



Cwm Taf Regional Collaborative Committee (RCC) Annual Review 1st April 2017 - 31st March 2018

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1. Executive Summary

As Chair of the Cwm Taf Regional Collaborative Committee over the past 12 months it has been my pleasure to oversee the progress which has been made towards regional commissioning and the continued work to ensure high-quality housing-related support is delivered across the region.

During the last year the committed and dedicated members of the RCC have continued to support the local teams to maintain or improve standards across SP funded services throughout the region through careful monitoring, reconfiguration and re-commissioning where appropriate. The RCC are fully supportive of the current jointly-funded project to conduct a feasibility study into hostel provision within the region and are hopeful that this will lead to further improvements in services for people with complex needs. It is also positive to see that regional working has further progressed with service user engagement undertaken on a regional basis bringing together our experts by experience from Rhondda Cynon Taf and Merthyr Tydfil, and the first regional service provider consultation and networking event.

It has been reassuring to see that during a time of uncertainty for the programme, the RCC has remained committed to the success of Supporting People within Cwm Taf and has focussed on ensuring that we are delivering services that meet the needs of our service users through consultation and engagement.

I look forward to seeing what can be achieved over the next 12 months and the continued success of the programme within Cwm Taf.



Councillor Rhys Lewis M.A
Chair of Cwm Taf Regional Collaborative Committee,
R.C.T. Cabinet Member for Stronger Communities, Well-being & Cultural Services

2. Introduction



Cwm Taf is located in South East Wales and is comprised of the Local Authority areas of Merthyr Tydfil and Rhondda Cynon Taf. Cwm Taf is the smallest of the collaborative areas containing around 9.6 per cent of Wales' total population, with around 293,000 inhabitants. Cwm Taf is the most deprived of the regions in Wales (using a standard area measure based on the Welsh Index of Multiple Deprivation).

Each region has a collaborative committee which reports to the Supporting People National Advisory Board, which in turn, advises the minister on decisions relating to the Supporting People programme. The Cwm Taf Regional Collaborative Committee is made up of housing and homelessness professionals, representatives of the statutory sector, local authorities, elected members and providers of housing related support within the region. The Cwm Taf RCC benefits from a knowledgeable, motivated and passionate membership who are dedicated to improving housing related support services for some of the most vulnerable members of our communities. The following annual review outlines the progress made in the region and covers the period April 2017 – March 2018.

In 2017 the RCC welcomed two new cabinet members – Cllr Rhys Lewis, RCT (Deputy Cabinet Member for Cabinet Member for Stronger Communities, (Well-being & Cultural Services) and Cllr David Hughes, MTCBC (Cabinet member for Social Services). Both members have a wealth of knowledge, experience and enthusiasm and have made great contributions over the last 12 months. The cabinet members will alternately hold the position of Chair for a period of one year each. Cllr Lewis held the position during this reporting period and will hand-over to Cllr Hughes at the quarter 2 meeting scheduled for September 2018.

During 2017/18, the RCC have explored opportunities for regionalising hostel provision. The similar size and capacity of the emergency accommodation provisions within the local authorities provide an opportunity to consider jointly commissioning one service for the region which would meet the current diverse and often complex needs of single homeless people in Merthyr Tydfil and Rhondda Cynon Taf. (See Case Study 1)

Although faced with uncertainty regarding the annual budget, and the announcement that both Local Authorities will take part in the pathfinder programme for 100% flexibility between grants, the RCC has continued to ensure that high quality SP services are delivered as effectively as possible through monitoring spend, focussing on service user engagement and exploring opportunities for joint commissioning where appropriate.

3. Case studies

CASE STUDY 1:- Exploring opportunities for regionally commissioning a hostel provision for Cwm Taf

Cwm Taf RCC are committed to regional commissioning where appropriate with the aim of improving consistency, quality of provision and value for money across the region. During the reporting period the RCC have discussed various potential opportunities to regionally commission services where there are potential costs savings to be made and benefits to service users. Hostel Provision was identified by SP lead officers as a potential opportunity to act on this commitment in the near future. Both Merthyr Tydfil County Borough Council (MTCBC) and Rhondda Cynon Taf County Borough Council (RCT) currently commission Adref Limited for the management and support of 40 units of emergency hostel provision for homeless single people.

Both authorities operate a single point of access into the hostels co-ordinated by the local authorities Housing Solutions Teams. The projects in both areas are similar in unit size, cost, are delivered by the same service provider and offer an ideal opportunity for regional commissioning, as well as the opportunity to work across both boroughs to provide an effective and efficient emergency hostel provision for single homeless people.

Due to the current capacity and workloads of both Supporting People Teams a decision was made to commission a consultant to take forward a hostel review to include exploring and developing regional working opportunities. Welsh Government have given approval that funding for the study can be met via the supporting People Grant.

The role of the consultant will be to:

- Explore the potential for a hostel review including the preparation of a report, SWOT analysis and service costs for consideration of regional commissioning and or a re-tender process.
- Work with both authorities to review current processes and prepare documents for ensuring consistent operational practice and support across the region for hostel provision. It is recognised each local authority will have to adhere to the Housing (Wales) Act 2014 and will have their own local arrangements in place including move on and allocation schemes.
- Seek approval from both MTCBC and RCT SPPG's and the RCC, and (Subject to their approval) prepare documents for a re-commissioning in consultation with SPT's and the landlords for each project.
- Assist with any transition arrangements in the event that a new provider is commissioned and or assist with the implementation of any new operational arrangements. This will include the preparation of procedural and / or pathway documents and facilitating workshops for hostel staff to disseminate information and any new working arrangements agreed as part of the review.

A 'request for quotation' document has been prepared by SP leads and approved by both local authority planning groups. This will be advertised on Sell 2 Wales on the 1st July 2018 with a view to appoint a consultant to start work on the 1st September. The consultant will provide regular updates to the RCC and both SPPG's on the progress made.

CASE STUDY 2:- Regional Service User Engagement & Operational Provider Forum

Cwm Taf RCC is keen to ensure that the services delivered across the region are appropriate to the needs of our service users. Providers have consistently incorporated Service User Engagement into their everyday provision through a variety of formal and informal methods (such as house meetings, tenant satisfaction surveys and tenant forums). The RCC have also undertaken their own consultation activities to gauge levels of satisfaction and to identify areas for improvement. Two sessions were held in March 2018 which were attended by 36 Service Users from a range of fixed-site and floating support schemes across the region. The sessions were informal focus groups facilitated by staff from the local SP teams and the Regional Development Coordinator. The facilitators encouraged discussion around a series of broad questions (see APPENDIX A -) . Service users who were not able to attend (or preferred not to) were offered the opportunity to complete questionnaires based on the same questions asked in the focus groups (anonymously if they wished).

Rhondda Cynon Taf and Merthyr Tydfil Supporting People Services share many common Service Providers. After discussion at local provider forums, it became apparent that efficiency of communications from SP teams to support staff could be improved by holding regional provider forums at an operational level. This would allow information to be disseminated directly to support workers and their line managers and to open a line of two way communication which would allow greater engagement between staff and the SP teams. In January 2017 the first regional SP provider networking event and consultation exercise was held to improve awareness of the range of SP provisions being delivered across the region. This allowed providers to showcase their activities and interventions and to share best practice with other service providers. The consultation session immediately followed the networking opportunity and allowed the RDC to receive input into the Regional Strategic Plan update on behalf of the RCC and to allow providers to raise any issues or concerns. Feedback from the session was positive and sessions will now be held every six months. These new Operational Provider Forums will be a chance for the SP teams to disseminate information as well as to facilitate discussions regarding service provision and allow staff to raise relevant issues.

4. How people who access services are involved

Cwm Taf RCC produced a Service User Framework in 2014 which is publically available and can be viewed at : - <https://www.merthyr.gov.uk/media/3287/service-user-framework-eng.pdf>

In line with this framework, a number of regional Service User engagement activities took place during the last 12 months including focus group engagement sessions for both fixed site accommodation and floating support services. Providers delivering supporting people services also conducted their own engagement activities throughout the year as part of their standard practice.

Regional Engagement Sessions:-

On the 8th March 2018 the RDC and local SP teams undertook direct consultation with service users on behalf of the RCC. The consultation took place over 2 sessions, one in the morning aimed at those living in 24 hour supported accommodation (but some SU's who had moved on from 24 hour support attended) and one in the afternoon for service users who access floating support in their own tenancies. 21 service users attended the morning session and 15 attended the afternoon. Support workers accompanied most service users to these sessions.

Group discussions took place based around 10 questions – comments were captured by SP staff who acted as scribes and facilitators to encourage discussions. The comments below were recorded as closely as possible to the words spoken by service users. Participants were offered paper copies of the questions to complete if they felt like they wanted to make a contribution that they didn't feel comfortable sharing in the group discussions – none of the service users opted to do this, all responses were verbal.

A record of comments can be found in Annex A

Ongoing Engagement Activities undertaken by service providers. These include:-

- House meetings
- Exit surveys
- Satisfaction surveys
- Service user forums
- Issue-specific focus groups
- Robust complaints procedure
- Informal discussions between service users and support workers
- Suggestion boxes
- 3 monthly review forms
- Service users are trustees on the board of management of some provider organisations
- Person-centred planning
- Open-door policy where service users have access to staff
- Service users participate in the recruitment of staff
- AGM is open to service users to attend

Moving forward, regional engagement will aim to include consulting with (a percentage of people) people who were referred to the programme but did not take up / were not accepted for support as well as those who were initially allocated to a provider but did not engage with the programme and support was ended. The RCC will also explore the possibility of involving Social Science students in the consultation process to further improve the quality and impartiality of the research undertaken.

5. Service Developments

How have decisions been shaped by spend plan, needs analyses, outcomes and other sources of data?	
<p>RCT:-</p> <p>Throughout 2017 the Supporting People Team carried out a strategic review for floating support services. Through various data sources it was highlighted that there is low demand for some client groups (mainly young people) and high demand for multiple needs/complex needs. With high numbers of multiple needs on the waiting lists and voids in young people’s services.</p> <p>The outcome data also highlighted no matter what the lead need of the individual most people were seeking a housing related support services to help with managing their money and accommodation.</p> <p>Therefore, we worked with providers and presented the data to the RCT SP Planning Group to consider the reconfiguration of services to meet the changing and current needs of the individuals.</p> <p>Barriers / Challenges:</p> <p>It is always difficult to decommission services however based on service demand we have to reconfigure services to meet the needs of the individuals. This was a difficult decision for the planning group due service specialisms and the client group being young people.</p> <p>How they were overcome:</p> <p>The data confirmed we needed to decommission units with the efficiencies made to be invested in commissioning additional units for those with multiple needs/complex needs</p> <p>This included reassuring the planning group that if the need for young people did increase in the future this could be met through the flexibility of a multiple needs/complex needs floating support service. where any lead need can be referred for a floating support service.</p> <p>The new service reduced the waiting list/times and has also enabled support to be offered on demand.</p>	<p>MT:-</p> <p>Throughout 2016 and 2017 the Supporting People Team carried out a review of the HRS unit costs of Floating Support. Many of the current commissioned projects were based on a now redundant Supporting People Revenue Grant tariff. Also, historically the Merthyr Tydfil Supporting People Team moved from unit based commissioning to hours-based commissioning to satisfy audit requirements, these changes resulted in the identification of distinct variances in hourly rates across providers with no clear rationale for these differences. These allowed for disparities in the hourly unit costs of housing related support commissioned through a range of support services for similar and varying types of support.</p> <p>The Supporting People Planning Group (SPPG) took a decision to adopt a fair pricing system: The Cost Calculator (based on the key principles of the Newport model) for all Supporting People schemes in Merthyr Tydfil, introduced in April 2018 following consultation with all providers of current schemes. The policy determines a fair hourly unit rate and therefore the total amount of Supporting People Grant money which will be paid to contracted schemes; the rate is primarily based on salary levels paid by the employers to their support staff.</p> <p>The purpose of the pricing policy will be to achieve equity, consistency and fairness when contracting for housing-related support schemes under the SP Programme. The consequence of which will inevitably result in efficiency savings for the local allocation of funding which could be reinvested locally into areas of greatest need, and achieve improved strategic alignment and impact. There were efficiency savings realised as a result of the implementation of the formula which is being reinvested in areas of greatest local need, these include a Universal Credit project, Housing First Pilot Project and a virement to Families First for a Children’s Worker at our Women’s Refuge.</p>

	<p>Barriers / Challenges: There was some concern from providers around the potential cuts in funding and the impact on service delivery as well as some confusion around the calculations however we have to adopt a fair and consistent pricing policy for existing and new projects to ensure maximum programme impact and value for money.</p> <p>How they were overcome: The Supporting People Team held numerous consultation events, information sessions and individual planning meetings in the run up to go through the rationale, process, calculations and impact for 2018/19 and 2019/2020. The Planning Group were in agreement of all components of the new pricing policy throughout its development and implementation to address concerns as they arose.</p>
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What regional work is commissioned and how have services improved since the last annual review?

The RCC have approved the joint commissioning of a feasibility study into hostel provision for service users with complex needs within the region. The two Local Authorities have budgeted up to a maximum of £15,000 each to fund the study and have invited bids of up to £30,000 to produce the piece of work. The study will need to analyse current provision and identify barriers for service users with complex needs in achieving outcomes under the current system.

The aim of the study will be to assist the RCC and SPPG's in designing future services that are cost effective and appropriate to the needs of S.P service users within Cwm Taf.

The study will need to assess the advantages of remodelling services to provide one short-term hostel provision service for the region, as well as the barriers that would need to be overcome to do so; including variations in pricing policy and operational differences between the local authorities. The study is planned to commence in September and report regularly to the RCC and respective SPPG's at regular intervals.

How can you demonstrate a more early intervention and preventative approach to homelessness is being delivered? How is this being addressed on a regional basis?

RCT:-

Partnership working with the Rhondda Cynon Taf Supporting People team and Housing team has introduced new ways of working and new initiatives to address early intervention and prevention to homelessness.

An existing SP floating support service was reconfigured to a Homelessness Key worker project with the ultimate aim of preventing or alleviating homelessness reporting against the Housing (Wales) Act 2014 duties rather than the SP Outcomes Framework.

Through the Homelessness Prevention Grant Funding a new service was commissioned in partnership with RCT SP T and RCT CAB to support individuals with financial difficulties. Referrals are sent to a CAB coordinator from the Housing Solutions Team, HIP and SP floating support services. This is relevant where CAB can assist with benefit claims, getting UC ready, debts or general financial advice.

A resilience project was piloted throughout 2017 for 6 months with the following aim:- “To enhance tenant’s resilience through psycho-education, wellbeing interventions and enabling social capital”.

The need for the project was identified as part of the understanding and learning around mental health and emotional wellbeing needs . This often prevents people engaging in their community and can be a possible risk to their tenancy.

Due to the success of this project it has received ongoing funding for 2018/2019

MT:-

Partnership working with MT SPT and Housing has introduced more collaborative ways of working and new initiatives to address early intervention and prevention to homelessness, this includes a new pre-tenancy course developed in partnership with the Employability Teams, Housing and SP.

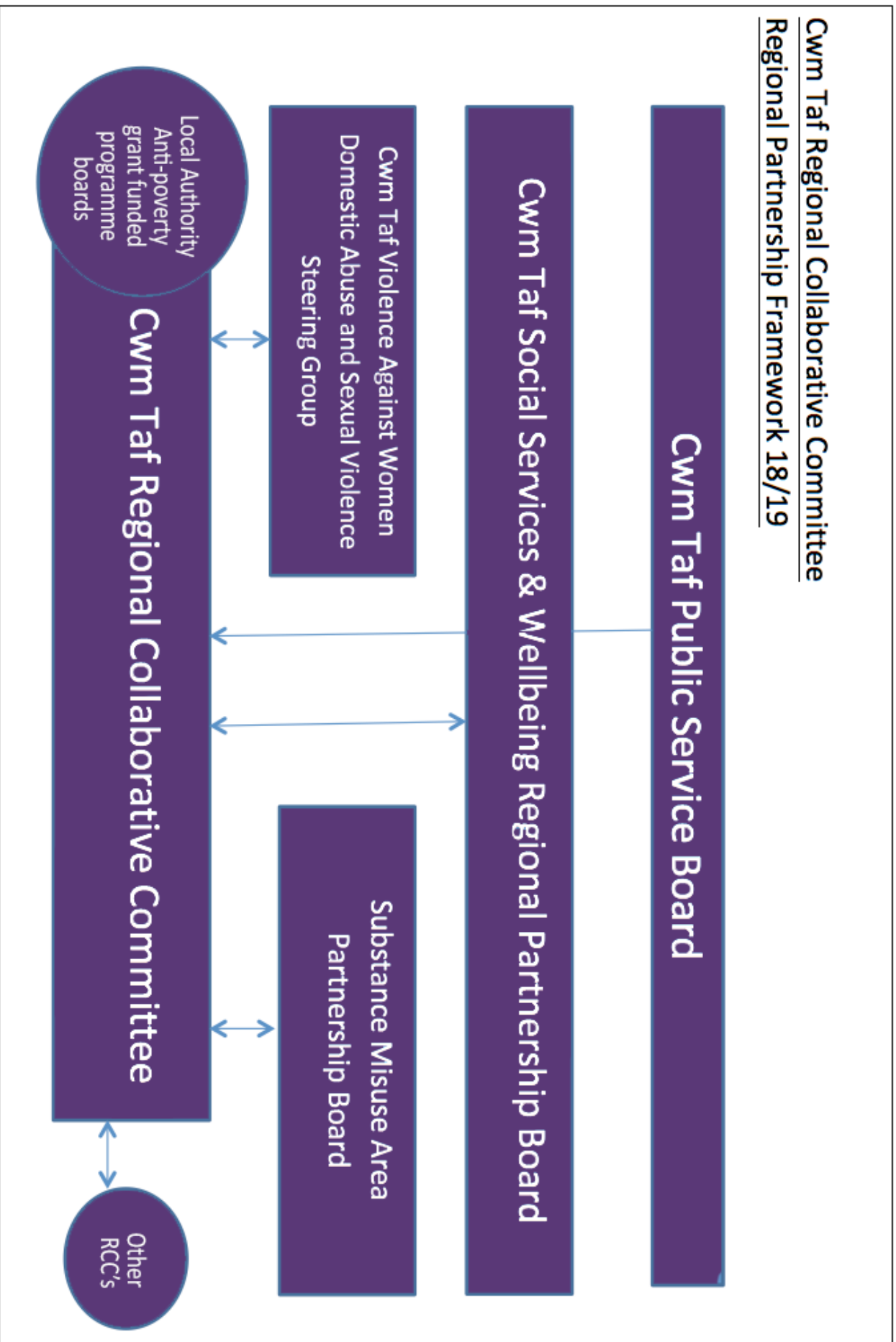
Work has been completed around Universal Credit locally and its potential impacts in partnership with CAB, Housing, Benefits Section and DWP to develop a UC specific service that complements existing pathways and maximises support for service users during full Universal Credit roll out from June 2018.

Barriers / Challenges:

Due to good working relationships between the SPT and Housing there were no barriers with joint working.

<p>Barriers / Challenges:</p> <p>Due to good working relationships between the SPT and Housing there were no barriers with joint working. However, there were some initial teething problems with the changes to the HIP service in respect of recording their outcomes which are no longer specifically Supporting People-related.</p> <p>How they were overcome: The SP Team have held joint meetings with Housing and HIP staff to overcome the barriers and the service is now running effectively.</p>	
<p>What links does the RCC have with Social services and Health Services in the region? Have there been any joint service commissioning or pooled resources? If so, give details</p>	
<p>The RCC membership includes:-</p> <ul style="list-style-type: none"> • University Health Board and Public Health Wales' senior officers. • Members of the RCC sit on the PSB and SSWB RPB and are able to keep the RCC informed of progress on the Wellbeing plan. And SSWB Regional Plan • A local Authority head of Adult Social Services <p>There are no jointly commissioned services or pooled budgets in relation to SP within the region as yet.</p> <p>Cwm Taf RCC responds to consultations from the PSB & RPB when requested and share best practice with other RCC's.</p>	

Cwm Taf Regional Collaborative Committee
Regional Partnership Framework 18/19



What links have been made with other regional strategic / planning groups and what joint commissioning work has been undertaken with other key partners / programmes?

RCT:-

The RCT SP Team worked in partnership with Children's Services to review the Old Bakery project which provides 5 units of 24 hour supported accommodation for young people aged 16-21 with complex needs.

Three of the five units of the accommodation are available for Children Services to refer directly into the service for young vulnerable people and Care Leavers.

Referrals to the project are discussed at a multi-agency panel to include representation from CS, SP, Housing and the service provider to consider the appropriate person and those most in need.

As RCT is a full flexible Pathfinder we work closely with the other funding streams.

An Operational Group made up of the project leads has been established to consider how we take forward the funding flexibility model.

Barriers / Challenges:

The funding flexibility programme is still new and in development. The challenges and barriers are still being worked through and will be fed back as part of the pilot project outcomes.

MT:-

The MT SP Team in partnership with Children's Services are looking at the young people's floating support services as they will be recommissioned as well as reviewing our Young People's fixed-site accommodation to ensure those pathways are aligned with Housing pathways and consistent assessment processes are in place which include 11 units of accommodation for Young People with support needs as well as care leavers.

As MT is a full flexible Pathfinder we work closely with the other funding streams.

An Operational Group made up of the project leads has been established to consider how we take forward the funding-flexibility model.

We have also developed three task and finish groups to start looking at integrated eligibility checking across all streams as well as the potential of shared paperwork and looking at the development of a n information sharing protocol.

Barriers / Challenges:

The funding flexibility programme is still new and in development. The challenges and barriers are still being worked through and will be fed back as part of the pilot project outcomes.

6. RCC Members Appraisal

What worked well?	What needs to be progressed over the coming year?	Other comments:-
<ul style="list-style-type: none"> • The commitment of the RCC members has remained strong and there has been a committed effort to identify opportunities for the joint procurement of services. This has included reviewing existing services and seeking funding to support research to understand future requirements. • Service user engagement has continued to be a focus and providers have demonstrated a range of approaches to gather feedback. • Focus and commitment to pursue regional opportunities and identify priorities and set a workable action plans to progress Cwm Taf's progress in these areas. • Service user and provider consultation and engagement to reinforce programme impact and identify strengths and weaknesses in Programme and align with priorities moving forward. • Attendance has been relatively consistent and topics discussed have been relevant. • The progress made towards potentially regionalising large-scale hostel provision 	<ul style="list-style-type: none"> • Work to further develop a regional approach and joint commissioning • Opportunities to coordinate/ streamline funding programmes - RCT and Merthyr are part of WG Flexibility pathfinder project • Joint commissioning is an area that requires continued focus this coming year to ensure this is achieved. • Work-planning and the establishment of task and finish groups will support the delivery of priorities over the next 12 months. • Specific work plan to work on the priorities identified at the start of the year and the RCC to seek progress updates on the commissioning of a joint study for the Hostel Provision across Cwm Taf – to potentially inform future regional commissioning of Cwm Taf Hostel provision. • Further opportunities to be identified for regional commissioning/effective joint working where appropriate, as well as reporting and complimenting the work of other boards including PSB to stay abreast of Funding Flexibilities progress and evaluations. • Closer working between RCT and MTCBC – as they have similar demographics and so should have similar service offering. 	<ul style="list-style-type: none"> • Potential changes in funding and the potential impact of those changes will be high on the agenda for the RCC to ensure that our work plans and focus can be flexible to meet any challenges presented. • Well organised and coordinated. • Will be improved as better linkages sought between RCC and other boards. • The RCC and its members continue to be committed to looking at the priorities for Cwm Taff and continues to identify ways to make improvements for those who receive services. A goal for the next 12 months is to explore joint commissioning further.

7. Governance & Housekeeping

- a) Does the RCC have an up to date memorandum of understanding signed by all members?
No
- b) Do all RCC members have an up to date declaration of interest form?
Yes
- c) Has the RCC published its last spend plan and spend plans for each local Authority in the region?
Yes
- d) Has the RCC published it'd latest Regional Strategic Plan?
Yes. The RSP for 2017-2020 has been published and can be found at https://www.merthyr.gov.uk/media/3173/rsp_2017-20__revised_with_spend_plan_-eng.pdf We have not published the update produced in 2018 as yet.
- e) Has the RCC published last year's annual review?
Yes, the Annual review for 16/17 can be found on the RCC web pages at <https://www.merthyr.gov.uk/council/partnership-working/cwm-taf-regional-collaborative-committee/annual-reviews/>
- f) Has the RCC published minutes of its meetings?
Yes, minutes are published bilingually on the RCC pages which can be found at <https://www.merthyr.gov.uk/council/partnership-working/cwm-taf-regional-collaborative-committee/minutes-of-meetings-and-key-messages/>

APPENDIX A

Thursday 8th March 2018 – SP Service User Consultation Responses.

Morning – Fixed Site Supported Accommodation

<p>1. Has the support you have received met your expectations?</p>	<ul style="list-style-type: none"> • Yes, It's been more helpful than I expected • Yes, the staff have been really good and the other service users have helped me too • Yes, I've had help to move on – I love having my own space now • Yes, I didn't expect to get my own self-contained flat. • Yes, I've had more help than I thought and I'm getting help to move out on my own. • Yes, it has exceeded my expectations • Support has been excellent, very supportive • Can't fault it – they've helped me with everything • When I first went in I thought it was just a drug house, but it's helped me gain confidence and speak to people, before I would only speak to my support worker • Yes, it's OK • Yes, I'm happy with support – but would have liked to do a gardening course • Yes, I was reluctant to go to the hostel; I didn't expect support, just a room to stay in. • The support has helped me to understand how to get a property
<p>2. Have there been any barriers to you achieving your goals?</p>	<ul style="list-style-type: none"> • Sometimes it's difficult when staff leave and new ones come. It takes time to build trust • I want to work more but if I work my hours I'll have to pay full rent and I wouldn't be able to afford to live here anymore. • The cap on earnings stops you getting a full-time job. • Rent arrears are holding me back • Lack of communication from DWP • My own learning difficulties • The expense of moving to private rented accommodation • Can't get a job because I don't have a proper address • The housing solutions staff – I wasn't offered a homelessness interview • Lack of one bedroom properties • Benefits – Universal Credit • No support from housing solutions staff • No contact with caseworker from housing solutions • No information to close tenancies • Not enough help with my mental health

<p>3. What impact has the support you've received had on your life?</p>	<ul style="list-style-type: none"> • I would never have had my own flat if it wasn't for the support I've had. • I wasn't expecting to be given my own place. • It's helped me a lot • I'd probably be in prison if I wasn't living here so it's helped me a lot. • It's helped with absolutely everything, not just somewhere to live. The staff have supported me to go to medical appointments and with my health. • It's helped me a lot. My long term goal now is to volunteer one day to help other people who've suffered domestic abuse. • I'm more relaxed in life • My support worker has helped me be more confident • Support has been second to none • It's taken the weight off my shoulders • I've had help to go on training • Now I'm confident to manage my own tenancy • Can manage my finances • Better at gate-keeping
<p>4. Has the support you've received been flexible enough?</p>	<ul style="list-style-type: none"> • Staff try their best to be flexible with us • Yes, I've had help with dealing with the job centre and getting my benefits • They help me stay on track • They push me to do things I would never have tried before • Yes, living here has saved my life • Yes – my support worker is very supportive • If I need to change the time of a meeting they will • Very flexible • Yes
<p>5. Are you more able to live independently as a result of receiving support?</p>	<ul style="list-style-type: none"> • Yes, I've had help with learning to cook, iron, cleaning, budgeting and paying my bills • It's made me realise I'm responsible for everything in my own tenancy • Yes, I'm almost at the step in my life I want to be at • Yes, I've had help with paying bills and buying food within my budget • I now enjoy cleaning the house • We had a house meeting and now we have a rota to clean the house and communal areas • Yes, I'm more confident with money • I've improved my cooking skills • Yes – but I'd still like long-term support • Tenancy ready course

<p>6. Has your quality of life improved as a result of receiving support?</p>	<ul style="list-style-type: none"> • Yes – I’m much happier now • Yes, definitely better than jail • Life is much better now • Yes definitely, I was living in a car, now I’ve got my own place • My life changed when I went into the hostel, now I’m doing my PTS training • Yes I’m more confident • I’m more independent • Health and diet have improved • Yes because I can cook now • Yes, I’m less anxious • I can approach staff for help
<p>7. Are there any aspects of support that you feel have been very helpful?</p>	<ul style="list-style-type: none"> • I’ve had help with managing drug / alcohol problems • Help to go to appointments • Reminders to go to doctors’ appointments • The way they encourage and push me to do more • Everything • Learning new skills • Doing things a parent would do • Everything • I like the rules • Counselling • Signposting to other agencies • All round support • Understanding budgeting • Understanding the tenancy • My well-being • Finding employment
<p>8. Has there been any element of support that you feel hasn’t worked for you?</p>	<ul style="list-style-type: none"> • Having to pay for repairs to my room • Not being allowed in each other’s rooms • Support workers waking us up early for no reason • Not being allowed to have friends over whenever we want and they have to leave early • Having a curfew • Outside people interfering • If there are issues when my support workers isn’t in • No
<p>9. Have you been helped to find new accommodation or helped to keep your current accommodation?</p>	<ul style="list-style-type: none"> • Yes, I’ve been helped to bid on flats • I’ve been on GRAMO training • I’ve already moved on to have my own place • They are helping me move on to somewhere that’s better for my health problems – a bungalow • Yes, I had help to find the property and to keep it. • Yes, I’m bidding daily or weekly

<p>10. Where do you think you would be if you hadn't received SP support?</p>	<ul style="list-style-type: none"> • Probably in prison • In prison • Dead • Living in an abusive relationship • Sofa surfing • Dead • Jail • On the streets • Taking drugs • I'd be dead • I'd either be on the streets, dead or in prison • Sleeping under the bridge • Wouldn't be here • Homeless • In Jail • Dead • Suicidal • My mental health would decrease and substance use would increase • Living in fear of domestic / financial / mental abuse
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Afternoon – Floating Support

<p>1. Has the support you have received met your expectations?</p>	<ul style="list-style-type: none"> • Yes • You can't get better than my support worker • I'd like more support but due to sickness and annual leave my support worker can only fit me in now and again • My support worker is wonderful • They met my expectations and went above and beyond • Yes, I liked having the familiarity with my support worker • They helped with more than just housing support • Having the same regular support worker helps me maintain my tenancy
<p>2. Have there been any barriers to you achieving your goals?</p>	<ul style="list-style-type: none"> • Stuck in the same flat, my landlord is horrendous • My social worker – telling me one thing and my ex-partner something else • 12 weeks is not long enough – I need more support • PIP assessments • My mental health and physical health problems • Worried about my support ending and not being able to move to the lower support level • My own personal issues • I was too embarrassed and ashamed to engage at the start • Hiding the domestic abuse I was suffering • Misconceptions about medical examinations for PIP • My own memory loss • My constant mental health battle

<p>3. What impact has the support you've received had on your life?</p>	<ul style="list-style-type: none"> • I wouldn't be able to live without my support workers help • He's helped me sort me life out (talking about Support Worker) • Greatly improved my life and relationships and taken the weight off my family who were worrying about me • Improved family relationships • Increased my confidence
<p>4. Has the support you've received been flexible enough?</p>	<ul style="list-style-type: none"> • Wonderful from my support worker • He was about to end my support but frozen pipes flooded my house so I've been extended on the scheme • I don't want to go to appointments in Cardiff by myself but my support worker can't come with me – need more flexibility for things like that. • The staff have been as flexible as they can re-arranging appointments for me.
<p>5. Are you more able to live independently as a result or receiving support?</p>	<ul style="list-style-type: none"> • Yes, but I still need a lot of support at present • Yes, when everything in my flat is sorted • Yes • Yes, but I'll need some support forever • Yes, I'm able to manage bills and now I'm volunteering • I'm able to pay my bills and open my post instead of leaving it unopened like I used to
<p>6. Has your quality of life improved as a result of receiving support?</p>	<ul style="list-style-type: none"> • Big time – but I can't help thinking about how things went so wrong for me • Yes, my support worker arranged all my benefits for me • I'm much more relaxed and facility life has improved • Yes definitely
<p>7. Are there any aspects of support that you feel have been very helpful?</p>	<ul style="list-style-type: none"> • Having reminders for medical appointments that I would have forgotten • Support getting help for my substance use • The support workers being at the end of the phone if I need them • Being reminded about medical appointments and help to re-arrange appointments • Having memory appointments, It helps me that my support worker e-mails me so I can use that for reference • It helps that my support worker uses whatsapp so we can send texts with no cost when I don't have credit • Being able to 'vent' my frustrations to my support worker instead of shouting at housing offers which might put my house at risk.
<p>8. Has there been any element of support that you feel hasn't worked for you?</p>	<ul style="list-style-type: none"> • When my support worker is off and I get someone new who I don't know • When the support workers can't do certain things with us because they are restricted • Because of my memory loss I forget things I've been taught – I want permanent support but it has to end at some point and that makes me anxious

<p>9. Have you been helped to find new accommodation or helped to keep your current accommodation?</p>	<ul style="list-style-type: none"> • Yes and I've been advised against bidding on properties that weren't suitable for me • Yes, all the time • Helping me with Job centre claimant commitment so I don't get sanctioned and lose my home if I can't pay the rent
<p>10. Where do you think you would be if you hadn't received SP support?</p>	<ul style="list-style-type: none"> • On the streets • Stressed • Wouldn't have overcome my barriers • Poor family relationships • No support network to help me • Poor physical health

