

Meeting of:	Homes and Safe Communities Scrutiny Committee
Date of Meeting:	Wednesday, 06 April 2022
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Impact report on the One Stop Shop
Purpose of Report:	To inform the scrutiny committee of the impact of the One Stop Shop support service
Report Owner:	Miles Punter, Director of Environment and Housing
Responsible Officer:	Hedd Wyn John, Supporting People Co-ordinator
Elected Member and Officer Consultation:	Nick Jones, Operational Manager, Housing Kate Hollinshead, Strategy and Supporting People Team leader, Housing
Policy Framework:	This report is consistent with the Policy Framework and Budget and is a matter for Homes and Safe Communities Scrutiny Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> • In 2017-18 a number of ‘drop-in’ support services were piloted across the Vale, where service users could visit support workers at a set location who would then provide ‘brief Intervention support’ to address housing support needs. Examples include support with benefit applications, managing correspondence, budgeting, understanding tenancy issues etc. • Following an open market procurement exercise which took place at the beginning of 2020, the contract to run the drop-in service was awarded to Pobl. The new service was named the ‘One Stop Shop’ and was launched on the 4th of April 2020 . It is located at 110-118 Holton Road Barry. • The launch of the service roughly coincided with the Covid-19 pandemic and the introduction of Government restrictions to limit the spread of the virus. As such, the 'drop in' service, had to adapt. The number of staff and service users inside the building at any one time had to be limited and the service has been operating mainly on an 'appointments based' service during the pandemic. The introduction of ‘walk-in’ sessions will commence shortly now that restrictions are easing. • In total the One Stop Shop has supported 976 individuals between April 2020 and March 2021 and 771 individuals between April 2021 and February 2022, making the One Stop Shop the busiest housing support service commissioned by the Vale of Glamorgan Council. • During 2021, particularly following the easing of some covid-19 restrictions, it was noted that the One Stop Shop was experiencing very high demand for support, higher than that was originally envisaged by the Supporting People Team when the service was commissioned. To ensure the 	

service had sufficient capacity, the Supporting People Team commissioned Pobl to provide an additional full-time support worker to work in the One Stop Shop.

- The One Stop Shop demonstrates strong outcomes in Promoting Economic Progress and Financial Control, Managing Accommodation and in Promoting Health and Wellbeing. This shows that the service is having a significant and positive impact on service users which is most apparent in terms of improving service users' housing situation, service users' economic and financial situation and service users' personal health and wellbeing.
- The One Stop Shop is making an active and effective contribution towards the Vale of Glamorgan's Homeless prevention strategy and is meeting the housing support needs of the diverse range of people that are accessing its service.
- In the two years since launch the One Stop Shop has proven to be an invaluable service to the Vale and the support it provides is having a significant impact on the lives of many of the Vale's most vulnerable people.

Recommendations

1. To consider the positive impacts to date.
2. To consider future potential opportunities for expanding the range of services delivered from the One Stop Shop.

Reasons for Recommendations

1. To assess the impact of the investment in Housing Support Grant to deliver housing related support to residents in the Vale of Glamorgan.
2. To provide a comprehensive, holistic package of services and advice across a wide range of issues, which are being experienced by residents.

1. Background

- 1.1 The Housing Support Grant (HSG) Programme is the policy and funding framework for delivering housing related support to vulnerable people in different types of accommodation and across all tenures.
- 1.2 The HSG is an amalgamation of three existing grants; the Supporting People Programme Grant, the Homelessness Prevention Grant and Rent Smart Wales Enforcement Grant.
- 1.3 The programme contributes to meeting the aims of 'Improving Lives and Communities - Homes in Wales' the National Housing Strategy and the ten-year Homelessness Plan, with a strong emphasis on the prevention of homelessness. It is also essential in assisting the local authority to fulfil its duties under the Housing (Wales) Act 2014, and the Vale of Glamorgan's Homelessness Prevention Strategy.
- 1.4 At a local level, the programme takes forward a number of strategic aims, reflecting community safety, health and social care and wellbeing objectives. It aims to deliver high quality and strategically planned housing-related support services that are cost effective, complement existing services and provide service users with the best possible outcomes.
- 1.5 The One Stop Shop was commissioned by the Supporting People Team in April 2020 and is the largest support service currently operating in the Vale, based on total number of service users.
- 1.6 The Supporting People Team has produced an impact report on the One Stop Shop (attached) to provide the scrutiny committee with an overview of the support being delivered by the One Stop Shop and the impact of this service.

2. Key Issues for Consideration

- 2.1** Attached at Appendix 1 is a copy of the full Impact report on the One Stop Shop 2022.
- 2.2** In terms of key outcomes, most service users accessing the One Stop Shop drop-in have made progression in key areas such as: feeling safe and contributing towards the safety of others, managing money and accommodation and in physical and mental health.
- 2.3** Since the One Stop Shop is geared towards brief interventions and not long-term support it is not expected for service users to achieve all their goals during the short duration that they are accessing the drop-in. The outcomes scores reflect this. With that considered, the One Stop Shop demonstrates particularly strong outcomes in Promoting Economic Progress and Financial Control, Managing Accommodation and in Promoting Health and Wellbeing. This demonstrates that the service is having a significant and positive impact on service users which is most apparent in terms of improving service users' housing situation, service users' economic and financial situation and service users' personal health and wellbeing. The outcomes scores also indicate that even though the One Stop Shop is not geared towards lengthy support (service users that require longer support are referred on to more traditional support services) large numbers who are accessing services are achieving their support goals or making significant progress towards achieving their goals due to the support provided by the One Stop Shop.
- 2.4** As well as the outcomes data the value of the support services provided via the One Stop Shop can be brought to life via a series of case studies. The attached impact report includes several anonymised case studies, which give insight regarding the range of interventions and assistance provided and highlight the positive impacts these have on people's lives.
- 2.5** There is a desire to build on the successes of the One Stop Shop approach and discussions are taking place with partners to increase the range of services delivered from Holton Road. There is also potential to consider co locating some related Council Housing services to ensure that residents can benefit from an even broader range of services.
- 2.6** The original launch date was postponed during the Covid restrictions; however, discussions are now taking place with a view to arranging an event to promote and publicise the One Stop Shop.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** Looking to the long term - the Housing Support Grant Programme, supports vulnerable people to attain the life skills required to maintain their home, integrate into the community and to live independently in the long term.
- 3.2** Taking an integrated approach - local service decisions are made by the Supporting People Planning Group which includes representatives from Housing, Social Services, Health and the Probation Service. In addition, consultation is carried out with managers of providers of services, front line workers and people who have lived experience of our services.
- 3.3** Involving the population in decisions - not only are the needs of service users monitored to ensure that the correct services are delivered to meet their individual needs, but feedback is collated from them during each service review to inform service improvement and future commissioning decisions. In addition, each service provider is required to work with the service user to enable them to solve problems themselves in the future. A key message delivered by the Housing Support Grant programme is "doing with" rather than "doing for" the service user in order to reduce dependency on services and enable the service user to live independently in the future.
- 3.4** Working in a collaborative way - the Housing Support Grant Programme places collaboration and coproduction at the core and these principles are monitored on a local, regional and national level through regular service reviews.
- 3.5** Understanding the root causes of issues and preventing them - the Supporting People Team is required to collect needs data on clients on an annual basis in order to inform service commissioning and delivery.

4. Resources and Legal Considerations

Financial

- 4.1** There are no direct resource implications associated with this report. All funding requirement identified for resourcing under the Housing Support Grant Programme is financed through grant funding from Welsh Government.
- 4.2** It should be noted that the Council has not developed an exit strategy for Housing Support Grant funded services, as the effect of a total loss of funding from Welsh Government, would affect support services throughout Wales, leading to the closure or severe restrictions to the services of voluntary support organisations that are funded in this way. This is an unlikely scenario given that Supporting People, which makes up the substantial part of the Housing Support Grant was introduced in 2003 and the number of people requiring the services is

continuing to increase across Wales. It is expected that this trend will continue in the future, following changes to the Homelessness Legislation and the continuing roll out of Universal Credit.

Employment

- 4.3** There is a requirement for the Supporting People Team in the Council to continue to ensure that all projects remain strategically relevant to the Council and to reconfigure them if they are no longer required. In addition, the projects are monitored by the Team to ensure that they continue to provide suitable value for money support to vulnerable people, including where appropriate assistance into training and employment.

Legal (Including Equalities)

- 4.4** The development and publication of the Housing Support Grant Delivery Plan is a requirement of Welsh Government to comply within the Housing Support Grant Guidance (Wales).

5. Background Papers

- (i) Welsh Government Document - Housing Support Grant (HSG) Guidance (Wales) April 2021.
- (ii) Impact Report on the One Stop Shop 2022



Impact report on the Vale of Glamorgan Council's One Stop Shop service

By Hedd Wyn John, Supporting People Coordinator

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Introduction:

In 2017-18 the Supporting People piloted a number of 'drop-in' support services across the Vale where instead of traditional floating support workers visiting service users out in the community, service users could visit support workers at a set location who would then provide 'Brief Intervention support' to service users to address their housing support needs. Examples include support with benefit applications, managing correspondence, budgeting, understanding tenancy issues etc.

With traditional models of support being accessible through a waiting list it could often take weeks or months for service users to receive support. On several occasions low priority cases had escalated during the time on the waiting list resulting in a situation that was much worse than if early intervention had taken place.

Within a few weeks of the drop-in pilots a clear drop in the number of people on the Supporting People waiting list was recorded.

Traditional floating support services noted that the drop-in scheme was ideal for signposting service users who were on low level support or their support was coming to an end and being tapered off.

In addition to this the drop-in service was able to produce a high throughput of clients and number of Supporting People outcomes when compared directly to a traditional floating support service, moreover there was evidence to show that drop-in services were being used by people that did not traditionally access floating support.

With the changes in the Supporting People Programme Grant and it's merging into the Housing Support Grant (HSG) and the potential for tightening budgets on the horizon the Supporting People Team decided that current services needed to 'future proofed' to meet the anticipated need, especially at a time when austerity and changes to the welfare system continue to have an impact on demand for Supporting People Services.

In the summer of 2019, the Supporting People Team carried out a consultation with Supporting People services users and frontline staff members. The feedback indicated a demand for a single drop-in service aimed at generic needs based in a convenient centrally located hub that would provide housing related support through brief interventions to the public aimed at people with generic needs. However due to the unique circumstances surrounding client groups it was decided that drop-in provision of some client groups would remain unaffected. Current drop-ins for Domestic Abuse, Young People & Older People would continue to be carried out by specific services aimed at these groups.



The Supporting People Team then presented plans to create a 'One Stop Shop' for homelessness support to the Cabinet and approval for the plan was passed by the Cabinet of the Vale of Glamorgan Council on Monday 9th of September 2019.

Following an open market procurement exercise which took place at the beginning of 2020 the contract to run the drop-in service was awarded to Pobl. The new service was named the 'One Stop Shop' and was launched on the 4th of April 2020 and is located at 110-118 Holton Road Barry.

The launch of the service roughly coincided with the Covid-19 pandemic and Government restrictions to limit the spread of the virus. As such the service which was envisaged as a drop-in where anyone could call in off the street and receiving support with their housing issues has had to adapt to the restrictions. Consequently, the number of staff and service users inside the building at any one time has been reduced in accordance with Government guidelines and the service has been operating an appointments-only based service during the pandemic. The introduction of 'walk-in' sessions will commence shortly now that covid-19 restrictions are easing.

In total the One Stop Shop has supported 976 individuals between April 2020 and March 2021 and 771 individuals between April 2021 and February 2022 making the One Stop Shop the busiest housing support service commissioned by the Vale of Glamorgan Council. It's also worth recognising that many of these individuals will have received multiple support sessions over the period.

During 2021 particularly following the easing of some covid-19 restrictions it was noted that the One Stop Shop (and other services) was experiencing very high demand for support, higher than that was originally envisaged by the Supporting People Team when the service was commissioned before the covid-19 pandemic. To ensure the service had sufficient capacity the Supporting People Team commissioned Pobl to provide an additional full-time support worker to work in the One Stop Shop. Initial feedback indicates that this additional capacity has been welcomed by stakeholders and service users.



Housing Support Grant Outcomes:

The Welsh Government has developed an outcomes framework to record the impact of all services funded through the housing support grant, since launch the One Stop Shop has recorded the highest number of outcomes all HSG funded services in the Vale which was the intent given its focus on delivering brief intervention support.

The following outcomes were recorded for the Pobl One Stop shop between 2021 and 2022

The following results are produced as a percentage of progression for service users whose goals that are relevant to the outcome.

1) Promoting Personal and Community Safety:

Feeling Safe -	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	25%
Service users have some progression of time-bound goals	56%
Service users have made substantial progression of time-bound goals	6%
Service users have achieved goals	13%

Contributing to Safety and well-being of themselves and others	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	25%



Service users have some progression of time – bound goals	50%
Service users have made substantial progression of time- bound goals	25%
Service users have achieved goals	0%

2) Promoting Independence and Control

Managing Accommodation:	
Service users acknowledge they have goals in this area	1%
Service users are in the initial stages of goal progression	22%
Service users have some progression of time-bound goals	29%
Service users have made some substantial progression of time-bound goals	17%
Service users have achieved goals	31%

Managing Relationships:	
Service users acknowledge they have goals in this area	17%
Service users are in the initial stages of goal progression	17%
Service users have some progression of time-bound goals	50%
Service users have made substantial progression of time-bound goals	0%
Service users have achieved goals.	17%



Feeling Part of the Community:	
Service users acknowledge they have goals in this area	N/A
Service users are in the initial stages of goal progression	N/A
Service users have made some progression of time-bound goals	N/A
Service users have made substantial progression of time-bound goals	N/A
Service users have achieved goals	N/A

3) Promoting Economic Progress and Financial Control

Managing Money:	
Service users acknowledge they have goals in this area	2%
Service users are in the initial stages of goal progression	8%
Service users have some progression of time-bound goals	29%
Service users have made some substantial progression of time-bound goals	13%
Service users have achieved goals	48%



Engaging in education/learning:	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	0%
Service users have some progression of time-bound goals	50%
Service users have made substantial progression of time-bound goals	25%
Service users have achieved goals.	25%

Engaging in employment/voluntary work:	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	14%
Service users have made some progression of time-bound goals	7%
Service users have made substantial progression of time-bound goals	0%
Service users have achieved goals	79%

4) Promoting Health and Wellbeing

Physically Healthy:	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	67%



Service users have some progression of time-bound goals	33%
Service users have made some substantial progression of time-bound goals	0%
Service users have achieved goals	0%

Mentally Healthy:	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	25%
Service users have some progression of time-bound goals	41%
Service users have made substantial progression of time-bound goals	19%
Service users have achieved goals.	13%

Leading a healthy and active lifestyle:	
Service users acknowledge they have goals in this area	0%
Service users are in the initial stages of goal progression	0%
Service users have made some progression of time-bound goals	67%
Service users have made substantial progression of time-bound goals	0%
Service users have achieved goals	33%



Summary of Housing Support Grant (HSG) outcomes:

Most service users accessing the One Stop Shop drop-in have made progression in key areas such as feeling safe and contributing towards the safety of others, managing money and accommodation and in physical and mental health. Since the One Stop Shop is geared towards brief interventions and not long-term support it is not expected for service users to achieve all their goals during the short duration that they are accessing the drop-in. The outcomes scores reflect this. With that considered the One Stop Shop demonstrates particularly strong outcomes in Promoting Economic Progress and Financial Control, Managing Accommodation and in Promoting Health and Wellbeing. This demonstrates that the service is having a significant and positive impact on service users which is most apparent in terms of improving service users' housing situation, service users' economic and financial situation and service users' personal health and wellbeing. The outcomes scores also indicate that even though the One Stop Shop is not geared towards lengthy support (service users that require longer support are referred on to more traditional support services) large numbers who are accessing services are achieving their support goals or making significant progress towards achieving their goals due to the support provided by the One Stop Shop.

Case Studies:

Since outcomes statistics only tell part of a service users' story as part of the ongoing monitoring of support services Pobl were asked to record case studies for a range of service users that have access support at the One Stop Shop. Pobl provided a sample of four cases to give a flavour of the support to service users over the last two years.

Case study 1:

Name of organisation and Housing Support Grant project/scheme:

Pobl: Vale One Stop Shop.

Name of person/people featured in the case study:

"Jane" (name changed to protect identity)

Client Group: Generic



Proforma/received from Supporting People. Jane placed in the Holiday Inn Express. Jane is currently signed up on Homes4You but only a silver+ banding which is unusual considering Jane in the Holiday Inn and homeless. People placed in hotels are normally awarded Gold + Banding. Jane currently 14 weeks pregnant, unemployed and homeless. Young female has partner, they are not living together and Jane's family not able to accommodate anymore in family home.

Support required: To move from Holiday Inn as Jane said that the accommodation was unsettling for her due to the mix of other clientele who were intimidating, and Jane wanted to be somewhere less volatile. Support to source permanent accommodation, benefits and welfare advice, Access to health and wellbeing for Jane and baby already in place.

What was done:

Telephone contact with Jane for initial conversation, possibly to arrange assessment or if possible, gather information on first call. Jane happy to chat on first call, explanation of One Stop Shop Service and the requirements for consent and explanation of GDPR.

Jane gave verbal consent, would come to One Stop Shop at later date to sign consent forms and receive POBL GDPR forms. Explained to Jane that homes4U would not disclose information without signed consent forms. Established that Jane computer literate and Jane happy to email Homes4U and Housing Solutions (case worker) stating consent can be given to share information to One Stop Shop who Jane was receiving support from.

Housing Solutions Case worker contacted, request made for Jane to be moved to different accommodation as Jane found Holiday Inn and current clients intimidating which exacerbated her anxiety and she did not feel safe there, especially as she was 14 weeks pregnant. Appointment made with Welfare Advisor to discuss benefits and finances, and request of benefits entitlements and calculations Jane eligible for when baby born. Within week Jane moved to different accommodation where she feels safe.

Homes 4U contacted by One Stop Shop Jane banding increased to Gold+, Jane advised to actively bid on properties and has been informed date when new properties are advised, so that she can bid. Jane understands that she is entitled to bid on 2 bed properties.

Jane understands and has received benefit/financial calculations and information for when baby born and eligibility of finances prior to baby born (Sure Start Maternity Grant). Jane in contact with GP, health services and Mid wife, Current benefit



entitlement for Jane is correct. Jane asked how long she will need to wait before being successful on a council/social house property.

Explained to Jane that her situation should be priority for the council but advised it could be a minimum of a year wait, as there are many other factors to consider such as other people who are also priority and they are bidding, and other families individuals' circumstances may take precedence over Jane. Jane could explore Private Rental Sector; this was explained to Jane and she declined, Jane to keep bidding and may look at Private Rental Sector at a later date.

As Jane did not want any further support or had any support needs, it was explained the process going forward in terms of being short term support, support would cease. However, Jane could contact One Stop Shop at any time should she need anything going forward. Jane happy with this, -support closed.

10 days later, support reopened.

Jane successful with a Homes4You property and would like support with white goods (DAF) and setting up of tenancy. Advised for next appointment to bring tenancy agreement and her mobile, screenshots can be obtained of current Universal Credit Award. Both needed for a successful application of DAF. Tenancy agreement needed to update Universal Credit for housing element.

Explained to Jane as she was placed in accommodation via the homelessness route, she should be successful in obtaining white goods (washing machine, fridge freezer, cooker if needed for new home. Additionally, a bed and bedding for her, crockery, kitchen equipment and furniture ready for baby arrival)

Gas-Utilities & Electric- Southern Power are current suppliers. Advice given for cheaper utilities and water and where to source (comparison website) to set up new providers for energy bills.

Jane confident enough to do this. Support closed as Jane said that she did not need any more support but advised to contact for any further support if required.

7 days later, support reopened.

DAF refused/on hold-more evidence required. DAF contacted they require copy of Jane 'fit note' Evidence submitted; DAF awarded although Jane wanted washer/dryer but only granted washing machine. Explained to Jane that DAFs are discretionary and can only award what is available, and circumstances of evidence received. Jane happy with what she has already received, and her new home and she was in regular contact



with GP/Midwife. Jane partner supportive and she was on good terms with family although they could not accommodate, her and baby.

Support closed as Jane again said she did not have any other current tenancy, welfare, or health needs. Jane advised to contact One Stop Shop for any further support needs if needed.

Outcome:

Successful property through homes4u and DAF white goods granted with items. Universal Credit contacted housing element applied for and council tax deduction applied for. Jane thanked case worker for all of their support.

Case study 2:

Name of organisation and Housing Support Grant project/scheme:

Pobl: Vale One Stop Shop.

Name of person/people featured in the case study:

“Mary” (name changed to protect identity)

Client Group: Generic

Mary attended and requested support liaising with the DWP regarding PIP renewal.

Next appointment, Mary had supporting letter from Mind and partner. Mary informed One Stop Shop she had also personally called another number given to her by Mind for counselling, a vast improvement as Mary was happy, she was building confidence and making calls/appointments herself.

DWP contacted again and another extension requested as form had not arrived in time specified, extension granted, completion of other questions for PIP form achieved.

Next Appointment Mary dropped off renewal form, One Stop Shop completed form and contacted Mary to collect and sign forms, advising to send PIP renewal forms via registered post and give One Stop Shop a copy of postal receipt, One Stop Shop could then call DWP at later date to see if renewal form received, if Mary did not receive any correspondence from DWP.

Later Mary returned with receipt, and this was scanned into her file.



Mary then visited One Stop Shop requesting support to call DWP as she had not received any notification her renewal forms had been received and was concerned that she would not receive her next PIP payment.

DWP contacted, DWP have put Mary's application under vulnerability on their system, so she would not miss out on her next payment (December). They have also confirmed that they have received Mary's PIP form.

Mary asked if she had any other health, welfare, or tenancy requirements. Mary said no but would contact One Stop Shop if she had, she felt comfortable with the service and support received from team.

Outcome: -Later date

Successful renewal of PIP.

Satisfaction survey completed.

LQA completed.

Case Study 3:

Name of organisation and Housing Support Grant project/scheme:

Pobl: Vale One Stop Shop.

Name of person/people featured in the case study:

"Morgan" (name changed to protect identity)

Telephone call received from Vale of Glamorgan Council Reception, advising a gentleman was there wanting to declare as homeless but he's non-verbal and communicates by writing everything down. Reception also explained that the duty Officer was already with a different client and since a telephone interview would not be appropriate, could One Stop Shop help?

One Stop Shop advised that we would be able to assist with homes4you application directly and complete a financial and tenancy support assessment but in terms of housing someone in Temporary Accommodation that day this would be a member of the Housing Solutions Team that would authorise this and a housing assessment would need to be completed for this.



One Stop Shop advised to send customer to the One Stop Shop, email sent to Housing Solutions team regarding Morgan and to ask for someone to contact regarding the situation. Morgan attended the One Stop Shop.

He is currently homeless and has been sleeping in car, currently unemployed and using local sports centre to wash. Morgan is in receipt of health benefits (PIP) and has savings, but Morgan has found it challenging to source accommodation as he is nonverbal and communicates via text, email, and written notes. This has proved a barrier to secure accommodation because once contact has been established with lettings agencies properties have gone to other customers, who were quicker to establish contact via a telephone.

What was done:

Team member sat down with Morgan and obtained the following information from him: Team member chatted and asked questions and Morgan wrote all of his requirements on paper. Copy of Pobl promise provided and consent forms signed. GDPR explained.

Information received:

Morgan has been street homeless for 1 month and he left his previous address due to an eviction. Morgan non-verbal communication started in April/May 2021 and he went to hospital because of this, he is not sure or was not confident to say at time why his lack of speech happened. Morgan spent two weeks in A&E and was referred to the CMHT following this, the CMHT released Morgan in November 2021 as they stated there was nothing else that could be done for him.

Morgan wrote that CMHT told him about conversion disorder, (cannot be explained by medical evaluation) and this is something he might have but never diagnosed him with it. Contact could still not be established with Housing Solutions Team. One Stop Shop contacted a local bed and breakfast sourcing room availability for a night and the possibility of contacting Job Centre regarding emergency payment for this.

Contacted local Hotel and explained Morgan current situation and his communication methods, they advised a room was available for the night at £30 and Morgan will need to check out tomorrow morning at 10am as they need the room back. Name and date of birth given to hotel, and they confirmed the room will be ready within the hour. Morgan later stated that he had £5,000 in his bank account and will be able to use this to pay for the hotel.

Completed Homes4you application with Morgan. Advised of homes4u process and bidding via email, prior to email all communication had been written on paper by Morgan.



Morgan directed to hotel, printed google maps for directions to hotel and picture of hotel building so Morgan aware of where it is.

Morgan was advised to present in morning to the civic offices/Housing Solutions in morning and they should be able to help him with housing from there, Morgan agreed this was ok. Morgan asked if he thinks it would be beneficial to have a long-term support worker dedicated to him and his support requirements, One Stop Shop could make this referral and asked for it to be viewed as a priority, Morgan agreed this is something he would need.

Friday

Following day, due to adverse weather most VOG staff working from home, Morgan was emailed by One Stop Shop and advised to stay in hotel until after weekend and payment could be arranged after. That day contact was made with Housing Solutions, agreement between services that JH would attend One Stop Shop for telephone homelessness assessment from Housing Solutions after weekend and he would write his responses, and this would be relayed to Housing Solutions team verbally by One Stop Shop team. One Stop Shop advised Housing Solutions Team of all of Morgan circumstances that they had; this would form part of Morgan homelessness application.

Tuesday

Housing Solutions completed homelessness and financial assessment with Morgan and he was offered that day permanent accommodation suitable to his needs via The Private Rental Sector, a bond and first month's rent would be paid for Morgan. Arrangements made to meet landlord to view property following day.

Wednesday

Morgan viewed the property with Landlord and accepted the offer. Tenancy agreement was later signed, and keys given. It had been explained to Morgan as he had been supported to source accommodation via Homelessness and accepted an offer for Private Rental Accommodation from Vale of Glamorgan Council. There was a team of existing support workers from the Private Rental Sector team that would automatically support Morgan with his tenancy support needs and he would remain a client of the PRS team for the remainder of his tenancy.

However, One Stop Shop would apply for a DAF (white goods that day for him) as it could take up to 10/14 days for the application to be granted and items received. One Stop Shop advised Morgan that he would be supported for any needs until a floating support worker from The Private Rental Scheme contacted him. One Stop Shop



emailed PRS team that day advising of their involvement and support journey with Morgan.

The PRS team would help Morgan to set up his tenancy, applying for Council Tax Reduction, Housing Element (Rent) to be received, Welsh Water contacted and any other support requirements that Morgan needed to sustain his tenancy. Morgan was also advised that he could come to One Stop Shop at any time for support with correspondence and telephone call if his support worker from PRS could not visit Morgan face to face that day.

Thursday March 3

Confirmation of full time Private Rental Scheme FSW for Morgan to sustain his tenancy and any further support needs. Morgan informed.

Outcome:

In the space of 10 working business days and an incredible weather warning in place.

Morgan went from homelessness to securing permanent accommodation,

DAF, support to access white goods and furniture for this accommodation. Rental payments in place and a financial assessment for budgeting. Utilities and Welsh Water contacted.

A full time FSW in place for his tenancy needs for the duration of the tenancy and the ability to have a referral completed for any other needs. The knowledge that he could 'drop' into the One Stop Shop for any other support needs, especially for any information that a telephone call may achieve quicker. HJ new accommodation is 5 minutes walking distance.

Collaborative partnership working, the empathy and patience between Contact/Reception Team from Vale of Glamorgan Council, Housing Solutions Team Case workers, Private Rental Accommodation Officers, and the landlords they know with suitable properties, Pobl's Private Rental Floating Support Officers and all of the team in Pobl's One Stop Shop on Holton Road contributed to securing and supporting HJ into his new home to sustain and live independently.

Case Study 4:

Name of organisation and Housing Support Grant project/scheme:

Pobl: Vale One Stop Shop.



Name of person/people featured in the case study:

“Catherine” (name changed to protect identity)

Catherine was initially supported to present herself as homeless to the VOGC. The first barrier was that the service user had an emotional support dog. ESD’s are not formally recognised in the UK. As a result of a successful working relationship with Housing Solutions, Catherine was placed in a TA property, living independently. Catherine continued to bid on available properties via Homes 4 U and was eventually offered a permanent social housing property with Wales & West.

Support for Catherine continued by drafting a “New Tenancy Action List”. Support worker worked together with Catherine to complete the action list, removing any/all barriers as they were presented.

Outcome:

Advice on benefits, budgeting, money management and financial inclusion has ensured that Catherine now lives independently.

The successful outcomes were met by ensuring that the communication line and engagement remained in place between both parties.

Conclusion:

In the two years since its launch the One Stop Shop has supported a record number of people with their housing support needs. By delivering brief intervention support to people with their housing issues the One Stop Shop is making an active and effective contribution towards the Vale of Glamorgan’s Homeless prevention strategy and is meeting the housing support needs of the diverse range of people that are accessing its service.

The One Stop Shop has overcome the challenges of launching during a pandemic to deliver high quality support which is producing strong outcomes for the people accessing the service. These outcomes delivered include but are not limited to: finding people suitable accommodation, supporting people with their benefit claims to maximise their income, preventing people from becoming homeless, securing essentials such as white goods and furniture for vulnerable people etc. The One Stop Shop experienced high demand since launch has demonstrated that the decision to commission this new model of support has filled a previously unmet need for drop-in support. Since the covid-19 pandemic the Vale of Glamorgan Council’s housing support services have experienced very high demand for support and in response the



Supporting People Team commissioned additional support from Pobl to increase the capacity at the One Stop Shop. In the two years since launch the One Stop Shop has proven to be an invaluable service to the Vale and the support it provides is having a significant impact on the lives of many of the Vale's most vulnerable people.