

How Housing Teams Work With Others to Deliver Services

Working With and For Our Communities



Housing Support Grant (HSG)

- ▶ Administered by:
- ▶ The Vale of Glamorgan Council's Supporting People Team



What is Housing Related Support?

- Housing related support provides flexible services that enable vulnerable people to live independently. Housing related support plays a critical role in preventing homelessness and also reduces pressures on a wide range of other public services such as health, social services and criminal justice.
- Every Local Authority in Wales has responsibility for assessing the need for housing related support, strategic planning and commissioning services.
- Housing related support consists of projects that support people to:
 - help prevent homelessness
 - support to help people live independently
 - support to help people live in their own home, hostel or sheltered housing.
- ▶ Who is eligible?
 - People with a housing support need who are homeless or at risk of homeless living in the Vale of Glamorgan or placed in accommodation by the Vale of Glamorgan Council.

What does support look like?

- ▶ Housing-Related Support Services can help you to gain the skills needed to live independently within your community. This does not just mean having somewhere to live but being able to live there safe and happily. It can support you in your current tenancy, moving into a new tenancy, if you don't have a tenancy of your own and also offers supported accommodation.
- ▶ Support can include:
 - Support to settle and maintain your home, including managing a tenancy.
 - Support with budgeting, debts (e.g. rent arrears), benefits, managing money and maximising income.
 - Support to develop practical living skills.
 - Signposting and support to link with other agencies such as Drug/Alcohol Services, GP, Mental Health etc
 - Support looking for work, training, volunteering or finding activities in your local area.
 - Advice on housing issues, arrears, eviction etc.
 - Help filling in forms or reading forms (e.g. letter and bills).
 - Support to move and look for alternative accommodation.
 - Family mediation to allow young people to continue living in the family home.

Types of support

- Floating Support - people will be assigned a support worker will develop a support plan with them and usually visit them in their own home or at an agreed location on a regular basis. Support is flexible and person-centred.
- Temporary Supported Accommodation - service users can access this accommodation for up to two years where support staff are present on a regular basis and will support them to develop independent living skills until they are ready to move-on.
- Drop-in Support - this support is geared towards deal with immediate housing support queries by providing brief interventions with service users. If more intensive support is needed a referral will be made to the Supporting People Gateway.
- Mediation: Trained family mediators will work with young people to reconcile with family in order maintain relationships and to enable young people to remain living with family when it is safe to do so.

Specialist Services

- Mental Health: 24-hour supported accommodation, Shared supported accommodation, dispersed accommodation and floating support
- Young People: Three 24-hour supported accommodation projects, floating support, JIGSO family mediation and Drop-in service.
- Criminal Justice: three 24-hour supported accommodation and floating support.
- Learning difficulties: Esgyn specialist floating support service
- Families with support needs: Teulu project - 6 dispersed houses and floating support
- Substance misuse: Croes Ffin 9-unit supported accommodation and TESS floating support service.
- Complex Needs: Ty Catwg 10-unit 24-hour supported accommodation.
- Older People: Golau Caredig floating support and Croeso Pawb drop-in service

Key Facts and Figures

- ▶ Total HSG budget 2023/2024: £4.7 million
- Floating Support & Mediation spend: £2.3 million
- Temporary Supported Accommodation spend: £1.9 million
- Drop-in Support spend: £400,000
- Number of service users provided with support in last 12 months: 1942
- Number of Emergency Alarm users: 2,187
- Enquiries to One Stop Shop: 3365
- Total number of service users in supported accommodation: 91

The Vale of Glamorgan Council works in partnership with the following providers:



How to access support?

All support is accessed via the Supporting People Gateway:

supportingpeople@valeofglamorgan.gov.uk 01446 709793

Housing Management and Community Investment- working with third sector

Farida Aslam, Senior Neighbourhood
Manager

How Housing Teams Work With Others to Deliver Services...

- ▶ Housing Management is undertaken by the Vale Homes Housing management and community investment teams
- ▶ Typical roles within the team include Housing Managers and their Assistants, Income Officers, Money Advice Officers, Community Development Involvement Officer and Volunteering and Digital Inclusion Officers.
- ▶ These roles involve letting properties, managing properties, dealing with anti-social behaviour and neighbourhood disputes, improving neighbourhoods, developing communities, providing advice and support, including money, benefits, employment and skills...
- ▶ To deliver each of these we need to work in partnership with internal/external and third sector organisations

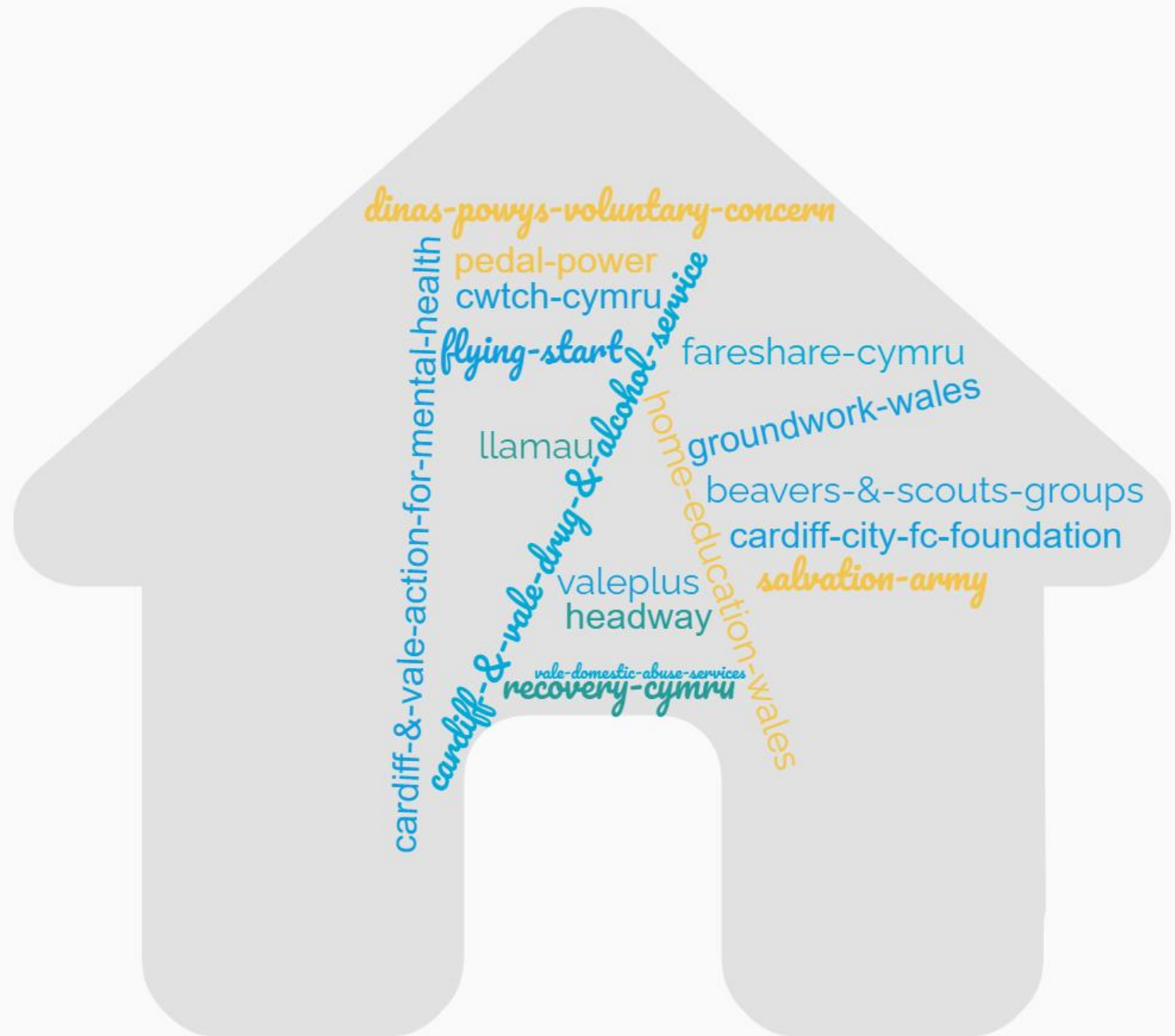
Housing Management

- ▶ Helping tenants maintain their tenancies we will work with ...
- ▶ Getting support in place
- ▶ Seeking specialised agency input
- ▶ Providing a joined up service ..connecting the dots...



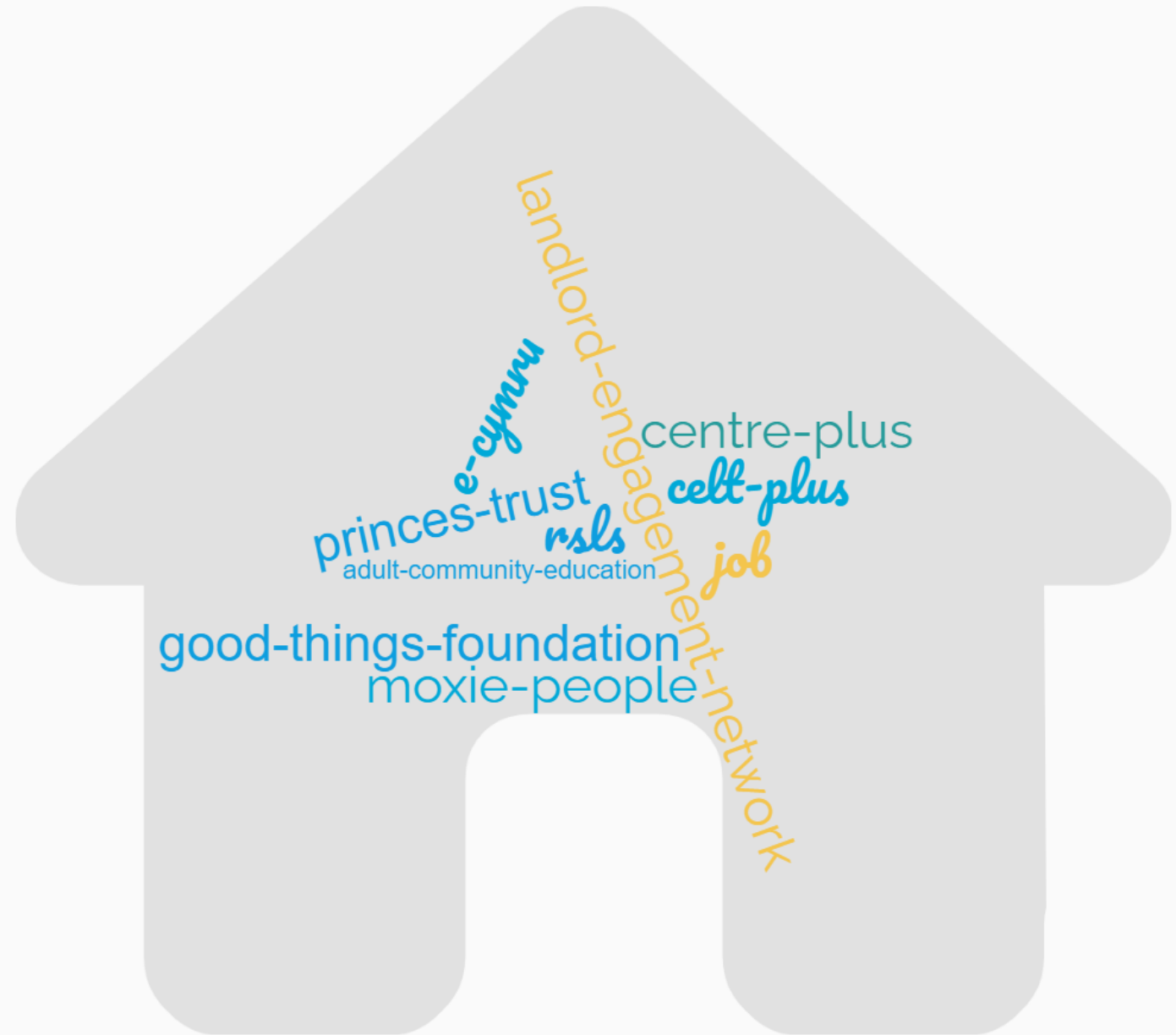
Community Investment.. Improving Neighbourhoods

- ▶ Working in the community to improve neighbourhoods and green spaces we will work with
- ▶ Provide community garden volunteer opportunities
- ▶ Litter picks
- ▶ Sport and play equipment facilitation
- ▶ Food poverty alleviation



Community Investment...employability and skills

- ▶ Working in the community to improve Employment and skills will work with...
- ▶ Volunteering work placements
- ▶ Referring in to specialised agencies
- ▶ E-Cymru online training portal
- ▶ Seeking grants - Moxie people
- ▶ Providing equipment to help with digital inclusion - good things foundation
- ▶ Youth employment and skills



Community Investment...promoting community wellbeing -capacity building, intergeneration and digital inclusion

- ▶ Working in the community to improve health and wellbeing we have over 41 organisation and charities - signed up to our Value in the Vale Scheme.
- ▶ A rewards scheme that rewards residents for volunteering their time.
- ▶ Gift it forward campaigns which donate time rewards - example donation made to women's refuge, able to take up rewards
- ▶ Digital communities Wales
- ▶ 50 plus forum
- ▶ Tenants and residents groups
- ▶ Please Visit www.valueinthevale.com for further information

Charities & Organisations We Work With



Saints Tenants and Residents



National charity for the prevention of young suicide



Volunteer group enhancing the park



Promoting health and wellbeing



Help Welsh flourish in the Vale



Rich in wildlife – steeped in history



Not for profit group running two sewing groups on the island



Making quilts for children from birth to 19 years who are in need



The voice of older people in the vale of Glamorgan



Dinas Powys Library and Activity Centre - DiPLAC.



Championing Biodiversity in Woodlands



Supporting parents and families across the Vale of Glamorgan



Delivering a range of of biodiversity improvements



Responsible for the fundraising for activities for the school



A Gig Buddy is a volunteer who shares the same interests



Friends of Romilly Primary School raise money for the school

Thank you for listening

Happy to take questions