

# SP News in Gwent

Supporting People plans, commissions and monitors housing-related support services which maintain and develop an individual's capacity to live independently

Issue 20 – November 2015



Supporting Independence in Gwent  
Cefnogi Annibyniaeth yng Ngwent

## Making the Links to Tackle Poverty

The Welsh Government has emphasised the importance of linking Supporting People services to the wider tackling poverty objectives and across Gwent a co-ordinated approach is developing to ensure targeted local delivery of all of the tackling poverty programmes. Networking events have been held previously in Caerphilly and just recently in Torfaen, bringing together professionals from Flying Start, Families First, Communities First and Supporting People. Workshops and meetings have been arranged and mapping exercises are underway across all local authorities to look for synergies between the programmes and to ensure duplication of service delivery is avoided.



Further information about the Torfaen event is on **page 8**



Llywodraeth Cymru  
Welsh Government



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## Autumn



The **Gwent Supporting People Regional Commissioning Plan** will shortly be out for consultation. All responses to be returned by **December 7th**

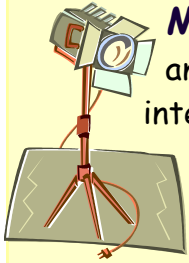
To request a copy of the plan please contact the Regional Development Co-ordinator

If you would like to contribute to this newsletter please contact:

Angela Lee, Regional Development Co-ordinator ☎: 01495 355975

✉: [angela.lee@blaenau-gwent.gov.uk](mailto:angela.lee@blaenau-gwent.gov.uk) 🐦 @Gwent\_SP

# Gwent RCC Updates & News



## Meet Your RCC Member....I'm Richard Sheahan

and my role on the Gwent RCC is to represent the interests of landlords and our tenants. It is a very important role because a huge proportion of the people who receive Supporting People services live in social or private sector rented homes. In my day job I am

Supported Housing Manager for Linc Cymru Housing Association

responsible for the day to day running of supported and older persons housing and support services across South Wales.



**What are your interests outside of work?** ..... I am a guitarist, I've played in bands since I was 16 and I still love it! I also love hiking, mountain climbing and exploring the great outdoors.

**And what was your first job?**.....I worked in a factory in Cardigan, West Wales that made microwaveable hot water bottles. I spent all day gluing the lids on with superglue. I've probably used more superglue than the average person does in their lifetime!



**Describe something that makes you happy?**.....I love exploring new places; I've travelled the world but I still think Wales is one of the most beautiful countries I have ever visited.

**What's the best thing about being involved in the RCC?**..... The best part is so many people from different professions bringing their experience to the table, having the chance to meet people I would not normally meet and gaining a deeper understanding of their organisations.

## RCC Meeting Dates 2016

January 14th,  
April 14th,  
July 14th,  
October 13th

Community Housing Cymru have recently concluded the National RCC Landlord representative elections.

A big welcome to Hugh Irwin,  
United Welsh and Victoria  
Hiscocks, Derwen (deputy CHC  
representative )

Grŵp  
Cartrefi  
Cymunedol  
Cymru



Community  
Housing  
Cymru  
Group

The development of the Engagement Website is now well underway and once launched anyone who receives a service from a Supporting People funded provider will be able to have

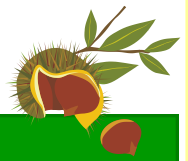
direct contact with the Gwent Regional Collaborative Committee and a further way of contacting the Supporting People teams. The website will

enable people receiving services — the experts to say what's working, what could be improved and to find out what's going on in Gwent.





# Planning & Development

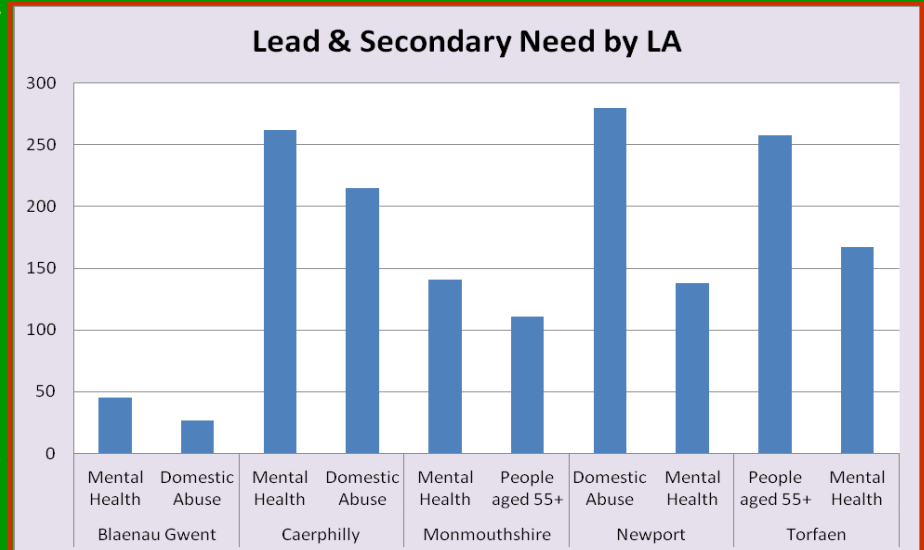


## Gwent Needs Mapping Exercise (GNME)

Analysis of the data from April 2014 to April 2015 has been completed and information from the needs mapping exercise is being used to inform local and regional commissioning priorities.

The graph provides an analysis of the lead and secondary needs that people are presenting to services with by local authority.

The data continues to reflect that people are presenting to services with the same predominant needs as in previous years; with mental health a lead or secondary need in every local authority, and domestic abuse and older people aged 55+ being the other prevailing lead or secondary needs for 2014/2015.



## Regional Needs Planning Day:

Following feedback from stakeholders, this year the first regional planning day was held in June. Over 90 people attended from 37 different organisations providing ideas and suggestions to feed into Gwent's inclusive strategic planning framework. Stakeholders were able to advise on gaps in current housing related suggestions for efficiency funding and pressures on **for ways in which money able to deliver high quality, Gwent** so all ideas and new models of service delivery, which are effective and provide increased value for money are welcomed by the teams.



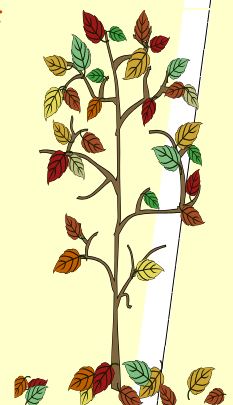
Thank you to everyone who submitted their outcomes data for period 1, 2015/2016 this is now being collated by the teams ready for submission to Welsh Government.

Outcomes analysis of the data for 2014 / 2015 shows that Gwent had the highest number of lead need submissions across Wales.



Over 31,000 GNME forms have been received by the Supporting People teams since 2003, providing a significant amount of evidence of peoples housing related support needs and utilised to inform the inclusive strategic needs planning processes for service development across Gwent.

Thank you from all the teams!



# Blaenau Gwent

## Ministerial Visit to Amber House

Lesley Griffiths, Minister for Communities and Tackling Poverty, visited Hafan Cymru's Amber House Project on 25<sup>th</sup> August where she met staff and residents. In a letter following the visit Lesley thanked the staff and families for their time adding that it was good to witness first-hand the work undertaken and to hear from women and children at the project how the service is helping them to rebuild their lives. Lesley also commented that the hard work and commitment of staff at the project was impressive.

## Service Users Needs Evidence Days

In a change from previous years' people receiving services were invited in July to meet with the Supporting People team at their support provider's premises.

This proved to be extremely successful with many more people providing feedback. People commented on the support they have received through the programme and it was clear to see the positive impact floating support and accommodation based services have had on their wellbeing and lives.

The team received feedback that there needs to be more awareness of the services available as people are sometimes only accessing support when reaching crisis.



The evidenced received from the events has influenced and shaped this years commissioning plans.

**Blaenau Gwent Supporting People are currently undertaking a tendering exercise** to commission one generic floating support service. The service will be delivered to mirror the geographical footprint of the Neighbourhood Care Network, Community Care and the Housing Solutions Team, who are already delivering services within this footprint. This will further enhance joint working across agencies as well as providing a more coherent service for service users. The services will support both single people and families and will not be age specific (16 years plus). They will encompass a range of different support needs and levels including crisis support, low and higher level support.



**Garfield House Opening:** Gofal Cymru recently relocated its supported housing project from Ebbw Vale (Brynglas House) to Blaina. The property had been renamed Garfield House after a former tenant who unveiled the plaque at the official opening on 4th June 2015. Garfield House is a partnership between United Welsh Housing Association (which owns the new building) and Gofal, which provides mental health support to people at the property.

A range of stakeholders have been involved in the development of the project and they were invited to visit Garfield House to mark the occasion. The event was hosted by Garfield House tenants, who made everyone feel very welcome - offering tours around the building and garden. Staff members from Gofal were joined by representatives from Blaenau Gwent County Borough Council, including the Executive Member for Social Services Councillor Haydn L Trollope and local Blaina Councillors Lisa Winnett and Bob Pagett.



The project supports people with mental health problems to live independent and fulfilled lives in their community.



☎ 01495 354 681 ⌚ 01495 355285

✉ [supportingpeople@blaenau-gwent.gov.uk](mailto:supportingpeople@blaenau-gwent.gov.uk) 🌐 [www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)

✉ SP Team - Social Services – Anvil Court, Church Street, Abertillery, NP13 1DB

# Caerphilly

A new supported housing accommodation service opened its doors within the Caerphilly County Borough in May. "**Maes y Derwen**" is a single person project which can accommodate up to 18 people and is being run by Solas. It is staffed 24 hours a day and incorporates a communal kitchen, lounge and IT suite



The Supporting People team together with the Caerphilly and Blaenau Gwent Citizens Advice Bureau (CAB) were nominated for the **Institute of Money Advisers Best Partnership Award 2015** for a project that allows support workers to directly book appointments with CAB without having to go through the bureau gateway process. The project, which has helped individual clients by reducing their debts and helps support workers to offer a better service to their clients, sees clients at the bureau premises and also offers home visits. During the last quarter the project dealt with nearly £300,000 of debt (£35,000 of which was priority debt) and in the last year, two loan sharks working in the Caerphilly County Borough were identified, one of which has been prosecuted and the other is currently under investigation by the Wales Illegal Money Lending Unit.



**Sinking Loan Sharks** Caerphilly County Borough Council's Supporting People Team is working in partnership with the Illegal Money Lending Unit to take legal action against loan sharks operating in the county.



The Supporting People team have created a DVD, featuring actors from 'Break a Leg Amateur Dramatics Society', which portrays real life stories of Caerphilly residents who have fallen victim to illegal money lending from loan sharks.

The DVD, which was funded by the proceeds of crime, aims to educate staff working directly with residents to identify instances of loan shark lending and highlight the support that is available.

Cabinet Member for Social Services, Cllr. Robin Woodyatt, said, "The DVD is a great resource and aims to show residents that the money they are borrowing is in fact from an illegal lender. It also raises awareness for frontline staff, as they are best placed to identify victims. We will not tolerate illegal money lending in Caerphilly and will be doing all we can in partnership with the Illegal Money Lending Unit to take action against these individuals."

To view a copy of the film please visit CCBC's Youtube Channel - <https://www.youtube.com/watch?v=qkhh3cl2UK8>

For more information or advice about Illegal Money Lending please contact 0300 123 3311 or the Supporting People Team on 01443 864548.



☎ 01443 864591

✉ [supportingpeople@caerphilly.gov.uk](mailto:supportingpeople@caerphilly.gov.uk) 🌐 [www.caerphilly.gov.uk/supportingpeople](http://www.caerphilly.gov.uk/supportingpeople)

✉ Supporting People, Ty Penallta, Tredomen Park, Ystrad Mynach, Hengoed. CF82 7PG

# Monmouthshire



Following the merger of Torfaen Women's Aid and Women's Aid in Monmouthshire in July 2015, the organisation has been renamed as:



CYMORTH I FENYWOD  
**CYFANNOL**  
 WOMEN'S AID

Cyfannol Women's Aid, represents the merger of the two organisations, both set up during the 1970's. With over 80 years of expertise in Domestic Abuse and Sexual Violence the merger strengthens the service provision across Gwent.

Director of Cyfannol Women's Aid, Helen Swain, said:

*"Cyfannol, meaning 'holistic and integrated' describes our approach to managing services well. All current services operating in Gwent will continue as normal, but the organisation will continue to grow and develop its services to better meet the needs of the clients we support. In the near future Cyfannol Women's Aid will launch its new website and marketing materials, begin operating a 24/7 staffed refuge, and open the door to our new dispersed refuge unit and move on accommodation"*

The merger coincides with new funding for the organisation to launch a Gwent wide counselling service for adult survivors of childhood sexual abuse, funded by the Home Office (via Norfolk Police & Crime Commissioner). **For information please contact Emma or Dawn on 01495 742052**

The new CRISIS worker with Cyfannol (Women's Aid) can now be accessed via the Multi Agency Centre in Abergavenny

Jenny was a resident at Priory Close for a number of years, supported in a group setting. The staff at Priory Close had already done a great job of promoting Jenny's independence and she now wished to try living independently, she was in a position to move so was referred for housing related support.

Jenny was supported to register with Monmouthshire Homeseach and earlier this year Jenny was successful with her bidding and has now moved into her own accommodation.

Re-settlement work has been on-going and Jenny now lives independently and is mummy to a very cute dog!



Jenny is volunteering with a number of different placements and this is keeping her very busy.



A lady receiving support as part of the Reach Lifestyles project, recently completed a sponsored swim. Her goals were improving her self esteem, improving her community involvement and promoting her health and wellbeing. She raised £200 for Save the Children by swimming 48 lengths of Abergavenny pool, equivalent to three quarters of a mile and did this in just over an hour!!



Her Mum was there to offer her support and was so proud of her achievement. She now wants to try fundraising for Children in Need. She was also recently encouraged and supported to attend her first Crafty Women session and she has already started on a Christmas quilt, someone in the group has offered to teach Carol to knit, a skill she has been keen to learn for a long time.

**reach**

 07872 696 489



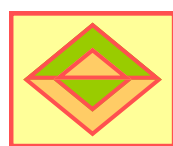
[trudygriffin@monmouthshire.gov.uk](mailto:trudygriffin@monmouthshire.gov.uk)



[www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)



Supporting People, Innovation House, Wales 1, Magor, NP26 3DG



# Newport



## JOINT-FUNDING SUCCESS

Earlier this year an agreement was made to joint-fund two new posts - a Prison Release Empowerment Project (PREP) Worker and a Family Intervention Project (FIP) worker - using Supporting People Programme Grant and New Burdens funding.

The **PREP worker**, who started on 1<sup>st</sup> June, is employed by The Wallich and is based in Newport's Housing Needs Unit. Their remit is to help prepare potentially homeless prisoners for their release from prison, including:

- offering advice before release from prison
- completing a housing, support and risk assessment pre-release
- providing advice and support to find appropriate accommodation
- providing advice to help maintain their accommodation
- assisting with resettlement into suitable accommodation
- providing support to access other relevant agencies.



Since being in post, the PREP worker has supported 31 people, 7 of which were helped to find suitable accommodation, 2 with their finances and 3 with improving their health and wellbeing.

The **FIP worker** is employed by the Council's Housing Needs Unit and is based at Solas Cymru's offices. This is an existing post in an innovative family intervention project (Lasting Solutions) which was established in November 2010 and started supporting families in Caerphilly, Monmouthshire and Newport in January 2011. The project offers intensive and holistic support for up to 7 families at any one time.

The main role of the FIP worker is to:

- support families to address any issues that are causing problems for them and/or within their communities;
- support families to reconnect as a family and to find and build on their own resources to access community resources;
- support families to get back on their feet and successfully manage their own lives, relationships and tenancies.



### NEW GATEWAY SUPPORT OFFICER

A big welcome to the newest member of Newport's Supporting People Team!



Richard Cooper joined us at the end of June and his primary role is to support our Gateway Co-ordinator and our Floating Support Project Officer.



 01633 656656

 [supporting.people@newport.gov.uk](mailto:supporting.people@newport.gov.uk)  [www.newport.gov.uk](http://www.newport.gov.uk)

 Room 7, Brynglas House, Brynglas Rd, Newport, NP20 5QU

# Torfaen

## Tackling Poverty Network event Torfaen



Supporting People is a key part of the tackling poverty agenda and there is a clear message coming from Welsh Government encouraging us to work closely with a range of services to provide appropriate support for vulnerable individuals and families in Torfaen. To increase our knowledge of the services available we held a networking event on 25<sup>th</sup> September inviting partners from Communities First, Families First and Flying Start with the aim of raising awareness of project delivery across these programmes. This was also the perfect opportunity to promote the work of the Supporting People Programme and its providers with the other three tackling poverty funding streams and we hope this event created opportunities for discussions around how we can work better together.



The event was extremely well attended with close to 100 people taking part. There were presentations from Families first, Communities first, Flying Start, Housing and our very own Beth Covill on Supporting People.

Copies of the presentations are available on request, Please email: [supporting.people@torfaen.gov.uk](mailto:supporting.people@torfaen.gov.uk)



## Torfaen Service User Needs Mapping Day

Torfaen Supporting People Team held their annual Needs Mapping drop in session for those receiving Supporting People services on 25<sup>th</sup> June at Pontypool Active Living Centre.

The session was arranged to give people the opportunity to input views on the needs and priorities of their support service.



There was a great turnout and fantastic input from those who attended.

We unashamedly again took the

opportunity to push the twitter page:

(@Gwent\_SP) and #letskeeponsupportingpeople



☎ 01495 766 949

✉ [supporting.people@torfaen.gov.uk](mailto:supporting.people@torfaen.gov.uk)  [www.torfaen.gov.uk](http://www.torfaen.gov.uk) 

✉ SP Team, Torfaen CBC, Civic Centre, Pontypool, Torfaen. NP4 6YB



# Support Provider News

**As we head towards the winter and temperatures begin to drop**, households across Wales will be feeling the impact of the colder weather.

As a partner, working closely in communities across Wales, you will no doubt come across people who need help making their homes warmer and more affordable to heat. If you come across such households in need of advice or home improvements, don't forget you can refer them to Nest for help.

As your main contact for Nest I am here to support you and can offer help in a number of different ways. I can arrange training sessions and presentations to ensure your organisation is fully aware of the help Nest can provide to your communities. I am happy to attend local partner events, advice surgeries and visit community groups to inform how the Nest scheme can help them and the people they work with. I can also deliver training on fuel poverty and offer guidance on using the Nest Portal, an option to help make the referral process easier for you.

I look forward to speaking with you soon.

Regards

**Daniel St John**  
Nest Partnership  
Development Manager

Mobile 07507312149  
Nest 0808 808 2244



Hafan Cymru Board is pleased to announce that Sian Morgan has been appointed as CEO of Hafan Cymru and we look forward to Sian joining us in the New Year.

She is an accomplished manager with a track record of success in business development and project management whilst working for a variety of Government bodies and private sector organisations over the last 36 years.

Sian said "I feel very privileged and honoured to be joining Hafan Cymru and I am looking forward to working closely with the Board, SMT and the talented team of colleagues across the organisation during this new phase of our journey together.

Together I believe we will be able to realise the future growth and potential of Hafan Cymru."



Your voice  
can save lives.



Light a Candle  
to mark the International Day  
for the Elimination of Violence  
Against Women

Wednesday, 25<sup>th</sup> Nov 2015,  
10.30am – 12pm  
At Llandaff Cathedral

Minister for Public Services, survivor of  
violence and leaders from different faiths  
will speak up about Violence Against Women

March with us to raise awareness about this  
issue. Meet 9.00am at Bawso Office,  
9 Cathedral Road, CF11 9HA

Lunch, 13.00pm at Bawso Office to raise  
money for women affected by violence who  
have no recourse to public funds

#LightaCandle15

Info: 029 20644633

Photo: www.unplish.com



## Trustees wanted.....

Do you have the time and skills to offer to become a trustee with us?

We are currently seeking to recruit new trustees to our board to support in the shaping of the strategic direction of the organisation in the coming years.

If you believe that you would enjoy the challenge of being part of a growing local charity, please visit our website to complete and application form.

Torfaen and  
Blaenau Gwent



# Support Provider News



Sunday (October 10) saw scores of people embark on a charity 24-hour cycling event, raising over £17,000 for The Wallich.

The first of its kind in Wales, Cyclone 24 saw business people swap their suits for lycra in a challenge of strength, determination and team spirit. The teams of 6 descended on Newport's Velodrome at midday, taking it in turns to cycle the 250m laps right through until the next day.

The event was a joint venture between strategic branding agency Stills and The Wallich, who help give vulnerable people the accommodation and support to live safer, happier, more independent lives.

The cyclists taking part cycled 21,676 laps total, an astounding 3,367 miles; the equivalent of travelling between Cardiff and London 22 times.

A team of six from BAE Systems, led by captain Gavin Crimmings, took the top spot and were named the winning team for cycling the furthest distance in the 24-hour timeframe. - See more at: <http://www.thewallich.com/inaugural-cyclone24-event-raises-over-17000/#sthash.Pe2oYqCa.dpuf>



**SLEEP OUT**

**FOR JUST ONE NIGHT**

NEW VENUE, NEW CHALLENGE

CARDIFF CENTRAL  
YOUTH CLUB  
OCEAN WAY  
CARDIFF  
12 NOV 2015

SWAP YOUR BED FOR A SLEEPING BAG AND HELP GIVE HOMELESS YOUNG PEOPLE A FUTURE

TO JOIN US VISIT **SLEEP-OUT.ORG.UK**

Llanaau



December 4th at Radisson Blu, Cardiff

# Other News

*If you would like to publicise  
your event in the next issue,  
please contact us by 11th  
March 2016*



On the 1st May a Gwent Wide substance misuse service was launched.

The service will provide a full range of recovery orientated activities for adults over 18 who are motivated to make changes to their use of substances and their families and concerned others. This service will also incorporate criminal justice substance misuse interventions.

**GDAS can be contacted on 0333 999 35 77**

## Free Self-Help Stress Classes for the Public

Many people suffer with psychological, emotional and physical stresses within Wales.

Help for such stress is now more accessible than ever before thanks to "The Road to Well-being" a new programme launched by Aneurin Bevan University Health Board. The "Road to Well-being" includes our ABC-CBT programme and our Stress Control and ACTivate your Life courses which are available throughout the Gwent area in various community venues.



ABC-CBT is a new initiative to make access to self-help Cognitive Behaviour Therapy (CBT) programs available to the general public.

*Stress Control* is a six-week course by Dr Jim White, based on cognitive behaviour therapy. It aims to train people to better manage their stress and improve their well-being.

*ACTivate Your Life* is a four-week course created by Professor Neil Frude, Consultant Clinical Psychologist based in Cardiff. ACTivate Your Life trains people to be more aware of, and cope

better with a range of psychological, emotional and physical difficulties, through Acceptance and Commitment Therapy and mindfulness.

Classes run on an 'open access' basis – no assessment is necessary, there is no waiting list and no need to book or register.

Classes run for 2 hours and free student resources are available to help people learn to become their own therapist by building skills at home.

For dates of classes, visit the Aneurin Bevan University Health Board website, and search "Road to Well-being". Take your first step on the road to well-being!



# Gwent Service User Postcards



## Our Achievements

Hi, Our names are Emma and Rachael. We are really happy because we attended an achievement ceremony in Abertillery Leisure Centre with our support staff.

We had a lovely time and enjoyed going on stage to receive our awards. We are now looking forward to working with our support staff to keep working towards our personal goals and gain a QCF qualification in Personal Progress.



Please email your service user postcard to [angela.lee@blaenau-gwent.gov.uk](mailto:angela.lee@blaenau-gwent.gov.uk)

Joanne suffers from sensory impairment as well as a physical disability, and up until recently, lived a very isolated life. She struggled with her finances and got into arrears with her rent. Since Sight Cymru began supporting Jo, she has been introduced to a Sight Loss group in her local area and has been on day trips with them, helping her to make many new friends.

Sight Cymru supported Jo to maximise her income and reduce her debt, by applying for Personal Independence Payment, and supporting her through the assessment process. She was awarded PIP at £74pw and had backdated money adding up to over £3,000. She was supported through the transition from Income Support to ESA Support Group, and helped to get the disability premium which was also backdated.

Jo became overwhelmed with the money she now has, and Sight Cymru supported her in learning how to manage and budget her extra money.

Jo has now re-decorated her home with new carpets and blinds for some privacy. She has been able to buy equipment to help her with her sensory impairments, and can afford to go on the Sight Loss Club trips to increase her confidence and socialising skills.

Home Assistance has been accessed and they visit regularly to help Jo to maintain her home. Occupational Therapy are now involved and Jo now has perching stools, a raised toilet seat and hand rails in her bathroom. Her situation has been turned around, she now has a better quality of life improved, social and support networks and a far more positive outlook.

