

YOUR FUTURE, OUR FUTURE

SUPPORTED HOUSING BUSINESS PLAN 2015-19



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EXECUTIVE SUMMARY



Paul Diggory
Chief Executive

North Wales Housing is a successful social enterprise providing homes and delivering services across North Wales. We understand the value and importance of a good home...

THAT'S WHERE OUR HEART IS.

We aim to make a positive contribution to our local communities and our commitment means that we will continue to be significant investors in the regional economy.

What makes us stand out? We are an authentic, sustainable and ethical business... One that stakeholders can believe in with confidence. We like to listen, understand and learn. It helps us to go the extra mile and find a better way. Right now, the uncertain and fluctuating global economic climate has the potential to limit ambition for future service delivery and diversification into new products and services. But it's precisely at a time like this that, for the benefit of the vulnerable people in our communities, we need to step up to the plate.

We therefore have two over-arching priorities for Supported Housing:

- To improve our current services even further, by reviewing our current offer; and
- To expand our operation to take advantage of opportunities right across our region.

With this in mind, we are actively looking for any new tendering opportunities that fit our values and strategy and where we believe we can make a difference.

**THIS PLAN SETS OUT
OUR STRATEGY AND THE
ACTIONS WE NEED TO
TAKE TO DELIVER IT.**

VISION AND VALUES

NWH VISION:

North Wales Housing is committed to excellence and sustainability through local investment of resources in its communities and places, adding value by delivering with integrity, responsibility and creativity.

SUPPORTED HOUSING VISION:

We are a growing leader of Supported Housing Services, providing excellence across North Wales to our service users and funders.

OUR NWH VALUES:

- ★ **Respect** – something we give rather than expect
- ★ **Learning** – finding a better way
- ★ **Integrity** – being honest even when there are consequences
- ★ **Responsibility** – we are what we do
- ★ **Equality** – open to all, closed to prejudice
- ★ **Commitment** – being the best we can be

WHERE WE ARE NOW

THE NATIONAL AND LOCAL CONTEXT

The Supporting People Programme has been in existence since April 2003 and funds services such as homelessness hostels, floating support, sheltered housing, domestic abuse refuges, community alarm services, group homes and supported housing schemes. The Welsh Government invests over £125 million in the Supporting People Programme annually and it supports more than 56,000 people each year to live as independently as they can.

In Wales there has been an ever increasing pressure on the Supporting People fund, with effective year-on-year cuts to funding available for provider organisations like ours. We are only really now seeing the funding cuts that have affected England Supported Housing providers for several years.

The real term effect for North Wales Housing is that, like all other Supported Housing providers that rely on Supporting People funding to provide projects and services, we are having to operate within a more competitive and commercial

environment, needing to balance the intended outcomes of providing our supporting people services against the bottom-line costs of providing those services.

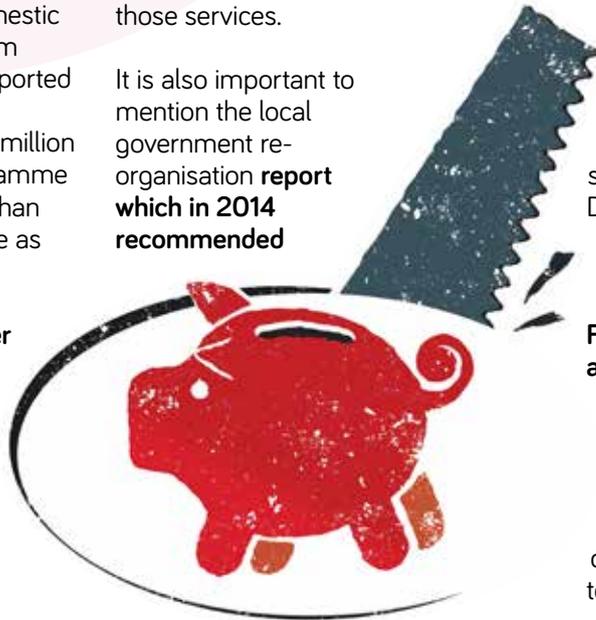
It is also important to mention the local government re-organisation **report which in 2014 recommended**

a reduction in the number of local authorities in Wales. For North Wales this will mean an increased pressure on local authorities to look at joint funding and commissioning, as well as ultimately looking at Council mergers.

During 2014/15 we faced increased scrutiny of the Welsh Government funded Section 180 grant project. Despite this increased scrutiny, we were able to maintain future funding for the project.

During 2014/15 we have faced increased scrutiny of the funding and services provided for these projects. Despite this increased scrutiny, we have managed to maintain funding for Section 180 project.

For 2015/16 we are anticipating a funding cut across Wales of approximately 10%. We expect that further funding cuts will occur in future financial years, increasing the pressure on our services to financially stack up, whilst continuing to provide a quality service to our service users.



Let's keep on
Supporting People 

WHERE WE ARE NOW

WE ARE
ANTICIPATING
FURTHER **GRANT
FUNDING CUTS**
ACROSS WALES.



EXECUTIVE SUMMARY
OUR VISION AND VALUES

> **WHERE WE ARE NOW**

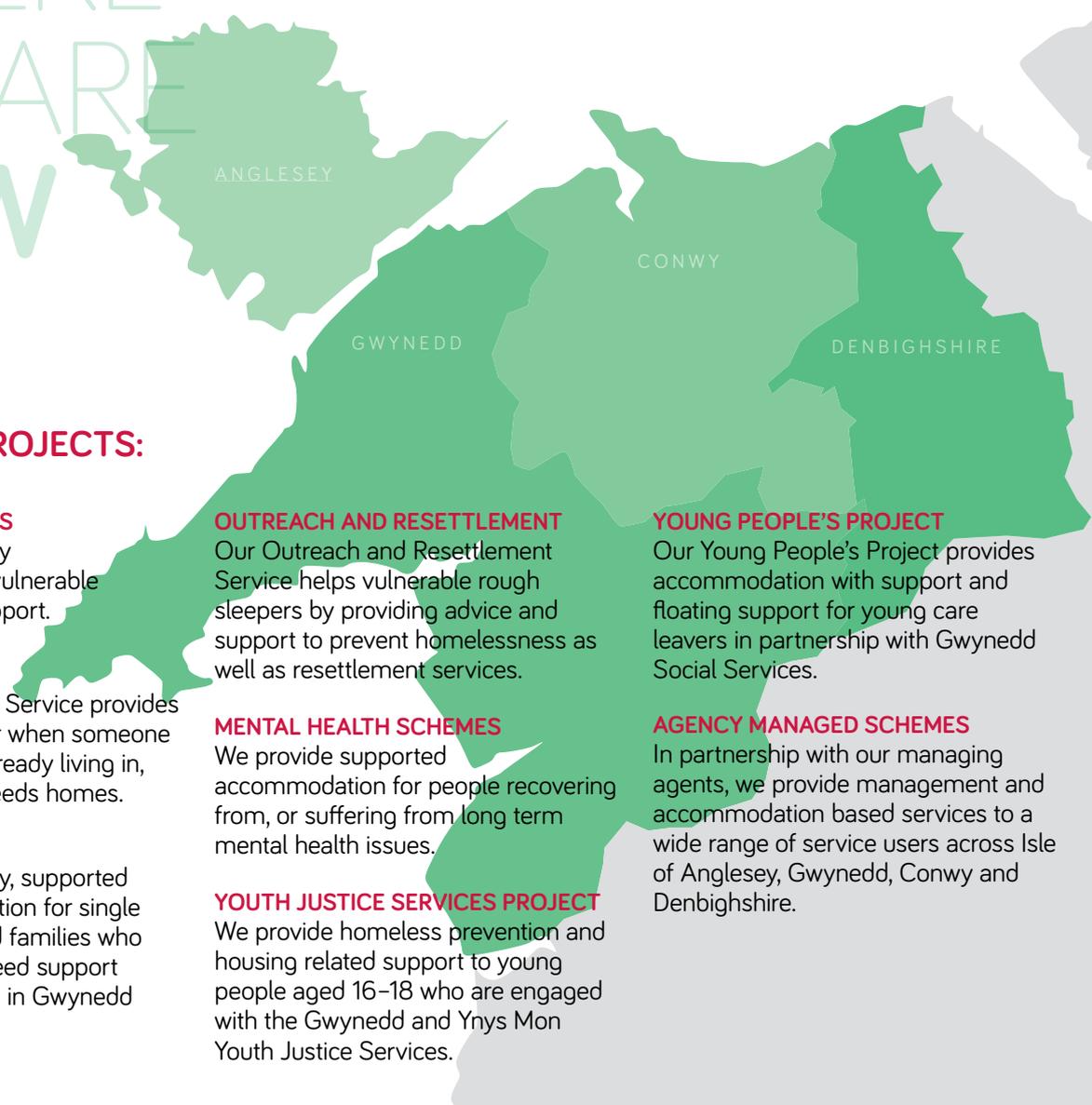
OUR CURRENT PARTNERS

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WHERE WE ARE NOW



INDIVIDUAL PROJECTS:

DISPERSED PROJECTS

We provide temporary accommodation for vulnerable people who need support.

FLOATING SUPPORT

Our Floating Support Service provides additional support for when someone is moving on to, or already living in, one of our general needs homes.

HOSTELS

We provide temporary, supported housing accommodation for single homeless people and families who are vulnerable and need support through three hostels in Gwynedd and Conwy.

OUTREACH AND RESETTLEMENT

Our Outreach and Resettlement Service helps vulnerable rough sleepers by providing advice and support to prevent homelessness as well as resettlement services.

MENTAL HEALTH SCHEMES

We provide supported accommodation for people recovering from, or suffering from long term mental health issues.

YOUTH JUSTICE SERVICES PROJECT

We provide homeless prevention and housing related support to young people aged 16-18 who are engaged with the Gwynedd and Ynys Mon Youth Justice Services.

YOUNG PEOPLE'S PROJECT

Our Young People's Project provides accommodation with support and floating support for young care leavers in partnership with Gwynedd Social Services.

AGENCY MANAGED SCHEMES

In partnership with our managing agents, we provide management and accommodation based services to a wide range of service users across Isle of Anglesey, Gwynedd, Conwy and Denbighshire.



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FUNDERS AND PARTNERS



Also 'Bangor Cathedral' and 'Gwynedd & Môn YJS'

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WHAT OUR SERVICE USERS SAY ABOUT US

PENDINAS:

"Since moving into Pendinas my life has changed full circle. I was a chronic heroin user, whilst I was at Pendinas the staff made me feel welcome, I felt I belonged somewhere and most of all they trusted me and also believed in me with a great deal of respect".

"Staff at Pendinas has given me my life back to which I will always be grateful for. I believe if it wasn't for them I would have been in and out of jail or probably dead by now. In them believing in me I have now been accepted at Coleg Menai doing an access course starting in September."



ST MARY'S:

"Without St Mary's support I would not have survived on the street. They gave me a tent and sleeping bag. When I was offered accommodation I was grateful for their support."

"If you have never been homeless you don't know what it's like. North Wales Housing gave me support and put a roof over my head."

NODDFA:

"Find all staff great. I feel safe and secure"

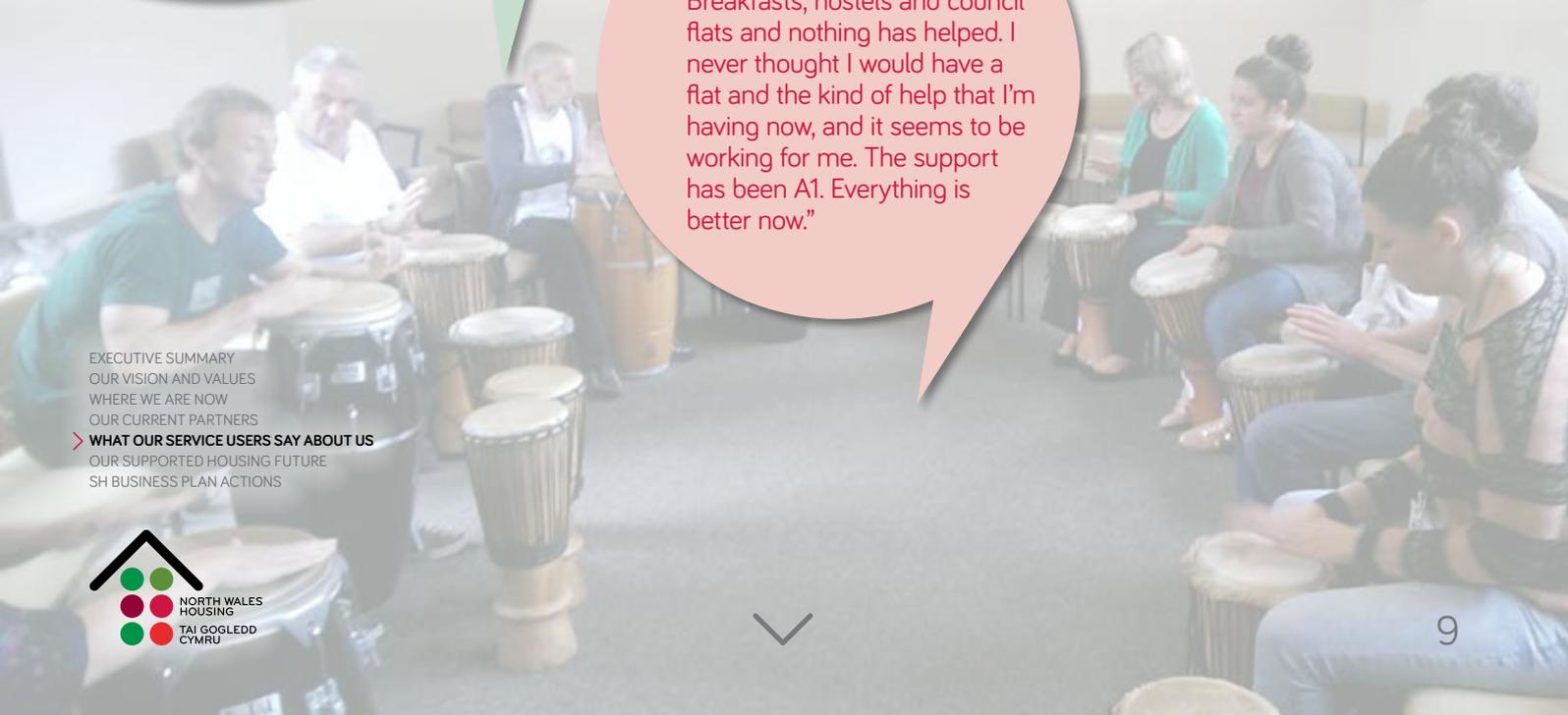


CONWY MENTAL HEALTH:

"Like a breath of fresh air"

DISPERSED PROJECTS:

"I have been in Bed and Breakfasts, hostels and council flats and nothing has helped. I never thought I would have a flat and the kind of help that I'm having now, and it seems to be working for me. The support has been A1. Everything is better now."



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WHAT OUR SERVICE USERS SAY ABOUT US



DISPERSED PROJECTS:

“Your service has made a vast difference to my life. (Having a flat has given me a place to feel safe in for the first time in a long time and having support has given me confidence and helped me become more independent because I lacked confidence before.) Having a link between all the people I need to see, like my nurse and drug worker has been invaluable and has made all the difference.”

DISPERSED PROJECTS:

“Love the support I receive from NWH”

GWYNEDD COMMUNITY ARTS - ART PROJECT AND EXHIBITION:

“This has been a brilliant project that has not only allowed the service users to develop their skills and provide an outlet for their expression, but has encouraged the group to work as a team, share their experiences, opinions and feelings”.



DISPERSED PROJECTS:

“Comfortable, very happy, thank you for giving me all I need”

“I feel very lucky to be with NWH. It would be very different if I was with a private landlord”

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OUR SUPPORTED HOUSING FUTURE

Our plan is two-fold. We want to improve our current services even further, by reviewing our current offer to both service users and funders, and we also want to expand the number of projects we provide, looking at opportunities right across our operating area. With this in mind, we are actively looking for any new tendering opportunities that suit our organisation, across North Wales.

Any new tendering opportunities identified will initially be assessed using our 'pre-tender appraisal' process. This will be followed by a more detailed tender proposal and discussion at our Executive Team prior to submission.

We will be looking to review each of our current individual scheme/projects to ensure that they remain a strategic priority for the funders, that they are financially viable and that the staffing levels are sustainable long-term. It is not enough to continue providing the same level of service from our

projects as we have always done before; we need to review, challenge and continuously improve our offer to service users and our funders.

The Supported Housing Business Plan Actions can be found overleaf.



SUPPORTED HOUSING BUSINESS PLAN 2015-2019 ACTIONS



1. INVOLVING OUR TENANTS/ SERVICE USERS:

- Ensure Tenant profiling information on tenants/service users is up-to-date and used for tenant insight
- Conducting an annual aspirations exercise with tenants/service users and act on what they tell us
- Carrying out scheme specific surveys to see how service users wish to engage with us
- Expanding existing Bangor art/music project across Gwynedd
- Creation of a SH service user advisory panel

2. FINANCIAL PICTURE:

- Forecasting and assessing potential impact of 10% Supporting People funding cuts for 16/17
- Analysing individual scheme budgets/ expenditure
- Assessing current overheads position
- Assessing how we can achieve 'more for less'
- Scheme Managers having day-to-day financial management of their scheme/project

3. DEVELOPING OUR STAFF:

- Working towards achieving Investors in People gold (Corporate)
- Giving all staff the opportunity to learn and improve their Welsh language skills
- Role specific training programme continuing to all Supported Housing staff
- Continue to offer professional development opportunities to all Supported Housing staff, including via the NWH Bursary Fund

4. FUTURE OPPORTUNITIES:

- Evaluating new tendering and potential new business opportunities
- Evaluating and bidding for new grant/ lottery funding opportunities
- Create standard tender 'pack' for any future opportunities that may arise
- Actively seeking to expand the agency managed portfolio
- Expanding the service by making use of accommodation within general needs
- Exploring the use of volunteers within the SH service'

5. PARTNERSHIP WORKING:

- Engage with identified partner organisations to share financial and service information
- Consider any joint funding bid opportunities with identified partner organisations

6. PROVIDING A QUALITY SERVICE:

- Tenants/Service users to be given the choice to be supported in either English or Welsh
- Striving to improve quality (regular review of physical standard; developing service standards)
- Embedding the Agored accredited workbooks, working to up-skill service users



GOT A QUESTION?

If you have any questions regarding the Business Plan you can contact Brett Sadler, Assistant Director – Neighbourhoods or Lynne Evans, Head of Supported Housing on:

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