



The City of Cardiff Council

**Supporting People
Programme**

Local Commissioning Plan

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1 Introduction

1.1 Supporting People Programme

The Supporting People Programme provides nearly 7,000 units of housing-related support to vulnerable individuals in Cardiff to assist them to live independently and to prevent homelessness. Support can be provided in the clients own home, in hostels, sheltered housing or other specialist supported accommodation.

Thirty two organisations deliver this support, the majority are charitable organisations. However the Council does also provide some services directly including two homeless hostels.

The Welsh Government provides Supporting People funding in the form of a grant and local authorities administer the funds and commission services. A multi-agency Regional Collaborative Committee (RCC) for the Vale of Glamorgan and Cardiff operates to provide a collaborative approach and share best practice.

1.2 Purpose of Document

This Local Commissioning Plan sets out the strategic priorities for Supporting People in Cardiff, and how these will be achieved following a period of budget reductions, with an unchanged grant allocation for the 2016/17 financial year but with expected future budget reductions.

It details how our consultation with a wide range of providers and other stakeholders has influenced the commissioning process, and sets out (as far as is possible), our planned commissioning and de-commissioning intentions for the coming years.

Whilst we have been unable to plan beyond 2016/17 in detail as Welsh Government budgets for that period are not yet known, we have outlined our planned long-term approach for the Supporting People programme in Cardiff, which provides a vision of what we hope to achieve with this funding stream over the coming years.

2 Background

2.1 Funding Climate

In 2012/13 and 2013/14, the Welsh Government reduced the City of Cardiff Council's Supporting People Programme Grant (SPPG) allocation by 4% each year. Despite this monetary reduction the total number of funded units saw only a minor reduction.

For 2014/15 the City of Cardiff Council's SPPG allocation was further reduced by 5.08% (£968,841). The proposals to manage this reduction were considered and agreed and resulted in funding being stopped to a small number of projects. However, many were able to continue to operate without Supporting People funding.

As a consequence of a redistribution of funding across Wales, and a significant reduction in the overall level of SPPG, the amount of Supporting People funding

awarded to the City of Cardiff Council for 2015/16 was 10.2% (£1.82m) less than the amount received for 2014/15.

Achieving this reduction in spend was a considerable challenge for the Council and support providers. Despite some reduction in capacity the majority of services were maintained as a high level of efficiencies were achieved. Also alternative funding arrangements such as through charitable donations and fund raising helped to keep some projects running.

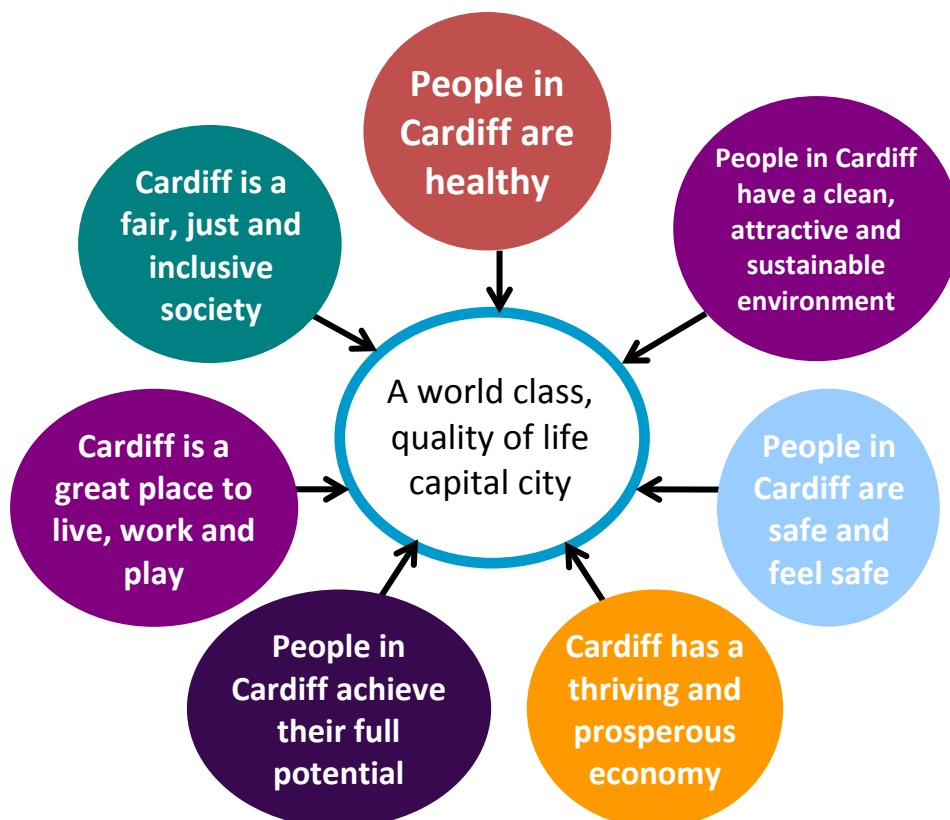
The indicative grant offer to the City of Cardiff Council for 2016/17 remains the same as our 2015/16 grant, at £16,267,470.

3. Strategic Context

3.1 Strategic Priorities: What Matters

Cardiff's Single Integrated Plan 2010-2020, 'What Matters', outlines the outcomes necessary to make Cardiff one of the best places to live, work and visit in Europe. It identifies how partners can shape Cardiff over the next 10 years, through delivering on the 7 outcomes for the city (shown below).

Our Vision:
"By 2020...Cardiff will be a world class European capital city with an exceptional quality of life at the heart of a thriving city region"



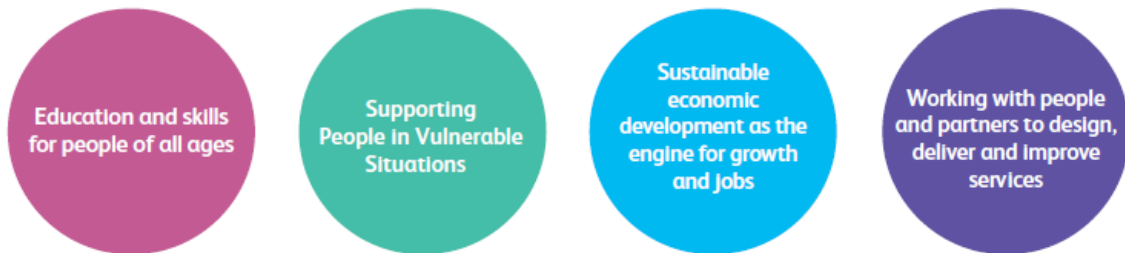
Strategic outcome	Supporting People contributes to the outcome for Cardiff by:
Cardiff is a fair, just and inclusive society	<ul style="list-style-type: none"> • Basing service improvements on user data and consultation • Considering the needs of vulnerable and disabled customers in the planning and delivery of services • Undertaking relevant equality impact assessments
People in Cardiff are healthy	<ul style="list-style-type: none"> • Supporting service users to have improved health and wellbeing through targeted support in the areas of alcohol and substance misuse and mental health services and generally in all client groups supported.
People in Cardiff have a clean, attractive and sustainable environment	<ul style="list-style-type: none"> • Supporting people to remain in their accommodation in their community and have a positive home environment
People in Cardiff are safe and feel safe	<ul style="list-style-type: none"> • Working with victims and perpetrators of domestic abuse • Providing specific support for ex-offenders to reintegrate into society • Commissioning services to support users of illegal substances
Cardiff has a prosperous and thriving economy	<ul style="list-style-type: none"> • Providing support and schemes to enable service users to enter training and employment
People in Cardiff achieve their full potential	<ul style="list-style-type: none"> • Supporting service users to maintain independence and not become reliant on support • Focusing support schemes on preventative action wherever possible, or time-limited support when necessary, to prevent dependency and enable clients to move on
Cardiff is a great place to live, work and play	<ul style="list-style-type: none"> • Improving community safety and wellbeing through support provided • Enabling employment • Improving health and wellbeing

3.2 Strategic Aims

For the City of Cardiff Council these aims are further strengthened by the Council's values and priorities set out in the Corporate Plan 2015-2017. These recognise the most important areas that need to be addressed in the short to medium term:



Our Priorities:



Additionally the Corporate Plan identifies some improvement objectives to deliver under each of these priorities:

Priority 1: Education and Skills for People of All Ages

- ➔ Every Cardiff school is a good school where learners achieve well
- ➔ Looked after children in Cardiff achieve their full potential
- ➔ Adult learners achieve their potential

Priority 2: Supporting People in Vulnerable Situations

- ➔ People at risk in Cardiff are safeguarded
- ➔ People in Cardiff have access to good quality housing
- ➔ People in Cardiff are supported to live independently

Priority 3: Sustainable Economic Development

- ➔ Cardiff has more employment opportunities and higher value jobs
- ➔ Cardiff has a high quality city environment that includes attractive public spaces and good supporting transport infrastructure

Priority 4: Working with people and partners to design, deliver and improve services

- ➔ Communities and partners are actively involved in the design, delivery and improvement of highly valued services
- ➔ The City of Cardiff Council has effective governance arrangements and improves performance in key areas
- ➔ The City of Cardiff Council makes use of fewer, but better, buildings
- ➔ buildings

3.3 Strategic Priorities: Housing Strategy

These seven principles cascade through all Council strategies and policies including the Cardiff Housing Strategy and the Cardiff Homelessness Strategy, both of which are currently undergoing revision.

The draft Housing Strategy 2016-2021 identifies the following vision for future delivery of housing services in the city:

Vision

To deliver the best housing outcomes for the people of Cardiff, working together with our partners to ensure that all our citizens can access quality, affordable and sustainable homes.

The Strategy has been developed in a time of challenges: new legislative duties on local authorities, continuing austerity leading to unprecedented budget cuts and an increasing demand for services. Recognising these challenges, 4 key aims have been identified which are to be addressed in separate chapters within the Strategy:

Key Aims

- ➔ To develop a full understanding of housing need in the city
- ➔ To take a coordinated and evidence-based approach to developing and improving homes in Cardiff
- ➔ To ensure that the housing needs of the most vulnerable are met
- ➔ To improve neighbourhoods and help build stronger communities

The following principles are inherent in the housing services delivered in the city and continue to support the ethos of the Supporting People programme:

- To prevent homelessness where possible and provide realistic options
- Vulnerable people are protected and assisted to access care, support and accommodation
- People are provided with the appropriate support to live independently
- All vulnerable people including homeless people, can access appropriate health and social care services
- Use the Supporting People Commissioning Plan to deliver housing-related support services based on shared values, inclusivity and transparency
- Young people moving from the care of Children's Services to Adult Services are given a seamless service
- Older People have access to a range of accommodation options to meet their ongoing needs

Over the next few years, the strategic priority for the City of Cardiff Council is to reach a position whereby the housing-related support services being delivered in the city address clearly identified needs in accordance with up-to-date service specifications. The Council will do this by putting in place medium to long-term contracts, offering stability for support providers and service users alike.

3.4 National Influences

Welfare Reform – the UK government continues to introduce a wide range of reforms. The main elements of the Act are:

- The size restriction on social housing (Bedroom Tax)
- The benefit cap, this will be reduced to £20,000 per annum during 2016/17
- The introduction of Universal Credit (UC) was introduced to Cardiff in 2015/16, with the requirement to claim on line, increased work search commitments and requirements for greater budgeting skills to manage the single payment.
- Continued changes to disability benefits.
- Restriction of social housing rents to Local Housing Allowance levels, with significant consequences for benefit claimants under the age of 35 and supported housing rents.

These changes will continue to put added emphasis on the Supporting People Programme as it is expected that more people will require support with benefit claims and managing finances, issues that are already some of the most significant for people receiving services.

The Housing (Wales) Act 2014 which began to be implemented in April 2015, involves a number of changes to how accommodation is managed and delivered and how people in housing need are to be assisted. These new duties on local authorities will impact on housing-related support services through:

- The ability to discharge homelessness duties into the Private Rented Sector. Part 1 of the Act requires the Sector to be better managed and local authorities will have access to registered and licensed landlords and letting agents, providing good quality letting services and safe homes.
- Wider recognition of homelessness prevention duties. It is expected that the duties under Part 2 of the Act for local authorities to take “all reasonable steps to achieve a suitable housing solution for all households which are homeless or threatened with homelessness” has resulted in a significant increase in duties for the Council and for Supporting People services and is already leading to closer working between Supporting People and homelessness services.

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 6 strategic priorities outlined in the bill are:

- Maintaining and enhancing the well-being of people in need.
- A stronger voice and real control for citizens.

- Strong direction and local accountability.
- Safeguarding and protection.
- Regulation and inspection.
- Services (adoption and transition).

The Act puts emphasis on the need for early intervention and intensive support services in order to meet and reduce the demand on Social Services. Local Authorities have a duty to maintain and enhance the well being of people in need in areas such as education training, recreation, social and economic well being, in order to improve their physical, mental and emotional health. This will therefore put added pressure on Supporting People services as they will play a vital role in providing preventative support to vulnerable people in order to meet this strategic agenda.

The Well-being of Future Generations (Wales) Act 2015 puts in place seven well-being goals, three of these link to the Supporting People Programme:

1. A healthier Wales: A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
2. A more equal Wales: A society that enables people to fulfil their potential no matter what their background or circumstances.
3. A Wales of cohesive communities: Attractive, viable, safe and well-connected communities.

The City of Cardiff Council through the outcomes and best practice examples will monitor how Supporting People is enabling achievement against these three goals.

Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 aims to improve the public sector response in Wales to all forms of abuse and violence against women and to improve domestic abuse and sexual violence services for all. The main principles of the Act are 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 the sector.
- Improve consistency, quality and join up of service provision in Wales.

We will consider any changes that will need to be made to services in order to ensure they are meeting the strategic priorities.

Renting Homes (Wales) Act 2016 received Royal Assent in January 2016 and will be implemented through a 'big bang' approach in the summer of 2017. This Act aims

to simplify the legal basis for renting a home from a private or 'community' landlord (local authorities and RSLs). There will only be 2 types of contract and the default contract of community landlords will be the secure contract. The default contract issued by private landlords will be the standard contract.

The standard contract can be a:

- periodic standard contract (running from week-to-week or month-to-month) or
- fixed term standard contract (for a set period of months or years).

All tenants must be provided with a written contract and the Act also includes revised provisions for joint contract holders, succession and abandonment.

The change in contract / licence arrangements may impact on some supported accommodation projects.

There are also a number of Welsh Government White Papers that are currently being developed which are likely to have an impact on the Supporting People Programme Grant. These include the Devolution, Democracy and Delivery – Reforming Local Government White Paper as well as the Public Health White Paper.

At the same time the Westminster Government are proceeding with Welfare Reforms which may have further implications. Of concern is how service users will manage their finances when Universal Credit is introduced.

Welsh Government Priorities and the Tackling Poverty Agenda

The Supporting People Programme has been brought in line with the other Tackling Poverty Programmes, including Communities First, Families First and Flying Start, under the Minister for Communities and Tackling Poverty. There is a clear drive to join up these anti poverty programmes to achieve better outcomes for customers and more efficient use of resources. Closer working links between the various programmes are already being developed in Cardiff, including joined up services with Families First for young people, this will be a priority for the coming year.

Lesley Griffiths AM, Minister for Communities and Tackling Poverty wrote to the RCC chair in January 2016 to outline her priorities for the fund:

- Continued work at a regional level to ensure effective engagement and joining up of services.
- Review of the strategic relevance of services across the region.
- Ongoing engagement with colleagues from Homelessness Advice Services to ensure service provision is configured to prevent homelessness.
- Engagement with colleagues across the region to reduce demand on more costly Health & Social Care provision.
- Review patterns of provision to ensure all services are fit for purpose, reflect the needs of those accessing them and evidence that they provide value for money.
- Continued improvement in outcomes collection and use of this information, alongside your spend plan data, to prioritise service commissioning and remodelling.

- Closer links between wide Tackling Poverty funding streams so resources are targeted and services are not duplicated.

These priorities align very closely with the Councils priorities and will be fully considered in any review of services.

4. Supporting People Programme Strategic Response & Efficiencies

The Council, together with providers, the Vale and Cardiff Regional Collaborative Committee (RCC) and Welsh Government, have recognised that funding reductions have increased the need to take a strategic approach to the delivery of housing related support services and increased the need to maximise the use of the funding available to support vulnerable people in Cardiff.

To respond to this requirement, the Council has been taking a consultative approach to reviewing current services and developing a way forward for the next financial year and beyond.

We have continued our engagement with providers and other stakeholders which to identify ways of not just managing funding reductions but also to take a more strategic approach to services. The aim is to deliver new arrangements for accessing and delivering services that are more targeted and efficient and this will continue to be progressed in the coming year.

For 2015/16 a revised funding structure was implemented to resolve the variation in amounts paid to different support providers for very similar services. We used this funding structure when procuring Supporting Living Services for people with a learning disability, enabling us to increase the number of units while making a slight reduction in spend for this service. Many other projects received reduced funding on this basis but most retained their unit numbers.

The indicative grant offer for 2016/17 remains at the current level of £16.2m and therefore, provided this remains the same in the final grant allocation, major cuts to services will not be required. However there will be some realignment of current funding arrangements for 2016/17 to ensure that best use is made of the funding and that the needs of the most vulnerable are met.

Due to the likelihood of future funding reductions and the limited ability of existing services to make further efficiencies, the work on the review of services which commenced in 2015/16 will continue to inform a more strategic approach to commissioning services from 2016/17 and beyond.

4.1 Accommodation & Support Programme

An Accommodation and Support Programme Project Board was set up during 2015 to oversee a review of accommodation and support provision in Cardiff. While this review was focused on Supporting People funded projects, other services and projects were included in the review where appropriate.

Services have been grouped into 5 categories with a consultation group set up for each. The groupings are:

- Young Persons Project
- Homelessness Project
- Floating Support Project
- Longer Term Support Project
- Gender Specific/Domestic Abuse Project

The Accommodation and Support Programme projects are at various stages of development or implementation but they all have similar aims:

- Single access point for services “Gateways” – to ensure most effective use of resource. Previously all schemes had their own waiting list and allocation criteria and there was therefore no way to prioritise the most vulnerable clients.
- Greater understanding of need - through the development of central waiting lists and allocations.
- Developing the right mix of accommodation types
- Developing clear pathways – structured journey to independent living (wherever possible)
- Developing specifications for commissioning
- Identifying opportunities for savings.

5. Methodology

Young people with support needs

The Supporting People Team have continued to work closely with colleagues in Children’s Services and Homelessness, considering the Council’s current and future provision of accommodation and support services for young people who are homeless and those leaving care.

The Young Person’s Accommodation Gateway was launched on 1st Oct 2015. All supported accommodation for young people is now controlled and allocated by the Council. This service provides accommodation options for all young people with housing and support needs and caters equally for young people presenting as homeless and those being assisted by Children’s Services. The Gateway has co-located officers from Children’s Services and Homelessness. These officers work alongside a Families First funded third sector prevention service operated by Llamau.

Young People are provided with emergency accommodation where required at a specialist young person’s hostel where their individual needs are assessed. Once assessed, there is now a clear pathway into a range of supported accommodation. This joined up approach to housing young people is based on need which allows better prioritisation of accommodation. This ongoing work has helped to better identify the costs associated with this provision and we have reinvested savings from other areas into young persons supported accommodation provision.

Homelessness

The Gateway for single homeless people was launched on 9th November 2015. Again, this has brought access to all hostels and supported accommodation into the control of the Council with one central waiting list. This joined up approach to managing frontline and secondary supported accommodation allows better prioritisation of accommodation and is providing valuable information about demand and supply which will inform ongoing commissioning.

Previously, 30% of hostel presentations were from people who were 'out of county'. Homeless people were being drawn into Cardiff away from family and other support networks, by the availability of services in the city. This was not always delivering the best outcomes for these individuals and was putting undue pressure on services in Cardiff where numbers of rough sleepers remain high.

New local connection requirements have now been introduced, with exceptions for the most vulnerable clients. A Reconnection service, operated by the Salvation Army, has been developed to help homeless people who are not local to Cardiff to find support in their own areas. Significant success has been achieved in the short time this has been operational with 17 clients reconnected, many to family and friends. The chart shows the range of locations that the reconnections have covered. It is anticipated that work on this project will increase once cold weather provision ceases.

Period accessing service	Reconnection Details	Local Connection	Days spent in EOS
Nov-15	Birmingham, presented to LA 23.11.15 (support from MH Team)	Birmingham	13
Nov-15	Barry 27.11.15 (Private rented tenancy)	Barry	5
Nov-15	Bargoed 25.11.15 (CWP in Bargoed)	Caerphilly	2
Dec-15	Barry, appointment with LA 10.12.15 - Currently residing in Hostel	Barry	7
Dec-15	Northampton 9.12.15	Somerset	4
Dec-15	Birmingham, 7.12.15 (Hostel)	Birmingham	1
Dec-15	Whitchurch, Hampshire 31.12.15 (Family)	Neath, Port Talbot	0
Dec-15	Clydbank 21.12.15 (Friends)	Glasgow	4
Dec-15	Aberdeen 24.12.15 (Family)	Aberdeen	3
Dec-15	Vale of Glamorgan, presented to LA 4.1.16	Barry	0
Jan-16	Kirkcaldy, presented for TA (17.2.16)	Fife, Scotland	0
Feb-16	Rochdale Lancashire (3.2.16), presented to LA	Rochdale	1
Feb-16	Birmingham 5.2.16, presented to LA	Birmingham	0
Feb-16	Merthyr 8.2.16, presented to LA	Merthyr	0
Feb-16	Swindon 12.2.16, (Friends and Family)	Swindon	0
Feb-16	Bridgend 18.02.2016 (Friends and Family)	Bridgend	0
Feb-16	Brussels, Belgium 19.02.2016 (Friends and Family)	Brussels	0

Floating Support Project

Floating Support is provided in the clients own home and can help with move on from supported accommodation or can help prevent homelessness. There are over 700 units accessed via The Tenant Support Service operated by Cardiff Council and over 200 units provided directly by a small number of support organisations and Registered Social Landlords.

There has been a lack of clarity around the purpose of floating support and referrals into the service are often incomplete. Clients are often in support for long periods and there is a need to do more to encourage independence.

All units will come under the management of the Cardiff Floating Support Service, and all units will be accessed via the Council.

A new, clearer referral form has been introduced following discussions with providers; this clarifies when a referral for support is appropriate. Briefings and training for referrers is ongoing and will improve the quality of referrals.

A clear review process has been set out to ensure that support does not continue longer than needed and a separate lower level services is to be introduced for those clients needing ongoing support, this will be funded at a lower rate.

Already data is indicating an over supply of units as some projects have high void rates and low turnover. As a result we have ceased funding some projects and reduced numbers in other floating support projects, reinvesting savings in some accommodation projects to support the most vulnerable clients.

Longer Term Support

A requirement has been placed on Councils to reassess support and to target it more effectively on a needs basis, an example of this is sheltered housing where tenants can no longer automatically receive help with the costs of support, the residents must have a need for the support if this is to be funded.

A comprehensive review of older persons services is ongoing and following discussions with providers of older persons services fundamental changes will be in place from April 2016. Support services for older persons, will be delivered in the main through floating support arrangements. While some support will still be delivered by on site by scheme managers it will only be delivered to those assessed as in need of it.

Much of the work undertaken by scheme managers is housing management rather than support related, with considerable focus on fire safety and security. Where appropriate, service charges are being reviewed to take into account these activities and housing benefit levels will be adjusted to take this into account.

The reduction in funding used for sheltered housing services will enable us to re-invest in other areas, to widen the reach of support services and better target them towards the needs of the most vulnerable. It has allowed greater investment in community alarm and mobile warden services which already successfully assist many older people to remain independent in their own homes. The opportunity will

also be taken to extend and review floating support services for older people and align these services more closely with the Council's Independent Living and Prevention Services. This review is ongoing and will link to work on the Locality Based Approach to services and to the creation of older persons Hubs.

Gender Specific / Domestic Abuse

Work is ongoing to implement a Gateway to facilitate access to crisis services for men and women fleeing abuse including refuges and 24 hour floating support. This is being driven by a Working Group comprising Council representatives and all relevant third sector providers, and feeds into a Consultation Group of all interested parties. One of the existing providers will operate the Gateway on behalf of the Council and it will also coordinate access to target hardening provision.

To ensure services are fit for purpose to respond to the new duties under the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, the Council is in discussion with the Vale of Glamorgan to recommission wider domestic abuse services in partnership with the South Wales Police Commissioner. Safe Lives were commissioned by the Police Commissioner to undertake work to inform this joint commissioning process following interviews with service commissioners, providers and service users in the region.

A Domestic Abuse Executive comprising statutory partners will take this work forward for Cardiff in conjunction with the relevant forum in the Vale of Glamorgan and the RCC. Discussions will be ongoing with existing providers and service users regarding the development of service specifications.

6. Principles for the Review

During 2016/17 an approach to review of services commenced based on a set of agreed principles:

- Ensuring that services are based on need and that the most vulnerable service users are protected
- Promoting independence and delivering support at the lowest appropriate level to meet clients needs
- Taking an evidence based approach – considering voids/turnover, outcomes and service user feedback
- Ensuring services are sustainable
- Maximising the time spent on the client and reduce management costs by encouraging collaboration between providers
- Where possible, commissioning support in partnership with other public/third sector organisations
- Working with providers and other partners to develop service specifications that are outcome based and quality focussed

This work will continue during the coming year.

7. Eligibility

Individual Needs

The remit of Supporting People funding is to ensure that people are able to manage and sustain their accommodation and that, where possible, they ultimately achieve or maintain independent living. For support to be provided there should be a reason why the individual needs the additional help and cannot manage by themselves.

An individual is eligible for support if they are vulnerable, aged 16 or over and require Housing-Related Support to obtain the skills to live as independently as possible or to maintain independence and prevent homelessness.

Examples of the situations where housing-related support would assist in resolving the issues faced are listed below:

- Has never held a tenancy before
- Has a chaotic lifestyle
- Has a history of non-engagement
- Is not adhering to tenancy conditions
- Is too vulnerable to make clear decisions and take action without support
- Has been in an institution and requires support to adjust to a less structured environment
- Is at risk of harm
- Needs assistance to feel safe and confident to remain living independently
- Has a history of tenancy breakdown and/or homelessness
- Is isolated and has little or no access to positive family/support networks

Issues should be resolved by empowering the service user through the speediest and most effective route. Where clients can manage to access existing mainstream or specialised services they should be signposted to existing services. This will ensure that they get the correct advice from a specialist in that particular area, e.g. clients in debt can get in-depth support on budgeting and resolving their debts through the specialist advice providers through one of the Hubs. Referring in this way also allows the client to see how to access this and other types of support in the future and ensures that those most in need of housing-related support receive it.

The housing-related support that is delivered should be focussed on helping people to help themselves in the future whenever this is possible and appropriate. Where the client needs support following a crisis or similar event, the Council believes that, should a similar crisis occur, the client should feel empowered to access appropriate services by themselves rather than becoming dependent on support. However, it is fully recognised that some people may not be able/capable of accessing services without support and, therefore, there should be no barriers to re-accessing the services where this is necessary.

Service Delivery

Services should be tailored to individual needs and, as far as possible should assist in the progression of the individual service user towards an independent life in the community.

The following are examples of services considered eligible for Supporting People funding where the individual needs outlined above have been identified:

- ➔ Where there is an identified need to help someone overcome a crisis or similar event.
- ➔ Resolving immediate risk to tenancy and thereby preventing imminent homelessness e.g. negotiating with the landlord with regards to repayment of arrears.
- ➔ Support to move-on from hostel, or temporary, accommodation and on discharge from hospital e.g. assisting the service user to explore options for alternative housing.
- ➔ Providing transport to and from appointments e.g. to prevent exclusion from services or in order to support extremely vulnerable clients. Wherever possible however clients should be encouraged to use public transport to appointments or be supported to do so over time.
- ➔ Advice and assistance in meeting tenancy conditions e.g. for persistent anti-social behaviour including hoarding.
- ➔ Life skills for those people with an assessed need to improve these skills to improve or increase their independence.
- ➔ Person-centred work around building confidence and self-esteem.
- ➔ Peer support and the development of social skills e.g. support to avoid criminal or anti social behaviour.
- ➔ Encouraging the development of Personal Safety e.g. provision of advice on restricting access to the property and ensuring people feel safe.
- ➔ Help in managing housing related finances e.g. low-level debt/budget advice or referral to appropriate agencies.
- ➔ Leisure-based diversionary activities e.g. where these are specifically targeted to successfully break lifestyle patterns to both overcome addictions and to build confidence and to improve social support networks that encourage independence.
- ➔ Access to enabling-based diversionary activities such as training, employment and volunteering e.g. by researching availability and access arrangements to local groups. Also provision of these services where it is assessed that direct provision of this service would significantly improve client outcomes.
- ➔ Removing barriers to accessing community resources and support e.g. by providing advice and support in using public transport through purchasing tickets, accessing timetables etc.

The following services are considered as not eligible for funding:

- ➔ Services which deliver any care-related activities. Funding must not be used for services that are a statutory duty which Social Services are required to deliver under community care legislation.
- ➔ Activities that are part of the landlord function, or general housing management tasks which would normally be funded by rents or service charge such as setting, collecting and accounting for rent and service charges, or establishing, issuing and enforcing licence or tenancy agreements. Social landlords are expected to provide a certain amount of assistance for their more vulnerable tenants as part of their role, and will help with completion of benefit forms including, where necessary, visiting clients.

7.1 Standardised Rates

2015/16 saw the introduction of standardised rates producing greater parity between providers delivering similar services. Ongoing discussion has taken place with providers about the appropriateness of these rates for some small accommodation based schemes and this has led to an increased rate for these schemes in 2016/17. This change has been made as a result of greater understanding of the costs and issues of these schemes and relates to 24 hour staffed accommodation projects for young people with small unit numbers.

7.2 Aims of the Supporting People Grant

During the review of services in 2015/16 some schemes were identified that did not appear to adhere closely to the aims of the Supporting People Programme Grant. Extensive discussions were held with the affected providers about the reasons for these proposals and further information was provided and explored. Alternative funding options were also discussed and, despite the reduction in funding, schemes remained open during the year. In the case of Oak House Hostel new service provision was piloted based on a lower level of support, this was significantly different from that previously delivered. Following ongoing monitoring of the pilot through 2015/16 the need for this service has been confirmed, the rate for the support has been reviewed and this project will continue.

8. Needs Supply and Service Gaps

The current supply map can be found at Appendix 1 and shows the schemes that will be in operation in 2016/17. Appendix 2 provides the outcomes from the Annual Survey which took place in April 2015 and provides a range of data about services and their users including, equality information and client needs in addition to supply and demand information.

The ongoing Accommodation and Support Review as set out above will allow the service to better identify the need for current provision and any gaps in provision through the use of gateways into services.

In addition to the intelligence gathered through the Annual survey and Accommodation and Support Gateways, consideration will also be given to demographic data in determining future need. Appendix 3 contains a review of applicable population information.

9. Consultation Evidence

9.1 Consultation Informing this Commissioning Plan

Consultation has remained a key priority and has contributed significantly to the recent developments within the supporting people programme in Cardiff.

In the main consultation has taken place through the Accommodation & Support Review Project with a dedicated team managing the project. This was set up to oversee a review of accommodation and support provision in Cardiff, mainly Supporting People funded projects but not exclusively. The work has entailed the setting up of 5 separate consultative groups.

- Young Persons Project
- Homelessness Project
- Floating Support Project
- Longer Term Support Project
- Gender Specific/Domestic Abuse Project

Each of the groups has support provider representatives covering all 31 external supporting people funded providers and Children's Services funded providers. There is representation from the City of Cardiff Council consisting of the Assistant Director of Housing & Communities, the Operational Manager responsible for Homelessness, Supporting People and Housing Benefits. Managers of hostel services, Housing Options service, Supporting People Manager, along with managers from Social Services.

As well as the Consultative Groups, there are regular meetings between Housing and Children's Services and Housing and Social Care Mental Health Service. There have been meetings with Housing and Cardiff & Vale Health Board representatives including Substance Misuse and Mental Health Services.

Out of the Consultative Groups, working groups have been set up which have been instrumental in implementation and the ongoing operation of the new ways of working particularly with the:

- Single access point for services "Gateways" – to ensure most effective use of resource.
- Greater understanding of need - through the development of central waiting lists and allocations.
- Developing clear pathways – structured journey to independent living (wherever possible)
- Development of documentation and operational processes
- Identifying opportunities for savings.

Discussions and negotiations with individual providers of older persons services will result in fundamental changes from April 2016 where by support services for older persons, particularly those in sheltered schemes, will be delivered in the main through floating support arrangements. Though some will still be delivered by on site scheme managers it will only be delivered to those assessed to need it.

9.2 Consultation Planned for Next Stage of Review

Through the provider and stakeholder consultation groups we have considered ways in which we can engage and consult with service users. Whilst routinely discussed at

consultation groups “no one size fits all” approach has been developed. There are a number of barriers to service user engagement, not least the array of client groups, transient nature of some service users and services, impartiality and general willingness to take part.

To help inform commissioning of domestic abuse services, it is anticipated that a regional service user forum will be established during 2016. A survey had previously been widely circulated through providers in Cardiff to ascertain views of service users on the accessibility and publicity of existing services, through to the quality of service delivered. Although this was a limited piece of work in its scope, it is acknowledged that this type of engagement was useful in reaching service users who were working or who were more IT-literate, and therefore a number of methods may need to be employed to reach all relevant service user groups in the future.

We have conducted a telephone survey of former Floating Support Services service users and data from this survey is currently being analysed.

Arrangements were made with a small number of current and former homeless service users for a face to face, but informal meeting but unfortunately attendance was limited.

A Service User Listening Event for Care Leavers, in partnership with Children's Services and led by NYAS (Cymru) is to be held on 12th March information will be presented on the Single Young Persons Gateway pathway and feedback sought.

As we progress with more in-depth reviews of each service or client group over the coming year we will engage with service users using in-depth surveys and focus groups, in order to understand how they currently receive services, what they currently value about that provision, and what could be delivered differently. This will enable us to target our provision more effectively, and to focus resources on genuinely improving outcomes for residents of Cardiff in a more flexible and appropriate manner.

10. Priorities for Development

10.1 Remodelling services for Vulnerable Older People based on need.

Current services for vulnerable older people are provided through sheltered and peripatetic warden services, community alarm and mobile warden schemes and floating support.

The Aylward review made the following recommendations with regard to eligibility of older people to supporting people funded services:

“...the eligibility for older people receiving Supporting People funds should be based on need rather than age or tenure.” (Aylward, 2010)

During 2015/16 we have worked closely with service providers to change to services based on need and not tenure. We have reached a position where most services will be based on need from April 2016, however, some services are still based on where

the person lives including fixed alarms. We aim to formulate eligibility criteria for funding community alarm services based on need and to apply these criteria to all alarm services by April 2017.

We need to better understand the needs of older people in the wider community and to commission services that are open to all older people who need it wherever they live in the community. This needs to be linked closely with the Council's Independent Living and Prevention services. A pilot scheme will be operated in partnership with a current provider to help define need. The services to be provided and eligibility for these services will be defined during the year.

10.2 Re-commissioning Floating Support Services

All supporting people funded floating support units now come under the management of what was the Tenant Support Service but is now The Cardiff Floating Support Service, so all units will be accessed via the Council. Already data is indicating an over supply of units as some projects have high void rates and low turnover. As a result we have ceased funding some projects and reduced numbers in other floating support projects, reinvesting savings in some accommodation projects.

We will be introducing a new management system for this service and will be producing demand, need and performance information on a more regular basis. We will be presenting this information to the consultation group and in partnership with the current providers and other stakeholders we will be designing and specifying services. The aim is to procure through a competitive tender process ready for new contracts to commence in early 2017.

10.3 Re-commissioning Domestic Abuse Services

Cardiff has held a long-term desire to re-commission services due to the current complexity of funding streams which have led to duplication of some roles and service delivery, with other key services being left inappropriately supported. Services as they stand are not robust or sustainable in their current format. This lack of strategic direction for domestic abuse services has also been acknowledged by the Welsh Government and the South Wales Police and Crime Commissioner.

It is anticipated that work will begin on developing a specification for all domestic abuse services in conjunction with the Vale of Glamorgan and the South Wales Police and Crime Commissioner's office. Funding levels for joint commissioning have yet to be confirmed but all parties wish to work together to ensure services can respond to the new duties under the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Any new services must align to the developing Multi-Agency Safeguarding Hub (MASH) and both vulnerable adults and children's first point of contact services.

10.4 Review of accommodation based services

Accommodation based services are an expensive means of delivering support and both rent and support costs are normally high. In the Autumn Statement 2015 the Chancellor announced that rents in social housing would be restricted to Local

Housing Allowance levels. There are currently more than 1,000 units of accommodation in Cardiff above LHA levels and so this change will have a significant impact on support in the city. While the change will not come into force until 2018 it will apply to any residents who took up occupation from April 2016.

A review of accommodation based services will be carried out during the year and prioritisation of these services will be carried out.

10.5 Preparation for further re-commissioning

During the year information gathered from the Gateways will be used to inform future re-commissioning plans and work on developing new specifications for services will take place.

One area that has already been identified as requiring reconfiguration is support for those clients with mental health issues. A review of these services will form a significant part of the Homelessness strand of the Accommodation and Support programme.

10.6 Training Tenancies for Young People

A pathway of accommodation and support options for young people in Cardiff has been developed by the Housing and Communities Service in partnership with Children's Services and service providers. As part of this work a gap in accommodation provision has been identified for young people who need to take the step towards independence but who need continued support to ensure they can meet their tenancy conditions. To meet this need we aim to establish a provision of 18 training tenancies for young people with a view to creating a temp-to-perm accommodation solution but with the option to return to supported or other appropriate accommodation if the training tenancy is not quite the right option at that time.

11. Savings and Reductions Proposed for 2016/17

As stated above the indicative grant for 2016/17 remains unchanged however the work of the Accommodation and Support Review has identified where some realignment of resources is required. Therefore although the level of intended spend within each spend category is broadly similar to that of the current year, there have been some changes to current funding levels.

Where services are underused discussion has taken place with providers to reduce, reconfigure or cease services, this is part of the ongoing management of the fund to ensure effective use of resources.

We have reviewed our services for young people and due to void and demand data we have reduced the number of floating support units while at the same time increasing our spend in 24hr supported accommodation for the most vulnerable young people.

In with the move of older persons services away from tenure based to needs based spend on sheltered housing warden type services will decrease, however it is intended that there will be increased spend on older persons floating support services to the wider community based on need.

There has been an increase in Community Alarm and mobile warden service users and costs increasing the expected spend in this spend category.

There has also been some realignment of schemes between spend categories to better reflect the activity that they carry out.

Below is a summary of the spend plan which shows the results of the proposed funding changes will have the following impact on Spend Categories in 2016/17. The full spend plan is attached at appendix 4,

Spend Category	Total SP funding 2015/16	Total SP funding 2016/17	Difference 2015/16 from 2016/17	Difference as %
Women at risk of Domestic Abuse	£1,051,682.48	£1,047,682.48	-£4000.00	-0.38%
Men at risk of Domestic Abuse	£23,220.60	£23,220.60	£0.00	0.00%
People with Learning Disabilities	£2,293,945.07	£2,239,347.24	-£54,597.83	-2.38%
People with Mental Health Issues	£865,358.16	£863,022.16	-£2,336.00	-0.27%
People with Substance Issues (Alcohol)	£654,134.00	£654,134.00	£0.00	0.00%
People with Substance Misuse issues (Drugs and Volatile substances)	£803,666.76	£803,666.76	£0.00	0.00%
People with Criminal Offending History	£373,360.00	£386,100.00	£12,740.00	3.41%
People with Refugee Status	£201,625.48	£197,625.48	-£4000.00	-1.98%
People with Physical and/or Sensory Disabilities	£74,339.72	£74,339.72	£0.00	0.00%
People with Developmental Disorders (i.e. Autism)	£0.00	£0.00	£0.00	0.00%
People with Chronic Illnesses (including HIV/AIDS)	£43,680.00	£34,964.00	-£8,716.00	-19.95%
Young People who are Care Leavers	£247,987.48	£181,480.00	-£66,507.48	-26.82%
Young People with Support Needs (16 - 24)	£1,849,965.68	£1,795,577.68	-£54,388.00	-2.94%
Single Parent Families with Support Needs	£393,120.00	£393,120.00	£0.00	0.00%
Families with Support Needs	£942,327.00	£915,772.52	-£26,554.48	-2.82%

Single People with Support Needs not listed above (25 - 54)	£0.00	£0.00	£0.00	0.00%
People over 55 years of age with Support Needs (this category must be exclusive of alarm services)	£450,489.04	£290,770.84	£-159,718.20	-35.45%
Alarm services (including sheltered/extracare schemes)	£518,218.45	£649,881.76	£131,663.31	25.41%
Generic Floating support to prevent homelessness (tenancy support services which cover a range of service user needs but which must be exclusive of fixed site support)	£2,812,640.00	£2,842,640.00	£30,000	1.07%
Expenditure which does not directly link to the spend plan categories above (includes homeless services)	£2,667,710.24	£2,874,124.76	£206,414.52	7.74%
	£16,267,470.16	£16,267,470.00	£-0.16	0.00%

Where there is a variance of +/- 10% in a spend category between 2015/16 and 2016/17 spend plans Welsh Government requires an explanation. They also require an explanation of the category Expenditure which does not link to other spend categories.

People with Chronic illness - The budget for this project for 2015/16 was set during the tender process. The successful tender was below budget so for 2016/17 we can budget the actual amount

Young People who are care leavers - 6 units within a large generic hostel have been removed as a large generic hostel was not felt to be suitable for young care leavers. However our review of how we provide young persons accommodation and support means that young care leavers can now access all young persons accommodation including a specialist young people's hostel and a clear pathway through supported accommodation. There is no limit to or set number of accommodation units specifically for young care leavers though some have been accounted for in this category.

People over 55 years of age with Support Needs (this category must be exclusive of alarm services) - We have been working with landlords of sheltered schemes towards moving our supporting people funded older persons services away from tenure based to needs based. There has been a reduction in the number of units and spend but an increase in the number of floating support units for older people.

Alarm services (including sheltered/extracare schemes) - We are seeing and expecting further take up of the dispersed alarm service as this is being promoted in the city so we have set a higher budget this year as the service supports independence and saves money in other areas.

Expenditure which does not directly link to the spend plan categories above-
This category includes projects such as hostels where the people who access these projects are of varying ages and have various often multiple and complex needs and therefore the projects do not fit into the other more specific spend categories.

12. Equality Impact Assessment

A full Equality Impact Assessment is attached at Appendix 5.

Appendix 1 Supply Map

Supply Map 2016/17

Support Provider	Project	Project Model	Spend Category	Units
Aelwyd	Splott Baptist Court	Sheltered	People over the age of 55 with Support Needs	10
Aelwyd	Splott Baptist Court	Alarm	Alarm Services	23
Ategi	Ategi LD APS	Adult Placement	People with Learning Disabilities	21
Ategi	Ategi PD APS	Supported Housing	People with Physical and/or Sensory Disabilities	2
Ategi	Complex Needs Project	Supported Housing	People with Chronic Illnesses	6
Barnardos	Single Young Persons Project	Supported Housing	Young People with Support Needs	7
Barnardos	Cwrt Yr Farchnad	Supported Housing	Young People with Support Needs	6
BAWSO	BAWSO Refuge	Direct Access	Women Experiencing Domestic Abuse	12
BAWSO	BAWSO Floating Support	Floating Support	Women Experiencing Domestic Abuse	42
BAWSO	BAWSO TSS	Floating Support	Generic Floating Support	50
Cadwyn	Hafan Project	Supported Housing	Single Parent Families with Support Needs	9
Cadwyn	Cadwyn Floating Support	Floating Support	Generic Floating Support	20
Cadwyn	Nightingale House	Direct Access	Families with Support Needs	26
Cadwyn	Llys Pum Cyfair & Daviot Court	Alarm	Alarm Services	25
Caer Las	Caer Las TSS	Floating Support	Generic Floating Support	70
CCHA	Cardiff Mind Project	Floating Support	People with Mental Health Issues	9
CCHA	Cardiff Foyer	Supported Housing	Young People with Support Needs	15
CCHA	Streetlife Project	Supported Housing	Women Experiencing Domestic Abuse	2
CCHA	CCHA OP Project	Floating Support	People over the age of 55 with Support Needs	27
CCHA	CCHA Alarm Services	Alarm	Alarm Services	144
Cardiff Council	Ty Tresillian	Direct Access	Expenditure which does not directly link to the spend plan categories	24
Cardiff Council	Ty Greenfarm	Direct Access	Families with Support Needs	25

Cardiff Council	CCC Homeless Support TSS	Floating Support	Families with Support Needs	50
Cardiff Council	CCC Asylum Team TSS	Floating Support	People with Refugee Status	35
Cardiff Council	Adult Services LD SLS	Supported Housing	People with Learning Disabilities	34
Cardiff Council	Cardiff Council Community Alarm	Alarm	Alarm Services	2500
Cardiff Mind	Cardiff Mind MH SLS	Supported Housing	People with Mental Health Issues	26
Cardiff Women Aid	A House	Direct Access	Women Experiencing Domestic Abuse	7
Cardiff Women Aid	The J	Direct Access	Women Experiencing Domestic Abuse	10
Cardiff Women Aid	R House	Direct Access	Women Experiencing Domestic Abuse	8
Cardiff Women Aid	CWA Tenancy Rescue TSS	Floating Support	Women Experiencing Domestic Abuse	25
Church Army	Ty Danescourt	24 Hour Staffed	Young People with Support Needs	6
Church Army	Ty Bronna	Direct Access	Young People with Support Needs/ Care Leavers	13
Dimensions	LD SLS Locality 1 & 2	Supported Housing	People with Learning Disabilities	71
Gofal	Gofal TSS	Floating Support	Generic Floating Support	70
Gwalia	Janner House	24 Hour Staffed	People with Criminal Offending History	11
Gwalia	Teal	Supported Housing	People with Criminal Offending History	9
Gwalia	Cardiff Move On	Floating Support	Generic Floating Support	79
Gwalia	Ffynnon Project	Floating Support	People with Substance Misuse Issues (Drugs and Volatile Substances)	9
Gwalia	Cedar House	Supported Housing	Men Experiencing Domestic Abuse	4
Hafan Cymru	Hafan Cymru TSS	Floating Support	Generic Floating Support	50
Hafod Care	Family Project	Floating Support	Families with Support Needs	8
Hafod Care	Young Persons Project	24 Hour Staffed	Young People who are Care Leavers	5
Hafod Care	Parc Hafod	Supported Housing	People with Mental Health Issues	27
Hafod Care	Cardiff 25	Floating Support	Families with Support Needs	25
Hafod Care	MH FS	Floating Support	People with Mental Health Issues	20
Hafod Care	Hafod Care MH	Supported Housing	People with Mental Health Issues	50
Hafod Care	Ty Onnen	Supported Housing	People with Physical and/or Sensory Disabilities	6

Hafod Care	Dol Yr Hafren	Supported Housing	People with Physical and/or Sensory Disabilities	15
Hafod Care	Dol Yr Hafren Alarm	Alarm	Alarm Services	15
Hafod Housing Association	Hafod Sheltered	Sheltered	People over the age of 55 with Support Needs	25
Hafod Housing Association	Hafod Alarm	Alarm	Alarm Services	58
Huggard	Huggard Centre	Direct Access	Expenditure which does not directly link to the spend plan categories	20
Huggard	Huggard Generic Supported Housing	Supported Housing	Expenditure which does not directly link to the spend plan categories	38
Huggard	Huggard TSS	Floating Support	Generic Floating Support	25
Innovate Trust	Innovate TSS	Floating Support	Generic Floating Support	50
Innovate Trust	Innovate Trust LD SLS Locality 3 & 4	Supported Housing	People with Learning Disabilities	141
Innovate Trust	Innovate Trust LD EAS	Supported Housing	People with Learning Disabilities	4
Linc Cymru	Linc Alarm	Alarm	Alarm Services	167
Linc Cymru	Linc OP Support	Floating Support	People over the age of 55 with Support Needs	37
Linc Cymru	Linc PD Support	Floating Support	People with Physical and/or Sensory Disabilities	8
Llamau	Trideg Project	24 Hour Staffed	Young People who are Care Leavers	5
Llamau	Clive YOT Project	24 Hour Staffed	People with Criminal Offending History	5
Llamau	Llandaff Road	24 Hour Staffed	Young People who are Care Leavers	5
Llamau	Ty Diogel	24 Hour Staffed	Young People with Support Needs	8
Llamau	Cardiff Network	Floating Support	Young People with Support Needs	18
Llamau	Llamau Supported Housing	Supported Housing	Expenditure which does not directly link to the spend plan categories	22
Llamau	Llamau Women Services	Supported Housing	Generic Floating Support	5
Llamau	Llamau TSS	Floating Support	Generic Floating Support	12

Llamau	Llamau Young Tenancy Rescue TSS	Floating Support	Young People with Support Needs	20
Mirus	LD SLS Locality 5 & 6	Supported Housing	People with Learning Disabilities	85
Mrs R	Walker Road LD SLS	Supported Housing	People with Learning Disabilities	1
Salvation Army	Northlands	24 Hour Staffed	Young People with Support Needs	26
Salvation Army	Ty Gobaith	Direct Access	Expenditure which does not directly link to the spend plan categories	51
Salvation Army	Ty Gobaith Bridge	Direct Access	People with Substance Misuse Issues (Drugs and Volatile Substances)	15
Salvation Army	Salvation Army TSS	Floating Support	Generic Floating Support	55
Solas Cymru	Dyfrig House	Supported Housing	People with Substance Misuse Issues (Alcohol)	21
Solas Cymru	Glan Yr Afon	Supported Housing	People with Substance Misuse Issues (Alcohol)	6
Sulley	Sulley MH SLS	Supported Housing	People with Mental Health Issues	4
STTEPS	STTEPS TSS	Floating Support	Generic Floating Support	55
Taff HA	Ty Seren	24 Hour Staffed	Young People with Support Needs	29
Taff HA	Taff TS Project	Floating Support	Generic Floating Support	38
Taff HA	Ty Enfys	24 Hour Staffed	Single Parent Families with Support Needs	21
Taff HA	Ty Haul	Supported Housing	Young People with Support Needs	4
Taff HA	Taff TSS	Floating Support	Generic Floating Support	60
Taff HA	Taff Forensic TSS	Floating Support	People with Mental Health Issues	30
Taff HA	Taff OP FS	Floating Support	People over the age of 55 with Support Needs	40
Taff HA	Red Sea House	Sheltered	People over the age of 55 with Support Needs	15
Taff HA	Taff Alarm	Alarm	Alarm Services	46
UWHA	PREP Projects	Supported Housing	Expenditure which does not directly link to the spend plan categories	17
UWHA	UWHA FS	Floating Support	Generic Floating Support	8

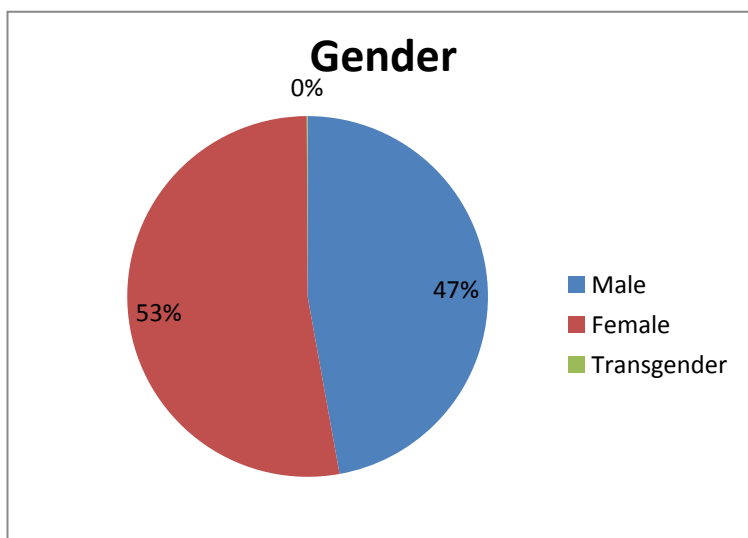
UWHA	UWHA Oak House	Supported Housing	Expenditure which does not directly link to the spend plan categories	20
UWHA	UWHA Alarm Services	Alarm	Alarm Services	101
WWHA	WWHA OP Alarm	Alarm	Alarm Services	703
Wallich	Community Houses	24 Hour Staffed	People with Substance Misuse Issues (Drugs and Volatile Substances)	33
Wallich	Shoreline	24 Hour Staffed	People with Substance Misuse Issues (Alcohol)	38
Wallich	Sir Julian Hodge Hostel	Direct Access	Expenditure which does not directly link to the spend plan categories	25
Wallich	Riverside Project	Supported Housing	People with Criminal Offending History	8
Wallich	CHT Tenancy Support Service	Floating Support	People with Substance Misuse Issues (Drugs and Volatile Substances)	7
Wallich	Croes Ffin	Supported Housing	People with Substance Misuse Issues (Drugs and Volatile Substances)	9
YMCA	The Walk	Direct Access	Expenditure which does not directly link to the spend plan categories	81

Appendix 2. Annual Monitoring Results

In April 2015, we asked all our support providers; with the exception of alarm only services, to complete our annual monitoring form with the aim of analysing information to look at the needs of service users and the profile of these individuals. This information will allow us to focus on priorities for the Supporting People Programme Grant in the coming year, assess the type of projects that should be funded and see where gaps or an oversupply exist in support provision. All of the information was based on the service users that had been supported from April 2014 to March 2015.

Gender and Age

For the reporting period; 1st April 2014 to 31st March 2015, the demographic profile of the service users that were supported can be seen in the charts below:



Female service users accounted for 52.8% of those supported in the reporting period. As can be seen the vast majority of service users that were supported in the reporting period were aged 25 – 54 for both genders. Following this the next biggest group is those aged 16 – 24 and females constitute the majority of this age group accounting for 26.8%

Figure 1: Gender profile of service users

Figure 2: Age profile of service users

Ethnicity

The graph opposite illustrates that the most prominent ethnic group is 'White', which represents 72.8% of all service users. The next largest group was stated as 'Not Known' which represented 9.5%. However this could be largely due to some projects not accurately collecting this data. If this is not taken into account then

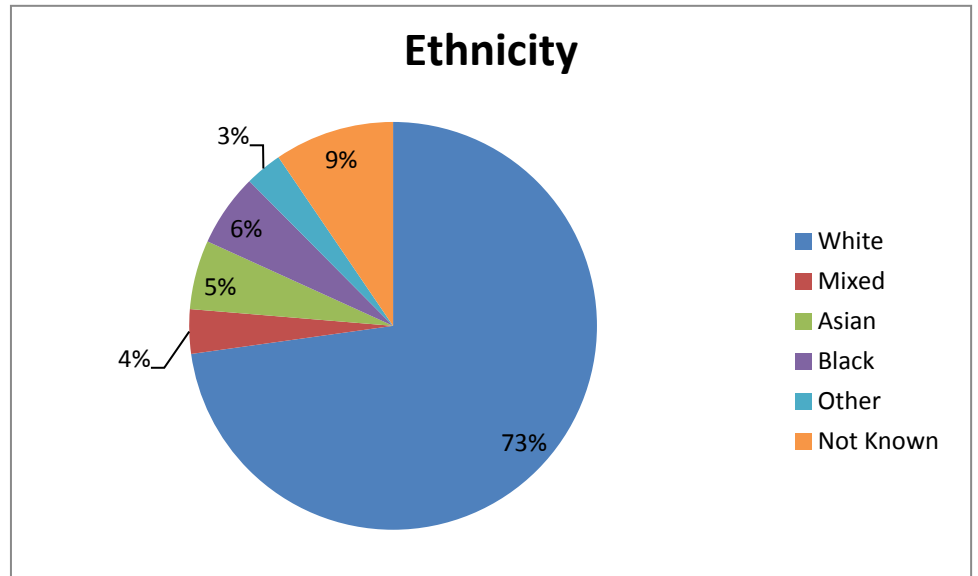


Figure 3: Ethnicity of service users

the next prominent group after 'White' would be 'Black' which represents 5.8% of all service users that were supported in this reporting period.

Type of Provision

The table below shows the different project models that provide support. The table displays the number of units allocated by each project model and the percentage that it represents. Information from alarm services was not collected within the annual monitoring, however this information has been taken from the management system that we use. As the table and graph below show, the largest number of support units provided account for Alarm Services which represents 52.1% of all support provision. It could be argued that Floating Support is the largest support provision that is based on need and this represents nearly a quarter (24.0%) of all support provision. The next most prominent project model is Supported Housing which accounts for 9.4% of support provision. The chart below provides an illustration of the breakdown of these project models.

Project Model	Units	Percentage
24 Hour Staffed supported housing	206	3.1%
Adult Placement	21	0.3%
Alarm Services	3511	52.1%
Direct Access (Hostels)	298	4.4%
Floating Support	1618	24.0%
Sheltered Housing	455	6.7%
Supported Housing (not 24hr staffed)	636	9.4%
TOTAL	6745	100.0%

Table 1: Breakdown of support provision by model type

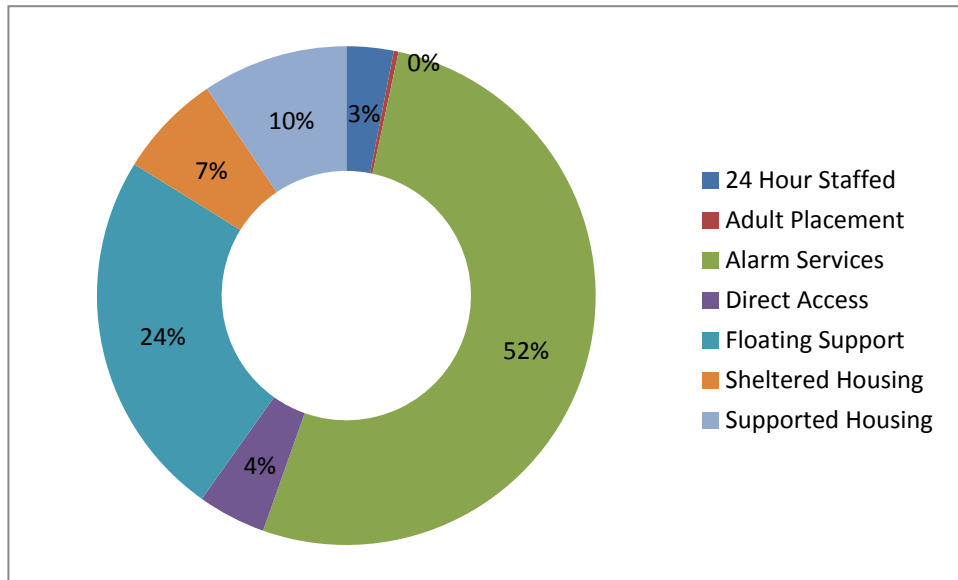


Figure 4: Percentage of support provision

The table below shows the number of service users that were supported as well as the turnover based on the project model. As the table shows Direct Access projects have had the highest turnover, with the turnover being 522.8%. However this is not that surprising when we consider the types of projects and the service users that this project model will accommodate.

Project Model	No. of Units	No. Supported	Turnover
24 Hour Staffed supported housing	206	575	279.1%
Adult Placement	21	22	104.8%
Alarm Services	3511	3560	101.4%
Direct Access	298	1558	522.8%
Floating Support	1618	4339	268.2%
Sheltered Housing	455	477	104.8%
Supported Housing (not 24hr staffed)	636	813	127.8%
TOTAL	6745	11344	168.2%

Table 2: Turnover by project model

Lead Needs

When asked about the lead needs of service users on the annual monitoring returns we asked providers to tell us about the lead need of those that they supported. Although many service users have multiple needs we have asked the providers to tell us about the main support need of their service users. As the chart below shows, 21.4% of service users stated Generic which could relate to needing support to manage their tenancy to potentially being homeless. As the homeless category was removed by Welsh Government this category might be utilised to include those service users that identify themselves as homeless or potentially homeless as well as the category, Single Person. The next most prominent lead need was identified by 14.1% of service users was Older Persons.

This might also reflect that there is a high percentage of service provision that is particularly catered for those that are over 55 years of age. 12.4% of service users lead need related to Mental Health and 9.5% identified Domestic Abuse as a support need. Another lead need that was identified by 9.4% of service users was Young Person.



Figure 5: Lead needs of service users

As the lead need indicates there is a call for service provision that caters for the prevention of homelessness and tenancy support. It can also be assumed that Older People, Mental Health and Domestic Abuse are the issues that have most prominent for service users. Therefore services that are focused on these issues are generally going to be those that we will need to look at in terms of whether there is sufficient provision and whether these projects are providing service users with the overall outcome of preventing homelessness and leading an independent life.

Based on this information, it is important that future provision meets the needs and priorities of service users. This is prominent when we consider that the potential for further cuts that will be placed on the Supporting People Programme Grant in the forthcoming years.

When we look at the table below we can see the demand and turnover of services by spend category.

Spend Category	Units	Percentage	Supported	Turnover
Women Experiencing Domestic Abuse	106	1.6%	626	590.6%
Men Experiencing Domestic Abuse	4	0.1%	9	225.0%
People with Learning Disabilities	354	5.2%	321	100.9%*
People with Mental Health Issues	166	2.5%	271	163.3%
People with Substance Misuse Issues (Alcohol)	60	0.9%	130	216.7%
People with Substance Misuse Issues (Drugs and Volatile Substances)	73	1.1%	123	168.5%
People with Criminal Offending Issues	33	0.5%	60	181.8%
People with Refugee Status	35	0.5%	349	997.1%
People with Physical and/or Sensory Disabilities	31	0.5%	32	103.2%
People with Chronic Illnesses	6	0.1%	6	100.0%
Young People who are Care Leavers	23	0.3%	30	130.4%
Young People with Support Needs (16 – 24)	165	2.4%	639	387.3%
Single Parent Families with Support Needs	30	0.4%	78	260.0%
Families with Support Needs	144	2.1%	403	279.9%
People over the age of 55 with Support Needs	1,067	15.8%	1,557	145.9%
Generic Floating Support to Prevent Homelessness (tenancy support services which cover a range of user needs but must be exclusive of fixed site support)	665	9.9%	1,936	291.1%
Alarm Services (including in sheltered/extra care)	3,511	52.1%	3,560	101.4%
Expenditure which does not directly link to the spend plan categories above.	272	4.0%	1,235	454.0%
TOTAL	6,745	100.0%	11,365	168.5%

Table 3: Turnover by spend category

*Based on units numbers for 2014/15 as contracts changed in August 2015.

Spend categories that tend to have short term interventions such as; Generic Floating Support and Women Experiencing Domestic Abuse have a high turnover rate in comparison to spend categories that are predominately accommodation based. Those with lower turnover rates tend to be made up exclusively of long term accommodation projects such as People with Chronic Illnesses.

Length of Support

When we look at the length of time that service users were supported in 2014/15 then we can see that the majority of service users are supported for up to six months which accounted for 57.4%. This is made up of mostly floating support service users due to the high turnover within this provision.

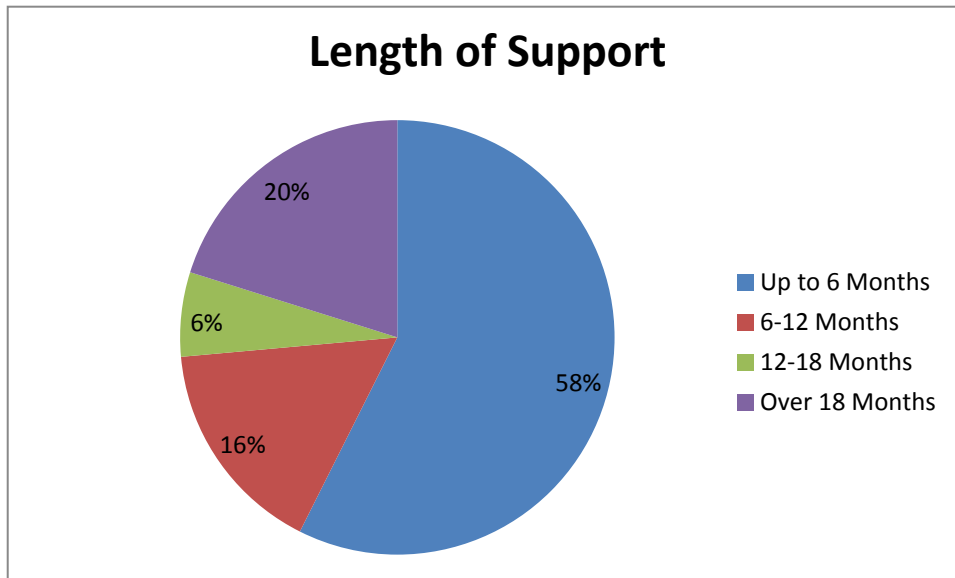


Figure 6: Length of Support

However there is also a fifth (20.2%) of service users that are being supported for over 18 months. This would mainly account for those within long term projects such as sheltered housing and learning disabilities supported accommodation and the adult placement scheme, although some of the shorter term supported accommodation projects also have people staying 18 months or more. This is partly due to lack of general move on accommodation. People remaining in supported accommodation for long periods limits turnover and reduces the number of service users that can be accommodated. Furthermore there will be always be some projects that will have service users for extended periods of time so it is important that other projects are able to accommodate service users and ensure that they are not 'holding' onto people unnecessarily.

It is worth noting that the information in the chart does not include community alarm service users as they were not included in the annual monitoring.

Referrals

The chart below could be used to show where there is demand or under supply of services relating to a particular spend category. For Alarm Services it is not possible to show the number of referrals that come through as it is a service that is available to almost anyone in Cardiff who may require it via the dispersed Community Alarm Service as well as those in dedicated accommodation. Whilst Supporting People will only fund those that are assessed to need it, there are a number of customers that fund their own alarm service. Consequently for this spend category we have only displayed the number of units as the graph shows

the number of referrals and of those which are supported.

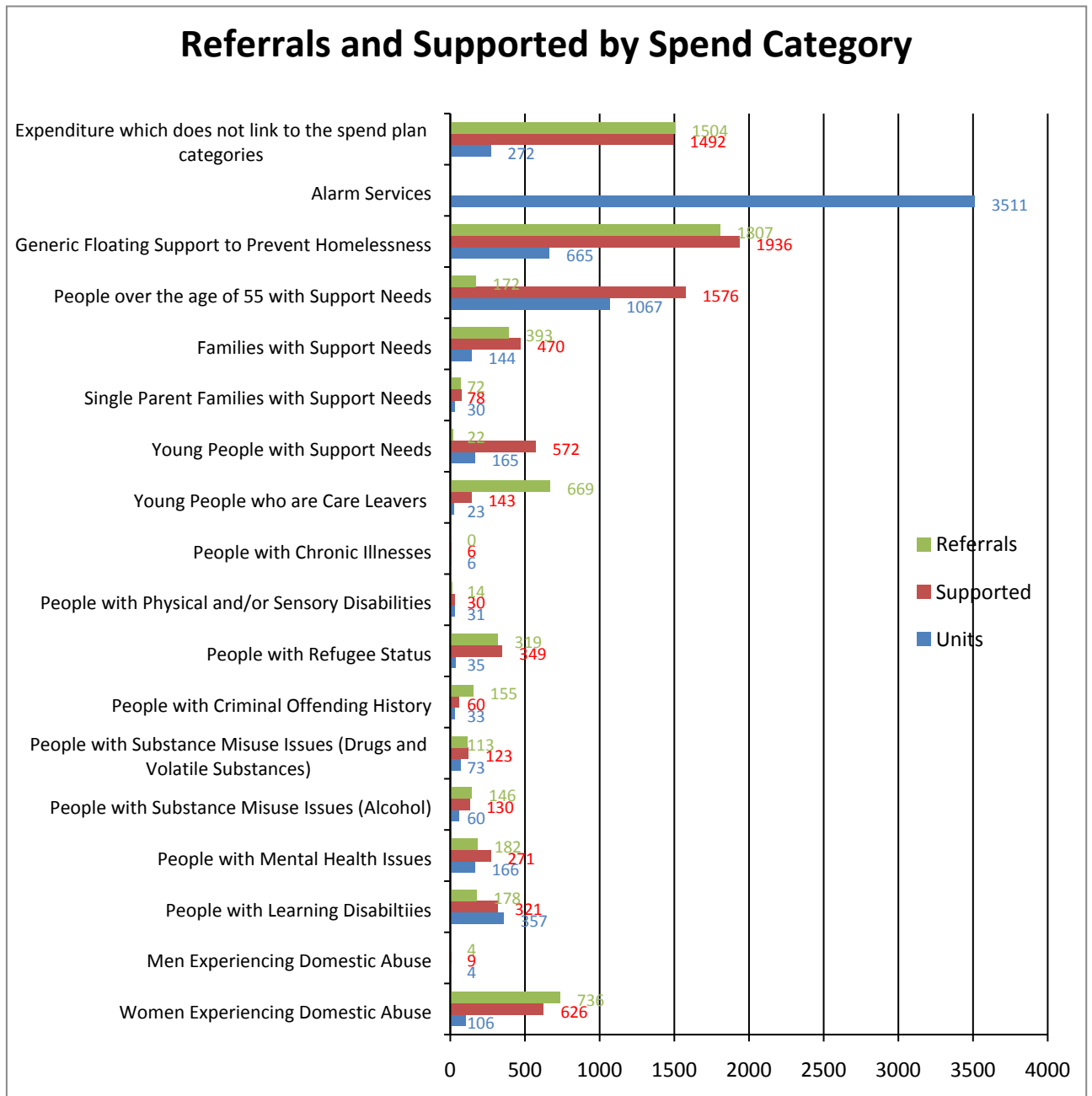


Figure 7: Number of referrals received and those that were supported by spend category

As can be seen in the graph below, spend categories such as Women Experiencing Domestic Abuse and Young People who are Care Leavers are managing to support a high number of service users in comparison to the number of units that they have, which indicates that turnover is high. However for the spend category, Young People who are Care Leavers, there is more demand for support than there is support being provided. The development of the single gateway to young people supported accommodation will help to direct our provision for this group.

There are a number of spend categories that have received a number of referrals but were not able to accommodate all the referrals. For the spend category; People with Criminal Offending History, we can see that the number of referrals is

over double the number that have actually been supported. This could be for a number of reasons such as, inappropriate referrals, not enough units to accommodate the number of referrals received or needs to be signposted to another agency. However if we were assume that this meant there were an undersupply of units then as figure 8 shows those spend categories where an undersupply might exist could indicate that more units might be required for particular categories.

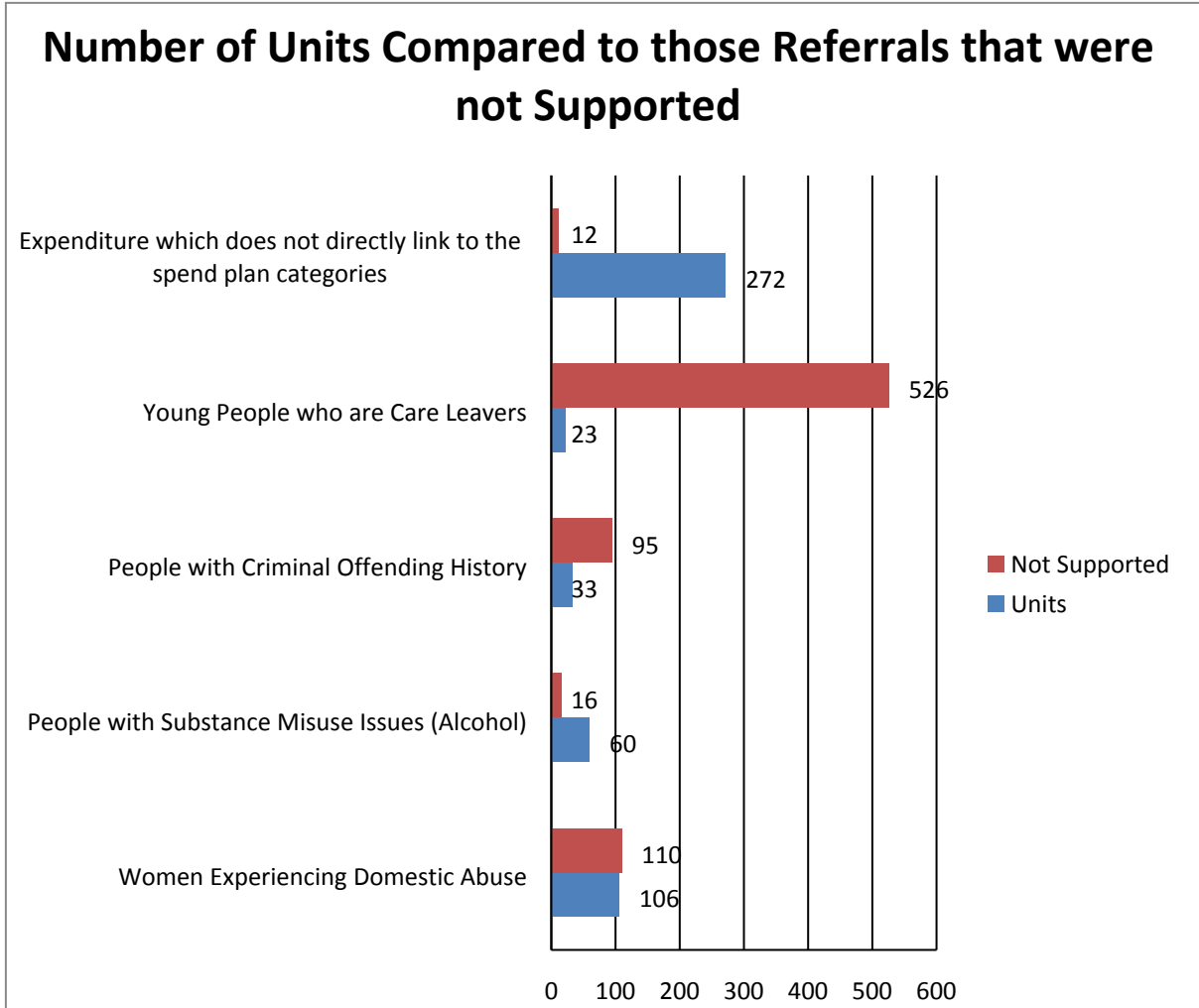


Figure 8: Number of referrals compared to those that were not supported against the number of units available within a spend category

Appendix 3: Population predictions

General population information

Gender

Vale and Cardiff (StatsWales 2015)

	2016	2017	2018	2019
Males 18 and over	192,272	194,272	196,204	198,133
Females 18 and over	201,626	203,360	204,999	206,508
Total 18 and over	393,898	397,632	401,203	404,641

Age

Vale and Cardiff (StatsWales 2015)

	2016	2017	2018	2019
18 – 64 years old	316,707	318,922	320,886	322,689
65 and over	77,191	78,710	80,317	81,952
Total	393,898	397,632	401,203	404,641

Women experiencing Domestic Abuse

2012/13 7.1% of women reported having experienced any type of domestic abuse (ONS). Therefore based on the projection of the number of women aged over 18, the following is the projection of women experiencing domestic abuse.

	2016	2017	2018	2019
Cardiff	10,555	10,663	10,764	10,860

Men experiencing Domestic Abuse

2012/13 4.4% of men reported having experienced any type of domestic abuse (ONS). Therefore based on the projection of the number of men aged over 18, the following is the projection of men experiencing domestic abuse.

	2016	2017	2018	2019
Cardiff	6,288	6,364	6,439	6,515

People with Learning Disabilities

Daffodil projected 6,967 people with Learning Disabilities (including Downs syndrome) for 2014. Based on these figures the estimates for the number of people with Learning Disabilities based are:

	2016	2017	2018	2019
Cardiff	7,132	7,212	7,288	7,363

People with Mental Health issues

Daffodil projected 71,989 people with a mental health issue and early onset dementia in 2014. Based on these figures and the StatsWales population projections the estimates for the number of people with mental health issues are:

	2016	2017	2018	2019
Cardiff	73,689	74,516	75,301	76,082

People with Substance Misuse Issues (Alcohol)

Daffodil projected 80,311 for people with a substance misuse issue (alcohol) in 2014. Based on these figures the estimates for the number of people with substance misuse issues (alcohol) are:

	2016	2017	2018	2019
Cardiff	82,207	83,131	84,006	84,877

People with Substance Misuse Issues (Drugs and Volatile substances)

Daffodil projected 47,392 people with substance misuse issues (drug and volatile substances) for people aged 16-59 in 2014. There are no statistics on Daffodil for those 60 or over. Based on these figures and the StatsWales population projections the estimate for the number of people with substance misuse issues (drug and volatile substances) are:

	2016	2017	2018	2019
Cardiff	37,831	38,256	38,658	39,059

People with Criminal Offending History

Information on the ONS and MoJ websites showed that from October 2011 to October 2012 probation worked with 226,103 people, given the mid-2012 population estimate of 56,567,800 this would equate to 0.4% of the population. Based on these figures and the StatsWales population projections the estimates for the number of people with a criminal offending history are:

	2016	2017	2018	2019
Cardiff	1,172	1,185	1,198	1,210

People with Refugee Status

The Welsh Refugee Council identified that in 2006 there were around 13,000 refugees and asylum seekers in Wales. In 2008, 1,640 people were dispersed to Wales with 980 in Cardiff. There are an estimated 35 people dispersed to Wales every week, if the split remains the same as in 2008, this means an additional 1,088 per year arriving in Cardiff. If this trend continues the following are the projections for refugee and asylum seekers:

	2016	2017	2018	2019
Cardiff	18,432	19,520	20,608	21,696

People with Physical and/or Sensory Disabilities

Daffodil projected 44,375 Cardiff people to have a hearing impairment, visual impairment and mobility issues in 2014. Based on these figures and the StatsWales population projections the estimates for the number of people with physical and/or sensory disabilities are:

	2016	2017	2018	2019
Cardiff	45,423	45,933	46,417	46,898

People with Developmental Disorders (ie Autism)

Daffodil projected that 2,798 Cardiff people were on the autistic spectrum in 2014. There are no other specific figures for other development disorders. Based on these figures and the StatsWales population projections the estimates for the number of people with development disorders (ie autism) are:

	2016	2017	2018	2019
Cardiff	2,864	2,896	2,927	2,957

People with Chronic Illnesses (including HIV, Aids)

Daffodil provides population projections for chronic illness under the categories: Limiting Long term illness; Bronchitis/emphysema; Cancer; Diabetes; Heart Condition and Stroke. The projection for 2014 was 84,386 Cardiff for all of these added together (those with multiple conditions will be counted twice as there is no way to identify them). Based on these figures with the StatsWales population projections the estimates for the number of people with chronic illnesses are:

	2016	2017	2018	2019
Cardiff	2,864	2,896	2,927	2,957

Young People who are Care Leavers

StatsWales provides figures on the number of care leavers aged 19, using this data over a number of years provided a figure of 467 Cardiff) care leavers aged 16-24 years old in 2014. Based on these figures along with the StatsWales population projections for 16-24 year olds the estimates for the number of people who are care leavers are:

	2016	2017	2018	2019
Cardiff	2,864	2,896	2,927	2,957

Young People with Support Needs (16 to 24)

StatsWales provides population projections by age, the following are the projections for 16 to 24 year olds.

	2016	2017	2018	2019
Cardiff	60,827	60,034	59,291	58,861

Single Parent families with Support Needs

StatsWales provides projections for the number of single parent families, the following are the projections:

	2016	2017	2018	2019
Cardiff	10,054	10,128	10,216	10,311

In 2013/14 the number of single parent households who were accepted as homeless (StatsWales) for the Cardiff was 250. Based on the estimated number of single parent households this would mean the following projections:

	2016	2017	2018	2019
Cardiff	456	459	463	467

Families with Support Needs

StatsWales provides projections for the number of families (not including single parent families). The following are the projections:

	2016	2017	2018	2019
Cardiff	31,229	31,576	31,977	32,409

In 2013/14 the number of two parent households who were accepted as homeless (StatsWales) for Cardiff was 80. Based on the projections from StatsWales the number of two parent households who may be accepted as homeless are:

	2016	2017	2018	2019
Cardiff	82	83	84	85

Single People with Support Needs not listed above (25-54)

StatsWales provides population projections by age, the following are the projections for 25 to 54 year olds.

	2016	2017	2018	2019
Cardiff	151,354	153,498	155,509	157,139

People over 55 years of age with Support needs (excluding alarms)

StatsWales provides population projections by age, the following are the projections for 55 year olds and over.

	2016	2017	2018	2019
Cardiff	86,670	88,394	90,129	91,957

The population projection estimates for 55 and over, are for all in the age group. There is no method for calculating how many of them are covered by the other categories.

Appendix 4 - Spend Plan for the 2016/17 based on Cardiff's indicative SPPG allocation figure from Welsh Government.

Spend Plan Collection Period		Local Authority Spend Plan 2016-17														
Regional Collaborative Committee:		The Vale & Cardiff														
Local Authority:		Cardiff														
Annual Allocation:		£16,267,470.00														
		Service Type											Local Authority Contribution	Total units (exc LA cont)	Total (exc LA cont)	
		Fixed Site (Accommodation Based)					Floating (Community Based)									
		Client units	Less Than 6 Months	Client units	6 to 24 Months	Client units	24 Months plus	Client units	Less Than 6 Months	Client units	6 to 24 Months	Client units				24 Months plus
Client Spend Category (The category to which the service is primarily focused)		Numbers	£	Numbers	£	Numbers	£	Numbers	£	Numbers	£	Numbers	£	£	Numbers	£
Women at risk of Domestic Abuse		37	£548,311.40	2	£11,611.08	0	£0.00	25	£182,000.00	42	£305,760.00	0	£0.00		106	£1,047,682.48
Men at risk of Domestic Abuse		0	£0.00	4	£23,220.60	0	£0.00	0	£0.00	0	£0.00	0	£0.00		4	£23,220.60
People with Learning Disabilities		0	£0.00	4	£21,964.80	354	£2,217,382.44	0	£0.00	0	£0.00	0	£0.00		358	£2,239,347.24
People with Mental Health Issues		0	£0.00	9	£65,520.00	107	£566,575.88	30	£189,326.28	20	£41,600.00	0	£0.00		166	£863,022.16
People with Substance Issues (Alcohol)		0	£0.00	27	£299,029.64	38	£355,104.36	0	£0.00	0	£0.00	0	£0.00		65	£654,134.00
People with Substance Misuse issues (Drugs and Volatile substances)		0	£0.00	57	£702,652.60	0	£0.00	0	£0.00	16	£101,014.16	0	£0.00		73	£803,666.76
People with Criminal Offending History		0	£0.00	33	£386,100.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00		33	£386,100.00
People with Refugee Status		0	£0.00	0	£0.00	0	£0.00	0	£0.00	35	£197,625.48	0	£0.00		35	£197,625.48
People with Physical and/or Sensory Disabilities		0	£0.00	0	£0.00	31	£74,339.72	0	£0.00	0	£0.00	0	£0.00		31	£74,339.72
People with Developmental Disorders (i.e. Autism)		0	£0.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00		0	£0.00
People with Chronic Illnesses (including HIV/AIDS)		0	£0.00	0	£0.00	6	£34,964.00	0	£0.00	0	£0.00	0	£0.00		6	£34,964.00
Young People who are Care Leavers		0	£0.00	10	£181,480.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00		10	£181,480.00
Young People with Support Needs (16 - 24)		0	£0.00	119	£1,577,177.68	0	£0.00	12	£87,360.00	18	£131,040.00	0	£0.00		149	£1,795,577.68
Single Parent Families with Support Needs		0	£0.00	30	£393,120.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00		30	£393,120.00
Families with Support Needs		51	£693,460.56	0	£0.00	0	£0.00	50	£85,031.96	33	£137,280.00	0	£0.00		134	£915,772.52
Single People with Support Needs not listed above (25 - 54)		0	£0.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00	0	£0.00		0	£0.00
People over 55 years of age with Support Needs (this category must be exclusive of alarm services)		0	£0.00	0	£0.00	139	£186,770.84	50	£104,000.00	0	£0.00	0	£0.00		189	£290,770.84
Generic Floating support to prevent homelessness (tenancy support services which cover a range of service user needs but which must be exclusive of fixed site support)								515	£2,142,400.00	151	£700,240.00	0	£0.00		666	£2,842,640.00
Alarm services (including sheltered/extracare schemes)		0	£0.00	0	£0.00	3782	£649,881.76	0	£0.00	0	£0.00	0	£0.00		3782	£649,881.76
Expenditure which does not directly link to the spend plan categories above (Explanation required in accompanying e-mail)		221	£2,318,949.36	79	£555,175.40	0	£0.00	0	£0.00	0	£0.00	0	£0.00		300	£2,874,124.76
TOTALS		309	£3,560,721.32	374	£4,217,051.80	4457	£4,085,019.00	682	£2,790,118.24	315	£1,614,559.64	0	£0.00		6137	£16,267,470.00

CARDIFF COUNCIL
Appendix 5
Equality Impact Assessment
Corporate Assessment Template

Policy/Strategy/Project/Procedure/Service/Function Title:
Supporting People Local Commissioning Plan - 2016/17
New/Existing/Updating/Amending: Updating

Who is responsible for developing and implementing the Policy?	
Name: Jane Thomas	Job Title: Assistant Director for Housing and Communities
Service Team: Supporting People Team	Service Area: Communities
Assessment Date: February 2016	

1. What are the objectives of the Policy?

<p>Housing-Related Support funding is provided by the Welsh Government through Supporting People Programme Grant (SPPG) to Local Authorities. The City of Cardiff Council (the Council) contracts with charities, third sector, Registered Social Landlords and other providers e.g. Barnardo's, Salvation Army, Cardiff Women's Aid to deliver the majority of the support projects. Support is provided:</p> <ul style="list-style-type: none"> ➔ Where there is an identified need to help someone overcome a crisis or similar event. ➔ To resolve an immediate risk to a tenancy and thereby preventing imminent homelessness e.g. negotiating with the landlord with regards to repayment of arrears. ➔ To move-on from hostel, or temporary, accommodation e.g. assisting the service user to explore options for alternative housing. ➔ To deliver advice and assistance in meeting tenancy conditions e.g. for persistent anti-social behaviour including hoarding. ➔ Develop life skills for those leaving institutional care or similar settings. ➔ For the development of social skills e.g. support to avoid criminal or anti social behaviour. ➔ To encourage the development of Personal Safety e.g. provision of advice on restricting access to the property. ➔ To help in managing housing related finances e.g. low-level debt/budget advice or referral to appropriate agencies. ➔ To access enabling-based diversionary activities such as training, employment and volunteering e.g. by researching availability and access arrangements to local groups. ➔ To remove barriers to accessing community resources and support e.g. by providing advice on using public transport through purchasing tickets, accessing timetables etc. <p>The amount of grant available for the Council to provide support services has been decreasing each year since 2011-12 and has resulted in an over 20% reduction so far. Indications from the Welsh Government are that funding will remain at the current level of £16.2m for 2016-17. We were preparing for reductions in the grant allocation and while we do not have to now make those savings we do intend to re-align the spend and have done so in a structured and strategic way. It is anticipated that from financial year 2016-17 onwards the Council will start to procure Supporting People services on the basis of competitive tendering.</p>
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Our policy continues to provide greater clarity on who needs support, the types of service that may be delivered using Supporting People funding, and how to determine if an individual is eligible for support.

The Council has been taking a consultative approach to reviewing current services and developing a way forward for the next financial year and beyond. This is being done ensuring an evidenced based approach, that services meet the needs of the most vulnerable and are based on needs and not on tenure, particularly in respect of older persons services and that services are based around prevention and assisting in other strategic areas.

For 2016/17 the proposed approach to expected funding reductions was based on a set of agreed principles:

- Ensuring that services are based on need and that the most vulnerable service users are protected
- Promoting independence and delivering support at the lowest appropriate level to meet clients needs
- Taking an evidence based approach – considering voids/turnover, outcomes and service user feedback
- Ensuring services are sustainable
- Maximising the time spent on the client and reduce management costs by encouraging collaboration between providers
- Where possible, commissioning support in partnership with other public/third sector organisations
- Working with providers and other partners to develop service specifications that are outcome based and quality focussed

Applying these principles, the Council proposes some changes to the current funding arrangements although overall the level of intended spend within each spend category is broadly similar to that of the current year.

Each region has been tasked by Welsh Government to ensure services for Older People are targeted at the most vulnerable. Work is continuing to ensure that is the case but has also very much dictated spending decisions for 2016/17.

There has been an increase in Community Alarm service users and costs increasing the expected spend in this spend category.

We have reviewed our services for young people and due to void and demand data we have reduced the number of floating support units while at the same time increasing our spend in 24hr supported accommodation for the most vulnerable young people.

The Local Spend Plan is a reflection of regular and ongoing engagement with all stakeholders and direct discussions with individual providers and reflects our priorities for 2016/17.

2. Please provide background information on the Policy / Strategy / Project / Procedure / Service / Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

The Supporting People Programme is funded by the Welsh Government to enable housing-related support to be provided to a wide range of vulnerable groups. These services are vital in assisting vulnerable people to develop and maintain skills to live independently and to prevent homelessness. Services in Cardiff currently receive £16.2 million in total through the Supporting People Programme.

The single funding stream was allocated to local authorities in 2012 to administer and the allocation amount was based on a new distribution formula. In addition, multi-sector committees were established to provide a collaborative approach to the administration of Supporting People funding. A multi-agency Regional Collaborative Committee (RCC) for the Vale of Glamorgan and Cardiff has been operating since November 2012.

As a result of the redistribution of the grant, Cardiff's allocation has reduced by over 20% between 2012 and 2015/16. Despite this there has been only limited disruption to services as efficiencies have been made by commissioners and service providers. However it is accepted that service providers cannot continue to deliver the same level of services with such ongoing reductions in funding and that a longer term strategic approach was required.

Consultation has been ongoing with providers for some time and following on from the formal consultation on the Revised Approach to Supporting People Funding in 2014 for 2015/16 consultation has remained a key component and has contributed to the recent developments within the supporting people programme in Cardiff.

It is anticipated that, as a result of these changes there will be a reduction in the overall number of units of support.

Based on data from service providers relating to 2014/15, the characteristics of the client base was as follows:

Disability

Nearly 10% of service users described themselves as having a disability.

Race

Service users described their racial background as follows with the racial split for the population of Cardiff as a whole (Source: 2010 MYE ONS) given in brackets:

- ❖ White – 73% (92%)
- ❖ Black – 6% (1%)
- ❖ Asian – 5.5% (4%)
- ❖ Mixed Race – 3.5% (2%)
- ❖ Other – 3% (1%)
- ❖ Not Know – 9%

Gender

The gender split of service users was:

- ❖ Female – 53%
- ❖ Male – 47%

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on younger / older people?

	Yes	No	N/A
Up to 18 years	✓		
18 - 65 years		✓	
Over 65 years	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Housing-related support services are accessible to vulnerable people aged 16 and over where they have been assessed to need it so any changes to services will have an effect on all ages. Some services are aimed at particular age groups and changes to some of these projects may have a differential impact. Specific services geared to those aged 60+ will be affected as the number of units of support and the model of support will change for many. We have reviewed our services for young people and due to void and demand data we have reduced the number of floating support units.

What action(s) can you take to address the differential impact?

Older People

Funding provided to services delivering support in sheltered accommodation has been reviewed. Support can no longer be paid to everyone in a sheltered scheme based on tenure but must be on a needs basis so funding has been withdrawn from scheme managers / wardens. Scheme management will remain in place however funded as these services are largely housing management and will be funded through housing benefit.

Additional floating support services will be commissioned and will be available to a wider group of older people, not just those in sheltered housing. Also funding available for community alarm and mobile wardens has been increased. Overall the impact on older people is positive.

Spend on 24 hour supported accommodation for the most vulnerable young people will be increased, ensuring that only suitable accommodation is used for young people and that there is an efficient and effective pathway through various stages of supported accommodation is available for young homeless people and young care leavers. Some under-used floating support schemes for young people will be ended however other floating support schemes are available and there will be no reduction in service. Overall the impact on young people is positive.

3.2 Disability

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment		✓	
Physical Impairment		✓	
Visual Impairment		✓	
Learning Disability		✓	
Long-Standing Illness or Health Condition		✓	
Mental Health		✓	
Substance Misuse		✓	
Other			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients

What action(s) can you take to address the differential impact?

3.3 Gender Reassignment

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients.

What action(s) can you take to address the differential impact?

3.4. Marriage and Civil Partnership

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients.

What action(s) can you take to address the differential impact?

3.5 Pregnancy and Maternity

Will this Policy /Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		✓	
Maternity		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients

What action(s) can you take to address the differential impact?

3.6 Race

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on the following groups?

	Yes	No	N/A
White		✓	
Mixed / Multiple Ethnic Groups		✓	
Asian / Asian British		✓	
Black / African / Caribbean / Black British		✓	
Other Ethnic Groups		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients.

What action(s) can you take to address the differential impact?

3.7 Religion, Belief or Non-Belief

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		✓	
Christian		✓	
Hindu		✓	
Humanist		✓	
Jewish		✓	
Muslim		✓	
Sikh		✓	
Other		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients

What action(s) can you take to address the differential impact?

3.8 Sex

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on men and/or women?

	Yes	No	N/A
Men		✓	
Women		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients.

What action(s) can you take to address the differential impact?

3.9 Sexual Orientation

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on the following groups?

	Yes	No	N/A
Bisexual		✓	
Gay Men		✓	
Gay Women/Lesbians		✓	
Heterosexual/Straight		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There are no specific proposals that will have any differential impact for these clients.

What action(s) can you take to address the differential impact?

3.10 Welsh Language

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Welsh language requirements will be complied with

What action(s) can you take to address the differential impact?

N/A

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

The views of the Regional Collaborative Committee (RCC) were sought on the methodology and principles proposed as they were with all service providers through the Accommodation & Support Project Consultation Groups. Proposals affecting specific providers were discussed individually and agreed. The proposed local spend plan was submitted to the RCC and formed part of the Regional Spend Plan (with the Vale of Glamorgan) which was approved by the RCC.

Through the consultation groups we have continually considered ways in which we can engage with and consult with service users. Whilst routinely discussed at consultation groups no outright approach has been developed. There are a number of barriers to service user engagement, not least the array of client groups, transient nature of some service users and services, impartially and general willingness or not to take part.

We have conducted a telephone survey of former Floating Support Services service users. Arrangements were made with a small number of current and former homeless services service users for a face to face but informal meeting but attendance was limited. A Service User Listening Event for Care Leavers, in partnership with Children's Services and led by NYAS (Cymru) to be held on 12th March 2016, where we will presenting information on the Single Young Persons Gateway and hope to get some relevant feedback.

Ongoing consultation is planned for all client groups in addition to the individual existing structures for consulting with service users and other stakeholders in existence directly through the service providers in Cardiff.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	Commission additional needs based services and develop links with Independent Living and preventative services.
Disability	
Gender Reassignment	See below.
Marriage & Civil Partnership	
Pregnancy & Maternity	
Race	
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	
Generic Over-Arching [applicable to all the above groups]	<p>The principles integral to the proposals</p> <ul style="list-style-type: none"> • Ensuring that services are based on need and that the most vulnerable service users are protected • Promoting independence and delivering support at the lowest appropriate level to meet clients needs • Taking an evidence based approach – considering voids/turnover, outcomes and service user feedback • Ensuring services are sustainable • Maximising the time spent on the client and reduce management costs by encouraging collaboration between providers • Where possible, commissioning support in partnership with other public/third sector organisations • Working with providers and other partners to develop service specifications that are outcome based and quality focussed <p>will ensure that support continues to be available to those that need it most and that use of other existing services is also maximised.</p>

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Neil Sutcliffe	Date: 24/02/16
Designation: Supporting People & Commissioning Manager	
Approved By: Jane Thomas	
Designation: Assistant Director of Communities, Housing and Customer Services	
Service Area: Communities	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk