

# CYNGOR SIR CEREDIGION COUNTY COUNCIL

**Report to:** Cabinet

**Date of meeting:** 11<sup>th</sup> March 2025

**Title:** Update on the Housing Support Grant (HSG) – Programme Plan

**Purpose of the report:** For information and update on the delivery of the HSG Programme Plan approved September 2022

**For:** Information

**Cabinet Portfolio and Cabinet Member:**

**Councillor Matthew Vaux, Cabinet Member for Partnerships, Housing, Legal and Governance and Public Protection**

**Background**

The HSG programme plan was endorsed by the Council in September 2022 and provided the 4 year objectives to develop existing services as well as align work to the overall Housing Strategy, complimenting the Authorities own Strategic Objectives. Overall, the programme plan was focused on key areas to develop, specifically;

1. Ensure appropriate monitoring and control of HSG services covering volume, quality and costs of services
2. Develop and update service delivery through Re-Commissioning of all HSG services, reflecting current demands as well as improved support tools & techniques
3. Integrate HSG services with existing Social Care and Housing Services, providing early intervention and preventative solutions, reducing the burden on core budgets
4. Align pathways with the TAW model, ensuring easier access and supporting wider initiatives such as Well-being hubs and Information, Advice and Assistance.

Since the publication of the Programme Plan, WG have provided some additional funding to HSG and associated guidance for administration of the fund. Most notably is a further focus towards the “Fair Work/Fair Pay” agenda across HSG services.

**Current Situation & Progress Update**

**1. HSG Monitoring & Service Management**

Overall, HSG is monitored via an appointed Steering Group, chaired quarterly by the CLO Porth Cymorth Cynnar, with representation across the Pyrth’s as well as elected members and key internal teams including Procurement, Finance and Audit. This ensures that any developments are properly monitored, ensuring alignment to Corporate Objectives and maximisation of grant spend.

In addition, the introduction of the HSG Gateway and single pathway through the Abritas system has provided on-going contract monitoring information that provides significant benefits, namely;

- On-going monitoring of needs and case numbers to inform spend plan allocations as well as identify changes in needs across Ceredigion for future development in a timely manner.
- Accurate contract monitoring to ensure value for money and where required, remedial action.
- Alignment to the TAW model and pathways, ensuring individual cases are filtered, and only where essential, escalating for Social Care support via Porth Gofal.

Examples of the monitoring and reporting for 2024 are summarised at Appendix A.

## **2. Service Commissioning**

It was recognised that HSG services had not been re-commissioned for a number of years, largely as a result of the Covid19 pandemic, with a clear need to update rates in line with inflation effects as well as changes in needs and guidance. At the outset the Steering Group approved the commissioning strategy, noting;

- Increased provider costs
- Support to achieve and exceed the Real Living Wage minimum
- Alignment to the TAW model and integration of services
- Need to make economies across Homeless services following the reduction of WG funding by £270k for services transferred to HSG.

Progress with the overall Commissioning plan is progressing well, with a number of services now operational. A key element of the commissioning is a full update of the providers terms & conditions, and also providing longer term contracts to ensure stability. In addition, significant changes in the contract conditions, enables on-going service development throughout the contract lifetime, to enable alignment and support for Co-Funded (Social Care) services such as Mental Health, Substance Misuse and Learning Disabilities. The re-commissioning has also introduced new services to support the Auhtority's Housing & Homelessness team and reducing the demand on Temporary Accommodation capacity.

A summary of the contracts commissioned and progress to date is shown at Appendix B.

## **3. Service Integration across TAW Model**

HSG provides joint funding already across a number of Core services specifically, Supported Living, Bespoke Contracts, Complex MH support and Extra Care accommodation.

HSG is actively participating in additional developments, working closely with Social Services across Mental Health and Substance Misuse, VAWDASV and Offender Resettlement.

#### **4. Alignment to Corporate Strategies**

A key element of the Programme Plan is focused on developing improved “Day Centre/Drop-in Support” across the County, particularly for people who have historically avoided engagement with Council services. In addition, there are now plans to provide Information/Advice/Assistance service at regular community events at a number of venues, notably Wellbeing centres. In addition, HSG operates High St advice in both Aberystwyth and Cardigan, operated by The Care Society, to enable drop-in advice and support. As part of the re-commissioning, all providers will also offer Drop-in IAA at each of their locations across Ceredigion.

Future planned developments include participation in “Age Friendly” and Carer’s events, where participants can access initial advice and information as well as apply for longer term support with Housing and tenancy related issues.

#### **Wellbeing of Future Generations:**

**Has an Integrated Impact Assessment been completed? If not, please state why.**

An Integrated Impact Assessment was completed at submission of the HSG Programme Plan to Cabinet in September 2022.

#### **Summary of Integrated Impact Assessment:**

**Long term:** Development of contract management and provider reviews ensures continued and on-going data and information for future service planning and integration with core Social Care and Housing Services.

**Collaboration:** On-going collaboration with internal and external service partners through quarterly reviews with Health, Police and Probation.

**Involvement:** Through 6 monthly outcome reports and analysis, continued service development to reflect services user needs and views.

**Prevention:** On-going development of Day / Drop in services to enable early intervention and prevention of escalation. In addition, development of provider guidance for all new contracts enables co-delivery across community and carers services.

**Integration:** Service commissioning and integration is monitored through the HSG Steering Group, to ensure positive engagement and on-going alignment to the TAW model.

#### **Recommendation(s):**

**For information only.**

#### **Reasons for decision:**

**N/A – For information.**

#### **Overview and Scrutiny:**

Healthier Communities Overview & Scrutiny Committee – 5<sup>th</sup> March 2025

#### **Policy Framework:**

Corporate Strategy 2022-2027

#### **Corporate Well-being Objectives:**

Creating Caring & Healthier Communities

**Finance and Procurement implications:**

N/A

**Legal Implications:**

N/A

**Staffing implications:**

N/A

**Property / asset implications:**

N/A

**Risk(s):**

N/A

**Statutory Powers:**

N/A

**Background Papers:**

Healthier Communities Overview & Scrutiny Committee – 5<sup>th</sup> March 2025

**Appendices:**

Appendix A – HSG Key Performance Indicators Report

Appendix B – HSG Commissioning Programme

**Corporate Lead Officer:**

Greg Jones, Corporate Lead Officer: Porth Cymorth Cynnar

**Reporting Officer:**

Llyr Hughes, Corporate Manager: Housing Services

**Date:**

18/02/25

**Acronyms:**

HSG – Housing Support Grant

WG – Welsh Government Homelessness Team

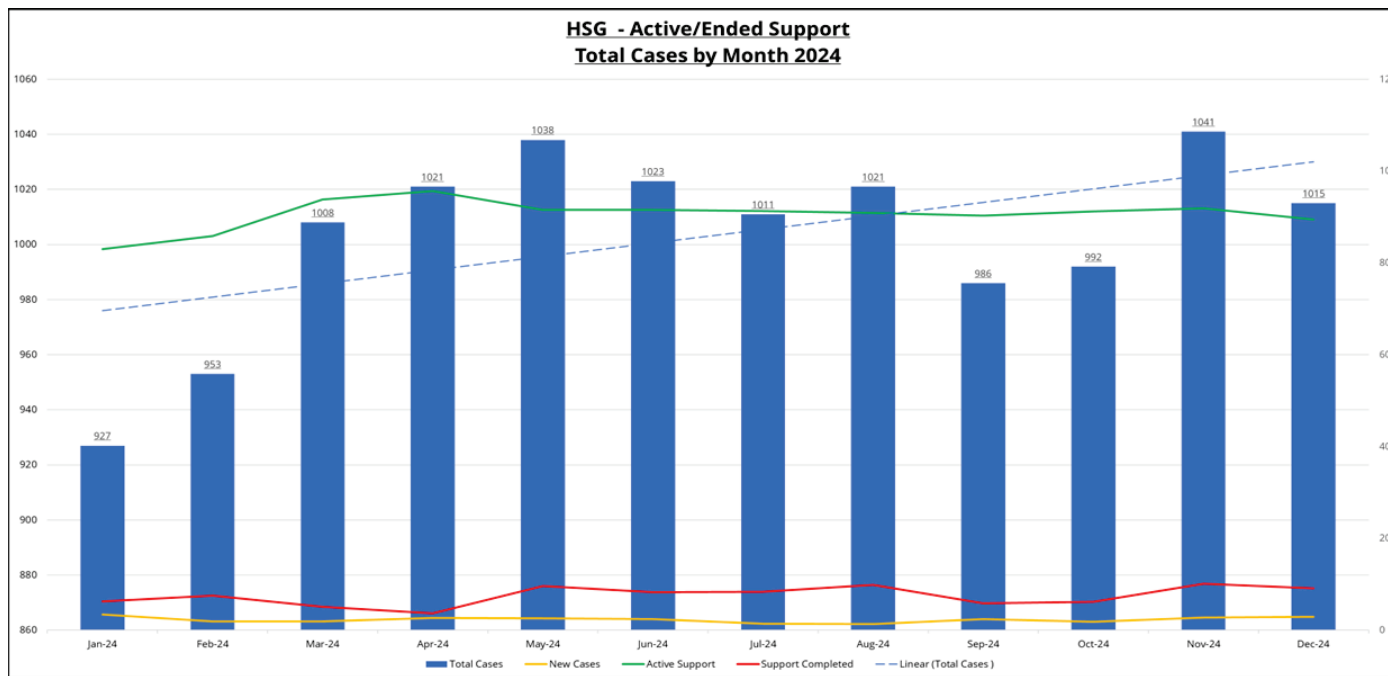
## HSG Key Performance Indicators & Contract Monitoring

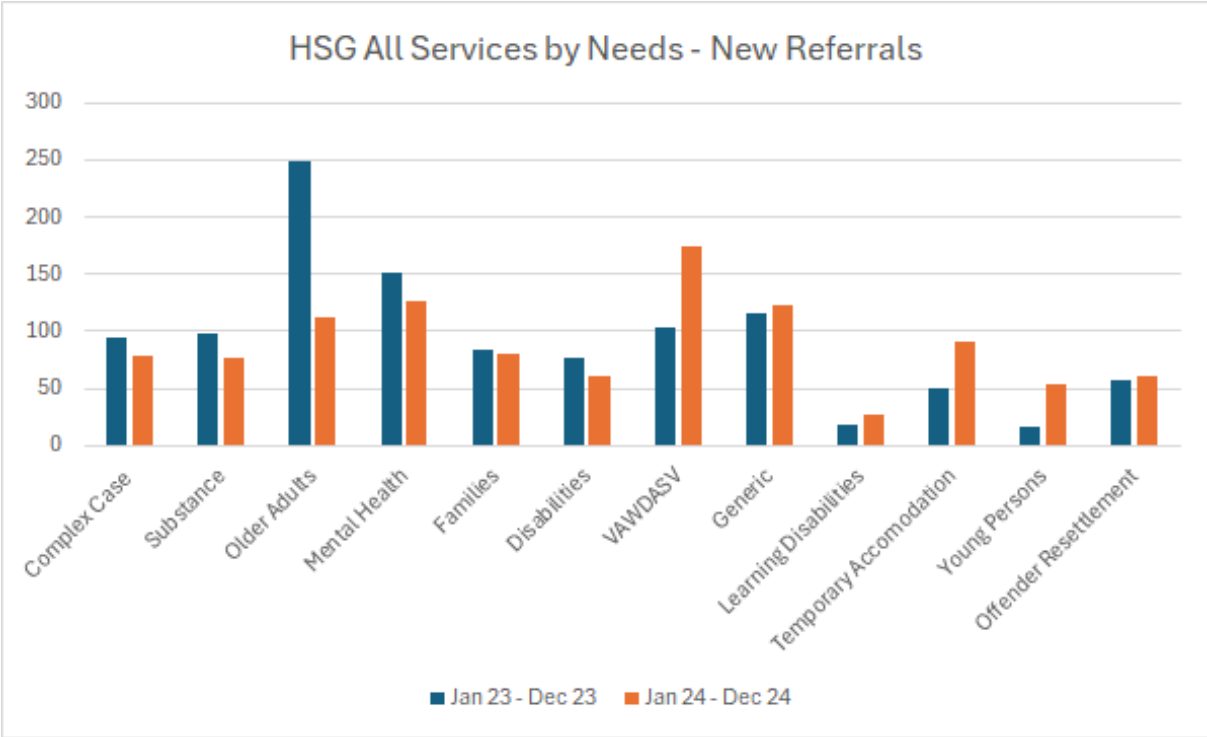
### Abritas Case management report – 2024/2025 vs previous period

|                                       | Full Year - 23/24 | Target Per Quarter | Q1 & Q2 24/25 | 6 month Variance |   | Q3 24/25 | Q3 Achievement |   |
|---------------------------------------|-------------------|--------------------|---------------|------------------|---|----------|----------------|---|
| Total Applications via Gateway        | 1132              | 283                | 508           | 90%              | ↓ | 301      | 106%           | ↑ |
| Total Placements made by Gateway      | 879               | 220                | 415           | 94%              | ↓ | 228      | 104%           | ↑ |
| Total Rejected                        | 253               | 63.25              | 72            | 57%              | ↓ | 21       | 33%            | ↓ |
| Total Ended                           | 814               | 203.5              | 454           | 112%             | ↑ | 258      | 127%           | ↑ |
| People Achieving Greater Independence | 71%               | 71%                | 74%           | 3%               | ↑ | 75%      | 4%             | ↑ |

# HSG Key Performance Indicators & Contract Monitoring

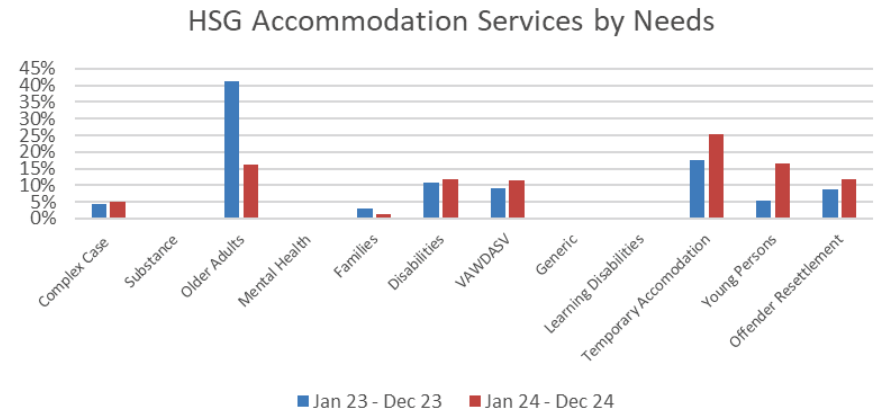
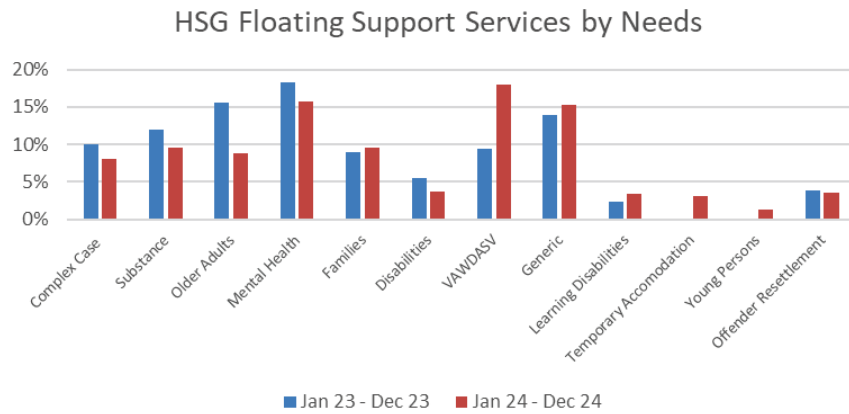
## Support Case Volumes by Status – Full Year 2024





# HSG Key Performance Indicators & Contract Monitoring

## HSG Cases by Support Needs – Full Year 2024 vs previous period





## HSG Key Performance Indicators & Contract Monitoring

### HSG Outcomes Achiever by Support Needs – Full Year

#### HSG - Outcome Performance

|  | Oct - Mar 2023/2024 |          | Apr - Sep 2024/2025 |          |
|--|---------------------|----------|---------------------|----------|
| <b>Total Returns</b>   | 1233                |          | 1489                |          |
| <b>Primary Outcome</b>   | <b>No. People</b>   | <b>%</b> | <b>No. People</b>   | <b>%</b> |
| 1. People have been able to engage with housing related support services (advice, information and assistance) and are better informed about the options available to them and/or know where to go for assistance | 1166                | 95%      | 656                 | 44%      |
| 2. People have been able to access emergency/ temporary accommodation or short term supported accommodation  | 172                 | 14%      | 163                 | 11%      |
| 3. People can access and sustain a suitable settled home   | 147                 | 12%      | 176                 | 12%      |
| 4. People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services (e.g. health, social care services).               | 701                 | 57%      | 805                 | 54%      |
| <b>(IF APPLICABLE) Secondary Outcome - if applicable to individuals</b>  | <b>No. People</b>   | <b>%</b> | <b>No. People</b>   | <b>%</b> |
| 1. People have positive and healthy relationships with people in their life  | 584                 | 47%      | 717                 | 48%      |
| 2. People feel safe  | 585                 | 47%      | 718                 | 48%      |
| 3. People have independence and control of their day to day lives  | 993                 | 81%      | 1115                | 75%      |
| 4. People are engaged in something meaningful to them  | 596                 | 48%      | 643                 | 43%      |
| 5. People's physical health is good  | 677                 | 55%      | 716                 | 48%      |
| 6. People are managing the impact of their dependency  | 197                 | 16%      | 211                 | 14%      |
| 7. People's mental health and wellbeing is good  | 761                 | 62%      | 869                 | 58%      |

## HSG Key Performance Indicators & Contract Monitoring

### HSG Support Completion – Service User Status

| <b>HSG - Support Closure Categories</b>   | <b>Oct - Mar<br/>2023/2024</b> | <b>Apr - Sep<br/>2024/2025</b> |   |
|---|--------------------------------|--------------------------------|---|
| <b>Main reason for leaving</b>  | <b>No. People</b>              | <b>No. People</b>              |   |
| Housing related support needs have been met   | 87                             | 144                            | ↑ |
| Moved in to settled accommodation (and no longer need support)  | 16                             | 15                             | ↓ |
| Non-engagement with support   | 0                              | 19                             | ↑ |
| Support no longer required  | 18                             | 40                             | ↑ |
| Moved out of the area   | 13                             | 31                             | ↑ |
| Entered prison/young offender's institution   | 7                              | 5                              | ↓ |
| Moved into a longer-term care or health service (e.g. care home/home care/hospital/hospice)               | 5                              | 5                              | → |
| Moved into supported living, extra care or sheltered housing (and no longer need housing related support) | 3                              | 9                              | ↑ |
| Entered specialist health services (e.g. Mental Health Unit/Detox Unit)                                   | 2                              | 1                              | ↓ |
| Deceased  | 17                             | 14                             | ↓ |
| Moved to another HSG service/provider (but still receiving housing related support)                       | 15                             | 16                             | ↓ |
| Other   | 31                             | 14                             | ↓ |
| N/A for one off services  | 187                            | 285                            | ↑ |
| <b>Total number of leavers (not including one off service users)</b>                                      | <b>214</b>                     | <b>313</b>                     | ↑ |
| <b>Total number of leavers, excluding transfers to another HSG agency</b>                                 | <b>199</b>                     | <b>297</b>                     | ↑ |

## HSG Commissioning Programme

| Service                    | Awarded/Current Provider | Client Group   | Service Description   | Status                     |
|----------------------------|--------------------------|--|---|----------------------------|
| Connecting People          | Pobl                     | LD/Autism/ADHD                                       | Learning Disability (Connecting People)                                   | Awarded                    |
| EAC (Aberglasney)          | The Wallich              | Emergency Homeless                                   | Emergency Assessment Centre (Aberglasney)                                 | Awarded                    |
| Homeless Floating Support  | The Wallich              | Homeless & Accommodated                              | TA Floating Support (County wide)   | Awarded                    |
| Generic (inc TA Nth & Sth) | The Wallich              | Generic  | Generic Floating Support (County wide -Non complex/General Housing Needs) | Awarded                    |
| Older Adults               | Age Cymru Dyfed          | Older Adults Living with Dementia                    | Dementia Support Service  | Awarded                    |
| Older Adults               | Pending                  | Older Adults   | Sheltered Accommodation (Barcud)  | Approval to Award          |
| Older Adults               | Castell Ventures         | Older Adults   | Older Adults Outreach Support (Floating / Drop In -Well-being Centres)    | Pending Tender Publication |
| Older Adults               | Ceredig                  | Extra Care Wellbeing Support                         | Maes Mwdan Floating Support (incl Well-being)                             | Specification Development  |
| Substance Misuse           | Barod                    | Substance Misuse                                     | Alcohol   | Specification Development  |
| Substance Misuse           | Barod                    | Substance Misuse                                     | Drugs (including Prescription)  | Specification Development  |
| Substance Misuse           | Barod                    | Substance Harm Reduction                             | YPS   | Specification Development  |
| MH Support                 | Pobl                     | Mental Health Support                                | Outreach (MHFS)   | Specification Development  |
| MH Support                 | Pobl                     | Mental Health Support                                | In Reach (Support at fixed location e.g. Well-being Centres)              | Specification Development  |
| Disability Support         | Care Society             | Disability Support                                   | Physical & Sensory Impairment   | Specification Development  |
| Families Support           | CV                       | Families Support                                     | TA  | Specification Development  |
| Families Support           | Care Society             | Families Support                                     | Non-Complex   | Specification Development  |
| Families Support           | Wallich                  | Families Support                                     | Complex   | Specification Development  |
| VAWDASV                    | WWDAS                    | VAWDASV - Refuge Accommodation                       | Supported Refuge Accommodation  | Specification Development  |
| VAWDASV                    | WWDAS                    | VAWDASV  | Dispersed Unit 1  | Specification Development  |
| VAWDASV                    | WWDAS                    | VAWDASV  | Dispersed Unit 2  | Specification Development  |
| VAWDASV                    | WWDAS                    | VAWDASV  | Floating Support  | Specification Development  |
| VAWDASV                    | WWDAS                    | VAWDASV  | Older Women's Support Service   | Specification Development  |
| VAWDASV                    | WWDAS                    | VAWDASV  | Young Persons Support   | Specification Development  |
| Complex Case               | Wallich                  | Complex Case Accommodation & Support (4 Lots)        | Supported Accommodation - Complex Needs (Ty Nesaf) - Lot 1                | Specification Development  |
| Complex Case               | Wallich                  | Complex Case Accommodation & Support (4 Lots)        | Complex Case Team - Lot 2   | Specification Development  |
| Complex Case               | Wallich                  | Complex Case Accommodation & Support (4 Lots)        | TCl Floating Support  | Specification Development  |
| Complex Case               | Wallich                  | Complex Case Accommodation & Support (4 Lots)        | Assertive Outreach (Wallich) +HF(Unallocated Spend 23/24) (lot 3)         | Specification Development  |
| Complex Case               | Wallich                  | Complex Case Accommodation & Support (4 Lots)        | Combined Support & Accommodation (lot 4)                                  | Specification Development  |
| Offender Resettlement      | Castell Ventures         | Offender Resettlement                                | Outreach Support (Aurial)   | Specification Development  |
| Offender Resettlement      | Wallich                  | Offender Resettlement                                | Supported Accommodation - Complex Needs (No 9)                            | Specification Development  |
| YP Support                 | Castell Ventures         | Young Persons Supported Accommodation                | North   | Specification Development  |
| YP Support                 | Castell Ventures         | Young Persons Supported Accommodation                | Floating Support (Tan Y Castell)  | Specification Development  |
| YP Support                 | Castell Ventures         | Young Persons Supported Accommodation                | Young Persons Emergency Accommodation Support (Portland St)               | Specification Development  |
| YP Support                 | Care Society             | Young Persons Supported Accommodation (Leaving Care) | Cardigan / South Ceredigion   | Specification Development  |

HSG – Mid Term Review  
Healthier Communities Scrutiny – March 2025