

# STAKEHOLDER SURVEY

CwmTafMorgannwg HSG 2020



Prepared on behalf of  
CTM Regional Housing Support Collaborative Group

# Housing Support Stakeholder Survey 2020

Consultation to feed into CwmTafMorgannwg's inclusive and strategic needs assessment was this year carried out with stakeholders via an online survey. This was widely circulated by email across networks between November to January 2021. Responses were invited from a wide range of partners including support providers, LAs including those working in children's and adult's services, Social Care, Housing Providers and a wide range of third sector organisations. 45 responses were received in total and people were asked to give their views on housing support delivery and provision in each local authority area and on a regional basis. *This report provides an overview of the responses given on a regional basis.*

The responses provide a wide range of ideas and suggestions about how the HSG could be delivered and improved on a local and regional basis. This information is necessary for there to be co-productive development of the Housing Support Grant (HSG) Services. This report was produced during the Covid 19 pandemic and many of the responses relate to the lessons that have been learnt during this challenging period.

Eight questions were asked and free text responses were invited to each questions:

**1(a). Considering the purpose of the HSG what area do you feel should be the main priority of spend for the Grant over the next year?**

**1(b). What do you consider to be the top 3 priorities and what support do you feel should be provided?**

**2. Are there any priorities not listed above that are within the remit of the HSG you think should be considered?**

**3. Which HSG funded services have the biggest positive impact for the individuals you work with? (If you are a provider of a HSG funded service please do not list a service that is provided by your organisation).**

**4. Do you think there is currently any over provision or duplication of similar services?**

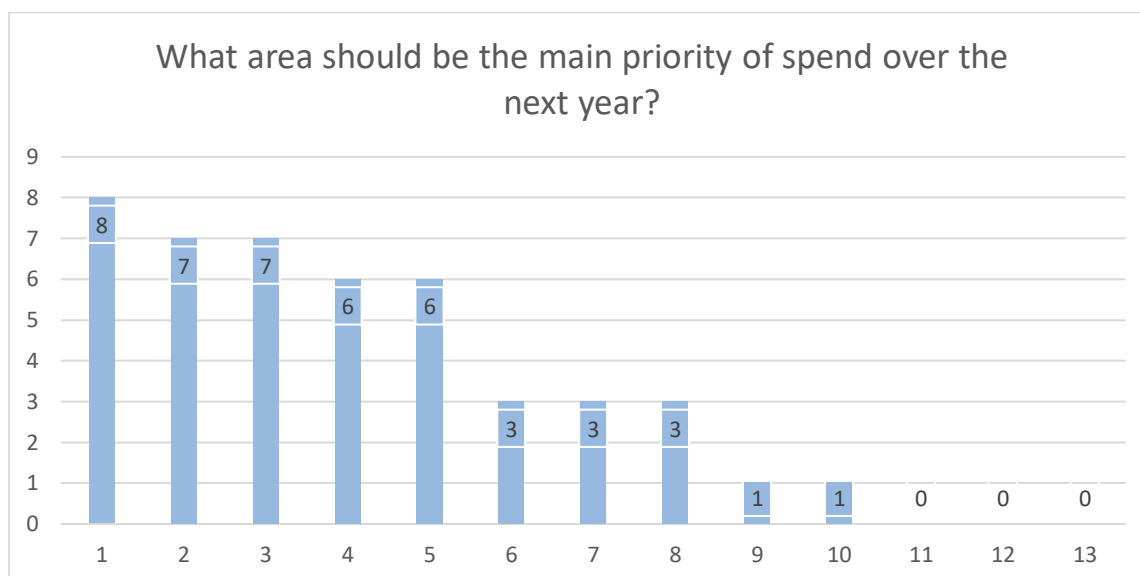
**5. Do you think there are currently any gaps in provision?**

**6. Do you think there are any barriers to people in need of housing related support?**

**7. Do you have any suggestions for how partnership working with HSG teams and stakeholders could be improved?**

**8. Is there any further information you would like to contribute?**

**1(a). Considering the purpose of the HSG what area do you feel should be the main priority of spend for the Grant over the next year?**



The above chart values can be determined by the table below:

Chart ref.	Type of HSG provision suggested by stakeholders as main priority for spend.	Survey Score	% of all identified provision
1	Domestic Abuse Services	8	(17.8%)
2	Floating Support	7	(15.6%)
3	Longer Term Supported Accommodation	7	(15.6%)
4	Emergency Accommodation	6	(13.3%)
5	Short Term Supported Accommodation	6	(13.3%)
6	Private Rent Access Schemes	3	(6.7%)
7	Housing First	3	(6.7%)
8	Other*	3	(6.7%)
9	Rough Sleeper Outreach	1	(2.2%)
10	Daytime Drop In	1	(2.2%)
11	Mediation Services	0	(0.0%)
12	Enforcement of Housing Legislation	0	(0.0%)
13	Alarm Services	0	(0.0%)

**\* Other** (chart ref 8)

- Digital support for clients and mental health support.
- There is a strong current need for frontline services such as emergency provision but also for proven solutions such as Housing First.
- General supported accommodation for young people, including emergency provision with both short & longer term supported services.
- A need for more suitable long term permanent move on options for YPs
- Increase in Temporary Accommodation.
- Provision of a Wet House.

**1(b). What do you consider to be the top 3 priorities and what support do you feel should be provided?**

Stakeholder identified Priorities		What support should be provided to this cohort? (Number of votes)		
Top priorities in order of votes of stakeholders		Supported Accommodation	Floating support	Temp Accommodation
People with Mental Health Problems	40	24 (80.0%)	10 (33.3%)	6 (20.0%)
General floating support To Prevent Homelessness	34	9 (37.5%)	20 (83.3%)	5 (20.8%)
People with Substance Misuse (Drugs	25	13 (81.3%)	7 (43.8%)	5 (31.3%)
Young People with support needs (16 – 24)	25	14 (73.7%)	11 (57.9%)	6 (31.6%)
Women experiencing Domestic Abuse	23	8 (61.5%)	8 (61.5%)	7 (53.8%)
People with Substance Misuse (Alcohol)	18	12 (92.3%)	3 (23.1%)	3 (23.1%)
Men experiencing Domestic Abuse	16	6 (60.0%)	6 (60.0%)	4 (40.0%)
Young People who are Care Leavers	16	6 (66.7%)	8 (88.9%)	2 (22.2%)
Vulnerable Families with support Needs	15	3 (30.0%)	10 100.0%)	2 (20.0%)
People with Learning Disability/Difficulties	12	6 (75.0%)	5 (62.5%)	1 (12.5%)
People with Criminal Offending History	12	3 (30.0%)	5 (50.0%)	4 (40.0%)
Single People 25-54 With support needs not included elsewhere In this List	10	4 (66.7%)	4 (66.7%)	2 (33.3%)
People over (55+) with support needs	9	3 (50.0%)	5 (83.3%)	1 (16.7%)
People With Developmental Disorders. i.e. Autism	9	4 (80.0%)	3 (60.0%)	2 (40.0%)
Physical Disability/ and or sensory Disability	8	4 (80.0%)	3 (60.0%)	1 (20.0%)
People with Refugee status	7	4 (80.0%)	1 (20.0%)	2 (40.0%)
Single Parent Families with support needs	6	1 (25.0%)	3 (75.0%)	2 (50.0%)
People with Chronic Illness (including HIV/Aids)	5	2 (66.7%)	2 (66.7%)	1 (33.3%)
Alarm services	5	1 (33.3%)	3 (100.0%)	1 (33.3%)

**2. Are there any priorities not listed above that are within the remit of the HSG you think should be considered?**

- **Autism** needs to be a much higher priority.
- Increased **Housing First** and work to access to the private rented sector.
- **Sexual Violence Services**- floating/temp supported housing.
- **Early Intervention services** for young people
- Support dealing with the **affects of Covid 19 isolation** on communities and those with **long term MH issues**.
- Some form of "**respite**" **accommodation and support** would be useful for people exposed to trauma / ACE and the need for **psychological therapies**.

**3. Which HSG funded services have the biggest positive impact for the individuals you work with? (If you are a provider of a HSG funded service please do not list a service that is provided by your organisation).**

**The services with the biggest positive impact (*in alphabetical order*):**

Criminal offending history.  
Crisis prevention services  
Drop in outreach services  
Floating support for homeless prevention  
Floating support services for move on  
Housing First,  
IDVA support  
Learning difficulties support  
Managing money  
Mental Health provision  
People experiencing domestic abuse  
Priority Needs based floating support  
Sofa surfing and homeless  
Substance abuse - alcohol and drugs,  
Substance misuse/Harm prevention support  
Support provision for Young People moving on from temporary accommodation  
Support within and after move-on to settled accommodation from our TA projects  
Supported housing for people with learning disabilities  
Supported shared accommodation (Mental Health)  
Temporary accommodation

#### 4. Do you think there is currently any over provision or duplication of similar services?

Yes	5
No	23
Not sure	13

##### Those who said 'Yes' stated:

- Duplication is mainly due to the poor co-ordination of services or services working in silos and not sticking to their original objectives.
- There seems to be an interlink with people with substance misuse, mental health, homelessness, developmental needs and Domestic Abuse based on vulnerability.
- People with substance misuse, drug & alcohol should be one service, women and men facing domestic abuse should also be one service more especially now when equality is driven
- Specific issues during the pandemic, in relation to B&B, two different providers and a need for clear guidance on roles.

#### 5. Do you think there are currently any gaps in provision?

The following gaps in provision at a regional level, or across multiple Local Authorities were identified. It was clear from the survey that **accommodation provision** was the most important area and this was widely mentioned in the responses received with the following gaps highlighted:

**The need for more accommodation** in the following forms were mentioned (\*denotes how many times it was mentioned):

- Temporary accommodation \* \*
- Emergency accommodation for vulnerable people. \*
- (1 & 2 beds) and shared housing
- Single person homeless provision
- Appropriate family homes
- Housing stock for older people - (Promoting independent living.)
- Supported housing for those with complex needs \* \* \* \*
- Longer term supported accommodation\*\*\*
- Schemes for care leavers / young offenders/ prison leavers / dual diagnosis, PIE's \*
- Suitable supported housing for persons with a high level of mental health needs \* \*
- Long term supported accommodation for people with mental health and substance misuse needs.
- Floating support while young people are still at home to prepare them to live independently and manage a tenancy.
- Floating support for autistic individuals struggling to maintain a tenancy.
- Short term supported accommodation for autistic individuals who are at risk of becoming homeless due to family breakdown.
- Wet house.

**Stakeholders provided potential solutions for their identified issues in relation to gaps in provision:**

Identified issues related to gaps in provision	Solutions suggested by stakeholders
Supporting YP to access PR is extremely challenging	A service or incentive to facilitate access would be beneficial - age is normally an added barrier
General supported accommodation for young people, including emergency provision with both short & longer term supported services.	Provision of more suitable long term permanent accommodation with move on options for YPs.
Some clients are not ready for independent living even after 18mths of support and have such high support needs they may never be able to live independently. Leading to a revolving door of demand for services.	Provision of longer term supported accommodation
Specialist provision for care leavers	Trainer flats for care leavers with floating support to allow young people who have the skills to live independently to step out of foster care.
Gaps in provision regarding mental health support, linked with housing needs from an urgent/crisis/immediate pick up point of view.	There is an identified need for a mental health and housing need drop in.
Insufficient provision for Homeless individuals, accommodation and support plus links to other specialist services.	Provide assessment centre and emergency provision.
Inadequacy in specialist provision  Provide 'Wrap around services' –	1. Access to coordinated health, substance misuse and financial support pathways (wrap around support). 2. Access to psychological support - to treat and respond to trauma and ACE.
YP who have complex behaviours, normally related to significant trauma, skill deficits, attachment difficulties, developmental delay etc. The needs of these YP are normally beyond supported accommodation but do not meet threshold or managed services, usually results in numerous breakdowns/evictions.	Specialist Provision of services and accommodation for YP with complex behaviours. Currently there are very limited options available for these YP.
Improving Domestic abuse services should be a priority, as this can have a massive impact across society (families, children, single people, older people	Strengthening domestic abuse services
The move on processes are difficult for families and single people when waiting for DAF payments and getting furniture for their new properties many waiting up to a month so they are moving with nothing and when they sign for their new home they have to move out the same day because of housing benefit.	If we could get the first week of rent paid it would help to keep the families in refuge and give us a week to try and source donations and apply for help etc.
To try and break the cycle of ACE's	More Psychologically Informed provision offered to children and YP
Many people mentioned a need for Low level support	Provision of long term low support
'lots of service users that are getting their housing duties discharged because of challenging behaviour, and are left with nowhere to go. I have seen several cases where the service users are even refused floor space because of conflicts with other residents or poor past behaviour.'	Provision of solutions and specialist support for difficult cases.
Appropriate support for autistic young people and adults care leavers / young offenders/ prison leavers	Specialist scheme's for specific and specialised needs.
Hidden homelessness in 16 - 24 year olds	Increase services finding hidden homeless.
More affordable accommodation / Privately Rented / Housing needed	More planning of services in conjunction with RSL partners and providers.

Gaps and priorities for a variety of **specific lead need areas** were identified and highlighted from the responses received and these are identified in the following table:

Lead Need	Number of respondents	Suggestions/gaps identified
Complex needs	13	<ul style="list-style-type: none"> <li>• Complex needs / greater level of supported housing for those with complex needs</li> <li>• Substance Misuse and dual diagnosis services (commissioned with Health and Social Care) **</li> <li>• More Housing First</li> <li>• Support for those that are complex but not suitable for HF*</li> </ul>
Prison Leavers	9	<ul style="list-style-type: none"> <li>• Priority need reinstated for prison leavers</li> <li>• Support RSLs to help them manage their risk and tenancies*</li> </ul>
Mental Health	8	<ul style="list-style-type: none"> <li>• MH step down support / lack of MH step down properties from wards / step down MH service.</li> <li>• MH support services *</li> <li>• Improved range of options for those suffering poor mental health</li> </ul>
VAWDASV	7	<ul style="list-style-type: none"> <li>• Priority given to domestic abuse and more provision for complex cases – Mental Health/Substance Misuse</li> <li>• Accommodation for victims of modern slavery and exploitation</li> <li>• Male victim DA services</li> </ul>
Physical Disabilities	4	<ul style="list-style-type: none"> <li>• Support for those with Autism and staff training ensuring they understand the complex needs.</li> </ul>

## 6. Do you think there are any barriers to people in need of housing related support?

Barriers to support	Stakeholders comments:
Support users	<ul style="list-style-type: none"> <li>• Self-stigma and non-help seeking behaviour (shame)</li> <li>• Poor life style choices, isolation, finances, employment.</li> <li>• Not everyone has access to online services or can afford internet access.</li> <li>• People are put off support as their understanding of it is limited and they do not want to share facilities etc.</li> </ul>



	<ul style="list-style-type: none"> <li>• A lot of these people are afraid and/or mistrusting of persons they see as 'authority figures'.</li> <li>• We often expect people to go to the support providers and this is not always possible - more outreach work is needed</li> <li>• Not having face to face contact with most services i.e. support, mental health etc.</li> <li>• Non engagement from those who claim and need support.</li> </ul>
Housing stock Accommodation	<ul style="list-style-type: none"> <li>• No bespoke accommodation to my knowledge. Some accommodation is too large to deal with the needs of 18-80 year olds and when all in one place, difficult to manage.</li> <li>• Shortage of suitable accommodation including Temporary.</li> <li>• Availability of accommodation when its needed</li> </ul>
Policy	<ul style="list-style-type: none"> <li>• Those who have complex mental health/behavioural issues are given a '3 strikes and out' policy in a lot of the hostels and once their final warning is breached the council discharges their duty. There doesn't appear to be enough support temporary accommodation, or at least enough supported temporary accommodation that can deal with the</li> <li>• Maybe a person is prevented from seeking support due to there being a stigma attached to how others deem them</li> </ul>
Interpretation and translation	<ul style="list-style-type: none"> <li>• Access to the service for non-English speaking people (can't claim time for translation and no extra funding available for interpreters).</li> <li>• There are also similar barriers for deaf clients who need specialist interpreters/communication support).</li> </ul>
Access to services	<ul style="list-style-type: none"> <li>• We would suggest that having to engage with a variety of services rather than a one stop shop /holistic approach can be difficult and re-triggering for many individuals who are already in crisis. Having one organisation who is able to deliver a suite of appropriately timed interventions and services can be of huge benefit.</li> </ul>
Systems HSG Housing systems	<ul style="list-style-type: none"> <li>• Move onto independent accommodation has been hampered by Covid. Move on from supported has also been slower during the pandemic.</li> <li>• Lack of suitable accommodation which creates waiting lists and blocking of temporary accommodation.</li> <li>• Long Waiting lists and complicated referral systems</li> <li>• Unable to access VRF during Covid - unable to bid so only option can often be Private landlords unwilling to work with LA with many cases due to no Guarantor or previous convictions</li> <li>• High demand for services.</li> </ul>

Finance	<ul style="list-style-type: none"> <li>• The benefit system - UC changes and implications for housing benefit / rent payments to landlords.</li> <li>• Rent arrears from previous tenancies- relating to people with complex needs</li> <li>• COVID has had a detrimental impact on our local community. We are already seeing service users with more debt, lack of income and those close to eviction. WG should ensure that funding streams remain open and are increased to tackle these issues.</li> </ul>
Communication & media	<ul style="list-style-type: none"> <li>• Lack of co-ordination between different organisations and the lack of communication in general between all services</li> <li>• Information/advertisement campaign re services and availability.</li> <li>• Lack of awareness of Supporting People (HRS) Project. People don't seem to know of the service and often only find out about it from support organisations.</li> <li>• Communities are unsure how to apply plus a long wait on home finder register</li> <li>• Education and marketing, not enough people know enough about the systems or what type of help is out there; let alone know how to access it. could look at educating the youth/schools or a Facebook/social media</li> </ul>
Health	<ul style="list-style-type: none"> <li>• Poor mental health and level of substance misuse issues often affect a person's ability to access housing</li> <li>• There can be quite a lack of awareness of mental health needs/issues and this can cause a huge barrier.</li> </ul>
RSL	<ul style="list-style-type: none"> <li>• Support providers need to communicate more effectively with landlords to work together to attain and sustain tenancies.</li> </ul>
Autism	<ul style="list-style-type: none"> <li>• The way in which interviews are conducted with autistic young people and adults who are at risk of becoming homeless or on the housing register. The environment is rarely conducive. Staff awareness and training regarding autism can be detrimental.</li> <li>• Autism, the accommodations needed to ensure understanding of the process is needed. Knowledge of what would constitute suitable housing for autistic individuals needs to be available to staff.</li> <li>• Many projects are too big (multiple rooms and occupants) and don't offer enough support to acquire independent living and tenancy management skills.</li> <li>• Those offering higher levels of support tend to be more specialist and don't tend to offer the right kind of support.</li> </ul>

## 7. Do you have any suggestions for how partnership working with HSG teams and stakeholders could be improved?

Stakeholders generally appear to have a positive opinion in relation to current partnerships and ways of working between Hsg and their wider stakeholders. Lessons have been learnt during Covid 19 that have been reflected on and considered in relation to improving or resetting partnerships. The following observations were made within this survey.

### Some of the forums and meetings suggested by stakeholders:

'It is really important to the success of provision to ensure partnership work continues and strengthens'.	<ul style="list-style-type: none"><li>• Teams meeting between HSG funders and HSG providers</li><li>• Reinstated Provider forums</li><li>• 3 monthly meetings with frontline service workers and stakeholders to discuss issues and share information.</li><li>• Improved links with other housing related services</li></ul>
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### Identified potential for improvement and development of partnerships:

'In the last year, we have established great partners locally. These could be increased to allow for better communications between partners.	<ul style="list-style-type: none"><li>• Develop alternative support networks for those coming to end of support</li><li>• Housing teams to work closer with specialist accommodation provision within local authorities. - There scope for joint projects.</li><li>• It would useful to continue to receive communications via the HSG team in regard to wider service related issues, partnership communications etc. Continued transparency and openness around the working of the HSG team and the means in which they engage with stakeholders and providers is also welcomed.</li><li>• Joint training for providers to bring about more consistency in the support given across CwmTafMorgannwg. - Mandatory training for various things e.g. around homelessness</li></ul>
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### Observations re current partnerships:

'Since starting my current post in 2017, I have honestly been very impressed with the number services available, and with the way partnerships work together to tackle issues.'	<ul style="list-style-type: none"><li>• Partnerships have improved through the introduction of the Cell meetings. In the last year, we have established great partners locally. These could be increased to allow for better communications between partners.</li><li>• I have found our housing teams to be very responsive. They work well with external providers and have an excellent understanding of the housing needs in the area.</li></ul>
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## Communication

Improving communication was widely mentioned in the responses received and included the following suggestions:	<ul style="list-style-type: none"> <li>• Provider Forums: - a tiered approach, support staff to be involved as they deliver the services. Not to be management heavy. This will also help break down barriers.</li> <li>• HSG teams to co-ordinate sharing of good practice</li> <li>• Increased opportunities for information sharing and joint working opportunities such as bulletins, forums and working groups e.g. to plan targeted support to clients who require highest levels of intervention</li> <li>• Monthly meeting and regular updates on ideas that have been taken forward and implemented</li> <li>• More social groups and community hubs</li> <li>• More Support provision and training digital skills</li> </ul>
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## Community services

A focus on developing partnerships with community services:	<ul style="list-style-type: none"> <li>• Communal services for people who live alone</li> <li>• Promoting community engagement to minimise dependency</li> <li>• Developing alternative support networks for those coming to end of support</li> <li>• More social groups and community hubs</li> <li>• Digital skills Work alongside organisations working in the community with diverse groups of people</li> <li>• Provide or access communal services for people who live alone</li> <li>• Promoting community engagement to minimise dependency</li> </ul>
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**Health** - A wide range of responses and suggestions were received that mentioned either developing or improving **partnerships with health** and of delivering specific services and these are highlighted in the table below:

Responses and suggestions were received that mentioned either developing or improving <b>partnerships with health</b> and of delivering specific services.	Smaller units of accommodation, could offer fewer numbers, less chaos and would be really useful if medics/mental health professionals are associated with the units to provide advice, counselling sessions as without this, am unsure how we successfully integrate people and expect them to manage.	More 'health outreach' workers required whereby you can go directly to them when you are faced with a barrier i.e. accessing a GP
	<ul style="list-style-type: none"> <li>• Good Addiction support.</li> <li>• Good Mental Health support.</li> <li>• Recovery workers in all LAs</li> <li>• Hoarding service</li> </ul>	Improved partnership working between LAs and Health to develop models of support and accommodation.

### Some Key Themes:

- The provision of more accommodation and accommodation that is suitable for the needs of the client group.
- Focussing resources towards the following client groups:
  - Those with complex needs particularly rough sleepers and those with dual diagnosis needs
  - Increasing the accommodation and support options available to prison leavers.
  - Developing and expanding the range of mental health services available.
  - Increasing the number of units of accommodation and the range of specialist services for those affected by VAWDASV including services for those who are sexually exploited, victims of modern slavery and for male victims.
  - Providing a wider range of services for those with disabilities.
  - Specialist provision and psychologically informed (PI) provision for those with complex needs.
  - Specialist workers for those in crisis.
  - Low level and long term support ,
  - Mental health and housing need drop in.
  - More Housing First and Rapid Rehousing Provision
  - Wet House
  - Provision of a One stop shop, Triage and 'Wrap around services.'
- There is a need for more comprehensive provision for those with high or Complex needs.
- Developing or increasing access to specialist welfare benefits and money advice services
- Increasing people's digital skills.
- Support providers working closer together and given the opportunity, support and time to form collaborative partnerships.
- Expanding and developing a wider range of affordable accommodation options
- Pooling and sharing of resources and provision across the region
- Best practice training module and provision of core training.
- Greater understanding of Trauma and the skills required when working in a PI way.
- Improved partnership working with health and the development of specific health posts that work in each local authority area.
- Developing and strengthening partnerships with community organisations
- Increase and develop communication using a range of methods to keep stakeholders up to date and to provide opportunities to share information and good practice.
- Utilising strong partnership links with specialist services ensuring the best service for people we support.



**The HSG teams and Regional Housing Support Collaborative Group would like to thank everyone who took the time to respond to the survey at this very busy time.**

Contact: [kim.Flower@merthyr.gov.uk](mailto:kim.Flower@merthyr.gov.uk)