



**RHONDDA CYNON TAF**

# Supporting People Operational Plan 2010/2011

## Plan Content:

<b>Section</b>	<b>Title</b>	<b>Page Number</b>
1.	Introduction.	3
2.	Statutory and strategic context of the programme.	4
3.	Specific challenges facing the programme.	5
4.	Strategic, financial and individual benefits of the programme.	5
5.	Current funding commitments.	6
6.	Mapping housing related support needs.	8
7.	Mapping the supply of housing related support services.	10
8.	What are our priorities for 2010/11 and what has informed them?	13
9.	Specific service responses for 2010/11.	19
10.	Regional and cross authority working.	22
11.	Specific service responses for each client group:	23
	Women Fleeing Domestic Violence	23
	People with a Learning Disability	25
	People with poor Mental Health	28
	People Misusing Substances	30
	Refugees	31
	People with a Physical Disability	31
	Young Single Homeless People and Vulnerable Single Parent.	33
	Ex-offenders and Youth Offenders.	35
	Homeless and Potentially Homeless People.	37
	Older People.	39
12.	Contributors.	46
Appendix A.	WAG remodelling and bidding pro-forma.	47
Appendix B.	Bibliography.	48

## **1. Introduction:**

- 1.1. This is the seventh Supporting People Operational Plan (SPOP) to be produced by Rhondda Cynon Taf. Over this period of time the plan has evolved and changed in an attempt to reflect the needs emerging in all service areas served by the programme. What has remained constant is that the plan has been developed through the Supporting People Planning Group and a partnership approach with service users, service providers, partner agencies and wider Council Services.
- 1.2. The Welsh Assembly Government continues to require the production of an annual Supporting People Operational Plan. The plan contains the key data and information that has informed the Councils strategic priorities for Supported Housing Services. The plan has two main functions, firstly it highlights where there may be gaps in the provision of services and the priorities for any revenue and capital expenditure that may become available. Secondly it details how existing supported housing services are being provided and sets out proposals for remodelling or decommissioning projects.
- 1.3. This year's plan, which is submitted to the Welsh Assembly Government, includes projects prioritised for development, remodelling or decommissioning in 2010/11. It also provides an update on the development of projects prioritised in previous plans, to ensure the Assembly Government and our strategic partners, maintain an understanding of the Councils strategic priorities for all groups served by the programme.
- 1.4. The most up-to-date Supporting People guidance suggests that where new revenue is available the Assembly Government will assess the bids received through the plan and allocate an annual funding programme. This is the clearest indication yet, of the Assembly Governments intention to continue to provide revenue funding for supported housing services through the programme and framework they have created. However, regardless of the prospect of any new funding there remains a requirement to evidence gaps in provision and evaluate the strategic relevance of existing projects. Over recent years significant gains have been made as a result of remodelling and decommissioning projects, with an additional 192 units of support being created.
- 1.5. With funding continuing to be administered through two separate funding streams and specific grant conditions, it is important to note that the final decision on whether or not to approve funding for new Supporting People Revenue Grant projects and remodel existing projects is for the Welsh Ministers in their discretion. Ministerial approval is intended to ensure that there has been careful consideration by the Council and it's strategic partners of the implications associated with commissioning, remodelling and decommissioning proposals for temporary support services.

- 1.6. In relation to Supporting People Grant funded services the final decision on whether or not to approve funding for new projects and remodel existing projects is for the Supporting People Planning Group in their discretion. This high level approval is intended to ensure that there has been careful consideration by all stakeholders of the implications associated with commissioning, remodelling and de-commissioning proposals for continuing support services.
- 1.7. The above approach may appear overly bureaucratic, complicated and out of line with current commissioning practices adopted in other service areas. However, it must be recognised that the provision of housing related support carries no statutory duty for the Council or the Assembly Government. As such the decision to invest public resources in a range of preventative services, that cut across and contribute to several policy areas must be determined at the highest possible level, both Locally and Nationally.

## **2. The statutory and strategic context of the programme:**

- 2.1. There are a number of areas where other legislative and policy requirements compliment or supersede Housing, Health, Adult and Children's Social Care and Community Justice areas of responsibility. The Supporting People Programme, provided for through the Local Government Act 2000, is one of these areas. As such the delivery of the programme is subject to specific conditions and requirements, not normally associated with the provision of services to vulnerable groups.
- 2.2. The decision taken by the Assembly Government to implement Supporting People through a specific grant, means that the programme is delivered through two funding streams. One supports the strategic commissioning and funding of temporary housing and support solutions. The other supports the strategic commissioning and funding of more permanent housing and support solutions, generally delivered in partnership with Health and Social Care Services.
- 2.3. The principal aim of all supported housing services is to develop a person's capacity to secure and sustain their chosen living arrangements, improve their quality of life and increase their participation in the community in which they live. Supporting People services can, and should, be provided in a complementary fashion alongside other services wherever possible, but they are distinct.
- 2.4. To make this distinction recent Assembly Government guidance emphasises that services, which undertake tasks on behalf of a service user, excepting where this is done to support the development or maintenance of skills and confidence, and with the appropriate involvement of that user, are not considered to be providing housing related support.
- 2.5. The term 'support' in all supported housing projects, regardless of the funding regime used to deliver them, must be understood to imply the involvement of the service user themselves in the conduct of any tasks

or activity required to sustain their living arrangements and improve their quality of life, participation and inclusion.

### **3. Specific challenges facing the programme:**

- 3.1. The recently published Supporting People Strategy has highlighted the Assembly Government's intention to redistribute funding provided through the programme more fairly and evenly across Wales. Whilst there is broad agreement locally and nationally that the current arrangements are not fit for the longer term, there is the potential that any new formula will result in a reduction of revenue funding allocated to Rhondda Cynon Taf.
- 3.2. Accepting that cuts to the programme remain a threat and to minimise any financial risks all project funding continues to be awarded on an annual basis. Given this uncertainty it is not appropriate for the Council to make long-term financial plans or enter into long term financial agreements with any project or service.
- 3.3. Alongside these funding challenges the way the programme is managed and administered will need to change in 2010/11. This is as a result of revised grant conditions being issued by the Assembly Government. The new conditions will mean increased scrutiny of the programme and the outcomes it achieves. The changes will increase the management, planning and administrative burden the programme has on the Supporting People Team and the supported housing sector in Rhondda Cynon Taf.

### **4. Strategic, financial and individual benefits of the programme:**

- 4.1. Supporting People services are designed to deal with the underlying causes of homelessness, poverty and social exclusion. Their benefit and on-going relevance is measured against the contribution they make to wider initiatives concerned with promoting people's independence, choice and inclusion. The programme's emphasis on prevention and opportunity for all means that money spent on the programme is seen as an 'investment to save' in terms of preventing, delaying or reducing the need for more costly 'corrective' expenditure or intervention from, Housing, Health, Social Care and Criminal Justice services.
- 4.2. Independent research into the cost benefits of the programme has indicated that for every £1 spent on the programme savings of £1.80 are made in other service areas including Housing, Health, Social Care and Criminal Justice. The research also identified un-quantifiable benefits to individuals in terms of reduced risk of social exclusion • improved educational outcomes • improved health and quality of life • increased participation in the community • reduced burden for carers • greater access to appropriate services • reduced fear of crime • reduced anti-social behaviour.

- 4.3. The Supporting People programme can help the Council and its strategic partners deliver some of their local and national priorities. All services developed through the programme are commissioned to compliment the following strategic plans and priorities. Projects initial and continued strategic importance is measured against the impact they have on helping to achieve the priorities set out in the following plans as well as the outcomes they achieve with individual service users:
- **The Community Plan**, which states that those who need to benefit most from our plans are
    - Children and Young People,
    - Older People and
    - Families.
  - **The Children and Young Peoples Plan**, which states that young people will-
    - Have a safe home and live in a community that keeps them well and happy.
  - **The Health Social Care and Well being Plan**, which emphasizes the importance of –
    - Staying healthy and independent and giving people greater choice in their care services.
  - **The Community Safety Plan**, which seeks to-
    - Further reduce the levels and fear of crime and anti-social behaviour.
  - **The Housing Strategy**, which seeks to-
    - Meet the needs of all sections of our community by ensuring that all groups have fair and equal access to housing and information.
    - Prevent homelessness whilst ensuring appropriate support and sustainable housing options are available for vulnerable homeless people.
  - **The Homelessness Strategy**, which highlights the need to-
    - Provide accommodation and support services to homeless and potentially homeless people.
    - Prevent homelessness through the provision of appropriate accommodation and support.
    - Promote the ability of people to live independently and maintain their living arrangements.

## 5. Current funding commitments:

- 5.1. Rhondda Cynon Taf has received almost £9 million in Supporting People funding from the Welsh Assembly Government.
- 5.2. Through the Supporting People Grant we receive just over £5.2 million to fund housing related support in projects that include, Sheltered

Housing and very Sheltered Housing; Floating Support, Community Alarm Services and Supported Housing projects for older people, people with learning disabilities, enduring mental health problems and people with a physical disability.

- 5.3. Through the Supporting People Revenue Grant we receive just over £3.6 million to fund housing related support in projects that include homeless hostels, community support, refuge for women fleeing domestic violence, supported housing for young people and other projects for people with drug, alcohol, offending behaviour and poor mental health. Schemes generally provide temporary support and housing to help people overcome or better manage the difficulties they are experiencing.
- 5.4. In addition to funding through the programme Rhondda Cynon Taf spends considerably more on housing related support services in particular service areas. In 2009/10 it planned to spend an additional £300,000 to meet the needs of people with a learning disability. This additional funding is provided by Community Care Services to fund housing related support for particularly vulnerable individuals who may have entered institutional care should housing, care and support not have been available to them.
- 5.5. In 2009/10 the following levels of funding were allocated to meeting the housing related support needs of the following groups:

<b>Client Group</b>	<b>Number of Units Funded</b>	<b>Grant Allocation</b>
Domestic Violence	78	£1,029,714.
Learning Disability e	295	£3,885,253.
Mental Health	177	£1,144,849.
Alcohol Dependency	10	£129,318.
Drug Dependency	10	£129,318.
Physical Disability	8	£119,000.
Young Single Homeless	65	£784,807.
Ex-offenders/risk of offending	18	£117,752.
Homeless	100	£772,923.
Vulnerable Single Parents	31	£206,920.66
Older People	1603	£1,020,230.
<b>Totals</b>	<b>2395</b>	<b>£9,340,084.</b>

## 6. Mapping Housing Related Support Needs:

- 6.1. The Needs Mapping Exercise (NME) is the principal source of identifying need for supported housing services. It is used to identify trends, plan services and distribute resources on a local and national level. The NME helps provide a multi-agency approach to assessing and identifying the housing support needs of vulnerable individuals. When used to identify and record the support needs of all vulnerable groups, the system is capable of identifying all in need for housing related support and not just those currently engaged with services. In its simplest terms the process is designed to aggregate individual need where needs are determined, first and foremost, by the individuals themselves.
- 6.2. Previous plans have reproduced detailed data and demographic information already available to us through a raft of local and national plans. In recognition of the effort involved in gathering, processing, evaluating and reproducing such information annually, the Assembly Government has agreed that future Supporting People Operational Plans need only provide the key data they have prescribed in Supporting People guidance. As a result of this, our 2010/11 plan focuses on the information available to us on current and emerging need, service supply and service demand.

**TABLE 1. Needs Mapping. The following table highlights the number of people that have been identified as actually and potentially needing housing related support over the past 3 years.**

Client Group	Needs Mapped (actual and potential demand)	Needs Mapped (actual and potential demand)	Needs Mapped actual and potential demand)
	<b>06/07</b>	<b>07/08</b>	<b>08/09</b>
Domestic Abuse	397	502	605
Learning Disability	123	82	407
Mental Health	186	240	442
Substance Misuse	144	176	165
Refugees	2	1	1
Physical Disability	31	30	43
Young Single Homeless Care Leaver and Vulnerable Single Parents	273	316	424
Ex. offenders	76	99	127
Homeless and at risk of homelessness	267	545	715
Chronic Illness	6	10	9
Brain Injury	5	4	7
Older People	528	411	562
Sensory Impairment	1	3	3
<b>Rough Sleepers</b>			85
<b>TOTAL</b>	<b>2039</b>	<b>2419</b>	<b>3595</b>

- 6.3. The table shows consistently high levels of actual need and potential demand for housing related support services from the following groups in particular:
- women fleeing domestic abuse.
  - people with a learning disability
  - people with poor mental health.
  - young single homeless people.
  - people who are homeless or at risk of homelessness.
  - older people.
- 6.4. Of the needs analysed 57% were Female and 43% were Male.
- 6.5. The ethnic background of the majority of needs that have been analysed is white and Welsh/ British. 1 person recorded their ethnic background as Caribbean, 1 as Turkish, 1 as Taiwanese and 1 as Philippine.
- 6.6. An analysis of peoples religious beliefs suggests that the majority of people do not indicate their beliefs. Where they have 1 person has indicated they are a Muslim, 1 a Christian and 1 a Catholic.
- 6.7. A further analysis of peoples secondary needs suggests that amongst those who's primary need is identified as being homeless or at risk of homelessness 25% have identified substance misuse as a problem, 11% have poor mental health and 6% have an offending background. An analysis of more than 3000 peoples needs from all client groups, suggests that 10% have identified substance misuse as a secondary problem, 5% have identified poor mental health and 3% have an offending background.

6.8. An analysis of more than 3000 peoples needs suggests that the age profile of those in need of housing related support is as follows:

Age Group	% of need analyzed
under 18	7%
18 to 21	11%
22 to 30	23%
31 to 45	25%
46 to 60	14%
61 to 75	8%
76-90	7.5%
91+	1%

6.9. Whilst the needs presented by some groups appear to be more significant than others, they are not ignored. The Supporting People Planning Group understands the importance of housing related support in preventing homelessness, combating social exclusion and improving the opportunities people have to secure permanent accommodation, improve their quality of life and well-being.

## 7. Supply Mapping:

7.1. To consider the capacity existing arrangements have to provide support an analysis of their use over a period of 12 months has been undertaken. The analysis gives an indication of the potential supply of services to respond to the actual and potential demands placed on it by each client group.

**Table 2. Supply Mapping Table- highlights the actual supply and potential supply of key services targeted at meeting the needs of particular groups.**

Client Group	Service Type	Number of Units	Actual numbers supported in 08/09	Average use per unit. (TURNOVER)	Potential number of people that can be supported during the year (based on the average use per unit)
Domestic Abuse	Emergency Accommodation	23	218	9 people to 1 unit.	207
	Floating Support	44	179	4 people to 1 unit.	176
	Total	67	397	As an overall average projects in this service area are able to meet the needs of 6 people during the year.	402
Learning Disability	Supported Housing	276	280	1 person to 1 unit.	276
	Floating Support	19	19	1 people to 1 unit.	19
	Total	295	299	As an overall average projects in this service area are able to meet the needs of 1 person during the year.	295
Mental Health	Supported Housing	65	66	1 person to 1 unit.	65
	Floating Support	112	227	2 people to 1 unit.	224
	Total	177	343	As an overall average projects in this service area are able to meet the needs of 2 people during the year.	354
Substance Misuse	Supported Housing	10	26	2.5 people to 1 unit.	25
	Floating Support	10	57	5 people to 1 unit.	50
	Total	20	83	As an overall average projects in this service area are able to meet the needs of 4 people during the year.	80

Physical Disability	Supported Housing	8	8	1 person to 1 unit.	8
	Total	8	8	As an overall average projects in this service area are able to meet the needs of 1 person during the year.	8
Young Single Homeless and Vulnerable Single Parents.	Emergency Accommodation	5	32	6 people to 1 unit.	30
	Supported Housing	29	82	2.5 people to one unit.	72
	Floating Support	58	127	2 people to 1 unit.	116
	Total	92	241	As an overall average projects in this service area are able to meet the needs of 2.5 people during the year.	230
Ex. offenders	Supported Housing	3	8	2.5 people to 1 unit.	7
	Floating Support	15	60	4 people to 1 unit.	60
	Total	18	68	As an overall average projects in this service area are able to meet the needs of 3.5 people during the year.	63
Homeless and at risk of homelessness including those with specific needs.	Emergency Accommodation	10	77	7.5 people to 1 unit.	75
	Floating Support	104	321	3 people to 1 unit.	312
	Total	114	398	As an overall average projects in this service area are able to meet the needs of 3.5 people during the year.	399
Older People	Sheltered Housing	1478	1591	1 person to one unit.	1478
	Floating Support	125	381	3 people to one unit.	375
	Total (excluding sheltered housing)	125	381	As an overall average projects in this service area are able to meet the needs of 3 people during the year.	375 (excluding sheltered housing)

7.2. The analysis gives an indication of the capacity existing arrangements have to respond to the needs they are presented with. It suggests that for every unit of emergency accommodation for women fleeing domestic abuse, services will, on average be able to meet the needs of 9 women during the year. Every unit of supported housing, for people with a learning disability, will on average be able to meet the needs of one person during the year. A supported housing project for ex offenders, because their needs are different again, will on average be able to meet the needs of 2.5 people.

7.3. Assuming that need remains constant, we are able to calculate the number of units that are potentially required to respond to the needs identified through the Needs Mapping process. The approach, a requirement of the Assembly Government, demonstrates that we have a systematic approach to identifying gaps in the number of housing related support units required locally. The analysis, in its most basic form, suggests that we have the following supply of services with the following demands placed upon them. This allows us to identify where there may be gaps in the provision of services:

Table 3: Potential gaps in provision:

Client Group	Overall service supply based on average use.	Potential Service Demand 08/09.	Potential Gap
Women Fleeing Domestic Abuse	402	605	203
Learning Disability*	295	305	10
Mental Health	354	442	88
Substance Misuse	80	165	85
Young People and Vulnerable Single Parents	230	424	194
Ex-Offenders	63	127	64
Homeless**	399	855**	456
Older People (Floating Support)	375	562	187

\*Analysis undertaken independently of data available.

\*\*Homeless figures include rough sleepers 85, chronic illness 9, brain injury 7, refugees 1, physical disability 35 and sensory impairment 3.

7.4. The analysis gives an indication of where the most significant gaps in the provision of support may be. It also provides a focus for further analysis in the areas of most significant need. The analysis shows significant gaps in the provision of housing related support services to almost all client groups served by the programme including:

- Women fleeing domestic abuse.
- People with a learning disability.

- People with poor mental health.
- People misusing substances.
- Young people.
- Ex offenders.
- People who are homeless or at risk of homelessness.
- Older People.

7.5. For planning purposes and to give an indication of the number of additional units that may be needed, there is a need to divide the gaps in provision by the average potential supply of services. For example, a unit of support for women fleeing domestic abuse provides support on average to 6 people during the year. Adopting this approach a gap of 12 would require 2 units of support to be created. Considering need in this systematic way suggests that there is a need for:

- an additional 33 units of support for women fleeing domestic abuse.
- an additional 10 units of support for people with a learning disability.
- an additional 44 units for people with poor mental health.
- an additional 21 units of support for people misusing substances.
- an additional 77 units of support for young people and vulnerable single parents.
- an additional 18 units for people leaving prison.
- an additional 130 for people who are homeless or at risk of homelessness.
- an additional 62 units for older people, requiring floating support to maintain their current living arrangements

## **8. What are our priorities for 2010/11 and what has informed them?**

8.1. Evidencing need through a consistent and comparable dataset is helping to build a picture of the gaps in the provision of support and supported housing. This is a relatively new area of service for local authorities and the value of the preventative work undertaken by projects is becoming clearer to wider stakeholders, strategic partners and local authority commissioners. Through consultation with the supported housing sector, wider stakeholders and using our growing knowledge of how local services are operating, our ability to objectively and systematically evidence need for housing related support is improving.

8.2. Our knowledge of the cost benefits associated with the programme is also improving. The information influences our commissioning decisions and helps to determine what groups may be considered a priority or continue to be a priority. Independent research in England has highlighted that there are significant cost benefits associated with providing and continuing to provide Supporting People services and support to particular groups. The research highlights that in all but three groups, homeless families in settled accommodation, young people leaving care and vulnerable single parents, the provision of housing related support provides a net financial benefit to other areas

of public expenditure The net results for typical groups served by the programme are set out in the table below.

<b>Costs and estimated net benefits per annum of Supporting People services by client group-</b>		
<b>Client group</b>	<b>Cost (£m)</b>	<b>Net financial benefit (£m)</b>
People with alcohol problems	(20.7)	92.0
Women at risk of domestic violence	(68.8)	186.9
People with drug problems	(30.1)	157.8
Homeless families with support needs – settled accommodation	(32.5)	(0.5)
Homeless families with support needs – temporary accommodation	(17.5)	28.5
Single homeless with support needs – settled accommodation	(130.1)	30.7
Single homeless with support needs – temporary accommodation	(106.7)	97.0
People with learning disabilities	(369.4)	711.3
People with mental health problems	(254.4)	559.7
Offenders or people at risk of offending, and mentally disordered offenders	(55.4)	40.3
Older people in sheltered accommodation	(198.2)	646.9
Older people in very sheltered accommodation	(32.4)	123.4
Older people receiving floating support and other older people	(97.3)	628.0
People with a physical or sensory disability	(28.4)	73.3
Teenage parents	(24.9)	(18.3)
Young people at risk – settled accommodation	(94.9)	26.6
Young people at risk – temporary accommodation	(38.1)	26.7
Young people leaving care	(12.7)	(0.7)
<b>Total</b>	<b>(1,612.4)</b>	<b>3,409.4</b>

8.3. The analysis suggests that in some areas such as Older Peoples Floating Support the cost benefit is 6 times greater than the levels of expenditure. In domestic abuse it is almost 3 times greater. For those experiencing substance misuse it is almost 5 times greater. In Learning Disability, Mental Health and Physical Disability Services the cost benefits are more than double the level of expenditure. Whilst the cost benefits in Homelessness and Young Peoples Services may be less, there is no doubt that a reduction in or the removal of Supporting People services from any of these area would lead to increased costs associated with homelessness, tenancy failure, crime, health and social care (in particular) residential alternatives to floating and supported housing.

8.4. Applying some of these financial benefits to the allocation of the programme locally the following financial benefits are potential accrued in other areas of public expenditure:

<b>Client Group</b>	<b>Overall investment</b>	<b>Overall net financial benefits</b>
Substance Misuse	£258,636	£1,293,180
Domestic Violence	£1,029,714	£3,089,142
Homeless	£772,923	£386,461

Young People/ Parents	£991,727	£198,345
Learning Disability, Poor Mental Health and Physical Disability	£5,149,102	£10,298,204
Ex-Offenders	£117,752	£82,426
Older People	£1,020,230	£4,080,920

- 8.5. The financial benefits and potential gaps in the availability of services is not the only data that is taken into account when determining local priorities. The analysis also takes account of Homeless data, which continues to indicate that the highest priority need groups and the highest users of bed and breakfast accommodation are Prison Leavers, 16 and 17 Year Olds, Young Care Leavers and families fleeing Domestic Abuse
- 8.6. To strengthen our analysis and determine what groups are considered a priority or continue to be a priority for Supporting People, the risks already vulnerable groups may be exposed to as a result of living in unsuitable, unsafe and un-sustainable accommodation is also taken into account. Account is taken of each groups underlying needs, their age and life experience; their health problems and abilities; the risks particular groups may present to themselves or others; the risks particular groups are exposed to in relation to entering or returning to institutional care. On all occasions account is taken of the risk of homelessness. Homelessness is one of the most extreme forms of social exclusion and the focus of the programmes work is to prevent, delay or reduce homelessness where it can. Using this knowledge, factual data, independent research and taking account of our wider council priorities- the following groups in particular continue to be a priority for the provision of accommodation and support services commissioned through Supporting People Programme.
- 8.7. **Women Fleeing domestic abuse**, who without the provision of appropriate support and supported housing are more likely to remain at risk and involved in an abusive relationship. They are less likely to return home without the perpetrator and less likely to secure a safe, sustainable and permanent home elsewhere.
- 8.8. **Homeless prison leavers, young offenders and substance mis-users**, who without the provision of appropriate support and suitable accommodation are more likely to re-offend and return to the situations that have caused them to misuse substances or enter prison. We know through research that the return of individuals to communities after spending time in prison, residential rehabilitation or hospital can be very problematic. The establishments people have left have provided them with a structured routine and some form of treatment for the offending behaviour and substance misuse. To sustain the gains made in these establishments access to support and decent accommodation is essential as an alternative to bed and breakfast, sofa surfing and moving between friends and family.

- 8.9. **Homeless young people**, who find that accessing and developing the skills to keep accommodation can be one of the hardest aspects of making the transition to adulthood and rebuilding their lives. More specifically, the establishments young offenders have left will have provided them with a structured routine and some form of rehabilitation to address offending behaviour. To sustain the gains made within these establishments supported housing is seen as essential to a successful transition to adulthood and reducing the risk of re-offending.
- 8.10. **People with poor mental health**, who are homeless or have spent time in institutional care, find that without the provision of supported housing a move to a home of their own is too big a step and too much a responsibility. Supported housing provides an opportunity for people to prepare for the transition to independent living in a realistic and supportive environment. For people who may have become institutionalised, moved frequently between family and friends or spent time rough sleeping, supported housing is often the gateway into permanent forms of housing.
- 8.11. **People with a Learning Disability** also continue to be a priority, as without the provision of planned supported housing they may find themselves at risk of homelessness or at risk of entering institutional care as a result of their living arrangements breaking down or living in unsuitable housing. Without the provision of supported housing there is an increased risk that people will lose their independence and be placed 'out of county' as the risks associated with using emergency accommodation is considered too great.
- 8.12. **Older People** also continue to be a priority as without the provision of support and supported housing services then their established living arrangements may be at risk of breaking down. Peoples housing options and choices would be reduced as the availability of Sheltered Housing, Telecare Services and Floating Support Services provide essential alternatives in response to the increasing demands and expectations of Older People to remain at home or live in an independent setting.
- 8.13. Taking account of our previous plans, this years gap analysis, the risks particular groups are exposed to and the risks associated with not commissioning particular services- the following groups are considered a priority for development and bidding for new revenue and capital expenditure in 2010/11. Without the allocation of sufficient capital and revenue need in these areas continues to grow with a backlog of projects now identified as a priority:

**8.14. Supporting People Revenue Grant Priorities:**

Rank	Name of Project	Project Type	Client Groups	No. Units	Total Annual Additional SPRG Required
1	Emergency Accommodation	Emergency Accommodation	Domestic Abuse	9	No revenue-capital needed.

1	Supported Housing	Supported Housing	Young People	5	No revenue-capital needed.
1	Floating Support	Floating Support	Homeless	60	£365,071
1	Emergency Accommodation.	Emergency Accommodation.	Homeless Young People	10	£186,898.
1	Emergency Accommodation	Emergency Accommodation	Homeless (including, substance misuse and ex-offenders.)	20	£409,635.
1	Supported Housing	Floating Support	Substance misuse	10	Remodelling Proposal
1	Housing Support Scheme	Floating Support	Ex Offenders	10	Remodelling Proposal

### 8.15. Supporting People Grant Priorities:

Rank	Name of Project	Project Type	Client Groups	No. Units	Total Annual Additional SPG Required
1	Extra Care	Extra Care	Older People	40	No revenue-capital needed.
1	Supported Living	24 hour Supported Housing.	Learning Disability	10	£123,354 revenue and capital needed.
1	Supported Housing	24 hour Supported Housing and Floating Support	Mental Health	12	Remodelling Proposal

8.16. Previous plans have identified the rationale and detail behind specific service responses and the continuation of funding for specific projects. In particular women experiencing domestic abuse, young people, older people and homeless people continue to present in significant numbers and with high levels of need. As we have been unable to progress projects there remains a continuing need for a new refuge for women fleeing domestic abuse, the current arrangements operate across 2 sites and the properties do not meet the Assembly Government's standards for temporary accommodation, which must be met by 2011. Extra Care for Older People remains a priority as it provides older people with increased housing options and ensures a range of provision is available to meet this group's growing needs and expectations. Emergency Accommodation for young people also remains a priority as they continue to be one of the highest presenting and most vulnerable groups. With a time-limit on the use of bed and breakfast and the need for young people to be safely and appropriately housed the provision of emergency accommodation and supported housing remains a priority. In addition to these specific groups there remains a need to develop Floating Support for Homeless individuals. The development of 60 units of support for particularly hard to reach groups remains a priority alongside the emerging need identified through this plan.

8.17. The Assembly Government and our Housing Strategy Team recognise that the projects needing revenue and capital continue to be required,

as they were at the time of their submission. It is recognised that although capital for projects may not be available in the year the Supporting People Plan was submitted, deliverable capital projects with revenue- should influence future capital programmes.

8.18. Although not all projects have been delivered as needed, it is important to note that one of the major achievements of the capital programme has been its success in responding to the needs of people with a learning disability. An additional 18 units were created and revenue secured to meet the needs of those who would otherwise be homeless or in institutional care should an appropriate response not be available. Alongside this a supported housing project designed to provide 2 units of adapted accommodation has been created to enable people with a physical disability make the transition to independent living. The capital programme has successfully delivered a number of units of adapted housing and affordable housing units in line with the other priorities it is intended to meet.

8.19. To ensure our current needs and emerging priorities are met the Supporting People programme will require the following levels of funding. As a contribution to the projects identified as a priority for Supporting People Revenue Grant, funding equivalent to £195,702 has been secured through remodeling existing services. As a contribution to the projects identified as a priority for Supporting People Grant, funding equivalent to £236,392 has been secured through remodeling existing services. However, there remains a short fall of almost £1,384,958 across both funding streams.

Current SPRG	£3,600,000	Additional SPRG	£961,604.	Total SPRG requirements	£4,561,604
Current SPG	£5,200,000	Additional SPG	£423,354*	Total SPG requirements	£5,623,354

\*Includes £300,000 contribution to housing related support services for people with a Learning Disability.

## 9. Specific service responses and project details 2010/11:

9.1. Working with the sector and wider stakeholders the following developments are proposed to respond to the gaps identified. Not all require additional revenue or capital and some will be achieved through remodelling or de-commissioning existing projects.

### **SPRG Priority 1 Scheme 1:**

**Client Group:** Homeless and those at risk of homelessness:

**Understanding Need:** The availability of direct access and emergency accommodation remains at a premium. Needs mapping, feedback from providers and service users suggests that more than 200 people were turned away from existing arrangements due to a lack of availability. In 08/09 139 people were placed in Bed and Breakfast, 46 were prison leavers, 23 were 16-17 year olds and 10 were aged between 18 and 21. Accommodation and support for ex-offenders who are returning to RCT is in short supply. As it is for those who have recently returned and find the plans they have made breaking down, which means that they are finding it increasingly difficult to make a successful transition to the community and rebuild their lives. Research suggests that approximately half of the ex-offender population will have accommodation problems, the vast majority of whom are men.

Independent research carried out by the University of Kent and Cardiff University involving over 900 homeless people suggests that 80% indicated that they had a substance misuse problem and 22% were homeless as a result of leaving a controlled environment. Locally 25% of the people considered homeless or at risk of homelessness have secondary needs associated with offending and substance misuse. The provision of appropriate accommodation and support to help individuals better manage or break their substance misuse habit, avoid further offending and rebuild their lives is considered essential and the main priority for 2010/11.

**Scheme Description:** Emergency Accommodation 20 units mixture of static and dispersed housing:

**Capital Bid:** To be made to future SHG programme.

**Revenue Bid SPRG:** £409,635

### **SPRG Priority 2 Scheme 2:**

**Client Group:** Ex-offenders

**Understanding Need:** The return of individuals to communities after spending time in prison can be very problematic. To sustain the gains made within these establishments good quality housing and support is essential to help people make the transition to independent living and reduce the risk of re-offending and the impact this has on the wider community. Without a secure base, the treatment and intervention an individual has previously received can quickly be jeopardised and any benefits gained lost, increasing the possibility of individuals becoming involved in behaviour that is a serious problem for themselves and potentially the wider community, including anti social behaviour and crime.

In addition to this, feedback from our partners, service users and support providers suggests that the return of young offenders to their communities from young offender institutions, secure training centres or a secure children's homes brings with it added difficulties. Young people have to additionally manage their transition to adulthood. Finding and keeping accommodation can be one of the hardest aspects of this group's transition to independence and rebuilding their lives in their own community. The establishments they have left will have provided them with a structured routine and some form of rehabilitation to address offending behaviour.

Unlike many other vulnerable groups this group because of their age and limited life experiences are less likely to be aware of how the housing market works, where to get advice, and also have less developed life skills for establishing, managing and maintaining a home. Without the right kind of accommodation and support people can find it much harder to maintain employment or training and become more vulnerable to poor health, substance misuse and its associated problems.

The proposed project will be created by remodelling and merging an existing generic Floating Support project, with Castle House and securing a number of units of single person accommodation to create 5 units of Floating Support and 5 units of Supported Housing targeted at Ex- Offenders.

**Scheme Description:** Floating Support 5 units Supported Housing 5 units.

**Capital Bid:** Not required

**Revenue Bid SPRG:** within existing resources.

### **SPRG Priority 3 Scheme 3:**

**Client Group:** Substance Misusers

**Understanding Need:** Substance Misuse is associated with a wide range of personal, social, economic and potential health problems. Individuals with a substance misuse problem may require several different types of support overtime including support with housing, family relationships, employment, offending behaviour and finance.

The importance of appropriate accommodation and support cannot be underestimated. Without a secure base, the treatment an individual has previously received can quickly be jeopardised and any benefits gained lost.

The proposed project will be created by remodelling and merging an existing generic Floating Support project, with Castle House and securing a number of units of single person accommodation to create 5 units of Floating Support and 5 units of Supported Housing targeted at Substance Mis-users.

**Scheme Description:** Floating Support 5 units Supported Housing 5 units.

**Capital Bid:** Not required

**Revenue Bid SPRG:** within existing resources.

### **SPG Priority 4 Scheme 4:**

**Client Group:** People with a learning disability.

**Understanding Need:** Over recent decades, society's perceptions and expectations of disabled people have evolved radically, so that disabled people are not viewed as victims and passive recipients of assistance, but as full members of society who deserve, and should expect, fair treatment as a right.

RCT is committed to ensuring all vulnerable people have a range of appropriate housing options and opportunities to experience independent living and make informed lifestyle choices and decisions. The need to create additional units of accommodation continues to grow as people with a learning disability are enabled to express their views and are supported to make informed decisions about where they live and who they live with.

**Scheme Description:** 24 hour Supported Housing 10 units.

**Capital Bid:** To be made to future SHG programme.

**Revenue Bid SPG:** £123,354.

#### **SPG Priority 5 Scheme 5:**

**Client Group:** People with poor mental health.

#### **Understanding Need:**

Over four out of five people with severe mental health problems live in mainstream housing, with others living in supported housing or specialist accommodation. Half live alone.

Many people with poor mental health feel that they are not offered the same choices as other people when establishing themselves in a home of their own in the wider community. People with poor mental health are one and a half times more likely than the general population to live in rented housing.

Poor mental health is prevalent amongst people who are homeless with between 30% and 50% of rough sleepers having mental health problems and as many as one in 5 homeless people having a mental health problem and further issues such as substance misuse.

The outcome of recent project evaluations, in this service area has identified the potential for de-commissioning and developing alternative and additional service responses. These opportunities will need to be explored further in 2010/11, with all stakeholders and most importantly service users to ensure the commissioning of appropriate and effective services.

It is our intention to work with GOFAL and HAFOD CARE, service users and wider stakeholders to remodel existing arrangements and develop additional appropriate services to people with poor mental health. The new project will support the existing group of service users in addition to offering support to people already living in the community and those wishing to establish themselves in the community. The new project will maximise the use of telecare services, secure appropriate accommodation for those in housing need and provide planned and reactive support in partnership with community based health and social care services.

**Scheme Description:** Supported Housing and Floating Support 12 units.

**Capital Bid:** Not required

**Revenue Bid SPG:** within existing resources.

## **10. Regional and cross authority arrangements:**

- 10.1. Research suggests that the majority of people, where it is safe to do so, want to remain in or return to their familiar social and support networks. People should have services provided, where practicable, in the community rather than institutional settings, supported as near as possible to their home and existing family networks. Where this is not possible the Rhondda Cynon Taf's Supporting People Team work with other local authorities and their partners, to develop specific service responses that ensure people are appropriately housed and supported, on an individual needs led basis.
- 10.2. To support cross authority working on a larger scale, Rhondda Cynon Taf's Supporting People Team meet with a number of regional groups to consider the needs of people who cross traditional local authority boundaries and may utilise the services of other local authority areas.
- 10.3. In 2010/11, we will continue with this cross authority work to enable us to meet people's needs through the development of cross authority or regional services where this is the most cost effective and appropriate service response.

## **11. Specific service responses for each client group:**

11.1. As previously mentioned the plan has two specific functions. Having highlighted in the first section where there may be gaps and the priorities and continuing priorities for any revenue and capital expenditure. This next section details how existing supported housing services are being provided and where necessary sets out proposals for remodelling or decommissioning existing projects, to ensure they remain strategically relevant.

11.2. The response to each client group is influenced by a number of factors that include an understanding of the needs of each client group and the risks that they or others may be exposed to, statutory duties and responsibilities, wider strategic priorities and plans, evidence of existing and emerging need, provider performance and financial plans.

### **Women Fleeing Domestic Violence:**

Refuge accommodation is a valuable resource that offers a real alternative to bed and breakfast and more importantly refuge from a violent situation. It provides a safe temporary home, to those individuals and families who are forced to leave, their established home and community. Refuge provision is not intended to offer anything other than a temporary place to stay. The importance of having a permanent and settled home to help rebuild damaged lives and confidence should not be underestimated.

In December 2008 a report commissioned by the Assembly Government noted that owner-occupiers were less likely to experience partner abuse. Levels of partner and family abuse were higher than average for both men and women living in the social renting sector. The report also noted that the incidence of partner and family abuse was highest in people under the age of 24, with the incidence decreasing with age. It also noted that women in bad health experienced a higher incidence of partner abuse than women in good health.

The report highlighted that a 'one size fits all' approach was not appropriate when responding to peoples needs. Services identified as fundamental in the support they provide to victims of domestic abuse included the following housing related support services:

- Refuge provision.
- Floating support for domestic abuse victims to remain in their own homes.
- Floating support including signposting, information and advice, including information about accessing other services, debt counselling, and help in maintaining tenancies.

The report noted that a range of services should be available to people at an early intervention stage, at crisis point, and following crisis intervention. All these services are currently available and provided through the SP programme here in RCT.

Rhondda Cynon Taf currently has 24 units of emergency accommodation and support. We have 10 units of Supported Housing and 44 units of Floating Support. The principal aim of these services is to provide a housing-focused option for a resolution to the domestic violence situation that includes: - remaining in the family home with the domestic abuse perpetrator.

- remaining in the family home having either removed the perpetrator or with measures to ensure the protection of the woman in her own home.

or

staying in temporary accommodation prior to:

- returning to the family home and to the perpetrator,
- returning to the family home but without the perpetrator or
- leaving the family home by securing permanent housing elsewhere

The service provided is highly valued by the people who use and gain access to it, however there appears to be a small but increasing number of women who present to refuge services with complex and multiple problems. The issues they present with can often challenge the service and potentially expose other service users and their families to un-acceptable risks, because of the communal nature of the accommodation and the availability and organisation of support.

To ensure the provision of appropriate accommodation plans are in place to build a new refuge and create an additional unit of accommodation and support using revenue from a previously decommissioned scheme. The current refuge in Taff Ely is provided across 2 sites and is not fit for purpose and it will not meet the standards for the provision of temporary accommodation come 2011. Increasing the number of units of Emergency Accommodation available to women from 24 to 25, in response to need and to maximise the potential of the proposed site.

To minimise duplication the following table shows the range of services to be funded through the programme and their void rates. The void rate is a reflection of the % of time that services could be utilised- but have not been. Where void levels exceed 10% then justification is required and a review of the service may be undertaken where voids continue or cannot be reasonably justified.

Given the void levels associated with some direct access projects remaining high and as a result of the KAFKA review in RCT, a further review of this service area will need to be undertaken in 2010/11 to ensure that services are appropriately organised and located to respond to peoples needs.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 08/9 %
Rhondda Women's Aid Refuge	Rhondda WA	Direct Access	7	Rhondda	SPRG	20.36 %
Rhondda WA Tenancy Support Project	Rhondda WA	Floating Support	6	Rhondda	SPRG	0%

Cwm Cynon Women's Aid Refuge	Cwm Cynon WA	Direct Access	8	Cynon	SPRG	7.3 %
Cwm Cynon WA Tenancy Support Project	Cwm Cynon WA	Floating Support	7	Cynon	SPRG	0.6%
Pontypridd Women's Aid Hostel	Pontypridd WA	Direct Access	9	Taff Ely	SPRG	6.1%
Pontypridd WA Tenancy Support Project	Pontypridd WA	Floating Support	12	Taff Ely	SPRG	0 %
Tai Hafan Tenancy Support Project	Cymdeithas Tai Hafan	Floating Support	19	RCT	SPRG	1 %
<b>Total number of units:</b>			<b>68</b>			

### **2010/11 Plans and priorities:**

1. The way services are currently accessed and utilised will need to change to ensure that the current range of services can be best utilised, the Supporting People Team will work with Women's Aid and key stakeholders to ensure that services can collectively:
  - support women and families with complex and multiple needs and ensure that services
  - work across organisational and policy boundaries to deliver joined up services
  - place the customer at the centre of service delivery to make the best use of resources.

When the new refuge is complete the refuge accommodated by Women's Aid will be re-utilised by Castle House to offer 3 units of temporary accommodation and intensive support, specifically targeted at women who are homeless as a result of leaving institutional care. This will see the completion of the Castle House/ Lloches Project and will be the first project of it's kind in Wales.

2. The change in Tai Hafan's constitution to enable it to support men will change the nature of services the organisation provides. The Supporting People Team will work with Tai Hafan and wider stakeholders to remodel the two supported housing projects currently focusing on meeting the needs of women only. This will provide opportunities for the service to support other people with a wider range of needs. From April 2010 the focus of the projects work will change to young people and vulnerable single parents, which will broaden the availability of this service to other priority vulnerable groups.

### **People with a Learning Disability**

Over recent decades, society's perceptions and expectations of disabled people have evolved radically, so that disabled people are not viewed as

victims and passive recipients of assistance, but as full members of society who deserve, and should expect, fair treatment as a right.

The Disability Discrimination Act (DDA), and the ongoing improvements to the law, exist because Government recognizes that disabled people face discrimination for reasons related to their disability, which prevents them fulfilling their potential as individuals, and as members of society more broadly, the Council expects Supported Housing Services to this client group in particular be provided in a way that:

- Enables a person to live in a home of their own or share their home with people they have chosen to live with, pay rent and contribute to the management, organisation and running of their home.
- Enables people to make choices and be independent in their home and when outside in the wider community.
- Enables a person to make informed decisions about who they live with, where they live, who supports them and how they are supported.

Support services commissioned by the Council through the Supporting People Programme or using Supporting People Powers will continue:

- Ensure high standards of support
- Ensure people's rights, duties and responsibilities to themselves and others are explained and people are supported to understand the consequences of their lifestyle choices and decisions.
- Ensure people are enabled and supported to make informed choices lifestyle decisions, in relation to their housing, health and well being.
- Ensure that people have opportunities to maintain existing friendships and relationships and develop new ones.
- Ensure people have opportunities to develop the skills and confidence to complete daily living activities that contribute to the management, running and organisation of their home.
- Ensure peoples involvement in local community life, enabling people to gain a sense of belonging and inclusion in their communities and wider social networks.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 07/08%
Supported Housing	Ategi	Permanent Accom.	21	RCT	SPG	0.1%
Supported Housing	Cartrefi Cymru	Permanent Accom.	66	RCT	SPG	0.5%
Supported Housing	Drive	Permanent Accom.	94	RCT	SPG	2.6%
Supported Housing	REACH	Permanent Accom.	2	RCT	SPG	0%

Supported Housing	RCT Community Care Division	Permanent Accom.	56	RCT	SPG	2.5%
Supported Housing	Opportunity Housing Trust	Permanent Accom.	8	RCT	SPG	0%
Supported Housing	Perthyn	Permanent Accom.	5	RCT	SPG	2.6%
Supported Housing	Private	Permanent Accom.	3	RCT	SPG	0%
Supported Housing	TBA	Permanent Accom.	12	RCT	SPG	
Supported Housing	European Lifestyles	Permanent Accom.	14	RCT	SPG	0%
<b>Total number of units:</b>			<b>281</b>			

**Specific Issues:**

The way services are organised and accessed will continue to change to ensure the following issues can be addressed.

- Ensure peoples expectations and rights to live independently are recognised and planned for in a consistent and coordinated way.
- Ensure that existing provision is fit for purpose and replaced or remodelled where necessary.
- Ensure the needs of individuals at risk of being made homeless or living in unsuitable and unsustainable accommodation are recognised and taken account of when analysing and projecting peoples housing and support needs.

Care Management Services have begun to develop a picture of current and future housing need, identifying over 145 adults who need to leave the family home or their current living arrangements over the next five years. If we are to avoid homelessness or people's entry into institutional care then both capital and revenue funding will be required to meet the specific housing, care and support needs of individuals with a learning disability.

This information is being incorporated into wider plans to meet the housing needs of all vulnerable citizens and further consideration will need to be given to the development of effective and sustainable service responses that enable people to establish and maintain independent lives as valued members of their local community.

**2010/11 Plans and priorities:**

1. Where possible and appropriate Telecare will be used to offer additional or alternative protection to new and existing service users. Where appropriate and resources allow service responses will be developed to respond to the technology that is available to ensure service users remain safe and secure in their own home.
2. To improve the range of housing options and support arrangements available to maximise the independence, choice and control people

have over their living arrangements, a wider range of housing solutions will be considered and developed with individual service users.

3. To ensure that housing related support services are appropriately developed in response to the housing needs of particularly vulnerable people mechanisms will need to continue to be developed to ensure all need is appropriately reflected in a homelessness and housing context.

### People with poor Mental Health

Over four out of five people with severe mental health problems live in mainstream housing, with others living in supported housing or specialist accommodation. Half live alone.

Many people with poor mental health feel that they are not offered the same choices as other people when establishing themselves in a home of their own in the wider community. People with poor mental health are one and a half times more likely than the general population to live in rented housing.

Poor mental health is prevalent amongst people who are homeless with between 30% and 50% of rough sleepers having mental health problems and as many as one in 5 homeless people having a mental health problem and further issues such as substance misuse.

Rhondda Cynon Taf has established an Accommodation Planning Group to identify and plan for the accommodation and support needs of people with poor Mental Health within the Borough.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 07/08%
Gofal Dispersed	Gofal Housing Trust	Temporary Accommodation	5	Taff Ely	SPRG	7.5%
Gofal- Ton-y-Felin	Gofal Housing Trust	Temporary Accommodation	3	Taff Ely	SPRG	
Supported Housing 3 schemes	Gofal Housing Trust	Temporary Accommodation	12	Rhondda & Cynon	SPG	
Gofal - Newydd Scheme	Gofal Housing Trust	Floating Support	5	Taff Ely	SPRG	14.1%
Rhondda FS/Gofal	Gofal Housing Trust	Floating Support	4	Rhondda	SPRG	6.9%
Gofal MH Tenancy Support Scheme	Gofal Housing Trust	Floating Support 12 low-level 15 intensive	27	RCT	SPRG	

Hafod Care MH Tenancy Support Scheme	Hafod Care Low-level	Floating Support	27	RCT	SPRG	<b>1.16362</b>
Tai Trothwy MH Tenancy Support Project	Tai Trothwy	Floating Support	25	RCT	SPRG	<b>2.9%</b>
Caersalem House and Move On	Tai Trothwy	Temporary Accommodation	13	Rhondda	SPRG	<b>25.7%</b>
Supported Housing 2 schemes Ty Isaf	Tai Trothwy	Temporary Accommodation	7	Cynon & Taff Ely	SPG	<b>9.8%</b>
Supported Housing	Hafod Care	Temporary Accommodation	8	Rhondda & Cynon	SPG	<b>3.1</b>
Supported Housing	Shaw Housing	Permanent Accommodation	2	Rhondda	SPG	<b>0%</b>
Supported Housing	Private	Permanent Accommodation	2	Taff Ely	SPG	<b>20%</b>
RCT In-House MH Floating Support Scheme	RCT Community Care Division	Floating Support	33	RCT	SPG	<b>DATA not Available.</b>
Total number of Units:			<b>173</b>			

***Specific issues:***

Supported Housing is the gateway into permanent forms of housing and can give individuals who are homeless or needing to leave institutional care an opportunity to prepare for the transition to independent living. Central project referral arrangements and move-on arrangements have been specifically created to support this approach and individuals needing to move-on to more permanent forms of housing are seen as a priority for supported housing and are awarded extra points, to enable them to secure appropriate permanent accommodation.

Housing related support services are time limited and can be available for up to 18 months, for the majority of people significant gains can be achieved within this period of time. Where outcomes established by the programme can be met sooner then individuals should be supported to move-on sooner. Where individuals choose to live together or with others then they should be supported to move-on together. Where people cannot move-on to more independent living arrangements schemes are responsible for developing more permanent living arrangement and working with others to consider alternative support structures in partnership with a wide variety of agencies and organisations to ensure peoples emotional, social and 'specific' specialist needs continue to be met in the most appropriate way.

The outcome of recent project evaluations, in this service area has identified the potential for de-commissioning and developing alternative and additional service responses. The closure of one project has resulted in a loss of 4 units that focused on meeting the needs of this group. However, remodelling other projects will provide opportunities to develop additional and alternative arrangements. These opportunities will need to be explored further in 2010/11, with all stakeholders and most importantly service users to ensure the commissioning of appropriate and effective services.

**2010/11 Plans and priorities:**

1. Work with GOFAL and HAFOD CARE, service users and wider stakeholders to remodel existing arrangements and develop additional and appropriate services to people with poor mental health.
2. Continue to support the remodelling and development of Caresalem House to ensure people with poor mental health have their housing and support needs responded to most appropriately and where possible avoid placing some of our most vulnerable citizens in hostel or Bed and Breakfast accommodation.
3. Work with all projects to ensure all projects are appropriately utilised and people are supported to move-on to shared and appropriate living arrangements with support and intervention from the most appropriate agencies.
4. Where possible and appropriate use Telecare to offer additional protection to new and existing service users. Where appropriate and resources allow floating support service responses will be developed to respond to the technology that is available to ensure service users remain safe and secure in their own home.

**People Misusing Substances**

Substance Misuse is associated with a wide range of personal, social, economic and potential health problems. Individuals with a substance misuse problem may require several different types of support overtime including support with housing, family relationships, employment, offending behaviour and finance.

The return of individuals to communities after spending time in prison, residential rehabilitation or hospitals can be very problematic. The establishments they have left will have provided them with some form of treatment for their substance misuse and to sustain the gains made within these establishments supports are needed within the areas they return that covers both the elements of health and social care.

The importance of appropriate accommodation and support cannot be underestimated. Without a secure base, the treatment an individual has previously received can quickly be jeopardised and any benefits gained lost.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 07/08%

Lloches/Castle House**	Trothwy	Temporary Accommodation	5	RCT	SPRG	0%
Supported Housing Valley of Hope	Valley of Hope	Temporary Accommodation and Floating Support	5	RCT	SPRG	0%
<b>Total Number of Units:</b>			<b>10</b>			

**Specific issues:**

The misuse of substances is a continuing problem for many of the people using housing related support services. To ensure peoples needs are appropriately responded to all services will need to develop stronger partnerships with specialist services and improve the skills, knowledge and confidence of their staff to support service users affected by and misusing substances.

Whilst the Lloches Scheme has been in development, the scheme has offered intensive and low level floating support to people misusing substances who's living arrangements were at risk. With the scheme almost fully operational the capacity to continue with this cannot continue. However, the proposed remodelling and merging of 2 schemes will ensure that there is a continuing capacity to provide floating support for this priority group.

**2011/11 Plans and priorities:**

1. Remodel existing floating support and supported housing schemes with Trothwy Cyf, to provide additional floating services and supported housing for this priority group.

**Refugees**

People from ethnic minority backgrounds figure very prominently amongst the most disadvantaged in society, as well as amongst those most at risk of homelessness. In relation to many of the factors likely to increase the risk of homelessness, many ethnic minority communities fare less well than the general population. Each community also has its own distinctive socio-economic and cultural patterns and must be understood in its own terms.

Currently there is no specific provision available to refugees as the numbers presenting are so low, in 2009/2010 only 1 NME was processed and no refugees appear to be considered homeless and in priority need. To ensure people's needs are responded to appropriately services commissioned through the Supporting People Programme do not discriminate against any person on grounds of their race, gender, disability, sexual orientation, age, language, nationality, marital status, political beliefs and religion.

**People with a Physical Disability**

Over recent decades, society's perceptions and expectations of disabled people have evolved radically, so that disabled people are not viewed as victims and passive recipients of assistance, but as full members of society who deserve, and should expect, fair treatment as a right. The Disability Discrimination Act (DDA), and the ongoing improvements to the law, exist

because Government recognizes that disabled people face discrimination for reasons related to their disability, which prevents them fulfilling their potential as individuals, and as members of society more broadly, Rhondda Cynon Taf expects Supported Housing Services to be provided in a way that:

- Enables a person to live in their own home or share their home with people they have chosen to live with, pay rent and contribute to the management, organisation and running of their home.
- Enables people to make choices and be independent in their home and when outside in the wider community.
- Enables a person to make informed choices about who they live with, where they live, who supports them and how they are supported.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 07/08%
Maestrisant	RCT Community Care Division	Permanent Accommodation	7	Rhondda & Taff Ely	SPG	0%
Capel Farm	Rhondda Care Group	Permanent Accommodation	1	Taff Ely	SPG	0%
Maestrisant	John Grooms Housing Association	Permanent Accommodation	29	Taff Ely	SPG	2.4%
Total Number of Units:			<b>37</b>			

***Specific issues:***

Disabled people experience a range of difficulties when making transitions in their lives, with the main negative impacts being delays to the service they need, or not receiving the service at all. Various publications have identified a range of barriers, which may disrupt a smooth transition which includes organisational/ structural issues (the way particular services are structured and in particular how roles and role boundaries can have implications for service delivery), budgetary issues (in particular, the way that budgetary boundaries and procedures operate between and within organisations) and procedural issues (such as procedures being incompatible between organisations, procedures not being followed, or not existing in the first place).

Apart from the provision of one sheltered complex within the County Borough there is limited specific provision for individuals with a physical disability who wish to establish independent lifestyles. The Housing Needs Survey of 2002, indicated that as many as 15% of households may have someone with a physical or sensory disability. Whilst this will not automatically lead to a need for housing related support, further analysis is required in conjunction with key stakeholders.

Given the level of need within the borough there is a need to better understand the housing related support needs of people with a physical disability and the following plans are designed to help with this.

**2010/11 Plans and priorities:**

1. The development of a new project, through the Social Housing Grant programme, for those with a spinal cord injury may provide an opportunity to develop a wider range of services for people with a physical disability. Access to the service and the outcomes it achieves will be monitored and links with the provider strengthened to ensure the strategic fit of the project.
2. Access arrangements to Maestrisant will be reviewed to ensure the continuing need for this project and other projects for people with a physical disability are understood and analysed.
3. Where possible and appropriate Telecare will be used to offer additional protection to new and existing service users. Where appropriate and resources allow service responses will be developed to respond to the technology that is available to ensure service users remain safe and secure in their own home.
4. To ensure that the housing related support needs of people with a physical disability and sensory impairment are understood and appropriately mapped, improved arrangements will be developed with statutory services to ensure all need is reflected in a homeless and housing context, where appropriate.

**Young Single Homeless People, Young People Leaving Care and Vulnerable Single Parents**

The transition to adulthood is exciting and also difficult, full of challenges, opportunities and new experiences. For young people and particularly those with young children, it is a time when the lifestyle choices and decisions they make can have a dramatic and long-term effect on their self esteem, education, employment, health, housing, behaviour and relationships.

Most young people deal successfully with these decisions and lifestyle choices, but a minority can face more serious problems. They may have differences with their parents, which may lead to them leaving home. They may have health problems, which can affect their learning and ability to achieve. Smoking, alcohol and drug habits are also often formed in the teenage years.

A further minority get involved in behaviour that is a serious problem for the wider community, including anti social behaviour and crime. A range of services are in place, but they do not amount to a coherent, collaborative system that is focussed on collectively responding to the needs presented by the individual and the sharing skills, resources and knowledge.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 07/08%
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Mountain Ash YMCA - Emergency Accom	Mt Ash YMCA	Direct Access	5	Cynon	SPRG	<b>4.6%</b>
Young Person's Tenancy Support Scheme	Adref	Floating Support	5	Cynon	SPRG	<b>0%</b>
NCH FS Scheme**	NCH	Floating Support	15	RCT	SPRG	<b>4.0%</b>
Supported Housing Project	Llamau	Floating Support and Temporary Accommodation	14 and 5	Taff Ely	SPRG	<b>0%</b>
Old Bakery	Adref	Temporary Accommodation	6	Cynon	SPRG	<b>0%</b>
Supported Lodgings Scheme	RCTCBC Education & Children's Services	Temporary Accommodation	6	RCT	SPRG	<b>0%</b>
Ty Rhondda	Diocese of Llandaff	Temporary Accommodation	4	Rhondda	SPRG	<b>2.4%</b>
Adref Tenancy Support Project	Adref	Floating Support	11	RCT	SPRG	<b>0.5%</b>
Project Bridgit Young Women's FS Scheme	Cymdeithas Tai Hafan	Temporary Accommodation	3	Taff Ely	SPRG	<b>2.9%</b>
		Floating Support	6	Taff Ely	SPRG	
Pontypridd Cluster Scheme (Beddau)	Cymdeithas Tai Hafan	Temporary Accommodation	5	Taff Ely	SPRG	<b>1 %</b>
Rhondda Cluster Scheme	Cymdeithas Tai Hafan	Temporary Accommodation	5	Rhondda	SPRG	<b>2.3 %</b>
<b>Organised through larger services and targeted at single parents and families</b>						
NCH Floating Support Scheme**	NCH	Floating Support	17	Rhondda & Cynon	SPRG	
Rhondda Include**	Rhondda Housing	Floating Support	14	Rhondda	SPRG	
<b>Total Number of Units:</b>			<b>121</b>			

**Specific Issues:**

Local research and analysis continues to suggest that young people have significant needs and housing related problems. It is recognised that there is an insufficient supply of suitable housing options for young people. Young

people are frequently provided with a poor standard of accommodation. There exists a range of information, advice and support services that are not effectively promoted and consequently young people often do not know where to access support. Young people are generally ill prepared for independent living and there is limited floating support for those not living in supported housing schemes. Although there are examples of excellent partnership working, there is a need for improved coordination of housing support services. Some specific groups of young people face particular housing challenges.

The planned development of new emergency accommodation and the provision of additional units of supported housing and floating support will go some way to improve the range of housing options available to young people. In the meanwhile young people continue to be one of our highest priorities and present significant challenges to existing services. To respond services will need to improve the skills and confidence staff have to provide support to those who may challenge the service and those from an offending background. These are some of our most vulnerable and excluded individuals who have a right and need to access these valuable services.

The change in Tai Hafén's constitution to enable it to support men will change the nature of service it can provide. The two supported housing projects currently focusing on meeting the needs of women only, will provide opportunities for the service to support other people with a wider range of needs. From April 2010 the focus of the projects work will change to young people and vulnerable single parents.

**2010/11 Plans and priorities:**

1. Work with Tai Hafén to promote the use of its services to a wider group of people building specific links to youth offending and services support young people in RCT.
2. Identify a suitable site and progress the development of supported housing for young people.
3. Identify a suitable site and progress the development and remodelling of the Old Bakery to create a new direct access provision for young people.

**Ex-offenders**

The return of individuals to communities after spending time in prison can be very problematic. The establishments they have left will have provided them with a structured routine and some form of rehabilitation to address offending behaviour. To sustain the gains made within these establishments good quality housing and support is essential to help people make the transition to independent living and reduce the risk of re-offending and the impact this has on the wider community. Approximately half of the ex-offender population will have accommodation problems, the vast majority of whom are men.

**The table below shows the service profile and purchasing plans for 2010/2011.**

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate
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						<b>07/08%</b>
New Start	Adref	Floating Support	10	Cynon	SPRG	<b>1.1%</b>
PDHA – Ex-offenders	Tai Trothwy	Supported Housing and Floating Support	3 and 5	Taff Ely	SPRG	<b>7.4%</b>
Valley of Hope**	Church Army	Temporary Accommodation	5	Cynon	SPRG	<b>0%</b>
Lloches**	Trothwy	Temporary Accommodation	5	RCT	SPG	<b>0%</b>
<b>Total Number of Units:</b>			<b>28</b>			

**Specific Issues:**

The importance of appropriate accommodation and support cannot be underestimated. Without a secure base, the treatment and intervention an individual has previously received can quickly be jeopardised and any benefits gained lost, increasing the possibility of individuals becoming involved in behaviour that is a serious problem for themselves and potentially the wider community, including anti social behaviour and crime.

Taking account of the risks of becoming homeless, next to domestic violence and homelessness, this group presents with the third highest need. The group are considered at risk of becoming or remaining homeless due to the difficulties they experience when leaving an institutional environment. In addition to the difficulties they encounter they are often individuals who's tenancy has previously failed due to their inability to end it properly or pay rent whilst they are in custody.

Housing services already have the ability to house individuals with particular needs and those considered especially vulnerable. To avoid homelessness and ensure those leaving institutional settings (prison) access housing and receive support in a timely, planned, coordinated and consistent way it is essential that housing and homelessness services receive housing applications well in advance of an individual leaving institutional care.

Prison Link Cymru has been commissioned by the Welsh Assembly Government to undertake this activity and homeless applications should be finding their way to housing services long before individuals are released and present as homeless only to be accommodated in bed and breakfast. Adopting a preventative approach to homelessness for this group means that housing provision and services have to be better coordinated with improved attempts to allocate accommodation prior to or at the latest upon release, as a persons homeless status has already been determined by Prison Link.

Allocating housing prior to a person leaving an institutional setting could ensure that an individuals return to the community and the services they need

are better planned and coordinated, reducing any potential risk that individuals may pose to themselves or others. Placing individuals in temporary housing (bed and breakfast) or hostel accommodation often increases the risk individuals and others may be exposed to and reduces the gains individuals may have made through having a structured routine and some form of rehabilitation to address their offending behaviour.

Many individuals already have the necessary skills to manage a home and live in the wider community. What appears to be lacking is the availability of appropriate emergency accommodation and initial support upon their return to the community. Services that provide a very temporary home, advice and support and people to move-on in a planned way to a more settled and permanent home.

### **Youth Offending**

As with all offenders the return of young offenders to communities from young offender institutions, secure training centres or a secure children's homes can be very problematic. With the added difficulty young people face with the transition to adulthood, finding and keeping accommodation can be one of the hardest aspects of this group's transition to independence and rebuilding their lives in their own community. The establishments they have left will have provided them with a structured routine and some form of rehabilitation to address offending behaviour. To sustain the gains made within these establishments good quality housing and support can be essential to a successful transition to adulthood and reducing the risk of re-offending and the impact it may have on the wider community.

Unlike many other vulnerable groups this group because of their age and limited life experiences are less likely to be aware of how the housing market works, where to get advice, and also have less developed life skills for establishing, managing and maintaining a home. Without accommodation and support people can find it much harder to maintain employment or training and become more vulnerable to poor health, substance misuse and its associated problems.

The challenge is ensuring we adopting a preventative approach to homelessness for this group, which means that housing provision and services have to be better coordinated with improved attempts to allocate accommodation prior to or at the latest upon leaving an institution.

Allocating housing prior to a person leaving an institutional setting could ensure that an individuals return to the community and the services they need are better planned and coordinated, reducing any potential risk that individuals may pose to themselves or others. However, where this is not possible or cannot be planned what appears to be lacking is the availability of appropriate emergency accommodation and initial support upon their return to the community. Services that provide a very temporary home, advice and support and people to move-on in a planned way to a more settled and permanent home.

### ***2010/11 Plans and priorities:***

1. Bid for additional Social Housing Grant and Supporting People Revenue Grant to develop emergency accommodation for this group and people who are homeless

### **Homeless and Potentially Homeless People:**

For the majority of the public when the term 'homeless' is used they picture a person sleeping in a cardboard box on a city high street. This is compounded by the images typically used by the media and some charities. However, the vast majority of homeless people are actually families or single people who are not literally sleeping on the street but living with relatives and friends or in temporary accommodation. For most, this means living in poor quality accommodation that is detrimental to their health and well-being.

Alongside this a relatively small but significant number of people may experience or be at risk of homelessness, for example where relationships or families break down, where a persons main carer is no longer able to care or passes away or where there is domestic violence, or where they get into debt and can no longer afford the home they rent or own.

A number may experience a series of traumatic events, or suffer from drug, alcohol, mental health or other personal problems, which may lead to them being unable to pay their rent or mortgage.

Many of these people are able to secure alternative housing on their own or with the help of family or friends, but some are not. Under the current system about half of these are accepted as being 'unintentionally homeless' and in 'priority need'. In other words they are homeless through no fault of their own and either have children or are vulnerable for reasons such as disability, health or age. In these cases, local authorities have a duty to provide them with temporary accommodation until a longer term home can be found.

The needs of homeless people can be very complex with a large number of services users having multiple needs.

**The table below shows the current service profile and purchasing plans for 2010/2011.**

<b>Project or Scheme</b>	<b>Support Provider</b>	<b>Service Model</b>	<b>No. of Units</b>	<b>Area</b>	<b>Funding Stream/s</b>	<b>Void Rate 07/08%</b>
Direct Access Hostel	Adref	Direct Access	10	Taff Ely	SPRG	<b>0%</b>
Newydd FS Scheme	Tai Trothwy	Floating Support	20	Taff Ely	SPRG	<b>5.5%</b>
Rhondda HA Include**	Rhondda HA	Floating Support	61	RCT	SPRG	<b>1.8%</b>
Total Number of Units:			<b>91</b>			

### **Specific Issues:**

The availability of direct access and emergency accommodation remains at a premium. Needs mapping, feedback from providers and service users suggests that there are significant numbers of rough sleepers who are being

turned away from existing arrangements due to a lack of availability. Accommodation for ex-offenders who have recently returned to RCT or have plans to return to their previous living arrangements is breaking down soon after their return or just prior to their return, meaning that they are finding it increasingly difficult to make a successful transition to the community and rebuild their lives, with appropriate support. Research suggests that approximately half of the ex-offender population will have accommodation problems, the vast majority of whom are men.

As previously stated what appears to be lacking is the availability of appropriate emergency accommodation and initial support upon their return to the community. Services that provide a very temporary home, advice and support and people to move-on in a planned way to a more settled and permanent home.

**2010/11 Plans and priorities:**

1. Bid for additional Social Housing Grant and Supporting People Revenue Grant to develop emergency accommodation for people who are homeless and often have additional underlying needs.

**Older People:**

The strategy for Older People in Wales 2003 seeks to:

- promote and improve the health and well being of older people through integrated planning and service delivery frameworks and more responsive diagnostic and support services.
- promote the provision of high quality services and support which enable older people to live as independently as possible in a suitable and safe environment ensuring acute, primary and specialist services are organised around them and are responsive to their needs.

People over 60 represent about 28% of the population of Rhondda Cynon Taf and this is set to rise significantly over the next 20 years.

It is important that services providing housing related support to older people are seen as part of a whole system approach. Good quality accommodation has a significant influence on the health and well being of older people as with all people served by the programme.

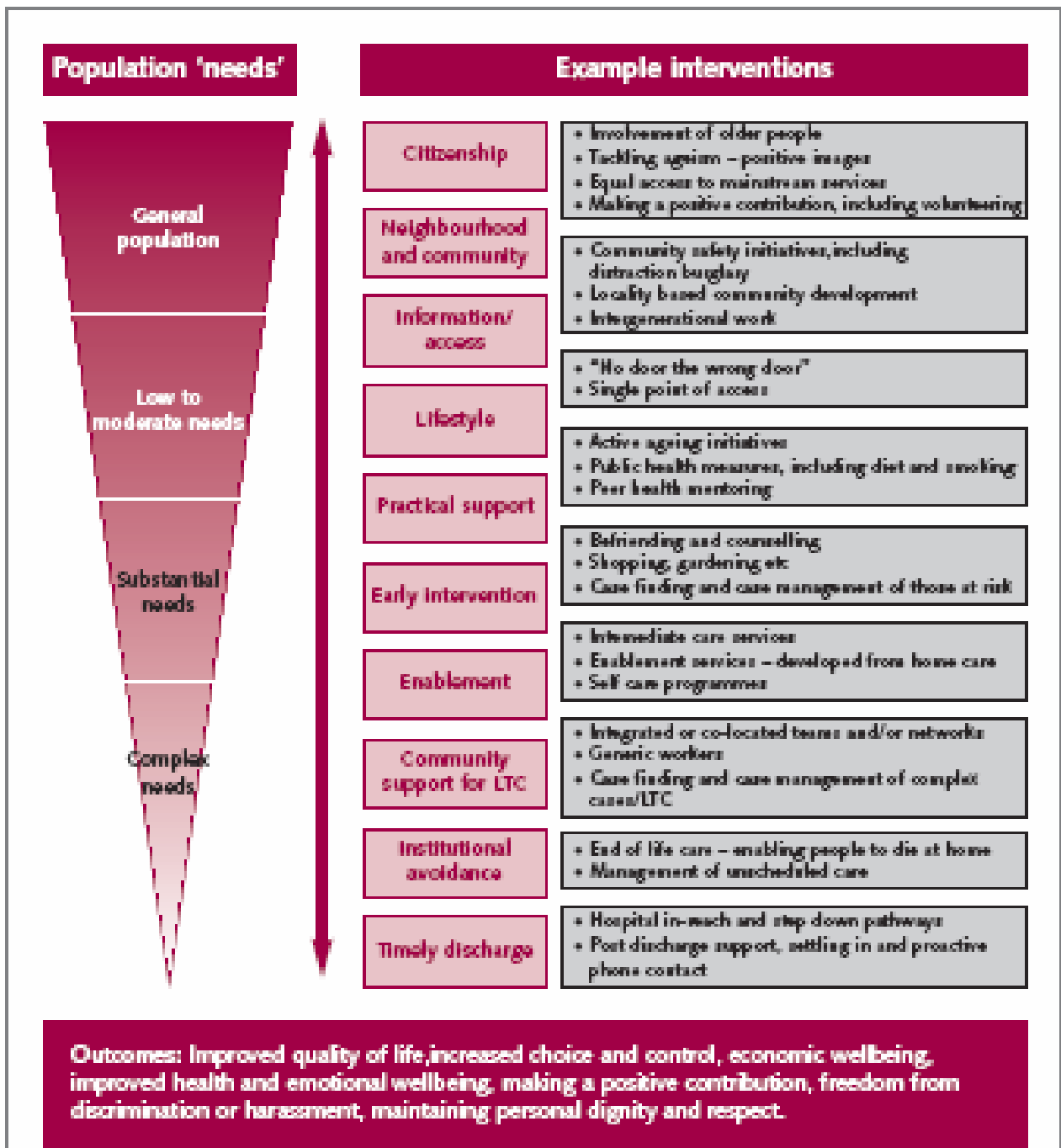
One of the key aims of the supporting people programme is to support the development and commissioning of effective services that are focussed on prevention and early intervention. All services must focus on preventing, delaying or reducing the need for more costly and corrective interventions from traditional housing, health and social care services. The following diagram reflects how we are attempting to reshape existing services that are commissioned through the programme in response to the needs of older people:



To meet these emerging needs we need to commission and develop services that improve the choice and control people have over their lives. Services that improve the opportunities people have to participate in and be included in their community. Services that increase the opportunities and experiences people have to make informed decisions and lifestyle choices. Services must that can be organised and delivered flexibly and responsively to improve people’s independence, safety, security, health and well-being.

One of the ways we are attempting to achieve this is by commissioning services that facilitate access to universal services and actively work alongside established services to ensure people’s needs are known and an appropriate service response considered. The focus of our commission activities and responses is to develop services that build the capacity individuals and communities have to provide support and provide early interventions that prevent problems becoming a crisis or emergency.

The follow diagram highlights the spectrum of preventative interventions that are proven to delay, reduce or avoid the need for more costly interventions. The benefit of the approach we are taking is that even those with complex needs can and should benefit from such interventions. To improve our capacity locally to deliver effective service responses we need improved partnership arrangements, improved use of the technology available and a wider range of innovative interventions that can intervene early and work actively to improve older peoples quality of life and ability to maintain their chosen living arrangements.



Dept of Health: Putting People First- Making a strategic shift towards prevention and early intervention. Key messages for decision makers. October 2008.

The table below shows the current service profile and purchasing plans for 2010/2011.

Project or Scheme	Support Provider	Service Model	No. of Units	Area	Funding Stream/s	Void Rate 07/08%
Age Concern Good Neighbour Scheme	Age Concern Morgannwg	Floating Support	63	RCT	SPG	0%
Extra Care-community model.	Age Concern Morgannwg RCT Homes and Rhondda Include	Floating Support	62	RCT	SPG	1.8%
	RCT Homes	Sheltered Housing	716	RCT	SPG	6.5%
	Cynon Taff	Sheltered Housing	217	Cynon and Taff Ely	SPG	2.6%
	Wales and West	Sheltered Housing	237	RCT	SPG	4.2%
	Rhondda Housing Association	Sheltered Housing	140	Rhondda and Taff Ely	SPG	15.9%
	Alewyd	Sheltered Housing	90	RCT	SPG	3.0%
	John Grooms	Sheltered Housing	29	Taff Ely	SPG	2.4%
	Hafod	Sheltered Housing	24	Taff Ely	SPG	0.4%
	Newydd	Sheltered Housing	33	Cynon and Taff Ely	SPG	4.3%
<b>Total Number of Units:</b>			<b>1611</b>			

**Specific Issues:**

Clearly the ongoing expectation of the vast majority of older people, as they become frailer is that they stay within their own home. A wide range of Housing Support Services currently contribute to this agenda including:

- Sheltered Accommodation
- Floating Support Schemes
- Community Alarm Systems
- Care and Repair Schemes

**Sheltered Accommodation:**

Sheltered Accommodation represents the single largest area of supported housing with almost 1,500 sheltered units across Rhondda Cynon Taf.

Work is being undertaken with RCT homes to consider how we can make the most effective use of our investment in Sheltered Housing and ensure that the support it is able to provide is available to the maximum number of people.

***Floating Support:***

Age Concern Morgannwg has been commissioned to provide a small floating support service across Rhondda Cynon Taf. Recognising that older people make up 28% of the population and accepting the need to develop preventative low-level on-going support services, service levels need to increase.

A successful pilot scheme has been operating in partnership with RCT Homes, Age Concern and Rhondda Housing Association. The project based at a Sheltered Housing complex, but working with people in the wider community provides planned and naturally occurring care and support to older vulnerable people, as they need it. Planned support is organised through support plans and un-planned support is accessed through Telecare systems. Staff are deployed as necessary to respond to the issues faced by vulnerable older people living in their own homes in the wider community.

An initial evaluation of the pilot indicates that the project has the potential to reduce people's social isolation, increase their independence, improve people's safety and security, prevent their living arrangements from braking down and delay or reduce the need for traditional health and social care interventions. Further consideration needs to be given to this model of services to provide a response services for Telecare.

***2010/11 Plans and priorities:***

1. Create a single Support @t Home project that links to and makes appropriate use of the technology available to prevent, delay or reduce the need for more corrective or expensive interventions.
2. Work with sheltered accommodation providers to review the organisation of housing related support and consider the opportunities available to create and deliver a wider range of preventative services to people living in the wider community.
3. Identify a suitable site and progress the development of Extra-care Housing for older people.

***Community Alarm Services:***

The Council provides an extensive community alarm service (Telecare) through 'Carelink'. Telecare is based on the premise that older, disabled or vulnerable people should be able to remain independent and participate in their community as much as and for as long as possible.

Telecare systems can support the independence and wellbeing of older, vulnerable or disabled people. It enables carers to respond to a crisis and can help prevent problems arising in the first place by providing early indication of deterioration in an individual's wellbeing.

Telecare consists of assessment and referral of users; installation and maintenance of equipment; monitoring of users, and a response in the event of an alert or change in condition. Telecare addresses a range of government policies. New grant funding has been made available, from the Welsh

Assembly Government, and this local authority is expected to receive some £656,000 capital funding over the next few years.

Telecare has been a reality in Rhondda Cynon Taf since before Local Government reorganisation through the Council's 'Lifeline' services Carelink.

Currently over two thousand people pay a small amount each week to ensure their peace of mind by knowing that in an emergency they can reach the call centre to summon help.

Over the last three years the Housing Services and the Community Care Division have invested resources in developing assistive technology for the most vulnerable people in our community through the 'Safe AT Home' project. This concentrated initially on individuals with dementia but assistive technology solutions are increasingly being made available to all client groups.

### ***Strategic direction***

In partnership with the Local Health Board, the Council is developing a Commissioning Strategy for Older People's Health and Social Care Services. A key element of the commissioning strategy is the development of preventative services, such as Telecare and Telehealth.

Accepting that Telecare and Telehealth systems can provide a very wide range of environmental controls and the keen interest from Health Services in its application in supporting health issues such as chronic disease management and cross cutting issues such as slips, trips and falls. The Telecare project in Rhondda Cynon Taf aims to ensure a coordinated and consistent approach is taken to the development, funding and delivery of Telecare and Telehealth Services across Rhondda Cynon Taff, at a strategic and operational level.

The proposed approach will ensure Telecare and Telehealth stands on its own to support people's feelings of general well being at a preventative level and contributes to positive outcomes, as part of a wider package of care designed to maintain and promote a persons independence. A number of Councils, like Kent and West Lothian have embarked on a major implementation of these services and there is an increasing body of research evidence to support the benefits of Telecare and Telehealth in the delivery of preventative services, delivered alongside Social and Health Care Services that offer practical support to people to help them remain independent for longer.

### ***Local arrangements***

We already have most of the key components of a Telecare Service:

- **Access and assessment** - via open access (life line), self-assessment (additional detectors) or needs assessment through the Unified assessment/ CPA process.

- **Installation and maintenance of equipment** - through the Councils Safe AT Home Service and partners such as Care and Repair.
- **Monitoring of users** - through the Council's Carelink Service.

A response to the activation of a sensor or alarm is currently provided, in the majority of situations, through family and friends. To compliment and enhance these arrangements, in the absence of family and friends, there is a need to review what arrangements that are in place, across a number of related service areas that may be able to work together to offer a network of support and provide a formal response service to older people.

***2010/11 Plans and priorities***

1. Work with key stakeholders to review the organisation of housing related support and explore the opportunity to create and deliver a wider range of preventative services to people living in the wider community who are in receipt of Safe At Home Technology and who require planned and unplanned support following the activation of an alarm or sensor.

**Contributors:**

RCT Community Care Division  
RCT Children's Services  
Housing Strategy  
Local Health Board  
Youth Offending Service  
South Wales Area Probation Service

Domestic Abuse Forum  
Homelessness Forum  
Supporting People Support Provider Forums

Aelwyd HA  
Cynon Taf Housing Group  
Hafod HA  
Newydd HA  
Wales and West  
John Grooms HA  
RCT Homes  
Rhondda Housing Association

Adref Ltd.  
Age Concern Morgannwg  
Ategi  
Cartrefi Cymru  
Hafan Cymru  
Diocese of Llandaff  
DRIVE  
Reach  
OHT  
Perthyn  
European Lifestyles  
Hafod Care  
Church Army  
Llamau  
Cwm Cynon Women's Aid  
Rhondda Women's Aid  
Pontypridd Women's Aid  
Rhondda Include  
Gofal Housing Trust  
Hafod Care  
Mountain Ash YMCA  
Action for Children  
Trothwy Cyf

## Appendix A.

### Proposed new SPRG Funded Schemes:

Proposed Scheme for	
Scheme Number	
Scheme to Commence	
Service Type	
Client Group	
Scheme Description	
Capital bid made and approved	
Total Revenue Requirement	
Required Supporting People Funding – SPRG Tariff	
Is this a remodelling of an existing project? Yes/ No	
Provider Identified	
Landlord Identified	
Evidence of Need	

### SPOP Proforma – Applications to Remodel/ De Commission Projects.

#### SPOP Year:

Local Authority and Officer Leading on the Project	
Project No/ Name/ Provider/ Client Group	
Current Specification – including Total SPG/SPRG as applicable New Specification - including Total SPG/SPRG as applicable	
Monetary Implications – including where any surplus money is going e.g. used for budget reductions/ to part fund new projects etc. or a shortfall – where the additional resources are coming from	
Justification and Reason for the Remodelling or De Commissioning. To include any support from Homelessness or other Strategy Groups	
Details of consultation with providers and other relevant parties. Details of how any staffing implications have been dealt with	

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