Supporting People Programme

The Supporting People programme helps a number of people. It supports households fleeing domestic violence, people threatened with or getting over a period of homelessness as well as people with mental health needs, older people, people with substance misuse needs or a learning disability.

Some of the aims of the Supporting People Programme are:

- Helping vulnerable people live as independently as possible.
- Providing people with the help they need to live in their own homes, hostels, sheltered housing or other specialist housing.
- Ensuring quality services, which are delivered as efficiently and effectively as possible through joint working between organisations that plan and fund services and those that provide services.
- Providing funding for support based on need.
New Projects on Anglesey

Earlier on in the year The Wallich was successful in the tender application to provide a Housing First Service for homeless people over the age of 25. The Wallich has been providing accommodation and support services for homeless people for over 30 years, starting with a 20-bed Hostel in Cardiff and expanding to a multi-project agency working in fifteen local authorities in Wales.

This service will provide support to 12 service users at any one time. The service will be available to men and women who are homeless and aged 25 years or over, who have no immediate access to settled accommodation and have support needs that can be met through housing related support. They may have a history of rough sleeping and/or repeat homelessness.

Project Co-Ordinator – Shian Thomas
Address: 2-4 Market Street, Holyhead, Anglesey, LL65 1UL
Tel: 01407 765274
email:hfa@thewallich.net
web: www.thewallich.com

It was reported in the last newsletter that Digartref Ynys Môn have won the tender to provide a new service for young people. This service provides accommodation and support for young people who have complex needs and are aged from 16—24. The service consists of two contracts, one is a core and cluster model providing 8 units and the other is a floating support model providing 6 units.

Referrals have been received for the service the next stakeholder panel meeting will be held on the 2nd of July to discuss referrals. The stakeholder panel will be meeting on a monthly basis to discuss referrals to the service and any issues arising within the service.

The Coedlys building where the core service is provided was opened on the 20th of May and three young people are now living in Coedlys and being supported.
Regional Collaborative Committee (RCC)

The Regional Collaborative Committee is now an established governance forum for the Supporting People Programme in North Wales.

Following its establishment on the 1st of August 2012, meetings were initially held every month for the first six months, in line with Welsh Government Guidance. Meetings have now moved to bi-monthly arrangements, with the next meeting scheduled for July 12th 2013.

The meeting on the 8th of March was attended by Mr Ceri Breeze, Head of Housing and Community Directorate at the Welsh Government. Mr Breeze observed and addressed the meeting. He emphasised the importance of the Supporting People Programme within the preventative agenda and reducing poverty. Despite financial reductions and pressures Mr Breeze stressed that it was essential to continue to evidence the level of support needs of an increasing number of vulnerable individuals and families within our communities.

The regional approach to commission a housing related support services for people with HIV / AIDS was also singled out for praise. Mr Breeze, has since the meeting, written to the Regional Collaborative Committee, complementing the progress made to date in North Wales. Achievements include:

- Regional Collaborative Committee Co-ordinator Post advertised. It will be hosted by Conwy Council. Successful applicant to be appointed following recruitment exercise in early June
- Establishment and roll-out if North Wales Needs Mapping Database, that can provide local, sub-regional and regional data analysis.
- Commissioning of a North Wales Housing Related Support Service for people with HIV / AIDS needs.
- Production of a North Wales Information Sharing Protocol (does not include personal information relating to service users).
- Formulation of a North Wales Domestic Abuse Group.
- Formulation of a Regional Service User Group.
Regional Collaborative Committee (RCC) continued...

- Approval by the RCC of 6 Local Supporting People Spend Plans for the period August 2012– March 2013.
- Approval by the RCC of 6 Local Supporting People Spend Plans for the period April 2013– March 2014.
- Production of 6 Local Supporting People Commissioning Strategies
- Production of a Regional Commissioning Strategy
- Merging of Ynys Môn and Gwynedd Supporting People Forums
- Discussions to adopt a regional approach to the National Outcomes Framework and utilisation of questionnaire and database developed by Conwy Council
- Formulation of a North Wales Monitoring and Review Officer Group to share good practice and promote greater consistency around:
  - Contracts
  - Clawback
  - Procedure following the decommissioning of services
  - Exemptions of contracts
  - Outcomes
  - Fairer Charging
- Review of Older People Services across all 6 North Wales Authorities to ensure Supporting People funded services for this user group are delivered in accordance with need rather than tenure.
- Shan Lloyd Williams The Head of Housing and Ken Hughes Portfolio Leader for Social Services and Housing represent Anglesey on this committee.
Service user participation is an opportunity for service users to have their say and also to support the delivery of the Welsh Assembly Government’s objective to place the service user at the centre of the service delivery.

To ensure that Anglesey involve their service users the Supporting People Team are organising a Service User Participation Event.

The aims and objectives of the event is to find out;

1. How service users would like to be involved in the development and delivery of services.

2. What support services are needed what are the priorities for service users.

3. How can we improve the services we deliver and to share best practice between services.

This event will be held on:

**WEDNESDAY**

June 12th

10:30 am - 3:30 pm

Ucheldre Centre

HOLYHEAD

Lunch will be provided.

Please make sure you have registered how many people will be attending the event with Lesley Thomas.

Would you like to set up a provider stall?

Please Contact Lesley Thomas on 01248 752074 or email LesleyThomas@anglesey.gov.uk

Providers please inform all the Supporting People Service Users and lets all get involved!!
Feedback on Training for Providers

We would like to take this opportunity to thank Cymorth Cymru trainers and Clare Davies from Active Support for delivering the training courses that were provided throughout February and March.

The training covered the following areas:

- Support Planning (for Managers & Support Workers)
- Outcomes: Distance Travelled
- Personal & Professional Boundaries
- Keywork Skills
- Assessing & Managing Client Risk
- Client Involvement & Co-Production

117 attendees from across eleven different organisations attended the training over the six days.

Feedback from the training was positive. 89% would recommend the course to others with 86% stating that the course met personal objectives. 88% stated that course content was relevant to them.

Comments included:

- “brilliant, better than expected!”
- “It has given me lots of ideas and also confidence”
- “informative and enjoyable day with good networking/links made”

The Supporting People Team would like to thank all those who attended the training which covered vital areas in relation to Housing Related Support. We hope that you enjoyed your course and feel that you have enhanced your knowledge and increased your confidence within the key areas covered.
Information about the accommodation related support needs of vulnerable people on Anglesey is provided to the Supporting People Team via the Needs Mapping Exercise (NME).

Denbighshire Supporting People Team has undertaken an enormous amount of work in producing a new generic form, and all 6 North Wales authorities have now signed up to implementing this with immediate effect. This provides a real opportunity for collating regional needs information and data. The form should be completed with anyone who is referred to (or presents) for a service and who has accommodation or housing related support needs. This includes anyone being assessed for a statutory service who has accommodation or housing related support needs.

If you haven’t already received a copy of the new form, together with the guidance notes, please contact a member of the Supporting People Team.

*NME April 2012– March 2013

We kindly ask that you now submit all outstanding NME forms in relation to period April 2012– March 2013.

Outcomes

Thank you to all providers who submitted the Outcomes questionnaire for the last 6 months. We will hopefully be implementing the new outcomes database and questionnaire in the next coming months. Conwy County Borough Council kindly agreed to present the new system at the recent Supporting People Provider Forum.
Nightstop

“No young person chooses to become homeless”
Sir Trevor McDonald

Nightstop volunteers attended their (very late!) Christmas meal in February at the Sea Croft, Trearddur Bay, we had a lovely meal and good company, a much deserved thank you to the hosts!

We now have some new hosts in Holyhead so we currently have 5 households providing Nightstop across the island – Dulas, Llanerchymedd, Trearddur Bay, Llangaffo and Holyhead.

We are always looking for new hosts for Nightstop so please tell people about Nightstop and if you or anyone you know are interested then please contact us – we can answer any questions, discuss concerns and hopefully convince them that it’s a great idea to get involved in a project which supports vulnerable young people at a time of crisis in their lives.

Nightstop is a very valuable volunteering role which doesn’t demand a lot of time, the young people fit in with your schedules and you let us know when you are free to do Nightstop - this could be just once a month or less even. The hosts that we currently have on board are not busy lately, but there are still times when we have nobody available so we are unable to offer a bed on those days. The more people we’ve got to ask the less likely we are to have to turn anyone away.

Have you got a spare room?
Think you Might be interested?
Go on; give us a call…!

“The one thing the hosts have in common is that they all have the welfare of the young people ... at the heart of what they are doing”
Sir Trevor McDonald

www.depaunightstopuk.org
depaul@depauluk.org
charity number: 802384

By Digartref Ynys Môn.
Six Nations Challenge

Back in February the young people arranged an event at the Llys y Gwynt and Y Gilfach project. The purpose of the event was to plan a meal that was relevant to their chosen country, they paired up with a staff member and were given a budget and had to venture to the local supermarkets to buy the ingredients. Italy and Scotland went head to head to prepare the starter, England and Ireland went head to head to prepare the main meal and Wales went head to head with France to compete against the deserts. All the young people researched their recipes and made a big effort to try and win the challenge. Part of the challenge was to find out some interesting facts about their country and create a display that would portray their chosen country. At the end everyone had a taste of the different dishes and they had to score each other’s meals. It was decided that due to the massive amount of effort put into each dish and display, there could not be a chosen winner so in that case everyone was an equal winner and they were all awarded with their chosen take-away. The purpose of this challenge was for the young people to learn about the different countries, how to plan and prepare, how to work as a team but most importantly they learnt about the different equalities, diversities and stereotypes.

Chinese New Year

Back in February most of the young people from Llys y Gwynt and Y Gilfach came together to have a Chinese new year celebration. A range of different Chinese food was bought and prepared. They all enjoyed trying different dishes and experiencing Chinese food. All this sparked off a conversation about Chinese culture and the differences of our culture to theirs. Each young person had a fortune cookie and kept the message for good luck and fortune.

By Digartref Ynys Môn.
Lesley Thomas works for the Supporting People team as a Review and Development Officer. We asked her the following questions to learn a little more about her!!

1. When did you join the Supporting People team?
I joined the Supporting People Team back in February 2012

2. Where did you work before you joined the team?
After leaving university almost 8 years ago I’ve worked as a Retail Manager and before starting in my post at Anglesey County Council I worked as Store Manager at River Island in Bangor.

3. What do you enjoy most about your job role?
It’s been a great opportunity to meet lots of people and to get to know all the providers. I really enjoy working with the service users to have a greater understanding of the services available across the island.

4. What’s surprised you most about working for Supporting People?
I have found working for the Supporting People Programme has really gained my knowledge on how the Support providers can really make a difference to somebody's life.

5. When your not at work what do you enjoy doing?
I enjoy going swimming in my spare time and I also love to travel. I try to spend whatever time a can traveling round the world!
Thank you to all that attended the previous forum. The details of the next meeting are as follows:-

**Thursday 19th of September, 2013**

Time and venue to be confirmed.

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**Share your Stories and Good Practice**

Thanks to everyone that has got involved with our newsletter so far.

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 Thomas or Angharad Jones on 01248 752074/ 01248 751937 or email ltxss@anglesey.gov.uk/ afjss@anglesey.gov.uk before the end of August.

**Next Issue will be available September 2013**