**Supporting People**

**Evaluation Report**

**Name of provider: The Wallich**

**Name of projects included: Croes Ffin**

**TESS 5**

**Address of project: Croes Ffin- 248 Holton Road Barry CF63 4HS & 12-14 Barry Road, Barry CF63 1BA**

**TESS 5- 232 Holton Road, Barry, CF63 4HS**

**Date: 3rd of September 2024**

**Supporting People Team**

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**INTRODUCTION**

The purpose of this report is to enable the Local Authority to evaluate the effectiveness of the support service based on the following criteria:

* The service is delivering successful outcomes in line with the principals of the Housing Support Grant programme.
* The service is delivering outcomes that are preventative and represent value for money
* The service contributes to the overall aims of the Local Authority and the Welsh Government

**OVERVIEW**

**INTRODUCTION / EVIDENCE DOCUMENTATION**

**1. STRATEGIC CONTEXT / CONTRIBUTING TO STRATEGIC OUTCOMES**

**2. COST EFFECTIVENESS** / **FINANCIAL**

**3. PRIMARY OUTCOMES 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**

**4. PRIMARY OUTCOMES 2– People have been able to access emergency/temporary accommodation or short-term supported accommodation**

**5. PRIMARY OUTCOMES 3 – People can access and sustain a suitable settled home**

**6. PRIMARY OUTCOMES 4 –** **People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services**

**7. ENSURING PARTICIPATION AND CONSULTATION**

**8. SAFEGUARDING**

**9. EVALUATION QUALITY TO ENSURE THE SERVICE CAN DELIVER OUTCOMES**

**10. SERVICE USER / STAFF / STAKEHOLDER FEEDBACK**

**11. SUMMARY / CONCLUSIONS**

**REPORT STRUCTURE**

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| **PROJECT** | The Wallich |
| **ADDRESS** | Croes Ffin property one- 248 Holton Road Barry – 3 units (Property one)  Croes Ffin property two- 12/14 Barry Road Barry – 6 units (Property two)  TESS 5- 232 Holton Road, Barry, CF63 4HS |
| **MANAGER** | Neville Wheeler |
| **NUMBER OF UNITS** | Croes Ffin Property one: 3 units  Croes Ffin property two- 6 units  TESS 5- 45.5 units (was previously 50 but due to budget changes this was reduced) |
| **PROJECT TYPE** | Croes Ffin- Supported Accommodation  TESS 5- Floating Support |
| **DATE OF ON-SITE VALIDATION VISIT(S)** | 29th October 2024- Croes Ffin  5th November 2024- TESS 5 |
| **DATE OF FIRST EVALUATION** | 29th October 2024 |
| **NAME / DESIGNATION OF SP OFFICER** | Jessica Symons |
| **DATE OF REPORT** | 15th of November 2024 |

**INTRODUCTION**

This is the first evaluation report of the Wallich TESS 5 project under Supporting People. The TESS 5 project was first commissioned in August 2021. The original contract was for 50 units delivering 200 hours of support per week; however, this was reduced to 45.5 units delivering 182 hours of support per week. These changes were made due to budget changes.

The previous Croes Ffin report was completed in May 2020.

As part of the evaluation process, preparatory documentation was issued. To permit more comprehensive evaluation additional supporting evidence was also requested. This report describes conclusions about the quality of the service based on previous monitoring information as well as the evaluation itself.

The first evaluation undertaken is focused heavily on policy and procedural issues. Within this evaluation emphasis has been placed on the outcomes which have been achieved by examining the impact that the support has had on service users. Policy and procedure matters have been addressed where they affect the quality or safety of the service.

Outcomes achieved for service users have been considered under the following Primary headings:

* **PRIMARY OUTCOME 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
* **PRIMARY OUTCOME 2**: People have been able to access emergency/temporary accommodation or short-term supported accommodation
* **PRIMARY OUTCOME 3**: People can access and sustain a suitable settled home
* **PRIMARY OUTCOME 4**: People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services

Aims:

**The Wallich TESS 5 Project**

The aim of this project is to provide floating support for mental health clients by providing assistance to access information, advice, support and resources to enable them to make informed choices. The service provides flexible support to meet individual needs which involves working with individual service users to a tailored support plan. The plan focuses on both practical and emotional issues, in order that each person has the best opportunity of living independently as a responsible member of their community.

The TESS 5 support staff work with the service user to develop that person’s capacity to live independently in accommodation or sustain his/her ability to do so.

**The Wallich Croes Ffin Project**

The Wallich Croes Ffin provides temporary supported housing support to adults with previous substance misuse issues. Service users must have undergone a treatment or rehabilitation programme and be abstinent from illegal drugs or alcohol. The Wallich Croes Ffin provides self-contained accommodation and support for a limited time to help service users to develop skills to enable them to maintain an independent lifestyle in their own homes.

The Wallich Croes Ffin project has two properties. Property one has three self-contained flats, a communal room and an office for Wallich staff on the ground floor. Property two is located two miles away from property one and includes four self-contained flats across two floors and an additional two units which have their own front door.

**EVIDENCE DOCUMENTATION**

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| **1. Strategic Context / Contributing to Strategic Outcomes** |
| **Project: TESS 5**  **Client Group and E number:**  **Number of Units: 45.5**    **Number of referrals received in the last 12 months: 132 Referrals**  **Average length of stay of service users: 213 days (7 Months)**  As this is the first report for the TESS 5 service, we are unable to compare the number of referrals to any previous report.  **Project: Croes Ffin SPRGSUP166**  **Client group & E Number: Substance Misuse - E4 Alcohol dependency E5 Drug dependency**  **Number of Units: 9**  **The number of referrals received in the last 12 months: 5**    **The average length of stay on the service users: 724 days (23.8 Months)**  **Number of Voids within last year is 4**  It has been evidenced that there has been an increase of 3 referrals in the past 12 months compared to the previous report. It is evidenced that the average length of stay for those in Supported Accommodation increased by 234 days. There could be many factors that have influenced this increase.  The service has clear up to date aims and objectives.  The service has clear and up to date vision and values.  The needs mapping information in the Vale of Glamorgan reflect the demand for services.  The service is in line with HSG Delivery Plan 2022-2025  The findings of this review are that the service does meet the definition of Housing Related Support outlined in the Housing Support Grant Guidance and takes into account the strategic needs and trends in these client groups.  The service is strategically relevant to the Housing Support Grant the delivery of housing related support was evidenced during this review.  The Wallich submits monitoring returns and annual returns for both services in a timely manner. The Wallich participates in quarterly monitoring with the Supporting People Team and are able to partake in panel meetings and provide updates on their clients.  There is a waiting list for both services which is held with the Supporting People Team.  **Objective fully met.** |

**2. Cost effectiveness / financial**

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| **Summary of Findings** |
| The Wallich has provided a full financial breakdown of income and expenditure of the TESS 5 project and Croes Ffin project in the Vale of Glamorgan.  Staffing costs are comparable with other services of the type.  Management costs are comparable with other services of the type.  Annual funding is comparable with other services of the type.  All staff salary information was made available as part of the review.  Based on the accounts from the Wallich an Equifax report was produced confirming that the Wallich is able to maintain the services that they provide within the Vale of Glamorgan.  Staff configuration:  TESS 5   |  |  | | --- | --- | | **Post** | **Hours per week** | | **Service Manager** | **37.5 split between the two services** | | **Senior Support Worker** | **37.5** | | **Senior Support Worker** | **37.5** | | **Senior Support Worker** | **37.5** | | **Senior Support Worker** | **37.5** | | **Senior Support Worker** | **17.5** | | **Senior Support Worker** | **17.5** |   Croes Ffin:   |  |  | | --- | --- | | **Post** | **Hours per week** | | **Service Manager** | **37.5 split between the two services** | | **Senior Support Worker** | **37.5** | | **Senior Support Worker** | **17.5** | | **Senior Support Worker** | **17.5** | | **Support Worker** | **16** | | **Night Support Worker** | **36** | |
| **Conclusion and Recommendations** |
| The Wallich provided a clear breakdown of their revenue and expenditure, for each of the services, including the staffing costs and any additional overheads.  Croes Ffin and TESS 5 scheme are cost effective and benchmark well against similar schemes in the South Wales area.  The service is financially viable.  **Objective fully met.** |

**3. 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**

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| **Summary of Findings** |
| All referrals for both services are sent from the Supporting People Gateway Officer within the Supporting People Team. Each referral is stored within the Supporting People systems. The Wallich would then carry out an initial assessment with the individual to assess their suitability to the service. This assessment collects relevant personal information from service users and records their support needs. Supporting People are then informed whether the Service User is suitable for the project and whether they have been accepted.  For the Croes Ffin project, after the initial assessment, if the individual is suitable for the project, they would then be added to the Supporting People waiting list and when a vacancy becomes available within the project, the Gateway will agree through a panel who is next on the list for the vacancy due to individual circumstances and priority.  The Wallich has a Resettlement Policy and Procedure which details the assessment process and the guidance relating to the resettlement of service users into new accommodation. Although the policy is thorough and detailed, the policy is out of date and requires reviewing and updating if needed. The Policy was due for a review in June 2023.  The Wallich has a Tenancy Support Case Closure Procedure that details the process of how to end support for an individual who has been on floating support. This is relevant for the TESS 5 service. The Procedure is clear and comprehensive.  Making contact can be done either in person or over the phone. An initial risk assessment would be completed to assess the service users risks and the initial meeting with the service user is always done 2:1.  When meeting with the service user an Personal Support Plan (PSP) is completed which identifies the service user’s goals and how these will be achieved and monitored throughout their time receiving support and a Risk Assessment is completed. Reviews of service users Support Plans are every two months, and this was evidenced during service user file checks.  The Senior Contract Monitoring Officer requested to see the Wallich Personal Support Plan Policy and Procedure and the Wallich Risk Management Policy and Procedure. Unfortunately, the Contract Monitoring Officer was unable to evidence the Support Plan Policy and Procedure as the manager informed them that it was out of date. The Manager for the projects provided screenshots of how a Support Plan is completed from their internal system, Inform. It is important to ensure that there is an up-to-date Support Plan Policy and Procedure in place, it is recommended that this is done as soon as possible. The Risk Management Policy that was provided as evidence was also out of date and was due to be reviewed in January 2024. It is recommended that this is reviewed.  In addition to completing a PSP and Risk Assessment, further information is given to the service user related to the scheme. The Wallich has a Service User’s Handbook which is given to service users in the Croes Ffin project. This was provided for evidence to the Senior Contract Monitoring Officer for review.  It was identified that the Handbook includes:   * Project information i.e., what the service entails. * Communal areas for use by the client * CCTV * Service charge and Housing Benefit * Health and Safety * Utilities * Staffing hours * Move on procedure * Room inventory- to be singed on entry and exit * Disciplinary Procedure * Client Complaint Procedure- including making a complaint to the Supporting People Team * Substance misuse- expectations and the law * Partnerships * Local amenities * Confidentiality and Data Protection- to be signed by service user and staff member   The Senior Contract Monitoring Officer asked the manager whether there was a similar document available for those on the TESS 5 project, however, they were informed that the was no handbook, only a Consent form. The Consent form was provided as evidence.  The Consent Form provided to those on the TESS 5 project includes:   * Confidentiality and Data Protection Organisational Statement * Confidentiality and Data Protection (Part B) Form of Authority & Disclosure   It is recommended that there is a handbook or additional information provided to those on the TESS 5 project, so they are aware of what the service entails, contact details for the organisation for when they require support, the complaints procedure, and an explanation of case closure procedure.  The Wallich Complaints Policy was provided for evidence. The policy is thorough; however, it was discovered that the policy is out of date. The policy was due for review in February 2024.  **Below are the Supporting People Outcomes returns for April 2023 – March 2024 for TESS 5. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | |  |  | | I have been made aware of my housing rights and housing options available to me  I have been made aware of the housing related support available to me  I have been made aware of the benefits/financial support I am entitled to and how to apply for them  I know where to go for assistance if needed  I have been signposted to further assistance/support if needed | 78%  78%  78%  78%  78% |   **Below are the Supporting People Outcomes returns for April 2023 – March 2024 for Croes Ffin. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | |  |  | | I have been made aware of my housing rights and housing options available to me  I have been made aware of the housing related support available to me  I have been made aware of the benefits/financial support I am entitled to and how to apply for them  I know where to go for assistance if needed  I have been signposted to further assistance/support if needed | 31%  31%  31%  31%  31% |   From the statistics above, most service users receiving support from the TESS 5 service are aware of their housing rights, the support that’s available and where they can go for support. However, those receiving support from the Croes Ffin service have a much lower percentage. There could be several reasons for this, such as, the Croes Ffin service supports less service users compared to those receiving support from the TESS 5 service. It is important to ensure that all service users in both projects are made aware and supported with the above objectives. |
| **Conclusion and Recommendations** |
| The referral process for the schemes are thorough and the necessary assessments and checks are completed in a timely manner. The Wallich Resettlement Policy and Procedure is out of date.  Support Plans are completed with the service users on entry of support and reviewed every two months or updated when needed. The Wallich does not have an up-to-date Support Plan Policy and Procedure.  The Wallich has a Service User’s Handbook that is given to service users in the Croes Ffin projects. Although these were submitted, from service user interview’s it was identified that not everyone was given one on move-in. It was also evidenced that although service users on support with TESS 5 were provided with verbal information and some leaflets, there was no Handbook available to them.  The Wallich does not have a Handbook or additional information that they provide to those on the TESS 5 project. Clients are required to complete a Confidentiality and data Protection Form.  The Wallich Complaints Policy is thorough and clearly details the steps that the organisation will take if they were to receive a complaint. Although it is comprehensive, the policy needs to be reviewed and updated.  The Wallich Personal Support Plan Policy and Procedure needs to be updated. This was not provided to the Monitoring Officer, but they were informed that it is out of date.  The Wallich Risk Management Policy was comprehensive however it was due to be reviewed in January 2024. It is recommended that this is done as soon as possible.  **Recommendations:**   * The Resettlement Policy and Procedure needs to be updated and reviewed. * TESS 5 service users must be provided with additional information at the start of support in some form of a handbook which will enable them to have to hand information that may be beneficial for them. * The Complaints Policy needs to be updated and reviewed. * The Support Plan Policy & Procedure needs to be updated * The Risk Management Policy needs to be reviewed. * Th Wallich must ensure each service user is given a copy of the handbook and the possibility of one being left in a communal area of the building for those to refer to if they need to.   . |

**4. People have been able to access emergency/temporary accommodation or short-term supported accommodation**

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| **Summary of Findings** |
| The Wallich Croes Ffin provides self-contained, temporary accommodation and support to assist service users to develop skills to enable them to maintain an independent lifestyle in their own homes.  The Croes Ffin project has two properties. Property one has three self-contained flats, a communal room and an office for Wallich staff on the ground floor. Property two is located two miles away from property one and includes four self-contained flats across two floors and an additional two units which have their own front door.  Service users at both Wallich properties provided positive feedback on moving into the supported accommodation and it had created stability and independence in their lives. Service users felt more confident and that they could access more services by receiving support from The Wallich.  The Wallich discusses the conditions of the tenancy agreement with the service users during the referral stage. The Wallich outlines the project and what is expected of service users and explain the service user’s rights and responsibilities. During the review process, it was evidenced that the tenancy agreement was held on file and signed and dated.  The Wallich has a Residents Handbook for those in the Croes Ffin projects.  The Wallich TESS 5 service supports individuals in their own home and support is tailored to meet individual need. The service can assist people to move and settle into the community or provide flexible support to enable people to live independently and remain in their homes.  The Wallich work closely with a range of different agencies to ensure they have all the information needed to support their clients. Some of the agencies they work with include:   * Probation- for those with probation orders * South Wales Police * Newydd * Cardiff and Vale Action for Mental Health (CAVAMH) * Food bank * Counselling service * CAVDAS – support clients with current usage or relapse prevention * Other housing providers   Service users of the TESS 5 project, when interviewed stated that they were happy with the support that they had/are receiving from the Wallich and that as a result from the support they felt more able to live independently and felt comfortable in asking for assistance from the support worker when needed.  **Below are the Supporting People Outcomes returns for April 2023 – March 2024 for TESS 5. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | | I am in emergency/temporary accommodation whilst I receive support to help me look for a more permanent/settled home  I am in short-term supported accommodation whilst I receive support to help me look for a more permanent/settled home | 3%  3% |   **Below are the Supporting People Outcomes returns for April 2023 – March 2024 for Croes Ffin. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | | I am in emergency/temporary accommodation whilst I receive support to help me look for a more permanent/settled home  I am in short-term supported accommodation whilst I receive support to help me look for a more permanent/settled home | 88%  12% |   From the above statistics, it is evidenced some staff when completing the HSG Outcomes are selecting one outcome and others are selecting the other. Croes Ffin provides temporary supported accommodation. Due to this it is recommended that when completing the SP Outcomes, the first outcome is the correct one to select e.g. I am in emergency/temporary accommodation whilst I receive support to help me look for a more permanent/settled home.  Also, from these statistics it is clear that the majority of service users receiving support from the TESS 5 service are receiving support in their own accommodation compared to temporary or supported accommodation. |
| **Conclusion and Recommendations** |
| The Wallich supports individuals in temporary accommodation and within the community to enable individuals to sustain and maintain their own accommodation. The Wallich supports individuals with move-on from temporary accommodation to their own secure accommodation.  From speaking to service users from both Croes Ffin and TESS 5 it was evidenced that both were happy with the service that they have received from the Wallich and because of the support they feel more able to live independently and are able to secure and sustain affordable accommodation.  **Recommendations**:   * When completing the HSG Outcomes, staff are to select the “I am in emergency/temporary accommodation whilst I receive support to help me look for a more permanent/settled home” and not the other option as this best reflects the service. |

**5. People can access and sustain a suitable settled home**

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| **Summary of Findings** |
| The Wallich Croes Ffin provides temporary supported housing for adults with previous substance misuse issues who need a safe place to live. The aim of this service is to provide safe, secure, temporary accommodation in the Vale of Glamorgan. Service users can occupy the accommodation until they can demonstrate that they are ready to move into independent accommodation.  The Wallich TESS 5 service provides floating support for individuals who are experiencing mental health. The support can be delivered either in the persons home, temporary accommodation or within the community.  Both services assist individuals to access information, advice, support, and resources to enable them to make informed choices.  The services work with the service user to develop the person’s ability to live independently in accommodation or sustain their ability to do so.  The Wallich Croes Ffin project discusses the conditions of the tenancy or licence agreement with the service users during the referral stage. The Wallich outlines the project and what is expected of service users and explain the service user’s rights and responsibilities. During the review process, it was evidenced that the tenancy or licence agreements were held on file and signed and dated.  The TESS 5 project doesn’t keep any tenancy agreements on file for their service users, however, if there are any tenancy related issues the support worker will support the service user to address the issues and can liaise with their landlord if requested. This was evidenced during service user interviews.  It was evidenced from support plans and service user interviews that The Wallich offers their service users learning, employment and volunteering opportunities. Although these are offered it was identified during service user interviews that not many of their service users were participating in any additional activities. One of the service users interviewed from the TESS 5 service did explain that they have now started college as a result of receiving support from the Wallich.  The Wallich builds outcomes into the support plans and it was found that outcomes are discussed with the service user on a regular basis; this was evidenced during the review process.  During service user interviews, the Contract Monitoring officer asked the clients, since receiving support, do they feel that they are better able to manage and sustain their accommodation. Those receiving support through both services, Croes Ffin and TESS 5 stated that they believe that they are more able to sustain their accommodation because of the support they received.  It was evidenced during staff and service ser interviews that staff support service users with budgeting. Staff will complete a budgeting plan with the service users detailing income and outgoings and support individuals to identify any financial issues and support them to resolve these, such as applying for grants, loans and ensuring service users are receiving the correct benefits.  When service users of the Croes Ffin service are ready for move on, staff would also ensure that the property that they would be moving into was affordable and suitable for the individual. Staff would also put in a request for floating support for additional support if needed.  It is important to ensure that all information on a service users support plan is up to date and relevant. During file checks it was evidenced that not all additional information is saved. It was identified that on some of the service users support plan, the “additional agencies/professionals” element was not being completed. This was confirmed by the Wallich manager who identified that some of the service users were having additional support from other agencies, but the information had not been added to the system.  **April 2023 – March 2024 Outcomes for TESS 5. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | | I have successfully moved from emergency/temporary accommodation or short-term supported accommodation into a settled home  I have settled accommodation which meets my needs and which is likely to last 6 months or more  I have the relevant information, capability, skills, and/or confidence to be able to sustain/ manage my settled accommodation | 6%  21%  13% |   **April 2023 – March 2024 Outcomes for Croes Ffin. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | |  |  | | I have successfully moved from emergency/temporary accommodation or short-term supported accommodation into a settled home  I have settled accommodation which meets my needs and which is likely to last 6 months or more  I have the relevant information, capability, skills, and/or confidence to be able to sustain/ manage my settled accommodation  The statistics above indicates that there is a minority of individuals successfully moving on from emergency/temporary accommodation in both services. For Croes Ffin, this could be due to those completing the outcomes have not yet achieved what they need to, to be able to move into more permanent accommodation and have the skills to live independently. This is also reflected in the statistic for the capability of sustaining settled accommodation objective.  For the TESS 5 service, it could indicate that there were a minority of individuals being supported who were living in emergency/temporary accommodation at the start of support and they were in their own accommodation. | 4%  15%  8% | |
| **Conclusion and Recommendations** |
| The Wallich offers both temporary accommodation and floating support to individuals in the Vale of Glamorgan.  The Wallich Croes Ffin discusses their service user’s accommodation at the start of support and a support plan is designed, and goals are set to achieve their desired outcomes.  The Wallich TESS 5 service supports individuals with any tenancy related issues but does not hold a copy of the service user’s tenancy agreement.  The Wallich staff support their service users with budgeting plans and offer floating support for those moving on from temporary accommodation.    During staff and service user interviews it was identified that staff support individuals with budgeting plans.  **Recommendations:**   * Staff are to ensure that all relevant information is uploaded onto the service users file, including additional agencies and professionals. |

**6. People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services**

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| **Summary of Findings** |
| The Wallich supports individuals who require housing related support either in one of their supported accommodation projects, Croes Ffin and those in their own properties or temporary accommodation through the TESS 5 project.  Croes Ffin provides safe and secure temporary accommodation in two locations in the Vale of Glamorgan.  Both projects offer support and information to people to enable them to gain and maintain the skills needed to live independently. The Wallich also supports their service users with additional practical and emotional skills to enable them to feel part of the community, supports them to access learning, employment and volunteering which can have a positive impact and ability to sustain their own accommodation.  The Wallich supports their service users with accessing and applying for the correct benefits, supports their clients to attend appointments with other professionals such as GP, Mental Health appointments and appointments with the jobcentre.  The Wallich supports their service users in each project to understand their housing options and assists them to access alternative permanent accommodation if/when needed.  Each service user has a personalised support plan detailing their needs when they start support. The support plan is reviewed regularly, as identified during service user file checks. The support plans are reviewed regularly to identify when a service user has achieved their goals and to plan forward ready for move-on or to identify when all goals are met.  **April 2023 – March 2024 Outcomes for TESS 5. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | |  |  | | I am receiving housing related support to help me manage my accommodation/home  I have the relevant information, capability, skills, and/or confidence to be able to manage my accommodation/ home  I am in control of my daily life as much as I can be to be able to manage my accommodation/ home | 31%  15%  21% |   **April 2023 – March 2024 Outcomes for the Croes Ffin. The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.**   |  |  | | --- | --- | | I am receiving housing related support to help me manage my accommodation/home  I have the relevant information, capability, skills, and/or confidence to be able to manage my accommodation/ home  I am in control of my daily life as much as I can be to be able to manage my accommodation/ home | 31%  27%  27% |   Those receiving support from both the Wallich projects are supported with housing related support issues as well as additional needs such as mental health and substance misuse which could impact on their housing. From the statistics above those receiving support feel more able to manage their accommodation as a result of receiving support. |
| **Conclusion and Recommendations** |
| The Wallich has comprehensive support plans for each of their service users and they are reviewed regularly as identified during the file checks.  The Wallich attends regular panel meeting with the Supporting People Team to discuss their service users and to give any updates.  The Wallich Croes Ffin project completes move on considerations for the panel when they feel that a client is ready to move from their current accommodation into permanent accommodation.  The Wallich are able to identify when a client is ready for move on by regularly checking the clients support plan and speaking with their clients to see how they feel about the possibility of moving on. When a client is ready for move on the Wallich also ensures that additional support in put in place for the client, such as floating support.  **Objective fully met.** |

**7. Ensuring Participation**

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| **Summary of Findings** |
| The Wallich has a Service Users Consultation Policy in place which outlines the guidance on consulting and involving service users, the ways in how service users can get involved within the organisation with co-design and co-production. The policy details some of the activities that service users can get involved with, such as consultation events, induction of new staff and the development of new policies and procedures.  During service user interviews the Contract Monitoring Officer was informed by some of the service users that they have been invited to some events that the Wallich has held, including days out, walk and talks and workshops. Although the service users stated they were invited to the events, most said that they did not attend due to other commitments.  It was identified during service user interviews and file checks that service users support plans are tailored to their needs and service users can discuss their goals with their support worker. It was also evidenced during file checks that service users’ files are updated and reviewed regularly.  Service users of the Croes Ffin project are provided with a handbook detailing the support that they will be receiving and their rights and responsibilities. Service users of the TESS 5 service are not given a handbook. It is recommended that service users of the TESS 5 service are provided with additional information about the service at the commencement of their support.  Service users are made aware of the Wallich complaints procedure, however, it was evidenced that not all the service users that were interviewed were aware that they could contact the Vale of Glamorgan or aware of the process, should they need to complain. |
| **Conclusion and Recommendations** |
| The Wallich ensures service user participation is key in their support delivery. Personal Support plans are service user led and regularly reviewed. Service users will use support sessions to discuss any concerns or worries with their support worker.  Service users confirmed that they are involved with identifying goals and aims for their support plan.  The Wallich has a Service User consultation Policy.  The Wallich offers a range of participation activities for the service users to get involved with if they wish to.  The Wallich has a Complaints policy; however, it was identified that not all service users are aware of how to make a complaint to The Wallich and all service users were unaware they could complain to the Vale of Glamorgan Council.  Service users of the Croes Ffin service are given information on the support that they are receiving at the commencement of support.  **Recommendations:**   * The Wallich is to design and give additional information/ a handbook to those on the TESS 5 service so they are aware of the type of support they will be receiving, their rights and responsibilities and relevant contact numbers. * The Wallich must provide all service users with a copy of the Complaints policy and discuss the process with them when entering the project and must inform all service users of the Council Complaints procedure and provide contact details of the Supporting People Team. |

**8. Safeguarding**

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| **Summary of Findings** |
| The Wallich submitted the following Policies and Procedures as part of the review:  Accommodation and Workplace Safety Tour Procedure  Adult safeguarding Policy and Procedure  Children’s Safeguarding Policy  Complaints Policy (due for review February 2024)  Data Protection Policy (due for review July 2024)  Disclosure and Barring Service Duty to Refer Policy and Procedure (due for review September 2024)  Disaster Recovery and Business Continuity Plan (due for review June 2024)  Equal Opportunities and Diversity policy and Procedure  Recruitment and Selection Policy  Recruitment of Ex-offenders Policy  Resettlement Policy and Procedure (due for review June 2023)  Risk Management Policy (due for review January 2024)  Service User Consultation Policy  Service User Safety Assessment and Planning Policy and Procedure  Tenancy Support Closure Procedure  Whistleblowing Policy and Procedure  Quality Assurance Policy (due for review July 2024)  Quality and Safety: Terms of Reference (due for review September 2024)  The Policies and Procedures submitted for evidence to the Contract Monitoring Officer are extensive, however, it was identified that a few of the Policies and Procedures need to be reviewed. The Contract Monitoring Officer also requested to see the Support Plan Policy and procedure; however, they were unable to evidence this.  All staff remembers of staff are made aware of the Wallich policies and procedures as part of the induction process. During the induction staff are made aware of the probationary period of their employment and they are informed of their annual leave entitlement.  All staff confirmed they have access to policies and procedures during the review. These can be accessed through the staff intranet.  Training records were made available to the Contract Monitoring Officer.  As part of the staff file checks, the Contract monitoring Officer was able to evidence the staff training record and identified that all staff had received induction training within the first three months of employment, and they had all completed safeguarding training.  All Wallich staff members are required to undergo a DBS check before commencing employment and working 1:1 with any service users this was evidenced during file checks.  All staff members have an up-to-date DBS and these are renewed every 3 years.  All staff members undergo a six-month probationary period which was evidenced as part of the review.  The Wallich has a lone working system in place and all staff members were able to explain how this worked.  During staff file checks it was evidenced that staff are receiving regular supervisions with their line manager. Although the supervisions are regular, they are not uploaded onto the Wallich internal system, they are only in paper form. It is recommended that the supervisions are uploaded and saved in the individual staff members files.  Risk assessments are carried out with service users on the initial visit. Staff also speak to other agencies that the client may be involved with for additional information to support the risk assessment. This was evidenced during staff interviews.  Checks on service user files also indicated that risk assessments are updated every 2 months, and it was confirmed by staff members that risk assessments are also updated whenever there is a change in circumstances.  All Wallich staff members who drive as part of their role must supply a copy of their: Driving Licence, MOT certificate & Car Insurance which includes Business use. During staff file checks this information was evidenced by the Contract Monitoring Officer.  The Wallich has a lone working system in place and all staff members were able to explain how this worked. |
| **Conclusion and Recommendations** |
| The Wallich has a comprehensive list of policies in place surrounding safeguarding; all policies and procedures are available to members of staff and are saved on their intranet. It was identified that some of the Policy & Procedures were out of date and require reviewing and updating.  All support workers have an up-to-date DBS check in place, and these are renewed every 3 years.  The Wallich ensures risk assessments are carried out with all service users, and these are regularly updated.  The Wallich carries out supervision sessions with all staff. Supervisions are completed regularly, however, these are not uploaded and saved on the Wallich intranet. The Contract Monitoring Officer was able to see the handwritten supervisions. It is recommended that these are uploaded to ensure they are accessible for the individual staff members and for safe keeping.  **Recommendations:**   * The Wallich must ensure that all Policy & Procedures are reviewed and updated in a timely manner. * The Wallich Team Leaders are to upload/input any notes they have from historic supervisions and to ensure that future supervisions are also uploaded. |

**9. Evaluating quality to ensure the service can deliver outcomes**

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| **Summary of Findings** |
| The Wallich was provided with a Provider Self-Assessment Form for each project, and this was to be completed and returned as part of the review, which was completed as required.  The Wallich requires all employees to undertake a six-month probationary period; this was confirmed during file checks and staff interviews.  During the review the Contract Monitoring Officer carried out file checks on a random sample of current and former service user files. It is confirmed that all files were indexed correctly. All the service users’ files that were checked contained contact details, support plans, risk assessments, relevant correspondence and up-to-date contact notes. All information was stored securely.  The Wallich submit outcomes returns to the Supporting People Team on a six-monthly basis as required. As part of the review process the Contract Monitoring Officer carried out checks on service users’ support plans and cross-referenced them against the outcomes. It was evidenced that the Wallich had updated their records to reflect the new Housing Support Grant Outcomes.  The Wallich is required to submit regular returns to the Supporting People Team. The Supporting People Team can confirm that the returns are submitted on time as requested and the details provided meet Supporting People requirements in terms of the hours delivered and the number of service users supported. |
| **Conclusion and Recommendations** |
| The Wallich submitted the Provider Self-Assessment forms within the required time period.  The Wallich employees completed a 3-month and 6-month probationary period. This was evidenced during file checks.  The Wallich maintain organised files on all service users and records are updated regularly, this was verified during file checks.  The Wallich submits HSG outcomes to the Supporting People Team on a six-monthly basis and the validity of the returns was confirmed by Contract Monitoring Officers during the file checks.  **Objective fully met** |

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| **10 (i) Summary of Stakeholder Feedback** |
| The Wallich and the Supporting People Team have a good relationship.  The Wallich regularly attends the Supporting People Liaison Group meetings which are held quarterly.  The Wallich attends regular panel meetings and contribute within the meetings giving service user updates to the panel and discuss referrals and possible move on and potential service users moving into their accommodation.  The Wallich submits returns and outcome submissions in a timely manner. Contract Monitoring Officer discussed The Wallich returns with the Supporting People Support Officer who is responsible for the returns.  The Wallich and the Supporting People Team communicate on a regular basis.  The Wallich was very accommodating and fully cooperated with the Contract Monitoring Officer throughout the review and were able to provide additional information when requested in a timely manner. |
| **10 (ii) Summary of Service User Feedback** |
| As part of the review service users were interviewed to assess if they were happy with the overall service that they had/are receiving. All service users interviewed stated they were happy with the service they have been receiving from both Croes Ffin and the TESS 5 service.  Service users confirmed they are fully involved with setting their goals and objectives. |
| **10 (iii) Summary of Staff Feedback** |
| The support workers interviewed as part of the review were all able to describe their roles clearly and confidently to the Contract Monitoring Officer. The support workers detailed how the referral process is carried out for both services and how they support their clients by tailoring each support plan to their client. Each staff member interviewed stated they are happy in their role.  It was evidenced that each support worker had an up-to-date DBS check, and this was confirmed before starting their 1:1 support with their clients.  During the interviews, the Contract Monitoring Officer asked the support workers if they had regular supervisions, and they all confirmed they did have regular supervisions with their line manager and training and development is discussed during the meetings.  The support workers interview also stated that they had regular team meetings with their managers and the wider team, where they are able to discuss workload and were able to discuss any difficult or challenging clients they may have. |

**11. SUMMARY / CONCLUSIONS**

The Wallich offers temporary accommodation and floating support in the Vale of Glamorgan.

The Wallich provides valuable and effective support in both projects in the Vale and delivers support to a high number of people with both substance and mental health issues.

The Wallich members of staff have displayed detailed knowledge of the organisation and are fully aware of their roles within the organisation and the purpose of delivering high standard support to their clients.

The Wallich members of staff support their service users to a high standard, and they are aware of how to support their client’s needs and update their support plan notes to reflect the work they have done with their clients.

Background financial checks confirm the financial strength of The Wallich as a provider and its ability to deliver the contract. When benchmarked against similar projects this service is comparable to other projects in terms of price and financial returns indicate that overall costs are met by the project funding. The service is therefore financially viable in its current configuration.

This review has demonstrated there is a demand for a housing related support service to deliver support to service users with substance misuse issues and mental health issues and therefore this area of support is strategically relevant.

The Wallich regularly reviews their clients support plans and risk assessments as witnessed during the file checks.

The Wallich offers a wide variety of training to their staff members and has ensure that all staff have completed safeguard training this was evidenced during file checks.

The Wallich has a comprehensive list of policies and procedures, however a number of these were out of date and require reviewing and updating.

Several recommendations have been made and are listed below.

**Recommendations:**

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| **Recommendation:** | **Time to implement:** |
| Policies & Procedures need to be updated and reviewed regularly | 6 Months |
| TESS 5 service users are to be provided with additional information at the start of support in some form of handbook | 3 Months Month |
| A copy of Croes Ffin Handbook is to be given to every new client and a copy is to be kept in any communal area for service users to refer to if needed | Immediately |
| Croes Ffin staff are to ensure that they are all selecting the same SP Outcome “I am in emergency/temporary accommodation whilst I receive support to help me look for more permanent/settled home” when completing the survey to reflect the service. | Immediately |
| Staff are to ensure that all additional information regarding agencies/professionals involved with their service users are updated on Inform. | Immediately |
| The Wallich are to provide a copy of the Wallich and Vale of Glamorgan Council Complaints policy to all service users | Immediately |
| The Wallich are to upload any historic supervisions onto their intranet and ensure that all future supervisions are also uploaded so they are accessible for their staff members. | Immediately |

**Future monitoring**

The Supporting People Team will continue with the quarterly monitoring process and the next Supporting People Review will take place within 3 years.

**Acknowledgements**

The Supporting People Team would like to thank the staff members of The Wallich for their cooperation throughout this review.