

COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 8 th February 2023
Report Subject	Housing Support Grant
Cabinet Member	Cabinet Member for Housing and Regeneration
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

This report provides an overview of the Housing Support Grant regime and details of the Housing Support Delivery Plan, which is a requirement of receiving the Welsh Government (WG) revenue supported Housing Support Grant. The Housing Support Grant brings together what was the Supporting People Grant, the Homelessness Prevention Grant and Rent Smart Wales Funding streams into one single annual grant.

Housing Support Grant is a Welsh Government funded programme which provides housing related support services to people over the age of 16. It is an early intervention programme to support activity which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation. Increasingly support also enables people to exit homelessness by identifying and addressing unmet support needs, offering a range of support including helping people to explore their housing options. The funding available also enables the delivery of a wide range of supported housing schemes across the county.

Support offered to residents is person centred and trauma informed. It is aimed at supporting people to secure and maintain sustainable housing by addressing problems they may face to ease pressures on statutory services within the homeless system but also other statutory services such as health, social care and probation services.

RECOMMENDATIONS

1	To note the overview of the Housing Support Grant regime and wide range of delivery of services locally.
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2	To support the Housing Support Grant Delivery Plan for 2023-2024 attached as Appendix 1
3	To note feedback on the impact of the Housing Support Grant a range of good practice examples shared through the report.

REPORT DETAILS

1.00	EXPLAINING THE HOUSING SUPPORT GRANT (HSG) AND THE HOUSING SUPPORT DELIVERY PLAN
1.01	<p>Background to the Housing Support Grant</p> <p>In April 2019 Welsh Government introduced the new Housing Support Grant (HSG). This is an early intervention housing related support programme targeted at people in housing need and at increased risk of homelessness. The HSG programme brings the historic funding streams for Supporting People, Homelessness Prevention and Rent Smart Wales grants into one single funding stream.</p> <p>For several years, there had been a standstill budget with Flintshire receiving £5,950,818 each year. In a statement issued by the Housing Minister Julie James MS in March 2020 a risk of funding reduction was identified for Flintshire through a process called “redistribution”.</p> <p>Redistribution was intended to ensure all Councils across Wales receive an appropriate share of the national HSG Fund. It has been felt that North Wales has fared more favorably compared to other regions of Wales. Through redistribution, Flintshire anticipated a 4.3% reduction in HSG, over the following seven years. Based on the 2020-2021 award of £5,950,818 the 4.3% reduction was anticipated to be a reduction in the value of the grant of £255,885.</p> <p>During the Covid pandemic, however, Welsh Government Officials advised that redistribution has been placed on hold and will be revisited in future years and funding was increased, strengthening Welsh Governments commitment to addressing housing needs and ending homelessness in Wales.</p> <p>Having initially anticipated a reduction in Welsh Government funding in December 2020 it was announced that a further £40m would be put into the national award for HSG. Since 2021-2022 Flintshire has received an enhanced allocation of £7,828,610 per year. Funding is provided to the local authority to support in-house services and the commissioning of specialist housing related services through a wide range of partners.</p> <p>There is an expectation that this additional funding provides a platform to transform services and build on the positive practice that had been developed during the response to Covid. The funding allows us to respond to the increasing pressures on housing and homelessness services post pandemic and the current cost of living crisis and should be aligned to the shift in service delivery towards Rapid Rehousing.</p>

It should be noted, however, that the HSG cannot be used for statutory services such as emergency or temporary accommodation costs, homeless officers, housing register administration. We do, however, use the HSG for complimentary services that function alongside these core statutory services:

- Support staff assist people to sustain and move on from emergency housing.
- Support staff work on cases open to statutory homeless caseload for specific additional support tasks linked to Personal Housing Plans.
- Housing help and advice is provided to applicants who approach the Council for access to the Housing Register so they can explore their full range of housing options.

1.02

Current Housing Support Grant Services

A wide and diverse range of housing related support activity is currently delivered in Flintshire. Some services are provided in-house, but most services are delivered by external partners, with specialism in areas of housing related support and accommodation.

Detailed below are some examples of housing related support activities funded through the HSG Programme and attached as Appendix 1 is a summary of the Spend Plan for 2022-2023 which outlines committed spend for the current financial year by project type.

Supported Housing

A range of supported housing for those people who require short to medium term housing and intensive support (up to 2 years). Services and accommodation made available for a range of household types, singles, couples, families. Examples but not limited to:

- Sunraye Supported Housing Scheme for single females (Local Solutions)
- Llys Emlyn young persons Supported Housing (Clwyd Alyn)
- Complex Needs Dispersed Housing Project (Nacro)
- Erw Groes Family Supported Housing (Clwyd Alyn)
- Plas Belin Family Supported Housing (Local Solutions)

Refuge Accommodation sand Domestic Abuse Services

Male and Female refuge provision for those fleeing domestic abuse and needing access to specialist support and safe accommodation.

Examples but not limited to:

- Male Refuge (Domestic Abuse Service Unit)
- Family Refuge (Clwyd Alyn Women's Aid)
- Target Hardening Provisions (Flintshire County Council)

Homeless Hub in Queensferry

Initially run as a Night Shelter and now developed into a 24/7 provision this service is run by The Wallich and provides temporary accommodation and support. A range of partners access the Homeless Hub on a regular basis to deliver structured activities and interventions so as to engage with

residents who may at times find it difficult to sustain engagement with services for a variety of reasons associated with the complexity of their needs and vulnerabilities.

Housing Support – Time Critical Interventions

Housing related support and advice services that help people set up and sustain their tenancies across social and private rented sector properties. This can assist people with a wide range of housing issues to prevent these escalating to a risk of homelessness. This can be a short-term intervention, or on-going support up to two years. Examples but not limited to:

- Community Based Support for Older People (Flintshire Council)
- Generic Housing Support (Shelter Cymru)
- Offender Focused Housing Support (Kaleidoscope)
- Young Persons Housing Support (Local Solutions)
- Mental Health focussed Housing Support (Adferiad)
- Domestic Abuse Floating Support (Hafan Cymru)

Financial Inclusion & Debt Advice Services

Access to timely financial inclusion and debt advice is an important intervention as rent arrears and other household debt issues are significant triggers for homelessness. With high demand for debt advice services and often lengthy waiting times, it is important that we have a fast-track route into services for people with housing related debts. Examples:

- Welfare Rights Services (Flintshire County Council)
- Specialist Debt Caseworkers (Flintshire Citizens Advice)

1.03

Accessing Housing Support Services

The Council operates a Housing Support Gateway. The Gateway acts as a triage and assessment service and identifies the lead housing need for anyone seeking support and then matches the applicant to the most appropriate support service.

The Housing Support Gateway is available to members of the public who can refer themselves into the Gateway. Partners and agencies, including the third sector, can also refer people into the Housing Support Gateway, however this can only be done with the applicant's consent. Referrals can be made by contacting the Housing Support Gateway through the following channels:

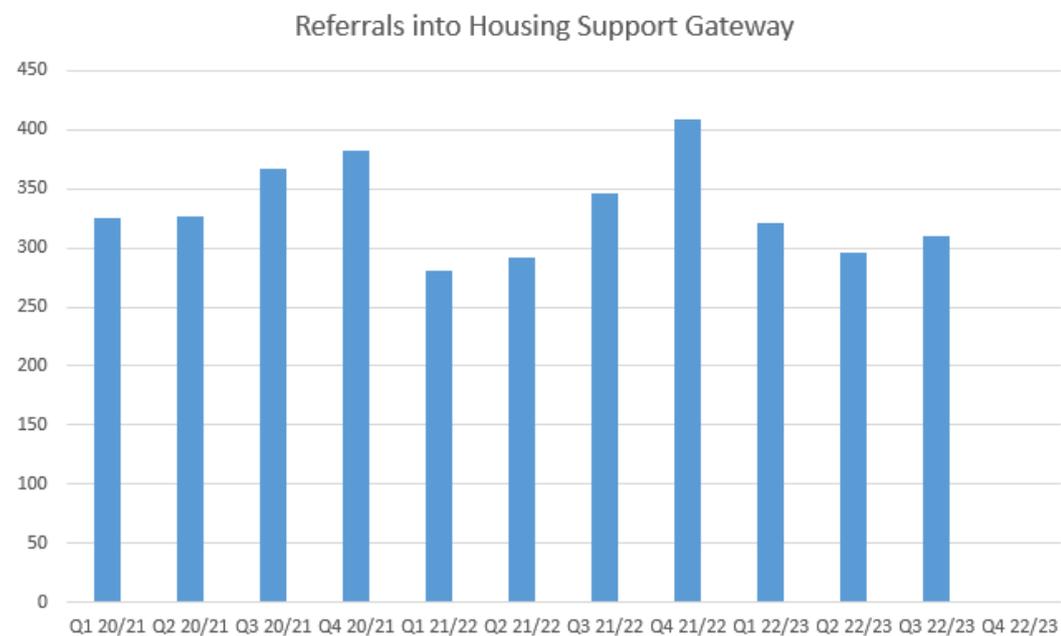
- By the phone on 01352 703515
- By email on Housing.Support@Flintshire.gov.uk
- By visiting Flintshire Connects Offices
- By a new [online referral form](#) available on the [Flintshire Housing Support](#) pages of the Council website

Officers within the Housing Register Team also identify peoples housing support needs and refer into the Gateway. When people apply for social housing, this is often due to them experiencing a lack of housing or a housing problems. Through the triage process information is gained from the applicant to not only assess their eligibility for social housing, but also

in the hope of identifying housing problems and fixing them by offering support.

Where housing problems cannot be fixed support can still be offered as its important people receive support in light of the lengthy waiting times that people experience waiting for social housing. Support also includes exploring other housing options such as private rentals and other forms of affordable housing. Where appropriate people are signposted to homeless services. Through the restructure of the Housing and Prevention service, consideration is currently being given to developing an integrated Gateway, Register and Housing Options Service that may operate as a “single point of access” to housing help.

Detailed below is a chart which highlights the demand for housing support services as evidenced by applications to the Housing Support Gateway.



1.04

Developing the Housing Support Grant Delivery Plan

Local Authorities are required to identify local needs and ensure that resources are targeted at areas of growing need and demand. The needs analysis pulls on specific data sets relevant to housing related support such as service requests via the Housing Support Gateway and other data such as homeless presentations, Citizens Advice Gateway, domestic abuse referrals etc.

Consultation with service users and with local stakeholders who deliver services and support people to access Housing Support is also drawn upon to inform our needs analysis. A number of consultation activities have informed the development of the Housing Support Grant Delivery Plan and survey findings have been detailed within the Housing Support Programme Strategy which was launched in April 2022.

1.05

Housing Support Grant Local Delivery Priorities

The additional funding for HSG since 2021-2022 has provided a significant opportunity to enhance the current Housing Support offer for Flintshire. Detailed below are some of the additional activities and service

enhancements that we have been able to deliver and commission in recent years.

Housing First

In partnership with Conwy and Denbighshire, Flintshire will be developing a Housing First Project. This is an intensive support service, targeted at people with highly complex needs and often with a significant history of rough sleeping. Elected Members from the Community Housing & Assets Overview and Scrutiny Committee received a briefing about the roll out of Housing First on the 20th January 2021 and on the back of successful year 1 delivery the Housing First service has been enhanced to now include young people and a caseload of 20 individuals, who all benefit from enhanced support. The service is currently undertaking the Wales Housing First Network Accreditation process.

Homeless Hub - Emergency Bed Provision

There is a desire to develop an alternative accommodation setting to the current Homeless Hub at Glanrafon in Queensferry. Whilst it is necessary to sustain the current 24/7 delivery model at Glanrafon and support people onto alternative forms of longer-term housing, there will continue to be a need for emergency housing. The future offer will however need to ensure that a range of self-contained accommodation is available along with a multi-agency support model that builds on the lessons learnt from successful delivery of services at Glanrafon Homeless Hub to date. Initial designs have been developed for a 15 bed provision. HSG enables the 24 hour staffing every day of the year and a wide range of additional services are also delivered on site such as health and wellbeing session, debt advice and diversionary and social and sporting activities.

Opening up the Private Rented Sector

Limited social housing, increasing demand, and lengthier waiting times, means that supporting people to access the private rental sector is more important than ever. Whilst this is challenging as the market availability has reduced in recent years and rents are going up, additional officers working with landlords, letting agencies and prospective private renters to remove barriers to securing a privately rented home in Flintshire will hopefully support the move towards a "rapid rehousing approach" and seek to increase the access of affordable homes across all tenures. Additional funding through the HSG is also available for Rent in Advance, Cash Deposits, Tenancy Rescue Packages and Landlord Incentives to ease financial pressures on the Councils Discretionary Housing Payments budgets.

Additional Forms of Supported Housing

One of the priority areas relating to increasing capacity for supported housing will be for people over the age of 25 with complex needs. Flintshire already have a similar project for young people aged 16-25, which works extremely well with very positive outcomes for its residents. Developing this approach further to offer more supported housing units will be explored through the additional revenue funding, subject to a suitable property being identified.

	<p><u>Restructuring of the Housing & Prevention Service</u> Whilst several areas of the Housing & Prevention Service deliver statutory services which cannot be funded through HSG (Homeless Officers, Tenancy Management for Temporary Housing, the Housing Register) a range of complementary support functions around the fringes of these services are eligible for HSG funding. Such services help people reduce risks of homelessness, support people to prepare for exiting homelessness, starting a new housing chapter positively when they secure a new home, and enable people to better sustain their housing. The restructure of the Housing & Prevention Service will assist with the transition to a rapid rehousing model of housing support and homeless case management and will allow our teams to offer far a more person centered and time critical support in times of housing crisis.</p> <p><u>Increasing capacity within Tenancy Support Services</u> Whilst we have not yet seen the full impact of the cost-of-living crisis it is clear there are increasing levels of hardship within many households and this will have a significant impact on people’s wellbeing, financial independence and housing sustainability. All these issues significantly heighten the potential risks of homelessness. Increasing a range of generic and specialist tenancy support services will assist with increasing pressures within our communities through early intervention and a targeted support.</p> <p><u>Workforce development, welfare and support</u> It is important there is an acknowledgement that responding to the current and future demand for housing support and homelessness services is a significant challenge. Investing in the people who deliver these critical services will be important to ensure the workforce is skilled, resilient and ready for the challenges ahead. A range of training, development and support across all service providers, along with attractive terms and conditions will ensure the sector can retain and attract an appropriately skilled workforce.</p>
1.06	<p>Spend against the Housing Support Grant Delivering all the planned activities within the HSG Delivery Plan post the significant uplift in funding in 2021/2022 has been a challenge. This position was not unique to Flintshire and we were able to utilise an additional £1,392,656.27 of funding in 2021/2022, however, an underspend did occur due in the main to very tight criteria and grant conditions leaving no scope to fund anything other than HSG eligible activity in year.</p> <p>Recruitment issues along with workforce mobilisation has meant there have been delays to some planned activity; in addition, some planned activities have required accommodation settings in order to be able to deliver services. As a result, the significant uplift in funding for 2012/2022 was not fully utilised, but we are advised this is not uncommon across Wales following the significant uplift in grant.</p>

	Allocation	Spend	Underspend
19/20	£5,809,818	£5,803,655.94	£6,162.06
20/21	£5,950,818.85	£5,950,818.65	0
21/22	£7,828,610.23	£7,343,474.92	£485,135.31

1.07

Commissioning and Reviewing Services

A small in-house team funded through Council Fund and supported by our Procurement Service are responsible for commissioning and reviewing the Housing Support Grant.

A large-scale re-tendering exercise for a number of HSG funded services is scheduled for the financial year 2023-2024 and this will include Floating Support Services and Supported Housing Schemes. A number of these projects' contracts have been extended with the portfolio holder's approval and the re-tendering exercise will provide an opportunity to test the market and reshape services if needed to meet changing needs.

A significant change to the delivery of one project (Plas Belin Supported Housing) has seen the need for a variation to an existing contract this year. This is in response to the imminent sale of the site where the service is delivered in the Northop Ward. Plas Belin has historically provided housing and support for approximately 20 vulnerable families and due to the sale of the Plas Belin site, Local Solutions who deliver the onsite support and the council as commissioner of the service, have had to develop an exit strategy to rehouse and support the family's affected by the sale.

A number of families have already moved on in recent weeks and are settling into their new homes with support from Local Solutions staff. Packages of support for families will be tailored to meet their immediate and longer term needs and we anticipate once the initial move on process and settling in period is complete, the revised contract with Local Solutions will enable more capacity for housing related support for other families within the community. Over time this will enable us to support more families through pro-active early intervention and homeless prevention work across Flintshire.

It is rare that services have to be varied in such a scenario. We are confident all families affected will be supported with an appropriate housing solution and ongoing support. Most families will be rehoused in social housing or assisted to secure alternative supported housing if required.

1.08

Regional Working Arrangements

To facilitate regional working representatives from all six North Wales Councils and a range of service providers engage in the North Wales Regional Housing Support Collaborative Group (RHSCG).

Each local authority now has their own localised Housing Support Programme Strategy as is required by Welsh Government. This in part replaced the North Wales Regional Homelessness Strategy, but partnership working in the region remains strong and where opportunities for joint working present themselves partners across all six North Wales

	<p>Authorities engage and maximise opportunities for collaboration and economies of scale.</p> <p>In recent years significant regional work has been undertaken on domestic abuse services; prisoner resettlement, rough sleeping, mental health and responding to Covid pressures.</p> <p>A copy of the RHSCG Annual Statement for 2022-2023 is attached as Appendix 2 and details the successes of the Regional Working undertaken and the focus for Regional Working for 2022/2023.</p>
1.09	<p>Sector Wide All Wales Recruitment Campaign</p> <p>In the summer of 2022 Welsh Government and partners ran a recruitment campaign to encourage people to consider a career in the homelessness and housing support sector.</p> <p>Welsh Government are now preparing to roll out the second phase of the campaign which will involve a wider range of communication channels and we are actively looking to maximise opportunities locally to take advantage of this increased exposure to generate interest in vacancies within the council and across commissioned services in Flintshire.</p> <p>The objective of this campaign is to encourage more people to apply for jobs within the homelessness and housing support sector, promoting it as a rewarding place to work. Potential applicants will be directed to the campaign pages where they will be able to view a variety of organisations who are advertising job roles within the homelessness and housing support sector.</p> <p>The intention is to launch the campaign on 6th February 2023 and run in to March 2023. To maximise the impact of the campaign, Welsh Government want to ensure that as many relevant job opportunities are listed on the website during the campaign's live period as possible.</p> <p>The communication channels selected for this campaign are:</p> <ul style="list-style-type: none"> • Radio (Heart and Capital Pan Wales) • Digital Radio (DAX) • Bus (Bus backs, interiors and sides) • Wales Online online/offline advertising • Relevant Job Boards • Social Media & Google PPC <p>The Council and many of our housing support partners have already advertised vacant posts on the National Website in the last six months and will continue to do so. The Council and partners will also use the national communications materials and link them to corporate website content and social media activities for the duration of the campaign period and beyond.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>Detailed below are the cost implications associated with the delivery of Housing Support Grant activity in Flintshire:</p> <p>Revenue: The Housing Support Grant like any other Grant regime is subject to review by Welsh Government. Although there is strong commitment to the principles and objectives of the grant there is always a risk that the grant funding will reduce subject to budgetary considerations of Welsh Government. Redistribution as referenced in Section 1.01 of this report, also poses a risk and potential instability to the Councils income through the HSG but is not an immediate risk.</p> <p>Capital: Whilst HSG is a revenue grant, there are implications for Capital expenditure. Some services need to be delivered from specific housing settings and there will be a need to identify and potentially build new accommodation that will meet the needs of people who experience homeless and require supported housing. The Homeless Hub and additional Supported Housing Schemes as referenced in Section 1.05 of this report will require significant capital investment and have been flagged early within the Councils Capital Programme. The Flintshire Housing Prospectus has been approved by Council and shared with our Housing Partners.</p> <p>Human Resources: HSG funding provides significant staffing capacity across a range of services. Both the Council and our commissioned services have experienced significant workforce challenges in recent years, with a notable shortage of appropriately skilled people within the local labour market to fill some vacancies. The response to this challenge requires both a national and localised approach. Sector wide communication strategies are being developed as referenced within Section 1.08 of this report and the Council and its partners will seek to maximise opportunities on the back of these campaigns to generate interest in employment opportunities in the sector; whilst also investing in efforts to retain and develop the existing workforce.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The following risks and mitigations have been identified by way of control measures:</p> <p>Risk: Failure to secure or retain enough people in HSG funded services to fulfil the aspirations of the HSG Delivery Plan and meet local housing support needs.</p> <p>Mitigations:</p> <ul style="list-style-type: none"> • Maximise communications and engagement opportunities for all recruitment activities • Ensure packages of training and development opportunities in order to attract, develop and retain appropriately skilled workforce.

	<ul style="list-style-type: none"> • Ensure officers internally and through commissioned services are paid a good wage for the services they deliver. <p>Risk: Failure to utilise the full award of Housing Support Grant in future years following significant uplift for 2021/2022 onwards</p> <p>Mitigations:</p> <ul style="list-style-type: none"> • A robust delivery plan aligned to the Housing Support Programme and Needs Assessments • Prompt commissioning and varying of services as required to meet local needs within budget • Monitoring spend against the delivery plan through financial controls will reduce the risk of underspend • Maximise communications and engagement opportunities for all recruitment activities <p>Risk: Reduction in Housing Support Grant in future years as a result of redistribution and/or budget cuts at Welsh Government</p> <p>Mitigations:</p> <ul style="list-style-type: none"> • Minimal mitigations and this is part of services delivery being reliant on grant funding regimes • Lobby Welsh Government on the importance of HSG funding and showcase positive examples of service delivery to evidence impact through spend to save principles 										
3.02	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1" data-bbox="320 1160 1385 1890"> <tr> <td data-bbox="320 1160 743 1308">Long-term</td> <td data-bbox="743 1160 1385 1308">Positive – Increase in targeted support and alternative delivery methods to ensure services are inclusive for all</td> </tr> <tr> <td data-bbox="320 1308 743 1491">Prevention</td> <td data-bbox="743 1308 1385 1491">Prevention - Preventing homelessness through ensuring there is adequate support and accommodation to cater for a range of people’s needs</td> </tr> <tr> <td data-bbox="320 1491 743 1603">Integration</td> <td data-bbox="743 1491 1385 1603">Positive – Increased integration between services and partner organisations</td> </tr> <tr> <td data-bbox="320 1603 743 1742">Collaboration</td> <td data-bbox="743 1603 1385 1742">Positive – Increased collaboration between services, partner organisations and service users</td> </tr> <tr> <td data-bbox="320 1742 743 1890">Involvement</td> <td data-bbox="743 1742 1385 1890">Positive – Service user involvement to help shape effective services so that support is timely and person centred</td> </tr> </table>	Long-term	Positive – Increase in targeted support and alternative delivery methods to ensure services are inclusive for all	Prevention	Prevention - Preventing homelessness through ensuring there is adequate support and accommodation to cater for a range of people’s needs	Integration	Positive – Increased integration between services and partner organisations	Collaboration	Positive – Increased collaboration between services, partner organisations and service users	Involvement	Positive – Service user involvement to help shape effective services so that support is timely and person centred
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3.03	<p>Well-being Goals Impact</p> <table border="1" data-bbox="320 2033 1385 2114"> <tr> <td data-bbox="320 2033 743 2114">Prosperous Wales</td> <td data-bbox="743 2033 1385 2114">Positive – With additional funding more jobs will be created to deliver housing</td> </tr> </table>	Prosperous Wales	Positive – With additional funding more jobs will be created to deliver housing								
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		related support on a greater scale within Flintshire. Opportunities to support the labour market through training and development opportunities are being considered in conjunction with colleagues from Communities for Work.
	Resilient Wales	Positive – Creating services that are prevention focused and build resilience to avoid households becoming homeless
	Healthier Wales	Positive – Reduction in rough sleeping, overcoming health inequalities associated with homelessness and poor housing conditions and investment to increase targeted support for people with housing issues and mental ill-health
	More equal Wales	Positive – Services are delivered in a way that are inclusive for all. Consideration has been given to local and regional gaps in provision for often marginalised communities such as the homeless, those with mental health or substances issues and the LGBTQ+ community.
	Cohesive Wales	No Impact
	Vibrant Wales	No impact
	Globally responsible Wales	No impact

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	<p><u>Stakeholder Engagement</u> As referenced in Section 1.04 a number of consultation activities have been undertaken over recent years with providers and stakeholders to inform the development of the HSG Delivery Plan and the HSP Strategy and members endorsed the HSP Strategy in December 2021 and went live in April 2022. Contributions from key partners have been received by representatives from Health, Housing, Probation, Police, Youth Justice, Adults & Children’s Social Services and a range local 3rd Sector agency.</p>
4.02	<p><u>Service User Feedback</u> An online survey for users of HSG funded services is available online for completion throughout the year (Regional Service User Questionnaire). Examples of some of the feedback gained from service users responses includes</p> <p>Question: Where do you think you would be now if it weren’t for the support you have received?</p>

- I would of lost my children and not knowing what I would do with my life
- I would probably be in hospital due to mental ill health
- In a very bad place mentally and physically
- I don't know, I would have had the bailiffs at my door by now though
- We would be homeless as I wouldn't have been able to afford my housing
- I might have been in a care home, even though my family said they would never let that happen

Question: How do you think that services could be improved?

- More awareness that this service is available - so that people like myself can access it at an early stage
- I think the service works well but I think more advisors are need in order to meet the demands of the service
- More group sessions to talk about stuff with people that have been through the same stuff I have
- It couldn't be improved, I have everything I could asked for from the Integrated Young Persons Service
- More support and help with my mental health
- Advocacy services. When you are in my situation it can be quite overwhelming

4.03

Case Studies

When looking to capture outcomes for the Housing Support Grant there are a wide range of monitoring returns that are submitted to Welsh Government to demonstrate impact and outcomes. Whilst this is important for performance reporting, staff across many services also capture people's stories and situations through the collation of case studies.

Attached as Appendix 3 is a range of positive evidence for the impact of the HSG programme and case studies for people who have accessed HSG funded services across the North Wales region. The document also highlights some of the cost benefits of housing related support when considering the easing of pressures on other core public services through positive early intervention and prevention focussed time critical interventions

Also attached to the report is a sample of Flintshire specific case studies that offer an insight into the wide range of outcomes and support that people have achieved following action and engagement with HSG funded services the Council and through our support partners. These further case studies are attached as Appendix 4 through to Appendix 9.

5.00	APPENDICES
5.01	Appendix 1: Housing Support Grant Spend Plan Summary – 2022/2023
5.02	Appendix 2: Regional Housing Support Collaborative Group Annual Statement 2022/2023
5.03	Appendix 3: Regional Housing Support Collaborative Group – Our Peoples Stories Report
5.04	Appendix 4: Local Case Studies outlining the impact of Housing Support Grant services in Flintshire

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Housing Support Grant Guidance https://gov.wales/housing-support-grant-practice-guidance</p> <p>Welsh Government Draft Budget 2023-2024 https://www.gov.wales/draft-budget-2023-2024</p> <p>Flintshire’s HSP Strategy 2022-2026 https://www.flintshire.gov.uk/en/PDFFiles/Housing/Housing-Support-Strategy/Housing-Support-Programme-Strategy-2022-26.pdf</p>

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Martin Cooil – Housing & Prevention Service Manager Telephone: 07880 423234 E-mail: martin.cooil@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Regional Service User Questionnaire – this is a live online questionnaire where service users from the 6 Local Authorities can provide feedback for the service, they have been provided through the HSG. Conwy host this questionnaire and provide annual reports for the region.</p> <p>Housing Support Gateway – all referrals come through the gateway and are allocated to the most appropriate provider to deliver support.</p> <p>Cymorth Cymru – is the representative body for providers of homelessness, housing and support services in Wales.</p> <p>Housing First – is a housing and support approach which gives people who have experienced homelessness and chronic health and social care</p>

needs a stable home from which to rebuild their lives. Provides intensive, person-centred, holistic support that is open-ended. Places no conditions on individuals; however, they should desire to have a tenancy.

Rapid Rehousing - Rapid rehousing is about taking a housing-led approach for rehousing people that have experienced homelessness, making sure they reach a settled housing option as quickly as possible rather than staying in temporary accommodation for too long.

LGBTQ+ community – LGBTQ+ is a term that embraces diverse sexual and gender identities, such as lesbian, gay, bisexual, transgender, queer, and more.