

CABINET

Date of Meeting	Tuesday, 22 nd October 2019
Report Subject	Supporting People Service Annual Report and User Feedback Questionnaire
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing & Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides a snapshot of results from an on-line Supporting People Service User Questionnaire for the period 2nd December 18 to 31st March 19.

RECOMMENDATIONS

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| 1. | This report is for information purposes only to evidence how Supporting People funding is helping people, some with multiple complex needs. |
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REPORT DETAILS

1.00	EXPLAINING THE SUPPORTING PEOPLE PROGRAMME
1.01	<p>The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support vulnerable people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services. Supporting People now comes in the HSG (Housing Support Grant) along with Homeless Prevention Grant and Rent Smart Wales. Flintshire's yearly Supporting People allocation is currently £5.8 million.</p> <p>The housing related support services the, Supporting People Grant, covers the following:-</p> <ul style="list-style-type: none"> • Men and Women experiencing Domestic Abuse • Learning Difficulties • Mental Health • Substance Misuse • Criminal Offending • Physical and Sensory Disabilities • Young people with Support needs • Families with Support needs • People over 55 years of age with Support Needs • General Floating Support to prevent homelessness.
1.02	<p>Each region has a Regional Collaborative Committee's (RCC) to oversee the Supporting People programme for each authority that region covers. For North Wales the RCC oversees, Isle of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham.</p>
1.03	<p>The aim and purpose of the RCC is to provide a strategic context for the funding and delivery decisions of local authorities and other local stakeholders, principally through the development of its Regional Strategic Plan.</p>
1.04	<p>In Flintshire the housing related support service aims include:</p> <ul style="list-style-type: none"> • prevent and reduce homelessness; • help people flee and be free from domestic abuse; • improve people's mental health; • support people to reduce alcohol and drug use; • reducing the amount of people entering the criminal justice system; • enable older people to remain independent in their home
	<p>The Questionnaire</p>
1.05	<p>The North Wales Supporting People RCC opened an online questionnaire for all Supporting People programme users, this Questionnaire went live on December 2nd 2018.</p>
1.06	<p>It is important to note that this includes some direct quotes from service users in their own words that may be difficult for some to digest, it does</p>

	<p>however, also include some uplifting testimonies about the services people have received and how this has made a difference. Some examples include:</p> <p>Some of the comments/quotes:</p> <ul style="list-style-type: none"> • <i>Really happy with the help and support, all the staff go beyond their job role to help you achieve the goals ahead of you, couldn't have asked for better support,</i> • <i>The support I have been given has been absolutely amazing, without it I don't know where I would be??</i> • <i>I would like to say a big thank you as mine and my family's life has changed for the better and couldn't be happier.</i> • <i>This service has been provided for my brother who has learning and social skill limitations so I have completed this survey on his behalf. Through the dedicated help that has been provided a new lease of life and is now in a position whereby he can sustain a relatively normal form of independent living. This would simply not of been possible without the assistance of this service</i> • <i>much needed service especially with this universal credit which is hell and does not help people in work on low pay and hours</i>
1.07	<p>Service Users were asked "Where would you be without the service?"</p> <ul style="list-style-type: none"> • I would be sleeping on people sofas, and not feel safe and supported • I would be homeless or still accepting the abuse in my previous relationship • I would be homeless, destitute and probably dead • I would still be sofa surfing, with poor mental health • I would still be in a bad way with my mental health because of the state of the accommodation myself and my family had to live in and didn't know which way to turn • The support has given me opportunity to start over again and get my life back together • Homeless living in B&B • This has given us an opportunity to have a family home together rather than living with parents • They have given me an opportunity to start over • I was sofa surfing at my mums and the home was over crowded • When I arrived at the hostel I was in a bad place I suffer bad mental health and I plummet very quickly. The staff have always helped me and get me the help that I need • Having this support allows me to do my volunteer job rather than just sitting at home. I am very passionate about my 'changing places' campaign and the support enables me continue with this • I don't really want to think about where I would have been without the support that this service has provided. I can't thank the staff and department as a whole enough. Their dedication and genuine commitment to help make a difference should be applauded and commended

- Either at my mums or still with my abusive ex
- In a lot of arrears
- Possibly street homeless?

1.08

The FCC report also demonstrates:

- 62% were single
- 62% were Female
- 60% were aged 16-34

93% stated they would recommend the service they received in Flintshire.

Outcomes Achieved (although some people have not answered all questions).	No	On the way to achieving	Yes	Prefer not to say
Has the support helped you to manage and maintain your accommodation?	4	10	61	
Has the support helped you to manage your relationships e.g. with family members	12	12	49	2
Has the support helped you feel part of the community?	10	11	50	1
Has the support helped you to manage your finances?	1	17	51	1
Has the support given you the opportunity to engage in education and learning?	24	12	35	4
Has the support given you the opportunity to engage in paid employment / voluntary work?	25	20	23	6
Has the support helped you feel physically healthy?	18	8	46	3
Has the support helped you feel mentally healthy?	8	14	2	50
Has the support helped you to lead a healthy and active lifestyle?	14	9	47	4

*From April 2019, the Questionnaire will include a question to ask did they want support for engaging in paid employment / voluntary work, as this has come back high the amount who answered 'no', also the Outcome area 'feeling safe' will also be added to this section of the Questionnaire.

1.09

Full analysis of results (from 75 respondents) that cover the period December 2nd 2018 up to the 31st March 2019 can be found at appendix 1.

1.10	From April 1 st 2019 the questionnaire was amended to reflect some of the feedback received and the new version is now online for people using Supporting People services to give their feedback on the support they are currently receiving.
1.11	Only one question was mandatory and that was which Local Authority do they live in, all other questions including the equalities data were non-mandatory, therefore although 75 responded during this data period not all questions will be broken down by 75 responses.

2.00	RESOURCE IMPLICATIONS
2.01	Previous research has demonstrated the financial benefits to the public purse that are attained due to the positive outcomes from interventions delivered through the Supporting People programme.
2.02	The key research in Wales indicated that for every £1 spent on the provision of housing related support, £1.68 is saved across other budgets, with the health, social care, and homelessness budgets seeing the most significant savings, primarily due to the preventative nature of Supporting People services.
2.03	Therefore, the possible reductions in the Supporting People Programme Grant due to redistribution is a cause for concern. The risks associated to this are around an additional expenditure burden on the local authority in order to continue to deliver crisis intervention services and in the fulfilment of its social care and homelessness statutory duties.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The client groups supported by Supporting People funding are very wide ranging. Therefore, the funding to support this is vital to ensure effective early intervention to prevent their problems escalating and cases having to enter Social Services, Health or Criminal Justice systems. This success of Supporting People programme highlights how effective it is by preventing problems and providing intervention services which otherwise would escalate into higher level statutory intervention services. The analysis provides some evidence to demonstrate the direct positive impact the Supporting People programme has.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	The Service User Questionnaire is part of a consultation process to gather the views of people in Flintshire being supported through the provision of Supporting People funding.

5.00	APPENDICES
5.01	Appendix 1 - Flintshire Service User Questionnaire Report

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Lisa Pearson, Supporting People Officer Telephone: 01352 703522 E-mail: lisa.pearson@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
	Supporting People: - The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support vulnerable people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services.