

## Minutes from the 1st joint CHC, Cymorth Cymru and SPIN on the 25<sup>th</sup> of November 2016

### Attendees:

		Simon Johnson	RCT
Liz Slade	SYSHP	Anita Evans	Swansea
Mark Sheridan	Taff Housing	Beth Covill	Torfaen
Isabelle Morgan	Hafan Cymru	Helen Jones	Vale of Glamorgan
Sarah Burt	Newport City Homes	Gwyn Jones	Wrexham
Sarah O'Keeffe	Wales & West	Shirley Jones	Wrexham
Elwen Roberts	De Gwynedd DAS	Angela Lee	Gwent RCC
Dave Tovey	Coastal Housing	Diane Harriot	Mid & West RCC
Shelagh Iles	RHA	Helen Jones	Vale & Cardiff RDC
Phil Richardson	Cadwyn	Debbie Trezise	Western Bay RDC
Richard Sheahan	LINC	Sue Preece	Merthyr & RCT RDC
Neil Burnell	MHA		
Nigel Bowen	First Choice	<b>Apologies:</b>	
Mark Hopkins	Family Housing	Gwynne Jones	CC Gwynedd
Fran Beecher	Llamau	Pam Toms	Vale of Glamorgan
Richard Lucas	Ceredigion Care	Enid Roberts	CC Gwynedd
Hugh Russell	CHC	Michelle Brown	Charter Housing
Auriol Miller	Cymorth	Gwenan Ellis	Grwp Cynefin
Chris Rutson	United Welsh	Sharon Court	Gwalia
Chris Price	WLGA	Lou Webster	Cantref
Joy Williams	WLGA	Julie McCarthy	Merthyr Valleys Homes
Sheilah Gaughan	Welsh Government	Pam Toms	Vale of Glamorgan
Michelle Church	Blaenau Gwent	Katie Newe	Denbighshire
Martin Ridgeway	Bridgend	Matthew Richards	Ceredigion
Alun Jones	Carmarthenshire	Adrian Jones	Powys
Matthew Richards	Ceredigion	Debbie Lambe	Conwy
Claire Owens	Denbighshire	Arwel Jones	Ynys Mon
Becky Tullett	Flintshire	Mal Topping	Caerphilly
Sheila Phillips	Gwynedd	Rachel Evans	Swansea
Lowri Morgan	Merthyr Tydfil		
Chris Robinson	Monmouthshire		
Nigel Stannard	Newport		
Gareth Evans	NPT		
Ian Randell	Pembrokeshire		
Lorraine Griffiths	RCT		

Agenda Item	Actions
<p><b>Welcome and Introductions</b></p> <p>Chris Rutson welcomed everyone to the meeting. There were round table introductions.</p>	
<p><b>Update from WG</b></p> <p><b>Memorandum of Understanding.</b> This is with Welsh Government legal department at present, prior to being sent to the Minister for approval.</p> <p><b>Older People work.</b> Work on the Older Person's questionnaire is continuing and an interim report has been produced (see link below), and a final report is expected in Autumn 2015. Sheilah Gaughan is the main contact for any queries with this work.</p> <p><a href="http://gov.wales/statistics-and-research/supporting-people-research-older-peoples-services/?lang=en">http://gov.wales/statistics-and-research/supporting-people-research-older-peoples-services/?lang=en</a></p> <p><b>RCC Annual review.</b> All reports have been received and a report from the Governance Group was submitted to SPNAB at the September meeting. There are a number of actions which the Governance Group are taking forward.</p> <p><b>Management Charges.</b> The report was published 19<sup>th</sup> October 2015, there will be some events arranged and we'll be in touch with the dates.</p> <p><a href="http://gov.wales/statistics-and-research/management-charges-within-supporting-people-service-provision/?lang=en">http://gov.wales/statistics-and-research/management-charges-within-supporting-people-service-provision/?lang=en</a></p> <p><b>Supporting People Outcomes and Data Group.</b> The Supporting People Outcome and Data Group (SPODG) have now met four times and the discussions have been helpful and productive. The Welsh Government are now considering the feedback from those discussions and will develop a draft reviewed Outcome Framework for further consideration.</p> <p>There will be feedback from each SPODG meeting to help keep stakeholders aware of progress with this work, and to advise when and how they can be involved. No new system will be put into place until we are satisfied it addresses the concerns raised with the current collection tools, and is fit for purpose for the years ahead.</p> <p>As part of the work to date we are considering what further work needs to take place around best practice with data sharing and data protection issues. The Welsh Government Knowledge and Analytical Services team have therefore sent around a brief questionnaire to help us with this, and it would be appreciated if all local authorities could complete it.</p> <p>From September 2015 the SP outcomes will be part of the audit certification from September. Further details &amp; appropriate paperwork will be sent out closer to the date.</p>	

**Research and Evaluation Steering Board update.** The Steering Board is Chaired by Cymorth and includes Welsh Government, providers, Local Authorities and SPNAB members as part of the membership. One of the key pieces of work to date has been a feasibility study to consider the use of the Secure Anonymised Information Linkage (SAIL) databank to demonstrate the impact of Supporting People support on the lives of those who receive it. SAIL holds mainly health based information for example visits to a GP, attendance at A&E etc, and the intention of the project is to see if we can match Supporting People records anonymously to the information already in SAIL to see if Supporting People services improved the level of appropriate contact with primary and secondary care services following a period of support. There will be an emerging findings report published in November which will provide the detail on results so far.

**Housing Act (Wales) 2014** – following introduction of Part 2 of the Housing Act (Wales) 2014 on 27<sup>th</sup> April 2015, homelessness continues to be an active policy area:

The Consultation for the National Pathway for Homelessness Services to Children, Young People and Adults leaving the Secure has now closed and responses are being collated and considered for the final version.

The first quarter homelessness statistics were released on 23<sup>rd</sup> September. Initial numbers appear positive but further clarification will be sought from Authorities following quarter 2 returns.

The Welsh Government survey of local authorities and Housing return deadline has passed and completed forms are in the process of being analysed by CIH.

The WLGA Homelessness Network coordinators are leading a group to look at the amount of additional administration the Homelessness provisions within Part 2 Housing (Wales) Act 2014 has created, and are developing streamlined processes to ensure that time is spent focussing on preventing homelessness and not lengthy correspondence.

Local Authorities are preparing for the rough sleeper counts this November, if you would like further information please contact Robert Owen Homelessness policy officer ([Robert.owen5@wales.gsi.gov.uk](mailto:Robert.owen5@wales.gsi.gov.uk)).

Welsh Government Officials will shortly be conducting visits to a sample of Local Authorities to discuss and observe the new legislation being implemented. This programme of work will assist with the redraft of the Code of Guidance to be completed early next year.

**Working Together to Reduce Harm (Substance Misuse) Delivery Plan 2016 – 2018.** One of the actions from the Delivery Plan produced by the Substance Misuse Programme Board is to 'Reduce homelessness and help people with substance misuse problems sustain tenancies'. As part of the recommendations to achieve this, Welsh Government is requesting that the Regional Collaborative Committees work with Area Planning Boards to explore innovative ways of delivering sustainable residential treatment.

**PPIW** had been commissioned early this year to undertake a study on the Provision for Young Care Leavers at Risk of Homelessness and Evaluating the Contribution the Supporting People Programme makes to Preventing and Tackling Homelessness – Feasibility Study

The young people leaving care study is due to be published 2<sup>nd</sup> November, the Supporting People report is available online and can be accessed from <http://ppiw.org.uk/publications/> under the heading tackling poverty.

**Renting Homes (Wales) Bill.** The Bill has completed Stage 2 of the Assembly's consideration process, during which amendments to the Bill were considered by the Communities, Equality and Local Government Committee. The Bill is currently at Stage 3, where further amendments will be considered by the Assembly in Plenary. The aim remains for the Bill to be passed before the end of the current Assembly term in 2016. For further information please see [www.wales.gov.uk/rentinghomes](http://www.wales.gov.uk/rentinghomes) and <http://senedd.assembly.wales/mglIssueHistoryHome.aspx?Ild=12055>.

**Social Services and Well-being Wales Act.** The Act received Royal Assent in April 2014. Since this time officials have been working closely with stakeholders to draft the regulations, codes of practice and statutory guidance that underpin the Act. We have held 8 consultations split in to two separate tranches, the most recent of which closed on 31 July. The first sets of regulations covering eligibility, assessment, population assessments, safeguarding, ordinary residence and social enterprise have all been laid before the Assembly and made. The remaining regulations on charging and financial assessments, advocacy, looked after and accommodated children and cooperation and partnership are in the stages of being finalised following the analysis of the consultation responses with a view to being laid in November. In conjunction with this we will also be laying the final codes of practice and statutory guidance. The Act and regulations will come in to force on 6 April 2016.

**Well-being of Future Generations (Wales) Act 2015** – The Act was given Royal Assent on 29 April 2015. Its main provisions will commence by April 2016. A consultation exercise on statutory guidance for the Act is scheduled to take place in the autumn and published in 2016. The guidance will set out how the Act should be implemented by public bodies subject to its provisions. For further information please see:

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

<http://www.legislation.gov.uk/anaw/2015/2/enacted>

Welsh Government's webpages related to the Well-being of Future Generations (Wales) Act 2015:

<http://gov.wales/topics/people-and-communities/people/future-generations-bill/?lang=en>

The Well-being of Future Generations (Wales) Act 2015 – The Essentials booklet:

<http://gov.wales/docs/dsjlg/publications/150623-guide-to-the-fg-act-en.pdf>

Webpages related to the passage of the Well-being of Future Generations (Wales) Act

2015 through the National Assembly for Wales:

<http://www.senedd.assembly.wales/mgIssueHistoryHome.aspx?Ild=010103>

### **Reforming Local Government.**

Stage 3 proceedings for the Local Government (Wales) Bill were held and concluded in plenary on 29 September 2015.

Stage 4 consideration is scheduled to take place in plenary on Tuesday 20 October, where a vote will be taken on the Bill. This is the final stage at which the Assembly will pass or reject the Bill. Subject to approval by the Assembly and Royal Assent, the Bill will provide the powers necessary to enable and facilitate important preparatory work for the programme of mergers and reform.

It is planned to publish the second Local Government (Wales) Bill in draft for consultation in November 2015. The consultation will provide the opportunity for the public and stakeholders to comment on the proposals. This will include formal consultation on the Welsh Government's preference for the future configuration of Local Government in Wales.

**Tackling Poverty - Revised Child Poverty Strategy for Wales** - The revised Child Poverty Strategy for Wales was published on 27 March this year. The Strategy maintains the ambition to eradicate child poverty by 2020. It reaffirms the original objectives in the 2011 Strategy to reduce the number of children living in workless households; do more to support families to increase their skills, so they can secure well paid employment, and continue to tackle those inequalities which currently exist in the health, education and economic outcomes of children and families living in poverty.

The revised Strategy also sets two new objectives. One is to use all available levers to create a strong economy and labour market which supports the poverty agenda. The second is to support households increase their income and address the poverty premium, where low income households pay disproportionately more for goods and services. In addition, the Strategy outlines five key priorities for supporting families in the here and now including mitigating the impact of welfare reform, childcare, food poverty, in-work poverty and housing and regeneration. <http://gov.wales/topics/people-and-communities/people/children-and-young-people/child-poverty/?lang=en>

**The Tackling Poverty Action Plan Annual Report 2015** - The Annual Report on the Tackling Poverty Action Plan was published on 31 July. As well as reporting honestly on how we are performing against targets and milestones, the progress report refreshes the agenda by identifying further specific actions which will enable us to deliver on our objectives for tackling poverty in Wales. It also sets new commitments for a strong economy which supports the tackling poverty agenda, Welfare Reform, Food Poverty, In-work Poverty, Childcare and Rural Poverty. <http://gov.wales/topics/people-and-communities/tackling-poverty/taking-forward-tackling-poverty-action-plan/?lang=en>

**Tackling Poverty Summit** – The Minister for Communities and Tackling Poverty will be hosting a Tackling Poverty Summit on 15 October which will focus on the critical areas of employability and the early years. The Summit will bring together a range of organisations from the public and private sector to identify ways of joint working to reduce inequalities.

**Regional Events** - We will be holding a series of regional events in November to bring together Local Authority Anti-Poverty Champions and other key stakeholders to look at ways of working effectively together, aligning outcomes and to share best practice on approaches to tackling poverty. The events will focus on Early Years and Employability through the lens of mental wellbeing.

Attendees will look at how practitioners and front line staff can guide people in building resilience and developing coping mechanisms to prevent mild to moderate mental health conditions affecting their wellbeing and ability to engage in employment and prosper.

**Welfare Reform** – The Ministerial Task and Finish Group on Welfare Reform have commissioned a further research programme to analyse the impact of the UK Government’s announcement of significant cuts to the annual welfare budget of £13 billion by 2020-21 in the Summer Budget 2015 the first of which ‘The impact of the UK Government’s welfare, personal tax and minimum wage reforms in Wales’ on the Welsh Government’s web pages on 18 September 2015.

<http://gov.wales/topics/people-and-communities/welfare-reform-in-wales/analysing-reforms/?lang=en>

### **Introduction to the Session**

**Aims:** Building relationships, sharing ideas and good practice from across the country, learning from one another and developing a partnership approach to effective commissioning and managing any cuts in funding.

Chris Price introduced his paper relating to comments from RCCs based on strategic finance questions. “Initial Feedback from RCC sessions looking at questions posed by the Strategic Finance Group”.

**Strengthening our shared purpose:** Introductions (to your buddy). Then 4-5 pairs together on a table, discuss the feedback report on RCC ‘Strategic Finance’ workshops and ideas for partnership working / good & emerging practice to manage cuts.

Led by Auriol Miller & Chris Rutson

**Discussion centred on the following questions (taken from Chris Price’s Paper, ‘Initial Feedback from RCC sessions looking at questions posed by the Strategic Finance Group’). N.B. notes on the discussion are provided below the minutes.**

Question 1 - Do we need specialist providers to deliver housing related support services? If so, why? If not, why not?

JW to recirculate paper

<p>Question 2 - Is the current number of providers at an optimum level?</p> <p>Question 3 - How can we maximise the value of joint commissioning?</p> <p>Question 4 - What barriers exist to joint commissioning and how can we address these?</p> <p>Question 5 - How can we ensure all funding streams complement and enhance each other?</p> <p>Question 6 - What waste can we identify in the system?</p> <p>Question 7 – In what new ways can commissioners and providers work together?</p> <p>Question 8 - How can we best ensure there is a strategic approach across a region and a local authority?</p> <p>Question 9 - How can we balance the need for accountability versus the need for freedom?</p> <p>Question 10 - How can we ensure the voice of the service user is heard clearly?</p>	
<p><b>Young People – Good Practice Session</b></p> <p>Chris Price gave feedback from the last Homelessness Network Meeting based on PPIW report and further findings.</p> <p>Actions from the meeting were:</p> <ul style="list-style-type: none"> <li>• For Chris Price and Hugh Russell to look at the cost/benefits for placing YP in shared housing models in social and PRS housing with regards to the council tax liability</li> <li>• Hugh and Chris to map all existing tenancy training courses</li> <li>• Chris and Hugh to develop the exploration of such schemes in any spec developed to utilise ‘transition’ under spend</li> <li>• Consultants to look at the provision and options available for YP. Request to include providers and young people in these discussions</li> </ul> <p>Fran Beecher discussed the objectives of the “End Youth Homelessness Campaign” (Llamau, SYSHP, GISDA, Adref &amp; DEWIS) particularly around the rise of young people in B&amp;B accommodation. Figures represent more than just emergency placements. YP are often not given breakfast, have no lock on their door and are excluded from the premises between 8am and 5pm during the daytime. Some YP “disappear” from these services and are vulnerable to exploitation etc.</p> <p>Is it possible to utilise voids across borders? Can alternative arrangements be made in YP 24 hour services (emergency beds, bed settees etc.)?</p> <p>Campaign aims to have NO young person in B&amp;B over the Christmas period.</p> <p>Also asking for:</p>	<p>JW to circulate report &amp; presentation</p> <p>To map the voids in YP accom. for 16-17 &amp; 18-21 year olds on the night when the snapshot was taken.</p>

<ul style="list-style-type: none"> <li>• Enough and appropriate supported accommodation</li> <li>• Therapeutic and mental health interventions for those who need it</li> <li>• An appropriate education and learning basic skills support to enable YP to enter mainstream education</li> <li>• Specialist mediation to remain or return home</li> </ul> <p>Centrepoint developing a database to track and monitor young people. Llamau is a member of the End Youth Homelessness UK group and as a member of that Fran Beecher is looking for a few LAs to volunteer to be part of piloting this database.</p> <p>Followed by discussions on how services can be modeled / evolved to be most effective in challenging financial times</p>	<p>JW to circulate request to SPIN members</p>
<p>Meeting Split – Housing and Provider RCC Reps and SPIN met separately</p>	
<p><b>AOB</b></p> <p>Members agreed this was a useful meeting and we should hold further joint meetings.</p> <p>Tackling Tomorrow- Cymorth Young People focused multi-agency event to be held on 11<sup>th</sup> Feb 2016.</p>	
<p>Date of next CHC/ Cymorth meeting – 10th February 2016. MRC, Llandrindod Wells.</p>	

Notes taken during the discussion of the questions set by Chris Price. Speakers' names have been provided, where possible. Themes discussed are highlighted in bold.

### **Joint commissioning practice**

Anita Evans:

- older people and joint commissioning with Health in Pembs is undertaken by a commissioning consortium (one provider is the lead)
- not SP funded
- went smoothly - satisfied health
- Pivot Project (intermediate care fund) – Lead agency pulls in the wrap around services as a coordinator
- limited crossover with SP, but provides useful info to bring back to health to evidence benefits of related projects

Shelagh Iles: This is a really good use of ICF; other LAs have used it differently. Ultimately this is short term funding – who'll take the funding of projects like this forward in the long term?

**Regional Tendering** would encourage consortium work – save £ by having a standardised unit price for that work. Lead LA and lead provider within the consortium, as above. Need to get away from disjointed services. Specialisms – if you have these partnership models, you retain the specialisms of smaller partners.



AM: Mechanics of procurement not always amenable to this aim – how can procurement catch up with these forward thinking ideas?

Gareth: if there's political will for this, it'll happen. Look at the way we've been flexible to accommodate Syrian refugees.

Mark FHA: If SP went to the regions, you lose the vested interest of LAs – give control over SP to the regions.

Chris P: If you give regions that responsibility, they'll still have that procurement regulation to overcome.

Mark FHA: The LAs I deal with have conflicting views on what those regs are.

Chris P: with new regs being implemented – we're aiming for a consistent approach across Wales. Consistency doesn't mean it'll be easy to comply with.

Mark Sheridan: Unless LAs make changes to their standing orders, our recommendations won't carry much weight.

AM: Shared objective – can we share procurement with the LHBs or PCCs?

Chris P: we've looked at it

AM: Specific work on procurement relations and changes by this group?

FB: Useful, but still need to take into account that procurement is the last fiefdom in LAs and is heavily protected – until we can get that political will to change procurement to achieve what commissioners want, we have to keep raising this issue. Ongoing issue since 2003. Also, 4 years into cuts, providers cannot afford to keep putting work into the re-tenders. We're into not just organisational sustainability issues, but sector sustainability – SP teams in LAs are doing their best, but we need to engage with higher authority in LAs.

Gareth (NPT): Don't forget, Housing, social services, entire LAs are on the brink of being unviable.

### **Transitional funds: not being spent on SP services?**

Some examples of SP eligible stuff being paid for with this, but it's not sustainable. 1 year contracts are an example of what this produces. Even where LAs want to jointly commission, often it's just not possible.

SP and providers need to influence the commissioning processes of others.

WG needs to provide funding for successful projects, not innovation for innovation's sake.

Need to see what Providers' outcomes are like and use those.

**Standardised approach to LA tendering** needed. Currently it's too inconsistent.

Rationalisation of paperwork to ensure that it's flexible and meets needs only.

### **Outcomes**

Gareth: Are outcomes the baby or the bathwater?

AM: SPODG and Research and Evaluation Steering Group

- Research & Evaluation Steering Group paper demonstrates impact of SP on health; just a pilot at the moment, but it shows that those on SP support make more appropriate use of GP services.
- Linking individual data held by LAs with that of GPs and A&E departments.

- Great potential for looking at other priorities in WG (mental health, Domestic Abuse, etc.)
- Majority of SP service users – use of GPs peaked at time SP was delivered, then dropped off as support continues.
- Linking admin data is crucial to the future of SP.
- Clear records: What data is held, in what format, under what governance? This study unlocks this.
- UK wide impact as part of wider network.
- If you want to stop collecting outcomes on a long term basis, then you must take this study's impact onboard.

FB: Professional support provision organisations need to have internal measures of progress, distance travelled, etc. Need to understand your own client group. Can't dismiss these.

AM: Yes, agreed. But from commissioner level up, we can set a new standard. Below that flexibility to collect as you need to.

Draft coming out of SPODG

Blaenau Gwent and Swansea experience of collecting this data:

For Swansea: iterative process, not too demanding.

AM: Wales is in a better position than elsewhere to do this. Routine collection of postcodes.

Gareth NPT: Can you please decide firmly and finally what data you need? We purchase bespoke systems that need changing every time SPODG changes its mind.

### **Specialist v Generalist**

Should support workers have bigger caseloads?

Locality based services?

SP is v different to the other tackling poverty programmes.

Is the SP worker skillset specialist?

Cuts likely to mean reduction in specialism in favour of more generic services

Health contribution to SP needs to be considered

If someone has complex needs we assume they need intense services, is this the right assumption?

Generalist workers are specialised

Doesn't look like one size fits all

It was always intended that there would be a mix of generic and specialist

AD: workers know their field well, know who to signpost to, could be more costly to upskill from specialist to generic;

Could use generic support to upskill specialist

Some specialists have gone beyond SP's goals

Could take money from social services – discharging duties through SP

Clean up definition of SP

Not dealing with the root problem – room for floating support

Liz Slade – back office functions can't be considered generic (hr/finance); why should support staff be treated differently?

Mark FHA: If we talk specialisms are we pigeon holing people?

RS: Majority of support is generic, specialisms are limited. Beauty of having a consortium is you can combine both.

FB: We cannot continue to deliver as many services as we are continuing to deliver. Options are: cut until we can no longer provide services or...

We need to define what we mean when we talk about specialisms. Can't provide the same support to all groups.

Chris P: Disagree – what you're saying is that a support worker can't provide support to more than one client group – devalues what a support worker can do.

FB: Reality is that SWs need to key work and link in with a variety of different agencies. Need to be integrated into the various fora and networks – too big an ask to expect one person to provide all this for various groups

CR: Within generic services there still needs to be retained the ability to work with complex cases in a timely fashion. Different issues present different needs – can't put everyone through same level of support.

MS: How can we do more for less? Probably we can't. If there's less money, fewer people will receive services. That's OK, we're not health. Very few people receive these SP services; these numbers swell and shrink depending on funding. Never intended to be a universal service.

??? There is a general resistance to reduction of quality of services provided – we need to accept that we're in a different context. Need to accept that in 3 years time that different context will necessitate a different style of provision.

Dave T: Look at it from a support worker's POV. Those people will want to continue to support people, not disengage early, so that will lead to fewer people being supported, not a reduction in quality.

FB: We'll end up churning out half-baked support that does more harm than good. Need to recognise what we want to do and what we're able to provide.

## **Barriers**

Flexibility in grant conditions is a barrier; conflict between commissioners, landlords and support providers. Commissioners must recognise that landlords often have contracts with support providers – conflict of interest where both tender for a service

In some areas grant conditions too prescriptive, in others, too loose.

## **Waste**

More people being discharged from mental health services without enough info being provided when referring.

Duplication – research for older people 2 x pieces of research in WG at the same time as an e.g.; also families first, comms first, SP all providing same services at times. Sometimes people do just need short sharp intervention, not long term support, so need to be sure what they need from outset.

Map of services for each of the programmes (SP, FF, CF, etc.) would be useful so we can avoid duplication

Good Practice: Comm First and Fam First sit on same planning group in Wrexham. Linkage improving.

Regional clawback statements, etc.

Housing options triage

Better use of IT

Gateways are appreciated – can be funded from SPPG

Gareth NPT: how many do you need?

Tendency to fit people into systems rather than systems to people

Practitioner led policy happens in other areas, such as education, would be useful to have that in support.

Procurement: pressure we put on providers of commissioning and decommissioning = redundancy pay – wasted £.