporting People programme. Following the above WAO Review of the programme, the Public Accounts Committee investigated further in its Report 'The Welsh Government's Supporting People Programme' (May 2018) and in making 13 recommendations, highlighted concerns over the future funding of the programme, especially in relation to funding flexibilities and ring-fencing the grant: <http://www.assembly.wales/laid%20documents/cr-ld11557/cr-ld11557-e.pdf>

The second Report, published by the Equality, Local Government and Communities Committee in May 2018, entitled 'Life on the streets: preventing and tackling rough sleeping in Wales' echoed the concerns over the future funding for the Supporting People programme in its recommendations. Due to the close links between the programme and support for rough sleepers it recommended that the existing grant funding for the programme should remain a separate, ring-fenced grant: <http://www.assembly.wales/laid%20documents/cr-ld11517/cr-ld11517-e.pdf>

Following on from this Report, and the publication by Welsh Government of the 'Rough Sleeping Action Plan' in February 2018, funding has now been made available to develop additional projects to assist rough sleepers. The Supporting People Team submitted a successful joint bid with housing colleagues and the third sector to work with rough sleepers in the City. In addition, following the publication by the Welsh Government of the 'Housing First – National Principles and Guidance' document in February 2018, Supporting People will be working closely with partners to maximise funding opportunities allocated by Welsh Government for this new initiative.

The Welsh Government is clarifying its programme to reduce youth homelessness and Supporting People is preparing to contribute significantly to this agenda. In Newport we will build on our existing schemes and work with housing colleagues and the third sector to maximise funding bids for our young homeless people and care leavers.

The next two years will be crucial for the programme and the successful implementation of Housing Support Grant. It is imperative that the new regime delivers positive and sustainable outcomes for some of our most vulnerable citizens in conjunction with Children & Communities Grant projects and third sector colleagues.

Progress in Service Developments 2017/18

During 2017/18 a number of new services have been developed and improvements made to existing services as follows:

Women experiencing domestic abuse

- Increase in support hours for floating support and drop-in service for women from BEM communities

People with learning disabilities

- Continued funding for Newport out-of-county and shared lives placements
- New funding for move-on support hours in the three Council Neighbourhood Care Teams for people moving to more independent living

People with mental health issues

- Additional funding for one full-time support worker in an existing floating support scheme due to increased demand
- New funding for out-of-county placements receiving housing-related support

People with alcohol and/or drug issues

- Extension to the pilot floating support scheme for street drinkers and part-funding received from the Office of the Police and Crime Commissioner for Gwent
- Increased funding for hostels that provide accommodation and support for people with alcohol and/or poly drug use

People with refugee status

- Increased funding to provide more hours of support for two part-time refugee support workers to resettle refugees in Newport and find suitable accommodation

People with physical and/or sensory disabilities

- Funding for an additional one day per week in an existing older persons floating support scheme to support people who are visually impaired
- Post-evaluation, funding continued for a Physical Disabilities support worker

Young people who are care leavers and young people with support needs aged 16 to 24

- Development of a transitional accommodation scheme for four young people wanting to move towards greater independence
- Additional part-time support worker for existing young persons' floating support scheme

- Additional funding for support staff in a new permanent scheme for young people moving on from hostel and supported accommodation settings

Single-parent families and families with support needs

- Continued pilot funding for an additional support worker for families with very complex needs
- Gwent Gypsy Traveller Floating Project put on full contract after evaluation of pilot.

Single people aged 25 to 54 with support needs

- Increased funding for a fourth winter for support in a night shelter-type scheme for street homeless people, sofa surfers, rough sleepers etc.
- Additional funding to provide more support in a day centre for homeless single people
- Increased funding for hostels providing support for single people with varying issues

Generic floating support to prevent homelessness

- Additional funding for existing migrant worker support scheme
- Funding for an additional part-time Financial Inclusion Support Worker
- Re-modelling of crisis intervention scheme for statutory homeless people
- Funding for a new crisis support worker to also assist people on all waiting lists

Alarm services

- Review of funding for alarm services

Contribution to regional schemes

- Gwent Gypsy and Traveller Project now on full contract
- Contribution towards funding for a regional service user website and engagement
- Work on project group to develop a regional supported housing scheme for women and children experiencing domestic abuse with additional complex needs
- Establishing closer links between PREP (prison-leaver) schemes in Gwent for prison-leavers and collaboration on Gwent Pathways scheme for ex-offenders

The above clearly illustrates the breadth and depth of the programme in Newport by continuing to provide a wide range of services to a very varied client group in response to changing needs and priorities.

1 STRATEGIC PRIORITIES

The Supporting People Programme remains one of the most crosscutting initiatives created by central government and has links with a number of national and Welsh Government areas of legislation, national and local strategies, plans and agendas. These include the Welsh Government's Well-being of Future Generations (Wales) Act 2015, Social Services and Well-being (Wales) Act 2014, the Housing (Wales) Act 2014 and the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Strategies include the third Strategy for Older People in Wales, the Reducing Re-offending Strategy, Substance Misuse, Autism and Mental Health strategies.

Important local plans include the Newport Well-being Plan, the Newport Corporate Strategy alongside regional plans and initiatives e.g. Area Planning Board (Substance Misuse) Plan, Gwent Mental Health Strategy, the Gwent Learning Disability Strategy, Gwent Frailty Project and In One Place as well as the impending Gwent Homelessness Strategy.

The Well-being of Future Generations (Wales) Act 2015

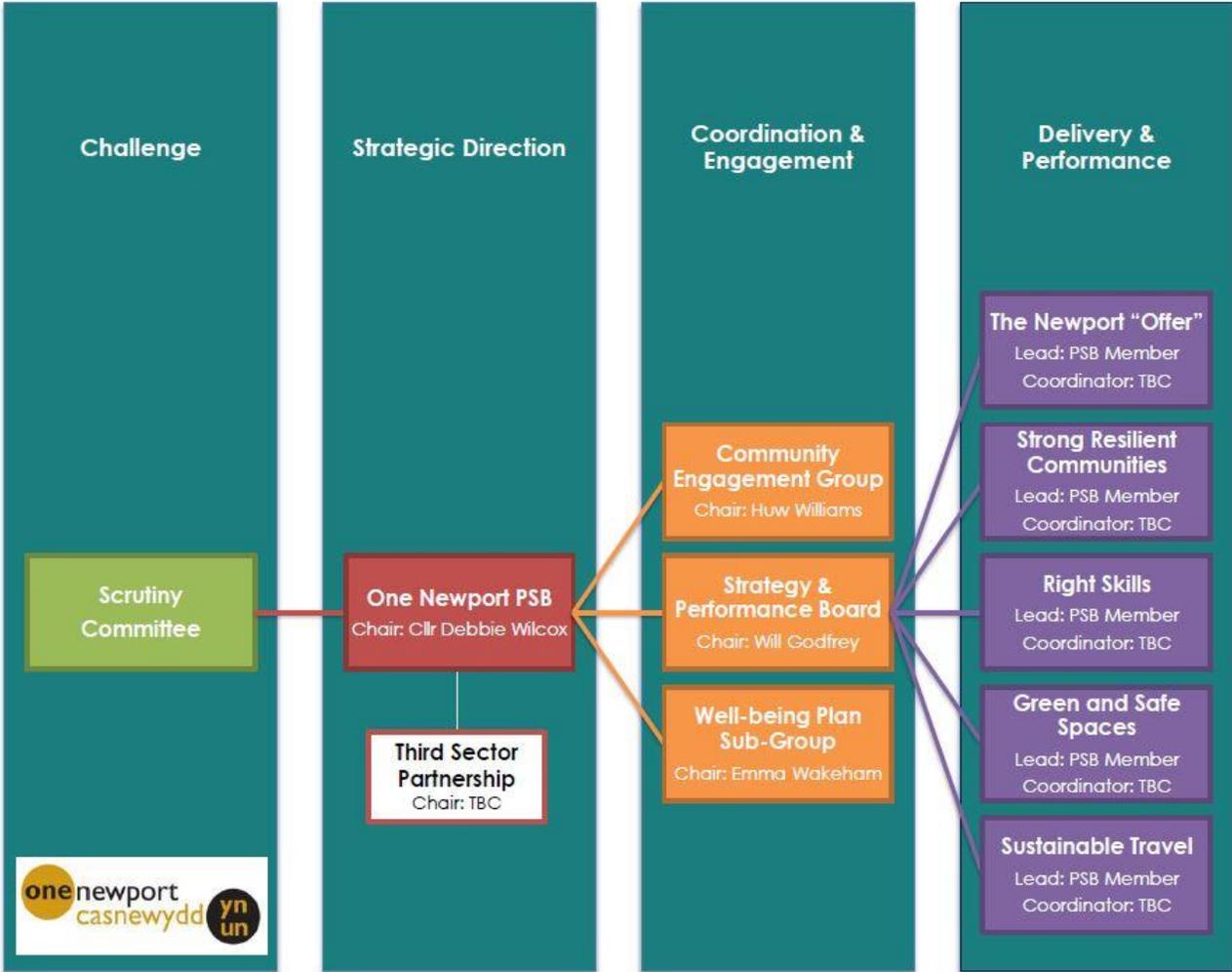
The Act seeks to strengthen existing governance arrangements for improving the social, economic and cultural well-being of Wales to ensure that present needs are met without compromising the ability of future generations to meet their own needs. Public bodies listed in the Act need to think about the long term, work better with people and communities and each other and look to prevent problems and take a more joined-up approach.

The Act requires local authorities to have a statutory Public Service Board, a governance structure, a five-year Well-being Plan and operate under five ways of working: long-term, prevention, integration, collaboration and involvement. The Act sets out seven integrated well-being goals, which comprise the shared vision for all public bodies.

The Supporting People programme makes a clear contribution to five of these goals: a prosperous, resilient, healthier, more equal Wales of cohesive communities and will work in collaboration on specific projects to deliver agreed priorities identified in the Well-being Plan.

A new Outcomes framework for all ten programmes funded under the 'flexibilities' banner is being developed by Welsh Government to reflect the Act's well-being goals and Supporting People will be part of this initiative.

The diagram below shows the governance and delivery arrangements for Newport's Well-being Plan.



Newport City Council Corporate Plan (2017-2022)



The Corporate Plan's mission is 'Improving People's Lives' which is core to the activities of the Supporting People Programme. In addition, the core principles of enabling, early intervention and prevention, a tailored approach, evidence based and a citizen role are evident in both the service delivery and planning & commissioning of our services.

The plan has to mesh with the Newport Well-being Plan and the Council have agreed four wellbeing objectives, two of which – 'To enable people to be healthy, independent & resilient' and 'To build cohesive & sustainable communities' – are particularly relevant to the work of the Programme.

Many schemes work with our most vulnerable citizens to equip them with the skills to enable them to achieve greater independence in their lives.

Housing (Wales) Act 2014

The Housing (Wales) Act is a major piece of legislation that links housing with national strategies such as community safety, children and young people, health and social care, older people, business and economy. The Act prioritises that essential support should be provided to people to assist in finding and keeping a home and is having a far reaching impact on the services that are being developed under the Supporting People Programme.

The duty on Local Authorities to take 'all reasonable steps to achieve a suitable housing solution for all households which are homeless or threatened with homelessness'; is leading to a significant increase in demand for Supporting People-funded services. The Supporting People Programme is responding to this challenge by working closely with the Housing Needs Unit team to remodel existing services, develop new specific support services and has a specialist support worker team based alongside homelessness and housing options officers to meet this strategic agenda. In addition, close collaboration on new initiatives for rough sleepers, the Housing First model and youth homelessness will maximise any funding available.

The revised Supporting People Guidance (July 2018) highlights and prioritises the direct link the programme makes to the prevention of homelessness. However, it is acknowledged that more needs to be done to evidence the preventative work that schemes funded by the programme undertake on a daily basis that contribute to this agenda.

The recently published WG Housing Support Grant 2019-20 Supplementary Guidance also highlights the crucial contribution the programme will make to this new grant funding stream

including the vision for the programme: 'A Wales where nobody is homeless and everybody has a safe home where they can flourish'.

Officers from Supporting People were also involved in the production of the new Regional Homelessness Strategy, as required by Welsh Government to be in place by the end of 2018. Local Homelessness Delivery Plans will also show the contribution the programme will make enhancing existing schemes funded under Homelessness Prevention Grant and jointly funding new projects.

Social Services & Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act provides the legal framework for improving the well-being of people who need care and support, carers who need support, and for transforming social services in Wales.

The Act recognises the growing number of people accessing social services. In order to help meet and reduce the demand it outlines the need for increased comprehensive early intervention and intensive support services. Supporting People services play a vital role in providing preventative support to vulnerable people in order to meet this strategic agenda and in Newport the programme funds support posts in the First Contact, Neighbourhood Care Network and Hospital Social Work teams.

Schemes funded under the programme directly support the work of both adults and children's social services and include: supported living, shared lives and floating support for people with learning disabilities and developmental disorders/autistic spectrum; supported housing and floating support for people with enduring/diagnosed mental health and dual diagnosis; floating support for people aged 55+ and for people experiencing the on-set of dementia/memory loss and services for children aged 16+ ranging from supported housing and floating support to mediation schemes.

The move to develop schemes that improve accommodation options to increase independence for people with learning disabilities is championed by the programme as it aligns well with the enabling, empowering and strengths-based ethos that drives Supporting People.

As part of the Housing Support Grant, the programme will still be expected to work with programmes that are now included in the new Children and Communities Grant that support the work of the Council's social services departments including closer collaboration on commissioning of services that include a housing element.

The Supporting People Programme has been called 'the second social services' but it needs to evidence its contribution to this agenda in a more robust way. The team has also provided social work placements for students for a number of years and gives an opportunity for students to meet with clients with a wide range of issues.

Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015

This legislation focuses on the prevention of violence against women, domestic abuse and sexual violence, the protection of victims and support for those affected by such issues. The Act aims amongst other things to:

- Improve arrangements to promote awareness of, and prevent, protect and support victims of gender-based violence, domestic abuse and sexual violence
- Introduce a needs-based approach to developing strategies which will ensure strong strategic direction and strengthened accountability
- Ensure strategic level ownership, through appointment of a Ministerial Advisor who will have a role in advising Welsh Ministers and improving joint working amongst agencies across this sector
- Improve consistency, quality and join up of service provision in Wales

In Newport, the programme currently funds three refuges (women only) and three floating support schemes (gender neutral) and has increased funding for this client group over the past five years. A new-build supported housing scheme is also in development for women with complex needs, in addition to domestic abuse problems and is a joint venture between Caerphilly, Torfaen and Newport Supporting People.

Newport is involved in discussions with a number of South Wales local authority SP teams to develop a regional response for male victims of domestic abuse led by Cardiff Council. It is expected that the new scheme will start in 2019/20 and will include both fixed accommodation and floating support options. A member of the team has also been trained and accredited to deliver training sessions to staff and stakeholders around areas of the Act.

The programme also has to be mindful of two recent documents outlining good practice in the commissioning of services for women experiencing domestic abuse when services are commissioned, re-modelled or re-tendered. The Lloyds Foundation guidance is more generic whilst the recent Welsh Government guidance sets the commissioning of services within the framework of the VAWDASV (Wales) Act 2015. As the Supporting People programme provides by far the greatest amount of funding for domestic abuse services in Wales it is important that programme officers are involved in any discussions on future commissioning arrangements.

As such, preliminary discussions are taking place between SP lead officers and colleagues in the regional VAWDASV and APB Substance Misuse teams and officers from the Office of the Police & Crime Commissioner to identify areas of common concern and where there are opportunities for closer collaboration and the joint commissioning of services.

Renting Homes (Wales) Act 2016

The Renting Homes (Wales) Act aims to make it simpler and easier to rent a home, replacing various complex pieces of existing legislation with one clear legal framework.

The Act was due to be fully implemented in 2017/18 but is still undergoing changes. Once implemented, the Act will require landlords to issue a written statement of the occupation contract which clearly sets out the rights and responsibilities of landlords and those renting from them. To help landlords comply with this requirement, the Welsh Government will provide free model contracts.

It is proposed that a six-month supported housing tenancy will be created under the Act with new clauses on evictions and extensions to the agreement which will have to be approved by local authorities. A decision is expected on the final shape of the Act for implementation in 2019/20

Welfare Reform Act 2012

The Welfare Reform Act continues to implement a wide range of reforms to the benefit system. The Act introduced Universal Credit (UC) which replaced six existing benefits and limits the total amount of benefit a person can claim. It has introduced a new size criteria or 'bedroom tax' and Local Housing Allowance rates in the social rented sector and a reduction in the amount of housing benefit that can be claimed for single claimants under the age of 35 years.

The change from Disability Living Allowance (DLA) to Personal Independence Payment (PIP) has also created a lot of concern for people migrating between the two benefits. These welfare reforms have impacted on the way tenants receive benefits and, in many cases, removes the option of having benefits paid direct to landlords resulting in increased arrears.

Over the past two years the Council's Financial Inclusion Support Workers have seen a steady increase in the number of referrals and have realized over £500,000 in increased annualised welfare benefits, grants and debt reduction for service users. With the guidance for the programme citing tackling poverty as a strategic priority, additional funding for financial inclusion services will be considered for 2019/20.

Other Strategic Links

Table 1: Supporting People links to strategic priorities and plans

| Strategy/Plan | Section | Links to Supporting People |
|---|---|--|
| NCC Corporate Parenting Strategy | Our Pledge to Children in Care: Provide safe and appropriate accommodation to young people leaving care | Homeless Action Group member. Young vulnerable people (16+) and care leavers are eligible client group categories for funding under the SP programme. SPPG funds schemes in Newport with 3 support providers, and a joint initiative with 4 Housing Associations to support young people to access and manage their tenancies. Work with Newport Youth Offending Service (YOS) in new developments. The YOS Manager is also a member of the SP Planning Group. Young Person's Accommodation Officer post embedded in children's teams. |
| WG Homes for Wales | Section 7: Better Services and Support | The Supporting People programme is cited as one of the many and varied housing services that provide support to enable people to find and keep a home. It is acknowledged that housing-related support and services can help people cope with their situation and get their lives back on track. |

| Strategy/Plan | Section | Links to Supporting People |
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| <p>WG Homelessness & Supporting People Networks Action Plan 2019/20</p> | <p>Development of a framework for the new Housing Support Grant</p> <p>Evidencing the programme's contribution to homelessness prevention</p> <p>Development of an individualized data collection system</p> <p>To work with the SAIL Project to evidence the benefits of the programme to health and other objectives</p> | <p>Supporting People will be the major funding stream in the new Housing Support Grant with a re-focus on homelessness prevention. Participation by SP officers in the development of the new framework will be key to its success.</p> <p>Closer working with Housing colleagues and the integrated Civica database will enable better recording and analysis of the programme's impact on preventing homelessness.</p> <p>As Supporting People and Homelessness use modules in the same integrated core data system (Civica) it is hoped that any new Wales-wide system will be able to import the data.</p> <p>It is a requirement of all partner organisations commissioned by Supporting People to actively participate in the SAIL Project by sharing relevant data.</p> |
| <p>Newport City Council Strategic Equality Plan and Equality Objectives 2016-2020</p> | <p>Equality Action Plan</p> | <p>The SP programme makes an important contribution and directly funds schemes that fulfil the following equality objectives: Equality objective 4: Tackling Poverty Equality objective 6: Tackling Hate Crime Equality objective 7: Domestic abuse and sexual violence Equality objective 8: Homelessness</p> |
| <p>WG Together for Mental Health. Delivery Plan: 2016-19.</p> | <p>Priority area 9: To enable people with mental health problems to have fair access to housing and related support and promote access to mental health services amongst people who are homeless or vulnerable housed.</p> | <p>The second highest number of people supported under the Supporting People programme are for people with mental health problems - diagnosed, undiagnosed and co-occurring e.g. with substance misuse issues.</p> <p>Newport has twenty-one dedicated SP schemes for people with mental health problems including sixteen long-term and medium-term accommodation-based and five floating support schemes, supporting over 230 people at any one time.</p> <p>Partnership work includes ABUHB Crisis House and Sanctuary projects, support workers located in St Cadocs MH Hospital and the planning of regional schemes e.g. forensic mental health, dual diagnosis, step-down support.</p> |

| Strategy/Plan | Section | Links to Supporting People |
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| WG The Strategy for Older People in Wales (phase 3) 2013-23 | Chapter 3: Age-friendly communities – housing | <p>The provision of a range of good quality, safe and affordable accommodation that enables older people to remain independently in their own homes for as long as practicably possible is highlighted in the strategy.</p> <p>The recent re-modelling of floating support schemes for all older persons aged 55 plus will now give equal access to this support for all people, regardless of tenure. The important contribution that the Supporting People programme makes to this agenda is outlined in the strategy.</p> |
| WG Ten Year Homelessness Plan for Wales 2009-2019 | Delivering the Vision – majority of sections | <p>The Plan focuses on prevention, placing the service user at the centre of service delivery, ensuring social inclusion and equality of access to services and making the best use of resources. The SP programme will make a significant contribution to realising these key objectives by targeting resources effectively.</p> |
| WG Working Together to Reduce Harm – Substance Misuse Delivery Plan 2016-2018 | Key Aim 2 - Support for substance misusers to improve their health and aid and maintain recovery. Outcomes 3 - Improve access to...housing services and 5 – Prevent homelessness | <p>The programme funds three specialist supported housing and floating support schemes for people experiencing substance misuse and alcohol issues. People access services via an open gateway referral and assessment process which is part of the integrated housing options and homelessness system.</p> <p>The Welsh Government have recently adopted the Housing First model, with allocated funding, which will target a number of homeless people with addiction issues into their own accommodation. Support from the above schemes will be vital in enabling tenants to sustain their accommodation and recovery.</p> |
| NCC Independent Living Strategy 2017-2022 | <p>Strategic Development of Supported Living Services.</p> <p>Key Actions to Developing Accommodation and Support Services.</p> | <p>The strategy aligns strongly with key elements of the Supporting People programme - namely an enabling ethos, greater empowerment and choice and maximizing people's independence.</p> <p>The new model of providing care and support has been championed by Supporting People and is showing real and sustainable benefits for service users.</p> <p>The programme currently funds five schemes for people with learning disabilities in supported living and 'shared lives' settings and one large floating support scheme for people with developmental disorders/on the autistic spectrum.</p> |

| Strategy/Plan | Section | Links to Supporting People |
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| Gwent Strategy for Adults with a Learning Disability 2012-2017 | Sections on Accommodation and Access to Education, Leisure, Day Activities and Life Skills | In Newport, the programme funds over £0.5 million per annum for accommodation-based and floating support schemes supporting people with a range of learning disabilities. In addition, over 60 people with developmental disorders/on the autistic spectrum are also supported in a specialist floating support scheme. |
| Gwent Regional Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 and Delivery Plans | Current Provision in the Region Needs Assessment Strategic Priorities | The strategy recognizes the significant contribution that housing-related support services funded by the programme make in addressing domestic abuse across the region and its empowerment approach in delivering services. Supporting People will work collaboratively with partners in the commissioning and re-modelling of services, especially in relation to the strategy's 'Strategic Priority 4: Make early intervention and prevention a priority' and 'Strategic Priority 6: Provide victims with equal access to appropriately resourced, high quality, needs-led, strength-based, gender responsive services throughout the region'. A member of the Supporting People Team is trained to deliver courses on 'Ask and Act', an early intervention initiative, to fellow professionals. |
| ABUHB In One Place project | Learning Disabilities and Mental Health Developments | Supporting People is a member of local and regional initiatives under this multi-agency programme. |
| ABUHB Project Groups | Alcohol Treatment Pathway Group Mental Health and Support Research Project Crisis House and Sanctuary Schemes groups | The regional health board recognizes the important contribution that the programme makes in preventing health interventions that are avoidable. Supporting People are therefore members of a number of project groups. |
| ABUHB, Public Health and NCC Integrated Well-being Networks: Baseline Review 2018 | IWN Lead organisations Linking roles | Supporting People is identified as a Lead Organization that also has a key linking role in the development and delivery of the emerging Integrated Well-being Networks. |

| Strategy/Plan | Section | Links to Supporting People |
|---|---|---|
| <p>WG Integrated Care Fund (ICF) Guidance</p> | <p>Priority areas of Integration.</p> | <p>The programme has to be mindful of funding and commissioning opportunities that ICF provides, both capital and revenue, as many eligible priority client groups are also included in the programme.</p> <p>Supporting People are members of the Regional Partnership Forum's Health, Social Care and Housing Group that scrutinizes ICF capital bids.</p> <p>Supporting People has also commissioned a Hospital Support Worker under ICF funding to assist in appropriate hospital discharge for more vulnerable patients.</p> <p>The programme also links into other ICF schemes in the provision of housing support to enable people to remain in their own homes for as long as practicably possible.</p> |
| <p>Newport Local Housing Market Assessment 2015-2020</p> | <p>Accommodation for Older People, Housing and Mental Health and Specialist & Supported Housing</p> | <p>Supporting People contributes to these sections, especially the analysis of unmet need for a number of vulnerable groups, to determine development/capital funding priorities for the future.</p> |
| <p>NCC Community Development Hub initiative</p> | <p>Flexible Funding Delivery Plan</p> | <p>As part of moving services closer to local communities, Supporting People services will utilize local hubs for support services and work in collaboration with other community services.</p> |
| <p>WG and All Wales Criminal Justice Board. A Framework to support positive change for those at risk of offending in Wales</p> | <p>Resettlement</p> <p>Reasons for Offending and Re-offending</p> | <p>Focusing activity on developing suitable and sustainable accommodation for offenders. Highlights accommodation as a social factor that is associated with an increased risk of re-offending.</p> <p>Three dedicated ex-offender schemes are funded by Supporting People in Newport and, in addition, two Gwent-wide projects for prolific and high-risk offenders are jointly-commissioned by all five Councils.</p> <p>A Supporting People outreach support scheme for street drinkers has also received match funding from the Office of the Police and Crime Commissioner for Gwent.</p> |

2 NEED, SUPPLY AND SERVICE GAPS

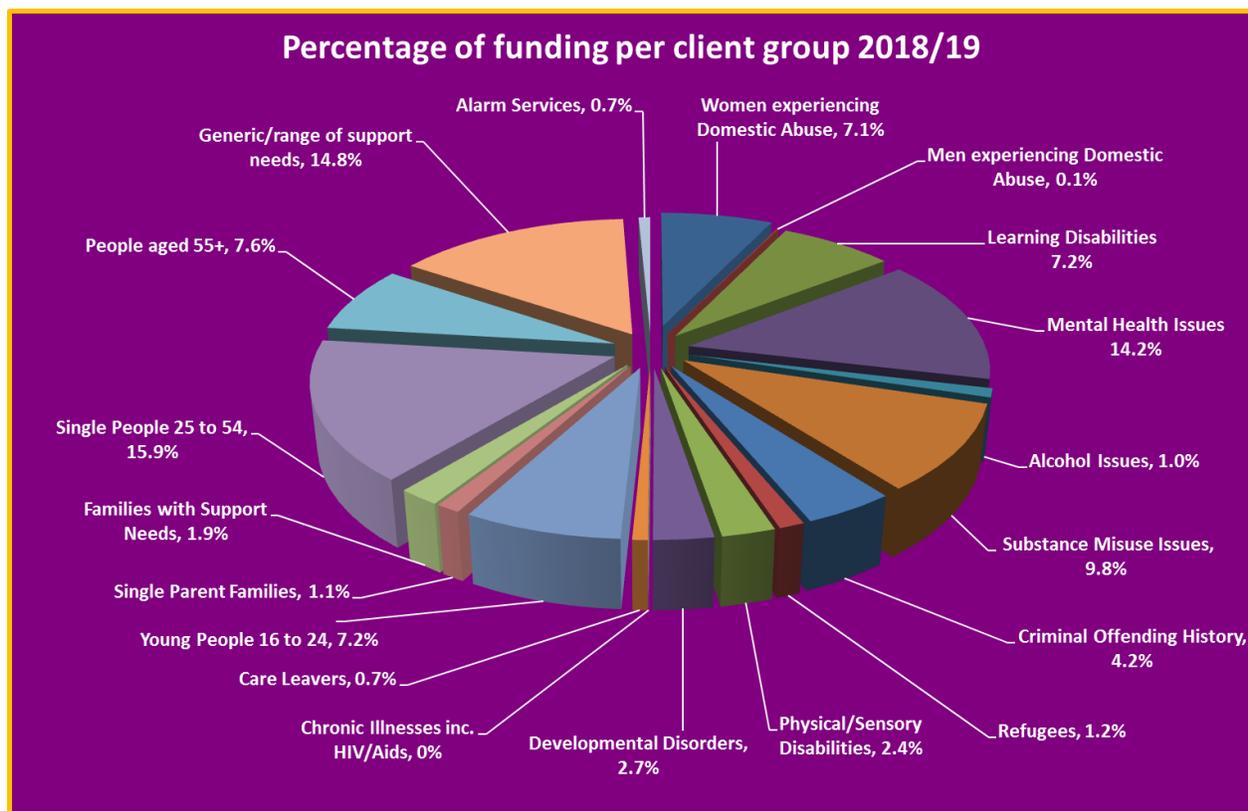
Supply

The Supporting People team holds well-established records of existing supported housing schemes in Newport which have been developed and monitored since the programme began. There are currently approximately 3,300 supported housing/floating support units in Newport, which are well-distributed towards the centre of the local authority area and amongst eligible client groups. Over time, as more developments and re-modelling of services has occurred, the number of gaps in supported housing provision has reduced for each eligible client group, so that currently the only gap is for people with chronic illnesses including HIV/AIDS and other blood-borne viruses.

There is also a good balance between floating support and fixed supported housing schemes, although some gaps have been identified for both types of scheme. Newport also has a fairly good distribution of short and long-term projects with funding at approximately 58% for short-term schemes (up to two year's duration) and 42% for long-term/permanent schemes.

The following chart shows how total Supporting People funding of £6.36 million is distributed across all eligible client groups in Newport for 2018/19.

Chart 1: Client group funding percentages 2018/19



Needs Assessment

The needs assessment process is informed by a number of different sources of data, which includes:

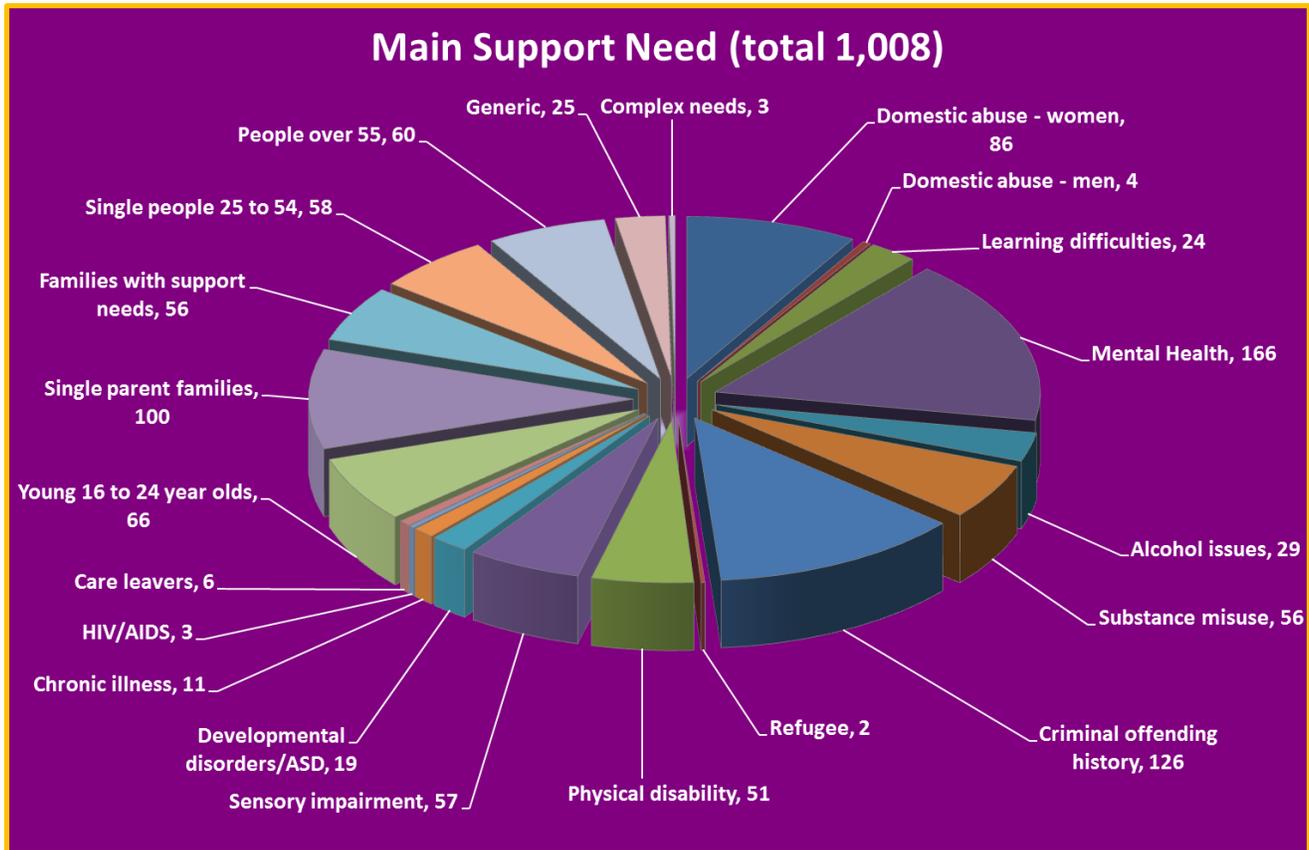
- Gwent Needs Mapping Exercise (GNME) returns
- Newport Gateway referral information
- Homelessness WHO12 returns
- Census information 2011 and ONS Mid-Term reports
- Newport Community Well-being Profile 2017
- Gwent Social Services Population Needs Assessment 2017
- Information from annual reports, support provider waiting lists, referrals and statistics
- Annual Needs Mapping Evidence event held with support providers, partner agencies and service users
- Project Proposal forms detailing specific scheme information submitted to the Supporting People Team
- Welsh Index of Multiple Deprivation 2017
- Wales Data unit
- Unified Needs Assessment – Public Health Wales Observatory

The GNME form is distributed to support providers and other agencies working with vulnerable people to complete on a continuous basis. The questionnaire gathers information on current and future accommodation needs, housing-related support needs and level of support need, plus any additional needs respondents may have. An updated version of the GNME form was launched in Gwent in April 2015 to better reflect the Outcomes framework and standardise documentation across Gwent. In Newport, the GNME is completed [online](#), although hard copies and electronic copies will be accepted if agencies have no internet access.

In the year April 2017 to March 2018, 1,008 GNMEs were completed/submitted to the Supporting People Teams by partner agencies. A total of 13,389 GNME forms have been completed and returned since the start of the Supporting People programme in 2003.

Main Outcomes of the Needs Mapping Exercise 2017/18

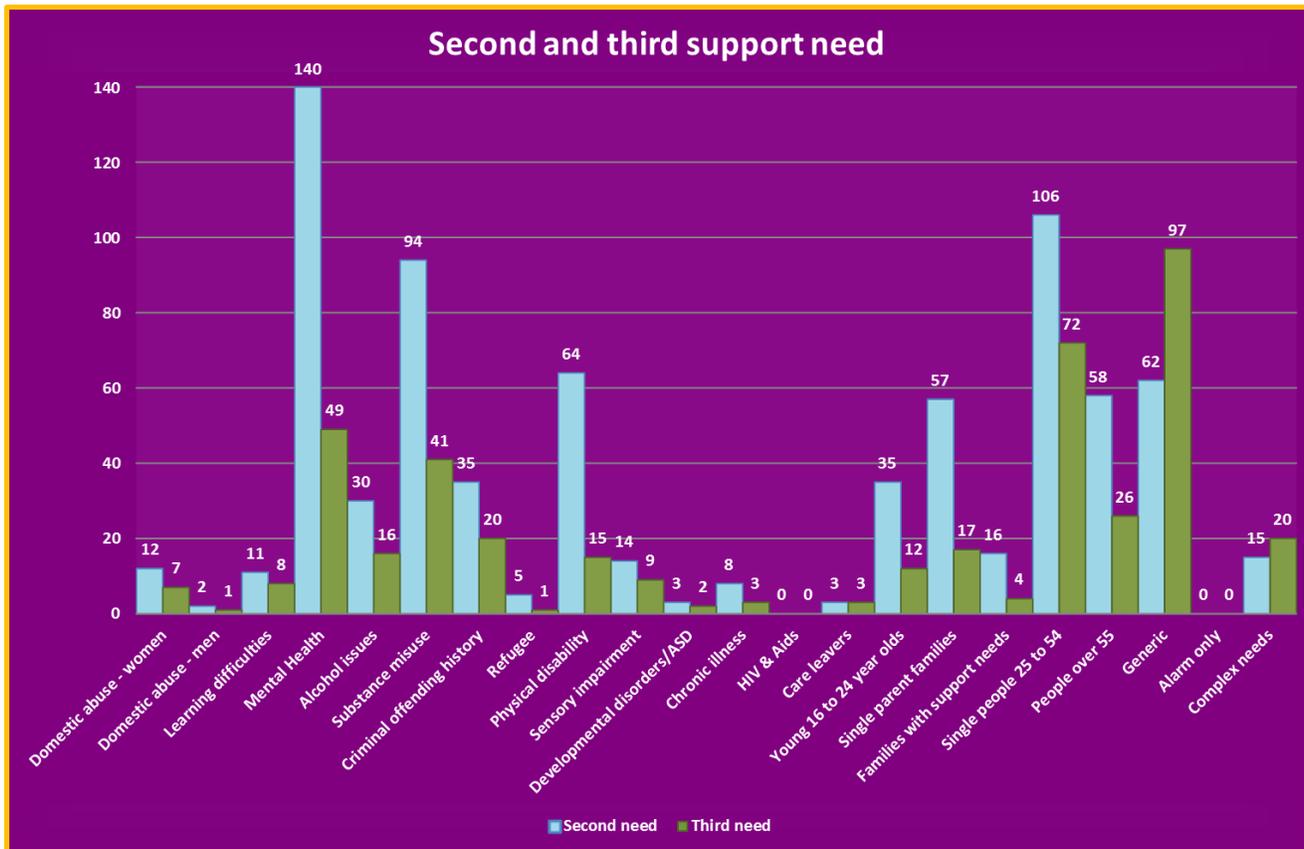
Chart 2: GNME – Main Support Need



Commentary:

- As can be seen from the chart, the five most frequently occurring main support needs are: mental health issues (16.5% of all responses), criminal offending history (12.5%), single parent families (9.9%), domestic abuse (women) (8.5%) and vulnerable 16 to 24 year olds (6.5%).
- The main increases in support need responses proportionally from last year are for criminal offending history (up 3.9%), single parent families with support needs (up 2.6%) and people aged 55+ (up 1.5%).
- The greatest proportional decrease in main support need responses from last year is for women experiencing domestic abuse (down 2.5%), sensory impairment (down 2%) and people with substance misuse issues/refugees (both down 1.4%)

Chart 3: GNME – Second and third support need



Commentary:

- As can be seen in the chart above, mental health issues is the most frequently occurring second support need, followed by single people aged 25 to 54 and substance misuse issues.
- The most frequently occurring third support need is generic/a range of support needs, followed by single people aged 25-54, mental health issues and substance misuse issues
- 76% of respondents reported having two support needs (main and second) and almost 42% reported having three support needs (main, second and third).
- This can be an issue for service users, as many schemes are developed to provide a service to specific client groups, e.g. women with severe/enduring mental health problems who evidence a main need of domestic abuse are not able to access “mainstream” refuge accommodation; conversely people with mental health issues who have additional needs with alcohol or substance misuse may also be excluded from accessing accommodation.

Table 1: GNME – number who are homeless or threatened with homelessness by main support need

| Main support need | Homeless now | % of each main need total | Threatened with homelessness | % of each main need total |
|-----------------------------|--------------|---------------------------|------------------------------|---------------------------|
| Domestic abuse - women | 51 | 59.3 | 15 | 17.4 |
| Domestic abuse - men | 2 | 50.0 | 0 | 0 |
| Learning difficulties | 3 | 12.5 | 3 | 12.5 |
| Mental Health | 38 | 22.9 | 17 | 10.2 |
| Alcohol issues | 16 | 55.2 | 2 | 6.9 |
| Substance misuse | 39 | 69.6 | 4 | 7.1 |
| Criminal offending history | 57 | 45.2 | 10 | 7.9 |
| Refugee | 1 | 50.0 | 0 | 0 |
| Physical disability | 5 | 9.8 | 1 | 1.9 |
| Sensory impairment | 2 | 3.5 | 1 | 1.8 |
| Developmental disorders/ASD | 1 | 5.3 | 2 | 10.5 |
| Chronic illness | 1 | 9.1 | 1 | 9.1 |
| HIV & Aids | 3 | 100 | 0 | 0 |
| Care leavers | 1 | 16.7 | 0 | 0 |
| Young 16 to 24 year olds | 23 | 34.8 | 7 | 10.6 |
| Single parent families | 34 | 34.0 | 21 | 21.0 |
| Families with support needs | 19 | 33.9 | 11 | 19.6 |
| Single people 25 to 54 | 30 | 51.7 | 6 | 10.3 |
| People aged 55+ | 9 | 15.0 | 2 | 3.3 |
| Generic | 3 | 12.0 | 3 | 12.0 |
| Alarm services only | 0 | 0 | 0 | 0 |
| Complex needs | 1 | 33.3 | 0 | 0 |
| Total | 339 | | 106 | |

Commentary:

- Homelessness is no longer a Supporting People client group category, so additional questions have been included in the GNME since the change took place in April 2013
- In the table above, just over a third (33.6%) of all respondents stated they were homeless and an additional 10.5% were threatened with homelessness; the areas of support where responses are given are an indication of the reason for homelessness
- The highest **proportion** of homeless now responses were for people with HIV/AIDS/BBV, people with substance misuse issues, women experiencing domestic abuse and people with alcohol issues

Table 2: GNME – Main support need by gender and age of respondent

| Main need | Gender | | | Age of respondent | | | | | Total |
|-------------------------------------|------------|------------|----------|-------------------|------------|------------|------------|------------|-------------|
| | Male | Female | other | 16/17 | 18-24 | 25-39 | 40-59 | 60+ | |
| Domestic abuse - women | 0 | 86 | 0 | 1 | 16 | 49 | 15 | 5 | 86 |
| Domestic abuse - men | 4 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 4 |
| Learning disabilities | 19 | 5 | 0 | 1 | 2 | 11 | 5 | 5 | 24 |
| Mental health issues | 89 | 76 | 1 | 1 | 23 | 53 | 60 | 29 | 166 |
| Alcohol issues | 19 | 10 | 0 | 0 | 3 | 12 | 14 | 0 | 29 |
| Substance misuse | 45 | 11 | 0 | 0 | 3 | 29 | 24 | 0 | 56 |
| Criminal offending history | 124 | 2 | 0 | 1 | 10 | 83 | 28 | 4 | 126 |
| Refugee status | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| Physical and/or sensory impairments | 55 | 53 | 0 | 0 | 0 | 4 | 27 | 77 | 108 |
| Developmental disorders | 14 | 5 | 0 | 0 | 6 | 11 | 1 | 1 | 19 |
| Chronic illnesses inc. HIV/AIDS | 9 | 4 | 1 | 0 | 0 | 4 | 6 | 4 | 14 |
| Care leavers | 3 | 3 | 0 | 2 | 4 | 0 | 0 | 0 | 6 |
| Young people (16-24) | 27 | 39 | 0 | 13 | 53 | 0 | 0 | 0 | 66 |
| Single parent families | 14 | 86 | 0 | 0 | 11 | 65 | 24 | 0 | 100 |
| Families with support needs | 16 | 40 | 0 | 0 | 7 | 31 | 17 | 1 | 56 |
| Single people aged 25-54 | 39 | 19 | 0 | 0 | 0 | 42 | 16 | 0 | 58 |
| People aged 55+ | 29 | 31 | 0 | 0 | 0 | 0 | 9 | 51 | 60 |
| Generic/floating support services | 11 | 14 | 0 | 0 | 2 | 7 | 6 | 10 | 25 |
| Complex needs | 1 | 2 | 0 | 0 | 1 | 0 | 2 | 0 | 3 |
| Alarm only services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 520 | 486 | 2 | 19 | 144 | 403 | 254 | 188 | 1008 |

Commentary:

- Compared to previous years, there is an increase in the proportion of male respondents this year
- There are significantly more males than females who have learning disabilities, substance misuse issues, criminal offending history, developmental disorders and being a vulnerable single person as a main support need and significantly more females who are vulnerable parents
- In Table 3 below (support applications via Gateway), there are similarly significantly more males than females with substance misuse issues, criminal offending history,

developmental disorders, who are refugees and who are vulnerable single people who require support

- There are also far more females than males who are vulnerable parents and who require generic support to prevent homelessness

Table 3: Support Applications via Gateway – Main need by gender and age of applicant

| Main need | Gender | | Age of respondent | | | | | | Total |
|--------------------------------------|-------------|-------------|-------------------|------------|------------|------------|------------|------------|-------------|
| | Male | Female | u16 | 16/17 | 18-24 | 25-39 | 40-59 | 60+ | |
| Domestic abuse - women | 0 | 244 | 0 | 5 | 42 | 139 | 48 | 10 | 244 |
| Domestic abuse - men | 7 | 0 | 0 | 0 | 1 | 2 | 4 | 0 | 7 |
| Learning disabilities | 18 | 14 | 0 | 0 | 9 | 10 | 11 | 2 | 32 |
| Mental health issues | 174 | 150 | 0 | 1 | 47 | 134 | 127 | 15 | 324 |
| Alcohol issues | 41 | 24 | 0 | 0 | 4 | 21 | 34 | 6 | 65 |
| Substance misuse | 91 | 41 | 0 | 0 | 11 | 75 | 46 | 0 | 132 |
| Criminal offending history | 175 | 11 | 0 | 1 | 38 | 105 | 38 | 4 | 186 |
| Refugee status | 47 | 13 | 0 | 1 | 8 | 43 | 6 | 2 | 60 |
| Physical and/or sensory impairments | 42 | 27 | 0 | 0 | 2 | 14 | 21 | 32 | 69 |
| Developmental disorders | 18 | 5 | 0 | 2 | 7 | 7 | 6 | 1 | 23 |
| Chronic illnesses including HIV/AIDS | 5 | 6 | 0 | 0 | 0 | 2 | 7 | 2 | 11 |
| Care leavers | 22 | 18 | 1 | 11 | 26 | 0 | 0 | 0 | 38 |
| Young people (16-24) | 114 | 114 | 0 | 83 | 149 | 0 | 0 | 0 | 232 |
| Single parent families | 12 | 136 | 0 | 5 | 31 | 87 | 24 | 1 | 148 |
| Families with support needs | 36 | 90 | 0 | 0 | 20 | 72 | 31 | 3 | 126 |
| Single people aged 25-54 | 90 | 53 | 0 | 0 | 0 | 101 | 42 | 0 | 143 |
| People aged 55+ | 43 | 31 | 0 | 0 | 0 | 0 | 18 | 56 | 74 |
| Generic/floating support services | 129 | 177 | 0 | 3 | 32 | 89 | 128 | 54 | 306 |
| Complex needs | 17 | 20 | 0 | 2 | 3 | 17 | 12 | 3 | 37 |
| Dual diagnosis | 7 | 3 | 0 | 0 | 1 | 4 | 5 | 0 | 10 |
| Alarm only services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1090 | 1177 | 1 | 114 | 431 | 922 | 608 | 191 | 2267 |

Table 4: GNME – Outcomes Areas by Gender

| Area of support needed | Male | Female | Other | Total |
|--|------|--------|-------|------------|
| Feeling safe | 82 | 81 | 0 | 163 |
| Contributing to the safety/well-being of self and others | 96 | 62 | 0 | 158 |
| Managing accommodation | 225 | 218 | 1 | 444 |
| Managing relationships | 76 | 69 | 1 | 146 |
| Feeling part of the community | 97 | 103 | 1 | 201 |
| Managing money | 197 | 179 | 1 | 377 |
| Engaging in education/learning | 47 | 43 | 0 | 90 |
| Engaged in employment/voluntary work | 71 | 52 | 0 | 123 |
| Being physically healthy | 86 | 75 | 1 | 162 |
| Being mentally healthy | 165 | 150 | 1 | 316 |
| Leading a healthy and active lifestyle | 78 | 53 | 1 | 132 |

Commentary:

- As can be seen, the five Outcomes areas that are most relevant to respondents are: managing accommodation, managing money, being mentally healthy, feeling part of the community and feeling safe.

Service Gaps in Newport

No service provision

Although a number of people with chronic illnesses are supported in other services such as substance misuse schemes, generic floating support schemes and sheltered schemes, there are currently no specialist services for people with chronic illness including blood-borne viruses (BBV).

Additional schemes are also needed for the following client groups:

Accommodation-based services

1. **Domestic Abuse - women:** despite Newport having three refuges for women and children fleeing domestic abuse, the need for a specialist supported housing scheme for women with additional support needs, e.g. mental health and substance misuse, has been a priority for more than seven years. The Wales Domestic Abuse Modernisation Project also identified the need for a similar scheme in south Gwent. Caerphilly Supporting People team is leading on the development of an eight-bed supported housing scheme in the south of their borough. Newport and Torfaen will be contributing revenue funding to this scheme in 2019/20
2. **Domestic Abuse - men:** there are no specific schemes for men experiencing domestic abuse in the city, but negotiations are currently underway with neighbouring local authorities to develop a dedicated service, including both fixed and floating support.

3. **People with Learning Disabilities:** the Council's accommodation strategy for people with learning disabilities highlights the need for more independent accommodation as opposed to traditional shared supported living schemes. Supporting People will be working in partnership with Social Services colleagues to enable more people to benefit from this alternative provision, by providing dedicated floating support.
4. **Mental Health Issues:** Newport has a good range of supported housing projects for people with mental health problems. The need for crisis/emergency accommodation and for people with occasional mental health episodes and dual diagnosis and/or forensic mental health issues has been recognised for some time. Aneurin Bevan University Health Board (ABUHB) has been successful in securing Independent Care Fund grant from the Welsh Government to develop a six-bed crisis house in Gwent. Supporting People funding will be utilised for follow-on support from this scheme.
5. **Alcohol issues:** the outcome of the pilot floating support scheme for people with enduring alcohol issues identified a very small number of people with enduring alcohol issues that would benefit from a shared supported housing scheme. However, alternative accommodation-based solutions were also recommended, including Housing First provision for single people or couples. Supporting People will be working closely with housing colleagues to maximise Housing First funding from the Welsh Government.
6. **Young people and care leavers:** in light of the Welsh Government's commitment to reduce youth homelessness, current demand indicates that Newport would require one other supported housing scheme for young people and care leavers and one step-down/move-on scheme to address this issue.
7. **Single people aged 25 to 54 with support needs:** in response to increased demand, the need for another hostel/emergency accommodation has been identified along with Housing First accommodation units for people with more complex needs.

Floating support services

Although there are more than 1,300 units of floating support in Newport, approximately one third of these are generic and the need for additional floating support schemes for specific client groups has been identified, as follows:

1. **Mental Health:** floating support service for people with forensic mental health issues, which could be developed on a cross-authority basis.
2. **Generic Floating Support to prevent homelessness:** year-round, short-term, responsive, drop-in, crisis, or location-based support for street homeless people, sofa surfers, rough sleepers etc. with a housing support need, e.g. the Hub (Bridgend) model.

Consultation with Support Providers and Partner Agencies

Following the success of previous regional needs mapping days, another regional needs mapping session was held this year, allowing providers and partner agencies who work across different Gwent local authorities to attend just the one session. The session was held in June in a central location to consult with support providers and partner agencies regarding the housing-related support needs of vulnerable people and gaps in current supported housing provision. 113 people from 42 different agencies attended, and 32 of the 113 attendees work in Newport. The information gathered is used to inform the planning process and development/re-development of services.

The format of the day was a drop-in session, enabling stakeholders to provide information in an informal way. They were asked to focus on the following questions for each of the client groups funded by the Supporting People programme:

1. What do you think the gaps in current housing-related support provision are on both a local and regional basis?
2. What do you think is working well in housing-related support services?

Comments received from support providers and partner agencies indicate that the following projects are most needed in Newport:

- Alcohol issues: Wet house/supported accommodation for street drinkers (11 in agreement)
- Substance misuse: Safe scheme to use required (9 in agreement)
- Domestic abuse: Male only schemes (8 in agreement)
- Learning disabilities: Services for adult children of aging parents (7 in agreement)
- Domestic abuse: Supported housing scheme for women with complex needs (5 in agreement)

Attendees at the event were also asked which client groups should receive Supporting People funding as a priority. Each person was given three £SP and asked to place them in their preferred client groups for the local authority in which they work. The most frequently 'voted for' categories for Newport were generic floating support to prevent homelessness (£16), people with mental

health issues (£13), people with refugee status (£9) and people with alcohol issues (£8). The table below shows all results for Newport and Gwent.

Table 5: Stakeholder Money Table Outcome for Newport and Gwent

| CLIENT CATEGORY | NEWPORT (£) | REGIONAL (£) |
|---|-------------|--------------|
| Women Experiencing Domestic Abuse | 2 | 14 |
| Men Experiencing Domestic Abuse | 3 | 17 |
| People With Learning Disabilities | 7 | 9 |
| People With Mental Health Issues | 13 | 42 |
| People With Substance Misuse Issues (Alcohol) | 8 | 12 |
| People With Substance Misuse Issues (Drugs) | 6 | 18 |
| People With Criminal Offending History | 3 | 14 |
| People With Refugee Status | 9 | 6 |
| People With Physical/Sensory Disabilities | 5 | 13 |
| People With Development Disorders | 5 | 13 |
| People With Chronic Illnesses inc. HIV/Aids/BBV | 2 | 4 |
| Young People Who Are Care Leavers | 2 | 17 |
| Young People 16 to 24 | 5 | 17 |
| Single Parent Families | 3 | 9 |
| Families With Support Needs | 3 | 17 |
| Single People 25 To 54 | 2 | 7 |
| People Over 55 | 4 | 23 |
| Generic | 16 | 34 |
| Alarm Services | 0 | 5 |
| Totals | 98 | 291 |

Following the needs mapping event, stakeholders and partner agencies were invited to submit more detailed project proposals, outlining strategic context and evidence of need for the project model proposed. Five proposals were received as follows:

- Early Intervention Safety Worker, to support families affected by domestic abuse
- Crisis Point service for women experiencing domestic abuse
- Crisis worker for people aged 55+ experiencing domestic abuse
- Housing First type service for people experiencing domestic abuse
- Rough Sleepers support service

Service User Consultation

Following the launch of the Gwent Supporting people service user website in June 2017, an online survey has been available for completion by everyone in receipt of a support service in Gwent. The survey was updated recently and the [link](#) was sent to all support providers to

encourage service users to complete the survey by 30th September, so that the outcomes could be included in this LCP

A total of 130 surveys were completed by service users living in Newport; 93 people were receiving a floating support service and 37 lived in supported accommodation. 108 people rated their support as very good, 18 as good and 3 as ok. No-one felt their support was poor or very poor.

Chart 4 – Service User Survey: what activities did you receive help/support with?

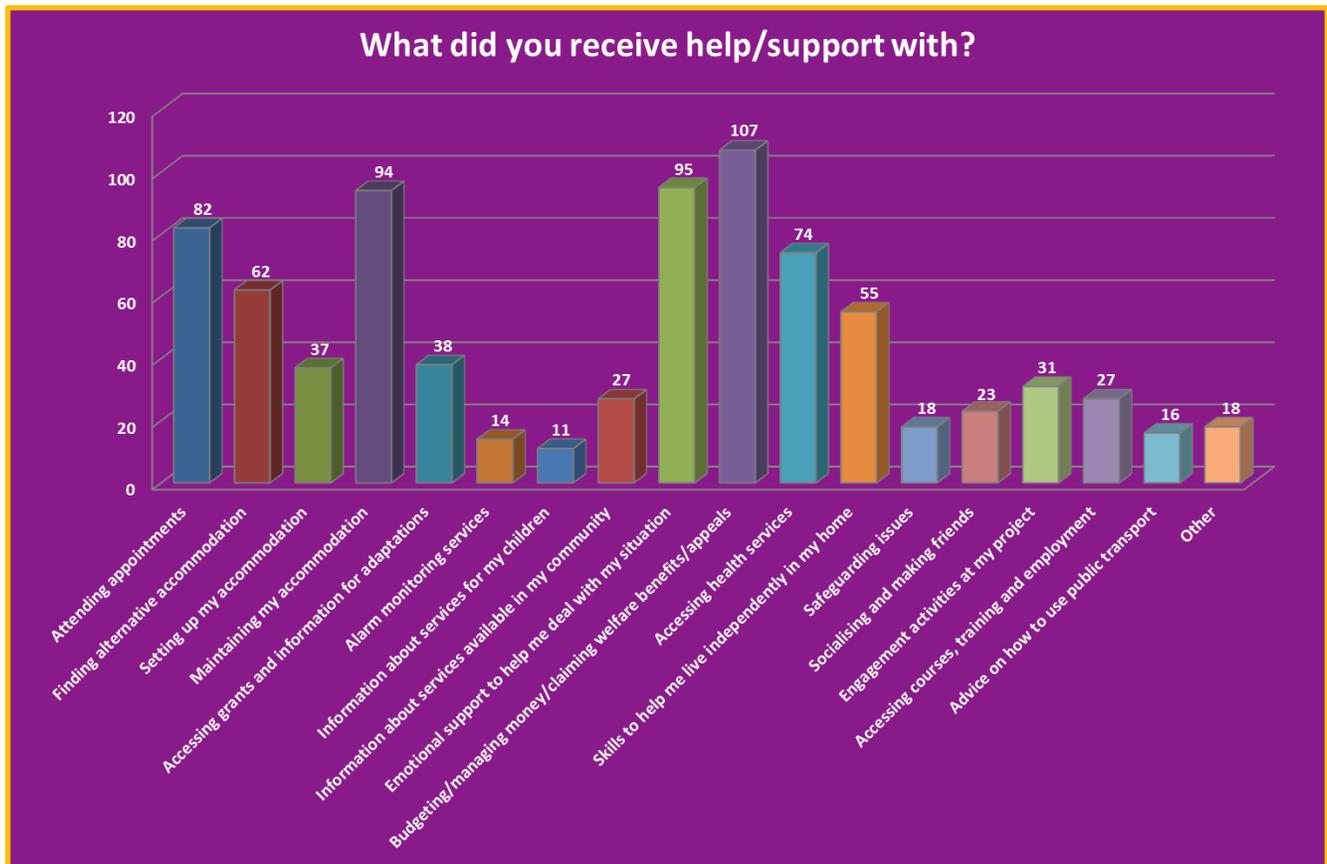


Chart 5 – Service User Survey: how could your support service be improved?

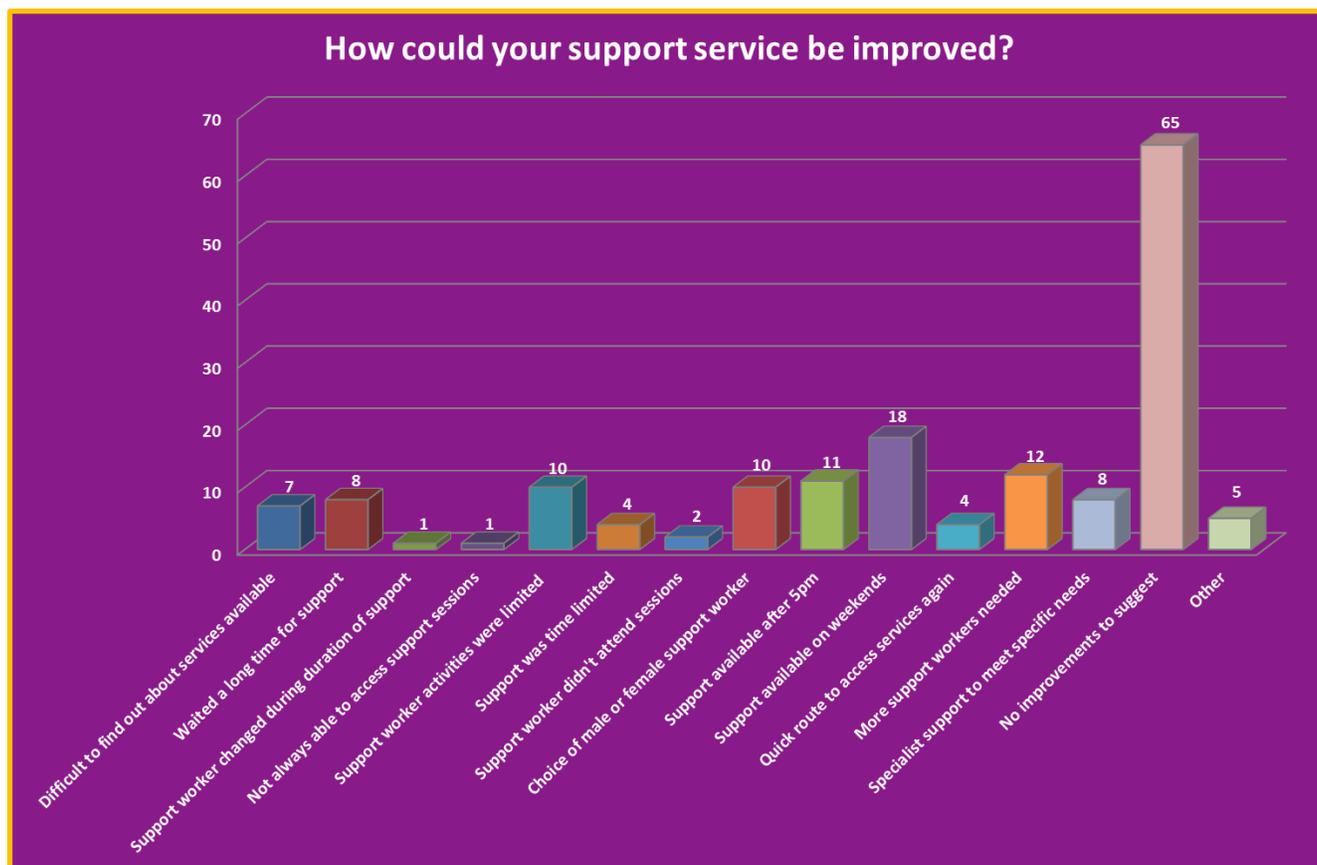


Table 6 – Service User Survey: where should SP funding be spent?

| Client group | Number | Client group | Number |
|---------------------------------|--------|------------------------------|--------|
| Domestic abuse – women | 33 | Chronic illness/HIV/Aids/BBV | 34 |
| Domestic abuse – men | 8 | Young care leavers | 4 |
| Learning disability | 31 | Young people | 18 |
| Mental health (inc memory loss) | 132 | Single parent families | 20 |
| Alcohol misuse | 25 | Families | 20 |
| Substance misuse | 20 | Single people 25-54 | 22 |
| Criminal offending history | 7 | People aged 55+ | 66 |
| Refugees | 3 | Generic floating support | 25 |
| Physical/sensory disabilities | 24 | Dual diagnosis | 5 |
| Developmental disorders/ASD | 16 | Multiple/complex needs | 20 |

Service users and potential service users complete the GNME form, which provides information about their accommodation and housing related support needs. They are also consulted about the service they receive during initial and ongoing service reviews using questionnaires and face-to-face interviews.

A regional Supporting People twitter account has also been operational for the last few years:

[Follow Gwent SP on Twitter](#)

Support provider consultation also includes the dissemination of any new documentation, forms and guidance, draft Supporting People Local Commissioning Plans, training provided on any changes to processes such as the common assessment process and Outcomes Framework, and attendance at support provider events.

4 PRIORITIES FOR DEVELOPMENT

The strategic planning process has identified the following **client groups** as current **local priorities** for service development for 2019/20 and approved by Newport's Supporting People Planning Group. Priority will be given to any developments for these client groups based on funding available.

- Domestic abuse (women and men)
- People with learning disabilities
- People with mental health issues
- People with alcohol issues
- Young people with support needs (16 to 24), young people who are care leavers and young offenders
- Single people aged 25 to 54, including rough sleepers and people with street-based lifestyles
- Generic floating support to prevent homelessness

The following regional priorities have also been identified **by Newport** for consideration and prioritisation by the RCC:

- Domestic abuse and complex needs in South Gwent
- Forensic mental health services

Regional priorities (from the Regional Strategic Plan)

- People with Mental Health Issues
- Young People with Support Needs (16-24) / Young People who are Care Leavers
- Review of rough sleeping and consideration of implementation of services and the Housing First model for this group
- Continued partnership working and collaboration with the Regional VAWDASV Team (domestic abuse) and Regional Substance Misuse Team

Additionally, work is ongoing with Older Peoples and Learning Disabilities services, the development of the sub-regional refuge for women with domestic abuse and other complex needs and the continuing partnership working with Housing Solutions Teams to deliver against the Gwent Homelessness Strategy and local delivery plans.

Services are planned for development between 2019/20 and 2020/21 for the client groups and schemes detailed below:

People aged over 55 with Support Needs: on-going evaluation of the new floating support scheme for people aged 55+

Domestic abuse:

1. Consolidation of floating support schemes for women and children into one service
2. Contribution to the regional domestic abuse accommodation and support project for women with complex needs
3. Collaboration with neighbouring councils to develop a more targeted floating support service for men experiencing domestic abuse

People with substance misuse issues: review of services for people with substance misuse issues/dual diagnosis

Young people with support needs (16 to 24), young people who are care leavers:

1. step-down interim accommodation schemes for young people in collaboration with the homelessness service and local social and private landlords
2. ensure strategic and funding alignment with the Welsh Government's intention to end youth homelessness

Generic floating support to prevent homelessness: collaborative development with homelessness and the voluntary sector for the provision of a year-round Night Shelter and re-modelled day centre for rough sleepers, assertive move-on and flexible floating support

Contribute to **Housing First** initiatives for **rough sleepers**

Development of **step-down/transitional housing schemes** to free up supported accommodation bed-spaces and prepare tenants for independence

People with alcohol issues: working with housing colleagues to develop a range of accommodation and support options for street drinkers and rough sleepers, including Housing First, 'sticky' or intensive support and supported accommodation options

Feasibility study into the development of a **city centre Hub** for floating support services

People affected by the continuing roll-out of the **welfare reform agenda**

Alarm services: review of the funding for alarm-only services

Opportunities for collaboration on new schemes on a **regional or sub-regional basis**

Prioritisation and implementation of the recommendations contained in the Aneurin Bevan University Health Board's report into **mental health and housing support**

6 SPEND PLAN

| Local Authority Spend Plan 2019/20 | | | | | | | | | | | | | | | | |
|--|---------------------------|--------------------------|----------------------------------|----------------|----------------|------------------|----------------|----------------|----------------------------|----------------|----------------|------------------|----------------|------------------|--------------|------------------|
| Regional Collaborative Committee: | Gwent | | | | | | | | | | | | | | | |
| Local Authority: | Newport City Council | | | | | | | | | | | | | | | |
| SPPG Annual Allocation: | £6,367,256 | | | | | | | | | | | | | | | |
| | | | Service Type | | | | | | | | | | | | total units | Total £ |
| | | | Fixed Site (Accommodation Based) | | | | | | Floating (Community Based) | | | | | | | |
| | | | less than 6 months | | 6 to 24 months | | 24 months plus | | less than 6 months | | 6 to 24 months | | 24 months plus | | | |
| Client Spend Category (The category to which the service is primarily focused) | Previous year total units | Previous year total cost | units | £ | units | £ | units | £ | units | £ | units | £ | units | £ | | |
| Women experiencing Domestic Abuse | 73 | 454,058 | 10 | 153,144 | 8 | 110,493 | 0 | 0 | 5 | 5,458 | 55 | 210,829 | 0 | 0 | 78 | 479,923 |
| Men experiencing Domestic Abuse | 3 | 8,514 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 6,561 | 0 | 0 | 3 | 6,561 |
| People with Learning Disabilities | 225 | 459,960 | 0 | 0 | 0 | 151 | 278,661 | 0 | 0 | 0 | 9 | 32,373 | 67 | 178,093 | 227 | 489,127 |
| People with Mental Health Issues | 229 | 906,260 | 0 | 0 | 0 | 0 | 92 | 480,309 | 15 | 49,486 | 67 | 232,349 | 58 | 154,495 | 232 | 916,639 |
| People with Alcohol Issues | 18 | 64,209 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 58,220 | 0 | 0 | 18 | 58,220 |
| People with Substance Misuse Issues | 98 | 625,687 | 0 | 0 | 42 | 420,005 | 0 | 0 | 0 | 0 | 34 | 109,972 | 24 | 64,394 | 100 | 594,371 |
| People with Criminal Offending History | 52 | 267,238 | 0 | 0 | 10 | 130,430 | 0 | 0 | 0 | 0 | 52 | 133,418 | 0 | 0 | 62 | 263,848 |
| People with Refugee Status | 30 | 73,855 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 68,109 | 0 | 0 | 30 | 68,109 |
| People with Physical and/or Sensory Disabilities | 56 | 155,450 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 56 | 144,559 | 0 | 0 | 56 | 144,559 |
| People with Developmental Disorders (i.e. Autism) | 63 | 173,870 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 63 | 173,870 | 63 | 173,870 |
| People with Chronic Illnesses (including HIV/Aids) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Young People who are Care Leavers | 22 | 44,264 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 35,256 | 0 | 0 | 8 | 35,256 |
| Young People with Support Needs (16 to 24) | 56 | 458,195 | 0 | 0 | 14 | 267,554 | 0 | 0 | 0 | 0 | 41 | 173,104 | 4 | 35,137 | 59 | 475,795 |
| Single Parent Families with Support Needs | 16 | 70,833 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 70,513 | 0 | 0 | 16 | 70,513 |
| Families with Support Needs | 22 | 122,563 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 122,443 | 0 | 0 | 22 | 122,443 |
| Single People with Support Needs not listed above (25 to 54) | 160 | 1,010,684 | 10 | 21,157 | 125 | 802,624 | 0 | 0 | 6 | 11,676 | 65 | 165,129 | 6 | 52,705 | 212 | 1,053,291 |
| People over 55 years of age with Support Needs (this category must be exclusive of alarm services) | 282 | 480,854 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 52 | 124,841 | 150 | 283,528 | 202 | 408,369 |
| Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs) | 418 | 943,731 | 0 | 0 | 0 | 0 | 0 | 0 | 59 | 173,713 | 340 | 696,455 | 47 | 124,931 | 446 | 995,099 |
| Alarm Services (including in sheltered/extra care) | 1,678 | 47,031 | 0 | 0 | 0 | 0 | 1,604 | 11,262 | 0 | 0 | 0 | 0 | 0 | 0 | 1,604 | 11,262 |
| Expenditure which does not directly link to the spend plan categories above | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTALS | 3,501 | 6,367,256 | 20 | 174,301 | 199 | 1,731,106 | 1,847 | 770,232 | 85 | 240,333 | 868 | 2,384,131 | 419 | 1,067,154 | 3,438 | 6,367,256 |