Supporting People
In Anglesey Newsletter

Summer 2012 Issue 1

Anglesey’s Supporting People Team

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Supporting People provides housing related support to help vulnerable people live as independently as possible.
Introduction

We are pleased to launch the first ever Anglesey Supporting People ‘Newsletter’. We hope this newsletter will clarify some of the significant changes that are taking place within the Supporting People Programme at a national and local level. We want to keep everyone up to date with developments within the programme, the team, on service user involvement, monitoring and reviewing and anything else we think will be of interest.

We hope that the launch of this newsletter will ensure that those involved at all levels of the programme will be informed of developments and provided with an opportunity to share news, successes and achievements with us in our future issues.

Outcomes

Outcomes’ is the term used to describe the collection of information on the ‘distance travelled’ by a service user; what they have achieved, and the skills they have developed as a result of the housing related support they have received.

Outcomes should be person centred, purposeful, negotiated and agreed with the individual, and if appropriate with their advocates, supporters or carers through the support planning process.

The Welsh Government has launched the National Outcomes Framework for Supporting People Services. This framework has been mandatory from April 1st 2012, therefore all services are expected to record the Outcomes for all service users who are supported.

We appreciate the hard work carried out by all services to deliver these positive outcomes for vulnerable people. If you have any queries on outcomes please contact Debbie Jones or any other member of the Supporting People Team. We will do our best to help you either over the phone, or we can arrange to come out and visit you.

Remember the next deadline for return of outcomes is September 31st 2012.

Review and Monitoring

We have recently updated our Service Review Documentation. The newly updated forms are locally modified versions of Swansea Bay’s Review Documents which are currently being considered for roll out across all Supporting People Teams in Wales. A National Task and Finish Group has been established to try and foster a more consistent method of reviewing across Wales and we will keep you informed of any further developments. In the meantime if you require copies of the review forms or have any queries you wish to discuss, please feel free to contact the Isle of Anglesey Supporting People Team.
This Supporting People Needs Mapping form also known as the (NME) is used to provide an overview of services needed in Anglesey for people who require Housing Related Support. It is completed when service users present with a housing and/or support need for a service and who have accommodation or housing related support needs. This includes anyone being assessed for a statutory service who has accommodation or housing related support needs.

The form should always be completed in the presence of the service user, and as many questions as possible should be answered. The information requested on this form is all relevant to the future planning and development of support and accommodation services across North Wales.

It is very important that as much information as possible is collected. But it should also be made clear to the service user that they Service Users can choose not to answer any of the questions.

All completed forms need to be returned to the Local Council’s Supporting People Team.
New Services in Anglesey 2012

Many of you will be aware that Helen Woods has been working with us to develop new services. The Supporting People Operational Plan 2012 identifies a need for housing support for homeless people over the age of 25 and for young vulnerable people with support needs. Following consultation with stakeholders, agreement to procure two new services has been reached.

- **A support service for homeless people and rough sleepers over 25 years**
  A new service for 12 people based on Housing First principles will be commissioned

- **A service for young people and young families with complex needs and for young people leaving local authority care.**
  A jointly commissioned service with the Children and Young Peoples Partnership will provide on a core service of 3 or 4 units and ‘cluster’ accommodation within walking distance of the core. Additional floating support for young families and move on will also be commissioned

Watch out for provider events to be held in the near future. The new services will go to open competition and will be awarded to the provider who can demonstrate the achievement of positive outcomes for service users, offers innovation, excellent quality and the best value for money. If you would like to discuss the new developments, Helen can be contacted on 07962 100253 or hxwss@anglesey.gov.uk

Body Positive

A new service has been commissioned to deliver Housing Related Support specifically for people with HIV and AIDS. The 6 North Wales Supporting People Teams have commissioned Body Positive Cheshire and North Wales to deliver a 12 month pilot project providing support to individuals with HIV and AIDS across North Wales. This service will enable them to live independently and prevent homelessness. Referrals can be made through any statutory or voluntary agency or individuals can refer themselves. The service can support between 22 and 40 service users at any one time, depending on the need.

For further information or to make a referral please contact:-

  Paul Marsh / Danny Barnes
  Body Positive Cheshire & North Wales
  PO Box 321, Crewe, CW2 7WZ
  t: 01270 653150 | f: 01270 653158 | e: paul@bpcnw.co.uk
  www.bpcnw.co.uk
Shelley Moorfield is a Supporting People Officer in Flintshire and she is currently co-ordinating some regional Service User Involvement work for Supporting People in North Wales. In the past few months she has been involved in setting up a North Wales SU Involvement Forum and on the 13th of June, one of the members from the forum who is a service user at Digartref Ynys Môn went to put some questions from the forum to the Housing Minister in Cardiff.

One of the principle questions for him was, "Why is the new structure for Supporting People so complicated?" The forum were pleased to have had the opportunity to chat to him, and hope that the concerns raised by the Service Users will be taken on board when he develops the Regional Collaborative Committees in the future.

One of the next big tasks is to plan a Service User Conference for the whole of North Wales. If you would like to get involved, contact Shelley on shelley.moorfield@flintshire.gov.uk or on 07747 388587.

Do you know of any Service Users that would like to help shape the new Supporting People Service? Shelley Moorfield and Ann Dann are currently looking at ways which Service Users can help by getting involved with the Regional Collaborative Committee in North Wales.

If you know of anybody who might be interested please contact Lesley Lock or Angharad Jones and they will advise you further on how the Services Users can get involved.

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We are currently looking into holding a Service User Event here in Anglesey later on this year so watch this space.........
My name is Chloe Potter; I am 20 years old and have been living in the hostel for over a year now.

In the past few months I’ve been involved in attending several meetings regarding Supporting People North Wales Service User Involvement. As each meeting took place it became more interesting for me.

I gained a lot of knowledge about so many different areas of the involvement. The main focus on the agenda was for one service user to represent the North Wales group and meet with Huw Lewis AM, Minister for Housing in Cardiff. There were strong views and many questions were suggested but we all agreed which ones were the best to put to the Minister.

I was asked to be the girl for the job, how flattering and life changing this was. The most exciting part for me was the Minister for Housing would be listening directly to ordinary services users.

Arriving in Cardiff itself with Michelle (Llys y Gwynt Key Worker) was just perfect. It felt so surreal and so special.

The day we met the Minister, there was a range of people, along with three services users. It was a nice opening with us all having cards with our names on to be correctly addressed, we went on to state our names and where we were from.

The agenda for the day did go according to plan; the only thing I would have asked more of is one to one on a more real level. The outcome is so so positive as the Minister of Housing reassured that good things will start to happen as will change. I believe he himself understands the extent of the changes that need to be done.

This experience will live long with me it is much appreciated the minister stated he would like to see more of us and I’m more than positive we’ve been heard. A starting point is the key.
In January 2012, Digartref Ynys Môn staff and young people from the Llys y Gwynt & Y Gilfach supported housing projects in Holyhead started to work with TPAS Cymru on a TEG Grant called Clear Voices. The aim of Clear Voices is to identify a range of effective and appropriate ways for residents living in a supported living scheme to participate in a meaningful way. The Clear Voices Project also looked at how Tenant Participation can be used for engaging with the wider community who live near the projects.

On Monday 4 June 2012 staff and young people from the projects had a Jubilee BBQ as a result of the residents giving their time to help prepare the garden to ensure that it was fit for the Queen! The young people volunteered their own time to complete the following tasks:

- Tidy the garden
- Weeding
- Paint the pergola
- Wash the garden furniture
- Plant baskets and pot

The young people visited their neighbours to deliver the specially prepared flower pots and home-made cakes as a gift from the projects to celebrate the Queen’s Diamond Jubilee.
All meetings of the **Supporting People Provider Forum**

will be held in

Lynnnon Room at the Bryn Cefni Business Centre, Llangefni from 10:00 am.

The meetings arranged for the rest of the year are as follows:-

12th September 2012
14th November 2012

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**Share your Stories and Good Practice**

Have you any stories or features you would like to see in the next issue?

We would like to provide regular features on providers and service users. These could include information on services and projects, events, good practice, news stories or anything you feel that you would like to share.

If you are interested and have a story/photo that you would like to include in the next issue of the Newsletter, please contact Lesley Lock or Angharad Jones on 01248 752074 or email us on the contact details listed on the front page before the end of August.

**Next Issue will be available**

**October 2012**