SUBJECT: Rapid Rehousing Transition Plan 2022-2027
MEETING: Cabinet
DATE: 5th April 2023
DIVISION/WARDS AFFECTED: All

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1 PURPOSE:

1.1   To approve and adopt the proposed Rapid Rehousing Transition Plan 2022-2027 and accompanying Action Plan.

2 RECOMMENDATIONS:

2.1   To consider the findings of the Rapid Rehousing Transition Plan (See Appendix 1) and the current related homeless risks and challenges.

2.2   To approve and adopt the draft Rapid Rehousing Transition Plan (See Appendix 1) and Action Plan (See Appendix 2).

3 KEY ISSUES:

3.1   In the wake of the Covid 19 pandemic, the Welsh Government (WG) announced its 'Ending homelessness in Wales: a high-level action plan 2021 to 2026' recognising that a radical shift in the approach to homelessness is required.

3.2   The Welsh Government has embedded their aim of making homelessness 'rare, brief and unrepeated' in the concept of Rapid Rehousing. Moving away from the crisis management that housing became during the Pandemic and focussing on preventing homelessness and where this is not possible, delivering a housing led approach to rehousing people who are experiencing homelessness.

3.3   Whilst Rapid Rehousing is a Housing led approach, and clearly places an emphasis on the provision of housing as a fundamental element of recovery from homeless, **homelessness cannot be resolved through housing alone.** For Rapid Rehousing to work, it is critical that Housing and Housing Support Services work in partnership with other services such as Social Care, Support, Health and criminal justice.

3.4   In this revised approach, the client is central to their housing journey, with consideration given to location, size, affordability and proximity to social networks, services and facilities that will best serve the household. There will no longer be a requirement for households to be 'tenancy ready' before being offered settled accommodation, and support will instead be tailored to the needs of the household to maintain the tenancy.

3.5   This means that Local Authorities will need to increase their base of suitable, good quality accommodation that will meet the long-term needs of the demographics of the area. Support services that align to the breadth and depth of needs across the populace will also need to be procured. The collation of data will play an instrumental role in ensuring accommodation and support provision remains appropriate and responsive to any emerging trends and

changes for future generations.

3.6   To meet Welsh Government's ambition, all local authorities in Wales have been asked to create a Rapid Rehousing Transition Plan to map this progression over the next five years. Monmouthshire's plan encompasses the vision that **_"Connected partnerships prevent homelessness and if not possible, time in temporary accommodation is brief, facilitating well-being."_** To deliver this, services need to be aligned and work together to ensure that households are receiving the right support at the right time to prevent homelessness, and where this has not been achieved, to ensure households do not endure prolonged periods in unstable temporary accommodation.

3.7   For Rapid Rehousing to deliver on its ambition, its scope goes beyond the statutory homeless functions delivered by the Housing Options Team and the non-statutory services commissioned through the Housing Support Grant (HSG) Programme. It requires partnership working with a number of stakeholders including, but not limited to Planning; Registered Social Landlords; Adult's and Children's Social Care; the Local Health Board; Emergency Services etc.

3.8   To garner support and commitment from key agencies, a Steering Group has been established to oversee the implementation of Rapid Rehousing in Monmouthshire, as well as subject specific subgroups who report into the Steering Group. A mixture of strategic and frontline Officers were invited across these groups, to capture a broad view of homelessness provision and experience in Monmouthshire.

3.9   The Steering Group and subsequent sub-groups have helped to inform the direction of Monmouthshire's Rapid Rehousing Transition Plan. Their input has been added to extensive data collated from a range of internal and external databases as well as a local Homeless Needs Assessment. Considered together they identify and set out the key priorities for the Council and its partners. The findings illustrate:

- The profile of homeless need and the requirements to meet this need has changed significantly since the Pandemic;
- The need for a range of temporary, supported and permanent homeless accommodation has risen significantly, particularly in relation to young people, single people and those experiencing mental health and substance misuse issues;
- There is an over reliance on B & B accommodation;
- Prevention work needs to be broadened with services trying to reach people earlier and avoid crises. It is felt there is a current disparity in support offered between tenants in Private Rented Sector (PRS)? and Registered Social Landlord accommodation.
- Some homeless expenditure is not sustainable e.g. Bed and Breakfast. This is due to high costs and the inability to fully recover costs with housing benefit leading to a budget deficit situation for the Council;
- A high proportion of those needing homeless assistance require medium to high housing support provision, but there is insufficient funding through HSG to cover additional provisions;
- Funding from WG in general tends to be on short term projects. Longer term investment would be beneficial to create ambitious and robust services;
- Social housing turnover is low, and the private rented sector has contracted, impacting detrimentally on low income and vulnerable households. This accommodation issue is creating challenges in moving people on to suitable permanent accommodation;
- External environmental issues such as phosphates in the north of the county is preventing progress in either building or creating additional units of accommodation;
- The importance of collaborative and partnership working to increase both the level and

cohesion of existing provision and new and innovative solutions;

• The importance of supporting staff and maintaining appropriate staffing levels.

3.10 The proposed strategic priorities to tackle and address the need identified are:

Priority 1 - Prevent homelessness at the earliest opportunity;

Priority 2 - Increase the supply of affordable and settled accommodation;

Priority 3 - Provide timely and effective support to sustain accommodation;

Priority 4 - Maximising resources and benefits through well connected partnerships

3.11 The Rapid Rehousing Transition Plan and Action Plan will be monitored by the Steering Group; Senior Leadership Team; People Scrutiny Committee; the Strategic Housing Partnership and the Children and Communities Grant & Housing Support Grant Executive Board.

4 EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING

4.1 There are no negative implications with this proposal. See Appendix 3.

5 OPTIONS APPRAISAL:

5.1

Option	Benefit	Risk	Comment
Option 1: The recommended option is to scrutinise the proposed Rapid Rehousing Transition Plan with a view to seeking endorsement and approval from Cabinet.	• It sets out the Council's direction and priorities for meeting its homeless responsibilities and homeless need in Monmouthshire. • It enables the Council to create a strategic statement of intent. • It establishes a co-ordinated partnership approach with stakeholders. • It raises awareness, understanding and importance of homeless need in Monmouthshire. • It supports Welsh Government's vision and policy to transition homeless services in Wales.	• There are no risks associated with the actual development of the proposed Transition Plan itself. • There are, however, risks associated with the current homeless situation in Monmouthshire that the Council is seeking to address. For example, reducing and eliminating the unsustainable use of B & B accommodation.	• There will be resource implications associated with meeting the priorities of the Transition Plan and delivering individual actions which will be addressed through Welsh Government grants and the Medium Term Financial Plan. • Risk will be taken into account in respect of any decision making necessary in respect of any individual actions within the report. This would be outside of the consideration needed for this report.

Option	Benefit	Risk	Comment
	• The Plan supports and contributes to the Council's priorities of delivering additional affordable housing, providing additional homeless accommodation, and town centre regeneration.		
Option 2: Continue with the current approach and not establish a RRTP	• There are no benefits to this option	• The Council would not be compliant with the Welsh Government's dynamic approach to homelessness and would also be out of sync with all other local authorities in Wales. • The Council would be vulnerable to reputational risk	Not considered an option as WG may withhold future homeless funding if a RRTP not in place.

6 EVALUATION CRITERIA:

6.1 Monmouthshire's Rapid Rehousing Transition Plan covers the initial five years of what will be an ongoing evolution and transformation of homelessness services and provision. In this context the success of the plan will be incremental as new practices are identified, adapted and embedded over time.

6.2 The Rapid Rehousing approach aims for tangible outcomes to be realised. The Rapid Rehousing Transition Plan's progress and success will be measured against the following Key Performance Indicators:

- Reduction in the number of households approaching as homeless;
- Increase in the number of households being referred for homelessness prevention;
- An increase in successful prevention figures;
- A reduction in B&B use;
- An increase in private leasing through the Monmouthshire Lettings Service;
- An increase in affordable, long term accommodation for homeless households;
- A reduction in the average time homeless households are waiting to be allocated Social Housing accommodation through the Common Housing Register (Homesearch).

7 REASONS:

7.1 The Council has been requested by Welsh Government to produce a Rapid Rehousing Transition Plan and Action Plan. Welsh Government have seized the opportunities and

lessons from emergency measures taken during the Pandemic which has resulted in a shift in the approach to homelessness nationally. The Rapid Rehousing Transition plan complements and extends the Council's previous Homeless Strategy published in 2022 and the Homeless Transition Plan approved in 2021.

8 RESOURCE IMPLICATIONS:

8.1 There are no resource implications associated with approving the proposed Rapid Rehousing Transition Plan although there are resource implications associated with the implementation of the Rapid Rehousing Transition Plan. At present the Council has a budget pressure of £1.865m associated with the delivery of homelessness for 2023-2024. The implementation of this Plan will mitigate against the current unsustainable expenditure.

8.2 The following are funding sources that will be accessed by the Council subject to any necessary approvals:

Revenue Funding Includes:

- Housing Options Team and Housing Support Grant Cost Centres;
- Welsh Government Housing Support Grant;
- Welsh Government Homeless Prevention Grant;
- Welsh Government National Leasing Scheme;
- Children's Services revenue funding (contributing to the Pobl Young People Supported Housing);
- Youth Support Grant;
- Discretionary Housing Payments;
- Property rental income.

Capital

- Social Housing Grant;
- S106 Contributions;
- Potential additional MCC borrowing to purchase accommodation (subject to potential Cabinet approval);
- Transitional Accommodation Capital Grant.

9 CONSULTEES:

9.1 To inform the development of this Transition Plan, the Council has engaged with:

- Agencies directly delivering homeless services and agencies indirectly delivering or interfacing with homeless services around the themes of homeless prevention; health; young people and community safety.

9.2 Welsh Government have also been consulted on an initial draft. Comments have been received from Welsh Government which have been incorporated into the current draft.

9.3 The draft Rapid Rehousing Transition Plan and accompanying Action Plan have been scrutinised by People's Scrutiny Committee. Changes have been made to the draft in line with feedback provided- notably the addition of the Housing Market Areas map (Figure 2 of Appendix 1) and our duty to the Armed Forces Covenant added to the Integrated Impact Assessment (Appendix 3).

<u>Chairs Summary:</u> We've undertaken thorough scrutiny today and there's clearly support from the Committee for the scheme. We would like to request you return in 9 months' time, and perhaps you may be able to discuss the homeless accommodation standards with us at that time.

9.4   In addition, the Council is currently preparing to undertake service user engagement to capture up to date views about the Council's homeless service and the provision of housing support.

10 BACKGROUND PAPERS:

10.1 Welsh Government, Phase 2 Homeless and Housing Support Planning Guidance, 2021; Welsh Government Local Authority Housing Support Programme Strategy April 2022 - March 2026 Template; Welsh Government, Ending homelessness in Wales: a high level action plan 2021 to 2026; Welsh Government, Rapid Rehousing Transition Plans: Guidance for Local Authorities & Partners, 2021; Monmouthshire Council, Housing Support Programme Strategy 2022.

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Welsh Government Version

Monmouthshire County Council

Housing & Communities

Rapid Rehousing

Transition Plan

April 2022-March 2027

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1. Section 1 - Introduction/Context/Vision

1.1. Introduction:

The context for the development of this Rapid Rehousing Transition Plan relates to the start of the Covid-19 pandemic in the Spring of 2020 and Welsh Government's request, for public health reasons, to all Welsh Local Authorities to support rough sleepers or those at risk of rough sleeping into safe and temporary accommodation.

Welsh Government subsequently issued Phase 2 Planning Guidance for Homelessness and Housing related Support, which recognised that the emergency response to the pandemic provided an 'opportunity to harness the creativity, innovation, collaboration and willingness to work differently to make a long term, sustainable and fundamental change to homelessness services in Wales.'

The Phase 2 Guidance both sets out Welsh Governments vision for homelessness in Wales to be *'rare, brief and unrepeated'* and requiring local authorities in Wales to transform the approach to homelessness provision. Welsh Governments vision is underpinned by homeless prevention as the 'first and guiding principle.' At the core of Welsh Government proposals is the adoption of Rapid Rehousing. Where homelessness cannot be prevented, the focus needs to be on providing appropriate, stable housing and support as quickly as possible to those who need it through a range of models, reducing the dependency on emergency housing.

To inform this Plan the Council has utilised Welsh Government Rapid Rehousing Transition Plans: Guidance for Local Authorities and Partners, October 2021.

Rapid Rehousing is about taking a housing led approach to rehousing people that are experiencing homelessness, making sure they reach settled housing as quickly as possible rather than staying in temporary accommodation for too long. Over the next five years Welsh Government expect to see removal of prolonged and potentially damaging spells in temporary accommodation and the development of a systematic and strategic process that links housing development, support and supply to housing need. Doing so will enable allocation processes and PRS access points that focus on getting households experiencing homelessness into appropriate settled homes and target support to meet their needs.

Prevention remains the most efficient way of tackling homelessness and must remain a key priority, but where homelessness cannot be prevented, Welsh Government require:

• Systematic planning to make settled accommodation available.
• Move into settled accommodation at the same time as, rather than after, addressing support needs.
• An improvement in the quality and a reduction in the need for temporary accommodation.
• Offering a package of assistance and multi-agency support, specially tailored to individual needs where this is required.

Rapid Rehousing should be flexible and recognise that people who present as homeless may have different levels of need. It is about acknowledging that without access to adequate housing, individuals may experience multiple adverse effects including: exposure to disease, poverty, isolation, mental health issues, prejudice and discrimination, and are under constant and significant threat to their personal safety

The Council welcomes and is committed to Welsh Governments desire to transform homelessness provision and since 2020 has been working to respond and support Welsh Governments vision and to transform service provision in Monmouthshire.

In protecting rough sleepers and those at risk of rough sleeping by bringing those people into emergency accommodation and continuing to support them, the Council has experienced both a significant increase in the need and demand for temporary accommodation[1] together with a change in the profile of those being accommodated in terms of need and demographic.

The main implications of this short-term change in need for homeless accommodation have been:

- A large proportion of those needing temporary accommodation has been from single males[2].
- Those being accommodated typically have had support needs. At April 2022, 73% had medium support needs or higher.
- A significant expansion in the use of B & B accommodation both in terms of the number of units required[3] and also the length of time people were needing to occupy B & B accommodation.
- The need to ensure staffing structures and capacity were appropriate to adequately manage the change in demand and transform the service.
- The need to quickly remodel housing support provision to ensure that those accommodated were adequately supported.
- The resource implications relating to the need to increase Housing Support capacity and provision.

Key objectives, therefore, of the Council of this period of transition are:

- Homelessness cannot be regarded as a Housing only issue. Partnership working and shared responsibility is key as Rapid Rehousing cannot be achieved through housing services alone and will require the support and co-operation of wider public and third sector services.
- To reduce the numbers of people coming through needing temporary accommodation, whilst also minimising the time spent in temporary accommodation for those that need it.
- To address the reliance on unsustainable reliance on B & B accommodation;
- To increase the availability of temporary, supported and permanent housing for homelessness
- To increase the capacity of both housing support and wider support.
- To prioritise young people, mental health and substance misuse and staffing.

1.2. Vision

The agreed vision for Rapid Rehousing in Monmouthshire is:

***Connected partnerships prevent homelessness and if not possible,
time in temporary accommodation is brief,
facilitating well-being.***

The ambition of the Monmouthshire Rapid Re-Housing Steering Group is:

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[1] RRHTP, MCC, 2022; 2.2
[2] RRHTP, MCC, 2022; 2.2
[3] RRHTP, MCC, 2022; 2.2

- To have a proactive and responsive 'whole-system' of services and agencies providing homeless services in Monmouthshire that are well connected and collectively focused on supporting, sustaining, increasing accommodation supply and speeding up access to settled accommodation.
- That there is no 'wrong door' for anyone homeless or at risk of homelessness.
- Wherever possible, people are supported to remain in their existing accommodation and homeless is prevented, whilst recognising there is a need for earlier intervention to be facilitated by seeking to go 'further upstream.'
- Whilst acknowledging that in some cases homelessness cannot be avoided and there will always be some form of temporary accommodation needed. This accommodation though needs to be good quality and regarded as a home, albeit temporary.
- The outcome of the provision of connected and co-ordinated homeless services is positive health and well-being of service users who are able to and are supported re-build their lives. The Gwent PSB have agreed that Gwent should become a Marmot Region and, therefore, the six Marmot principles should be the framework to reduce health inequalities across Gwent. Rapid Rehousing contributes towards the said six Marmot principles:

  - Giving every child the best start in life;
  - Enabling all children, young people and adults to maximise their capabilities and have control over their lives;
  - Creating fair employment and good work for all;
  - Ensuring a healthy standard of living for all;
  - Creating and developing sustainable places and communities;
  - Strengthening the role of ill-health-prevention.

To achieve this vision the focus of this Plan will be to address the following priorities, which are intended to align and be consistent with the Council's Housing Support Programme Strategy 2022.

- **Priority 1 - Prevent homelessness at the earliest opportunit**y

- **Priority 2 - Increase the <u>supply</u> of affordable and <u>settled</u> accommodation**

- **Priority 3 - Provide timely and effective <u>support</u> to <u>sustain</u> accommodation**

- **Priority 4 - Maximising resources and benefits through well connected partnerships**

1.3. Governance

A multi-agency partnership board, the Strategic Rapid Rehousing Steering Group has been established to both develop this Rapid Rehousing Transition Plan and to oversee its ongoing implementation.

The Steering Group is made of the following services and agencies:

- Monmouthshire County Council – Housing & Communities; Planning; Social Care – Adults and Children; Housing Support Grant and Estates
- Aneurin Bevan Health Board
- A Housing Support Provider representative (at the time or writing, Llamau on behalf of other Monmouthshire providers
- A Registered Social Landlord representative (at the time of writing Monmouthshire Housing on behalf of Melin and Pobl).
- Regional Public Services Board representative

The Group will report into the Council's People Scrutiny Committee, whilst also being accountable to the Place Scrutiny Committee and Public Service Scrutiny Committees.

Group membership includes a representative of both the Gwent Public Services Board, Regional Partnership Board and the Gwent Health, Social Care and Housing Strategic Partnership, via the Monmouthshire Programme Board, which is the official Strategic Local Delivery group (LDG) for the County of Monmouthshire under the Gwent Public Services Board. **See Figure 1.** The Rapid Rehousing Steering Group will have the ability, by exception, to escalate any areas of barriers, challenge or opportunities, that require wider partner involvement, to the Monmouthshire Programme Board for assistance, steer, or escalation to the Gwent PSB or RPB where necessary.
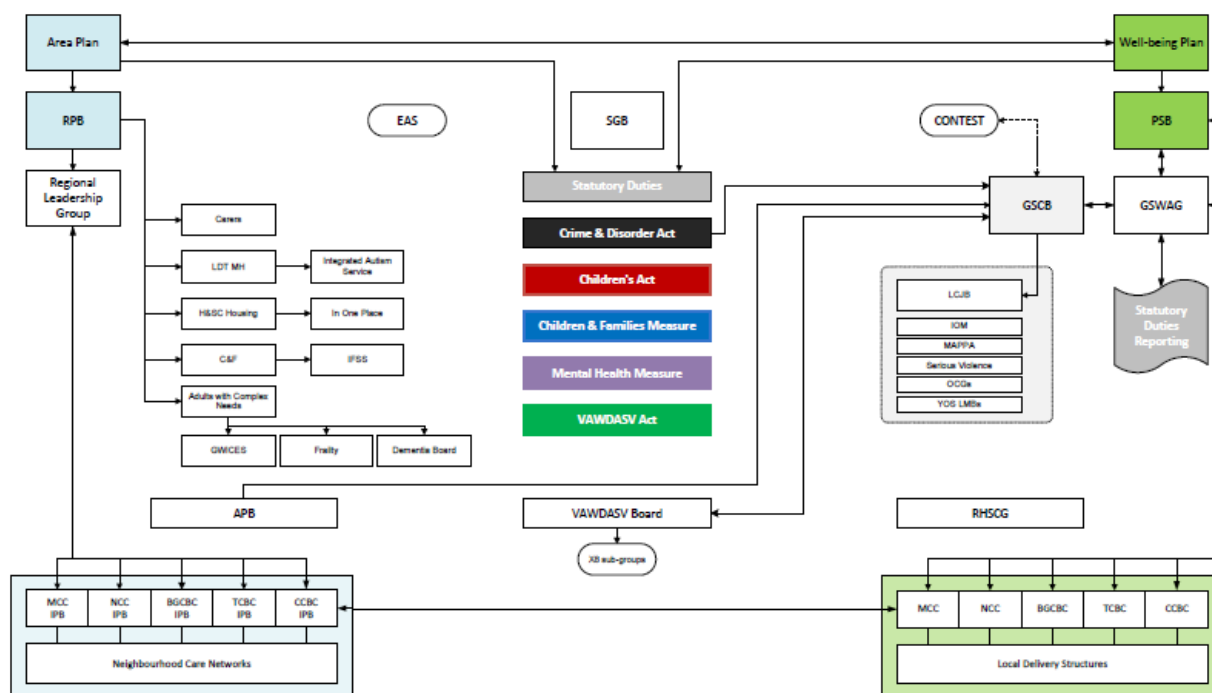
Figure 1:Gwent Partnership Landscape; Gwent PSB and RPB and LDGs

Whilst not structurally aligned or any governance arrangements, the Rapid Re-Housing Steering Group is intrinsically linked to a joint Strategic Housing Forum between the Council, Monmouthshire Housing, Melin and Pobl Housing Associations. The Forum has been established as part of the Council's response to homelessness to specifically identify collective and innovative solutions to tackle the unsustainable reliance on B & B by increasing the delivery of affordable housing in Monmouthshire and to maximise the use of capital funding, particularly Social Housing Grant.

In addition, Rapid Rehousing is a regular consideration of the Monmouthshire Homesearch, Common Housing Register partnership again due to the intrinsic link with permanent social housing accommodation.

1.4. Engagement

The engagement and involvement of both internal services and external agencies has been a priority to develop this plan. The Council has consulted widely with partners and stakeholders. It, however, hasn't been possible to capture the views of users of homeless services in Monmouthshire, but is an action of this Plan and to build upon the service user feedback captured to inform the development of the Council's Housing Support Programme Strategy 2022.

The development of the plan has been co-ordinated by an internal working group made up of both Housing & Communities and Housing Support Grant staff. This joint co-ordination recognises that homelessness and housing support functions are equally of relevance in terms of homelessness, and the development of this plan and delivery of rapid rehousing.

The internal working group undertook the following engagement to develop this plan:

- A multi-agency meeting during May 2022 to introduce and explain Rapid Re-Housing. This meeting agreed in principal to establish a Steering Group, to undertake a service mapping exercise and that individual services and agencies should sign up to a written pledge of commitment agreements, as per practice identified in Scotland.

- A multi-agency meeting during June 2022 jointly developed the Plan's vision and priorities, agreed the formation of the Steering Group and its membership.

- A service mapping exercise has been implemented.

- Three multi-agency themed sub-groups have been held to consider Homeless Prevention; Support and Accommodation. The sub-group discussions helped to inform the Action Plan and responsibility for respective actions. The remit of each sub-group was:

  o **Homeless Prevention**
  o What homeless prevention services that you provide works well and can/should be built upon?
  o What homeless prevention activity that your agency provides (or another service) doesn't work so well and why?
  o What more can your agency (or other agency) do to keep people in their current homes?
  o How can your service help to facilitate early homeless intervention?
  o What 'early warning' triggers can be identified?

  o **Support**
  o What support activity works well and why, that can/should be built upon? How can your agency help?
  o Including facilitating homeless prevention and early intervention;
  o Helping people to remain and sustain their existing accommodation;
  o Help people to identify alternative accommodation
  o Helping people prepare for a move **quickly** to a settled home;
  o What support activity doesn't exist or doesn't work so well? How can your agency help?
  o How can support and your agency help people to move on more quickly from temporary accommodation

  o **Accommodation**
  o Do you agree with the barriers to expanding affordable housing across Monmouthshire?
  o What further barriers can you identify
  o Thinking of the sphere of influence and control, which barriers can we, or could potentially, work together to overcome
  o How do we collectively use our influence and control? Which barriers can we, or could we potentially, work together to overcome?

- o How do we collectively use our influence and control to increase housing supply (all types) and reduce our use of B&B accommodation in the short, medium and long-term.

- The partnership activity has been supplemented with a number of one to one meetings with individual services or partner agencies.

- It was also the intention to undertake a service user exercise to also inform the Plan. Unfortunately this wasn't possible, but has been included as an action for this Plan.

- All agencies who have agreed to contribute to this plan have agreed in principle to sign up to a pledge of commitment, detailing the responsibility and actions they respectfully have agreed to implement.

2. Section 2 – Homelessness Data and Analysing Need

2.1. Context

Monmouthshire is a predominantly rural county and is noted for its rich and diverse landscape. It covers an area of approximately 88,000 hectares and shares a border with the neighbouring counties of Newport, Torfaen, Blaenau Gwent and Powys in Wales and Gloucestershire and Herefordshire in England. The estimated population is 94,950 (Source: ONS, April 2020). The main towns in the County are Abergavenny, Monmouth, Chepstow and Caldicot.

Housing Market Areas

It is possible to split Monmouthshire into 3 distinct housing market areas (See figure 2) following the 2011 census travel to work areas as detailed in below:

- o Chepstow Housing Market Area (Newport Travel to Work Area);
- o Monmouth Housing Market Area (Cinderford and Ross-on-Wye Travel to Work Area);
- o Abergavenny Housing Market Area (Merthyr Tydfil Travel to Work Area)
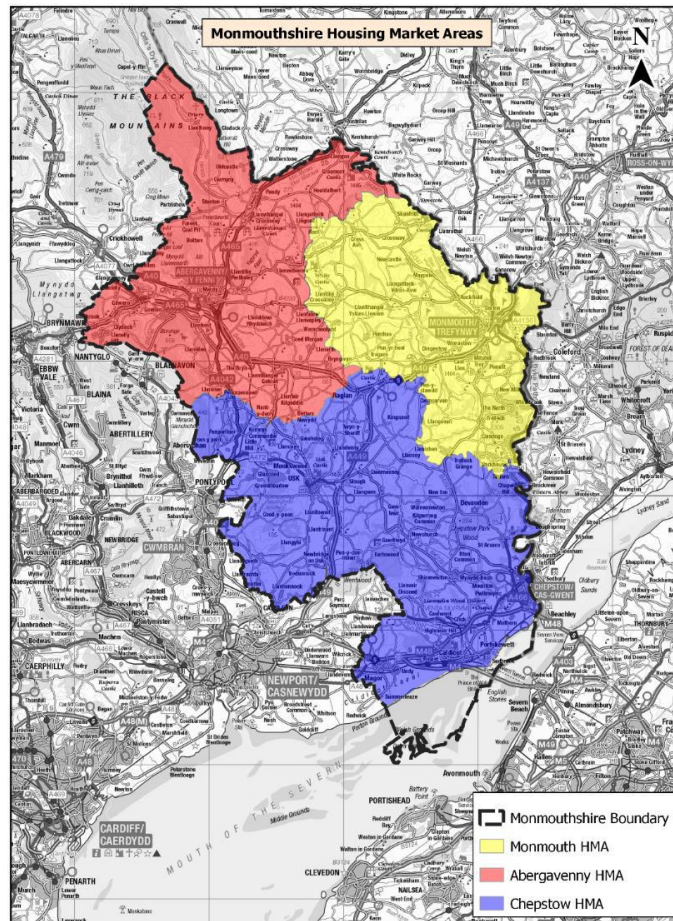
Geography & Technology, Welsh Government 057.20-21
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Figure 2 Monmouthshire Housing Market Areas Map

Population Breakdowns

A Demographic Evidence Report was prepared by Edge Analytics (November 2020) to inform Monmouthshire's Replacement Local Development Plan. An index of population growth for each of four broad age-groups (0–15, 16–64, 65+, 80+), reveals the important demographic changes that are taking place within Monmouthshire, ageing its population over time. **See Figure 2.**
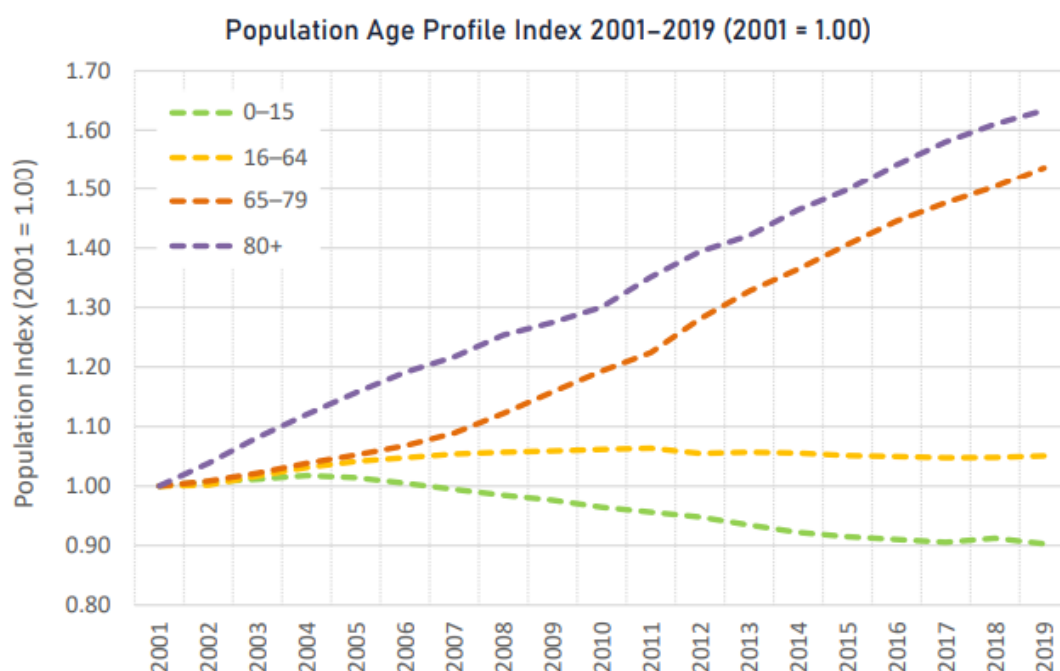
Figure 3: Population Age Profile Index, 2001-2019

Since 2001, the 65–79 and 80+ age-groups have increased in size by 54% and 63% respectively. In contrast, the 0–15 age-group is 10% smaller than its 2001 total. The size of the 16–64 age-group, the student and labour force age-group, has remained relatively stable since 2006, approximately 5–6% higher than in 2001.

Income and Earnings

Monmouthshire has a relatively high average household income, the median income for 2022 is £40,024 (CACI Paycheck) which is the highest across the Southeast region of Wales. **See Figure 3.**
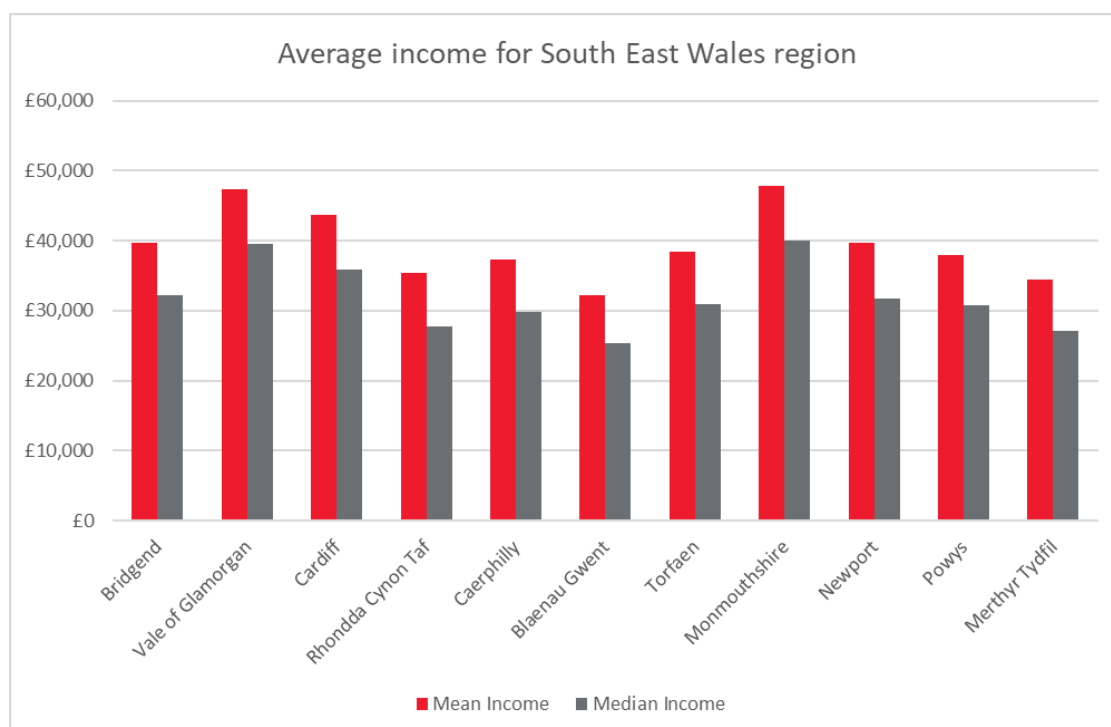
Figure 4: Average Income for SE Wales

Monmouthshire Housing Market

Data obtained from Hometrack (January, 2022) shows that current average price of a home in Monmouthshire is £352,233, based on sales and valuations up to November 2021, This is substantially higher than the average for Wales which currently stands at £228,209 for the same period (Hometrack, January 2022).

In terms of affordability, the house price to income ratio for Monmouthshire is 8:1 but levels vary across the county, the rural north between Abergavenny and Monmouth has the highest ratio at 11.6:1 (Hometrack, January 2022). This is contributing to the County's imbalanced demography, which is seeing a concerning reduction in under 60s age groups and if left unchecked would result in a shrinking economically active workforce and socially imbalanced communities.

Private rent sector

As of February 2022, there were 2,765 landlords registered with Rent Smart Wales representing 4,797 properties throughout Monmouthshire. The LHMA summarises the findings from a desk top study carried out in July 2020 of the residential rental market. Although data on private rental information is not as reliable or robust due to a lack of data currently available, the study indicated that the rental market contracted by almost 50% between 2010-2019 (illustrated in Figure 2) and that only 5.75% of private rented properties came within the corresponding Local Housing Allowance rate. This shows that the private rental market is highly unlikely to be a viable option for those in receipt of local housing allowance.

Affordable Housing Stock

Monmouthshire Housing Association, Melin Homes and Pobl own and manage the majority of affordable housing stock. There are around 5700 units of affordable housing across Monmouthshire (LHMA, 2020) as detailed below.

Table 1 below provides a breakdown of tenure according to the 2011 Census. It shows that homeownership (with or without a mortgage and shared ownership) is the most popular form of tenure, with 74% of Monmouthshire residents, either fully or in part, owning their own home. **Table 2 and 3** provides respective breakdown of social housing stock.

Table 1:Breakdown of Tenure

Tenure	Number	Breakdown
Owned Outright	15,268	39.9%
Owned with a Mortgage or Loan	12,872	33.7%
Shared Ownership (part owned part rented)	141	0.4%
Social Rented	5,288	13.8%
Private Rented	4,130	10.8%
Living Rent Free	532	1.4%
Total	38,233	100%

Table 2: Existing Housing Stock – General Needs

Housing Market Area	1 bed	2 bed	3 bed	4 bed	5 bed	6 bed	8 bed	Total
Abergavenny	354	463	621	59	2	0	0	1,499
Chepstow	536	788	861	69	1	1	0	2,256
Monmouth	158	257	322	17	0	0	1	755
Total	**1,048**	**1,508**	**1,804**	**145**	**3**	**1**	**1**	**4,510**

Table 3: Existing Housing Stock – Older Person's Housing

Housing Market Area	Bedsit	1 bed	2 bed	3 bed	4 bed	Total
Abergavenny	20	289	148	9	0	466
Chepstow	0	322	156	2	1	481
Monmouth	0	208	54	2	0	264
Total	**20**	**819**	**358**	**13**	**1**	**1,211**

Social Housing Lettings

In 2021-2022 there were a total of 351 social housing lettings, with around 47% of Generals Needs lettings allocated to homeless households. The proportion of lettings to homeless households has risen over the past three years in line with the increased number of households, as shown in the table below:

Table 4: Social Housing Lettings and Allocations to Homeless Households

	2019/20	2020/21	2021/22
Total number of lettings	461	366	351
Proportion of General Needs properties allocated to homeless households	20%	39%	47%

Although this increasing trend of more social housing being allocated to homeless households is positive, it is still insufficient in respect of existing demand.

2.2. Presentations

2.2.1. Homeless Presentations
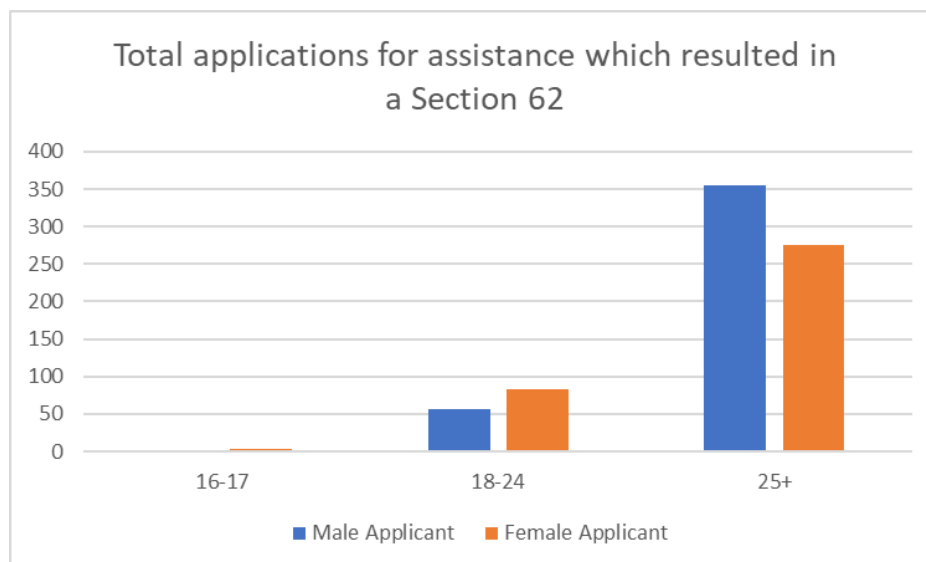
Figure 5: Homeless Applications Resulting in a Section 62 Duty

The above breaks down the homeless presentations for 2021/22 into gender and age. There were a total of 773 applications, with males only slightly more represented at 53.3%. Of the 773 applications 139 were made by those under the age of 25, 97% of those were 18-24.

17.9% (138) of the 773 presentations were a repeat approach within the financial year. The 138 repeat presentations were made by 68 households with 2 households approaching 3 times within the year, the others approaching twice.

Though still not at the presentation levels of 2017/18, the last two years has seen a reversal in the previous declining trend as figures have been increasing since 2020-2021.
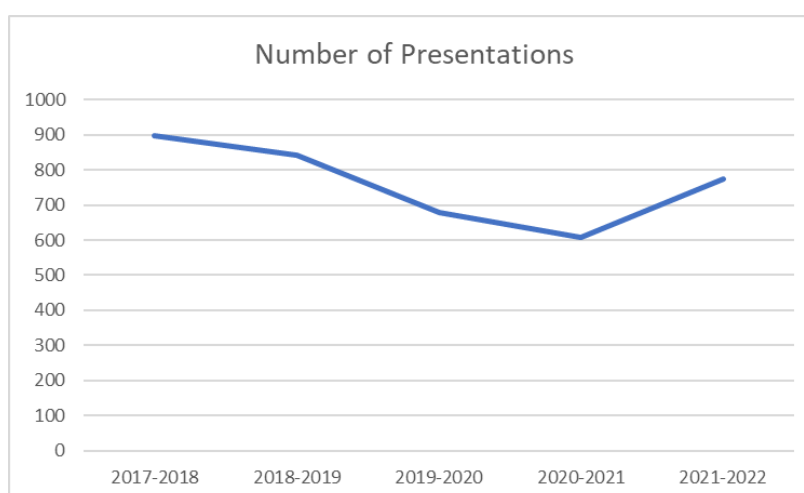
Figure 6: Homeless Presentations

Although the dip in 2020/21 may seem like a surprising figure given the 'Everyone In' policy adopted by the Welsh Government, this must also be considered in the context of eviction bans for a considerable period of time throughout the public health crisis.

A greater indication of the strain put on the Housing Options Team over the last two years is the proportion of these presentations which were awarded a housing duty over and above the initial Section 60, particularly at Section 73 where temporary accommodation is provided.

Table 5: Homeless Presentations & Homeless Duty

Year	Total Presentations	Number of presentations awarded each duty			No. of presentations receiving a duty	% of Presentations being owed a duty
		S66	S73	S75		
2017/18	897	255	228	32	515	57
2018/19	842	307	201	43	551	65
2019/20	680	187	239	17	443	65
2020/21	607	129	273	13	415	68
2021/22	773	133	402	77	612	79

At a first glance the proportion of those receiving a duty beyond a Section 60 seems surprisingly low. Monmouthshire has historically had a number of presentations who disappear- either through loss of contact or withdrawal- following an initial contact at Section 60. The reasons behind this would ideally be explored further but the very nature of these disappearances makes any follow up with the client incredibly difficult, if not impossible.

Despite recording the fewest presentations of the last 5 years, 2020-2021 saw the second highest number of Section 73s, and thus number of people in TA. Between 2017 and 2022 there was an increase in those being awarded a housing duty (above a Section 60) of over 20%. In 2021-2022 the number of cases awarded a Section 73 was double that seen in 2018-2019, and cases being owed a Section 75 is double that seen in 2017/18- the year with the highest overall presentations.
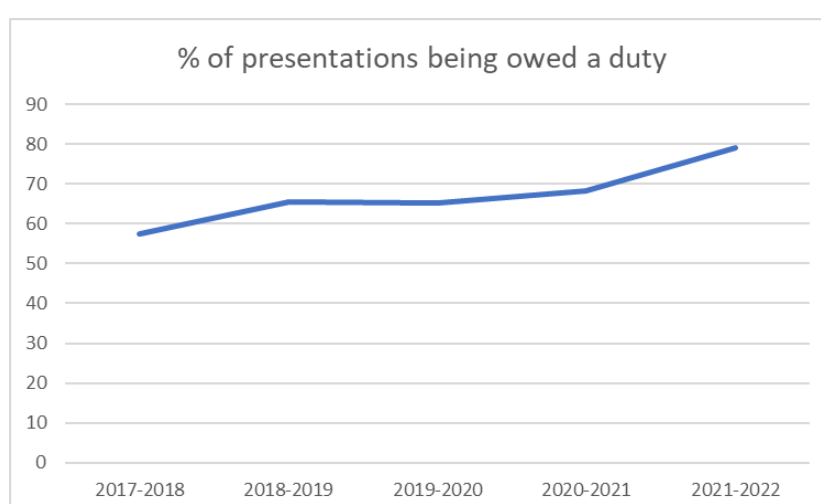
Figure 7: % of Presentations Owed a Homeless Duty

The significant increase in the % of cases being owed housing duties in excess of a Section 60 is a direct result of the suspension of priority need and intentionality under public health measures during the pandemic. The Housing Options Team have had to secure accommodation for a minimum of 174 households more in 2022 than in 2017. Minimum

because this does not include households who have lost duty and are still being accommodated under ongoing public health measures.
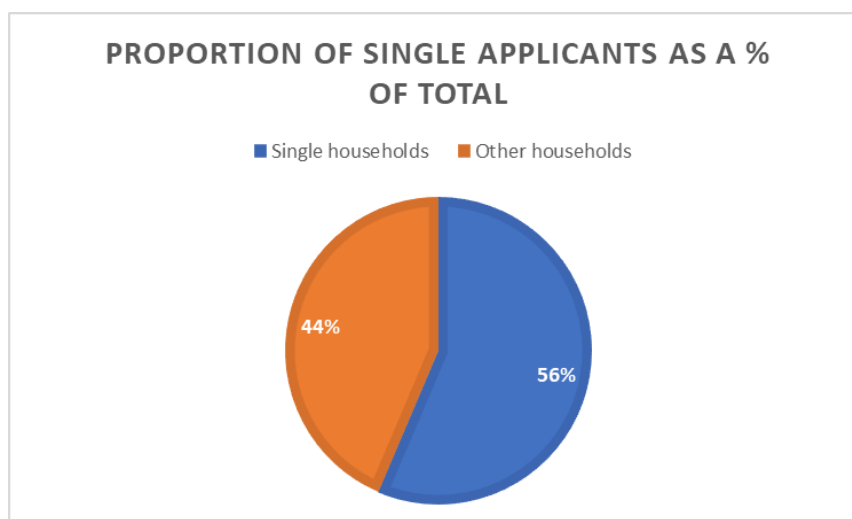
Figure 8: Proportion of Applications from Single People

Just over half of the applications in 2021/22 were made by single adults which supports the anecdotal experience of the Housing Options Team. A high proportion of these single applicants are male (approx. 69%). The Housing Options Team has seen a rapid increase in the numbers of single applicants approaching as homeless and being accommodated in TA since the introduction of the Public Health Measures brought in by Welsh Government at the beginning of the pandemic. Prior to the pandemic a significant number of these applicants would not have been considered 'Priority Need' and may have continued as the 'hidden homeless'. So, whilst 2021/22 has seen the lowest proportion of single presentations over the last 5 years, the proportion of those accommodated will be significantly higher. 2020/21 which saw the highest proportion of single applicants was similarly affected by the public health protocols and as a result Monmouthshire has seen a significant increase in single households in TA.

Table 6: % of Presentations by Single People

Single households	
Year	% of presentations
2017-2018	66%
2018-2019	63%
2019-2020	64%
2020-2021	69%
2021-2022	56%

Further interrogation of this data also reveals the reason behind homeless approaches for 759 of applicants to Monmouthshire Council Housing Options team. For the 2021/22 financial year loss of rented accommodation was by far the most occurrent motive, and this follows the trends of the past 5 years. However, the numbers are vastly higher in 2021/22 which supports the LMHA data of a declining Private Rented market, and the anecdotal evidence from

Housing Options Officers of landlords issuing notice so as to sell a property following a ban on evictions 2020/21.

Table 7: Reason for loss of Accommodation 2021-2022 presentations

Reason for Loss of Accommodation	Count of Reason for homelessness
Breakdown of relationship with partner: Non violent	104
Breakdown of relationship with partner: Violent	76
Current property unaffordable	19
Current property unsuitable	42
In institution or care (e.g hospital, residential home, army etc.)	10
Loss of rented or tied accommodation	200
Mortgage arrears (repossession or other loss of home	10
Other (including homeless in emergency, returned from abroad, sleeping rough or in hostel)	40
Other relatives or friends no longer willing or able to accommodate	90
Parents no longer willing or able to accommodate	95
Prison leaver	27
Rent arrears on: private sector dwellings	16
Rent arrears on: Social sector dwellings	1
THG COVID	3
Violence or harassment which is: Due to another reason	26
Grand Total	**759**

Following the loss of Private Rented accommodation, the next 3 bases for a homeless application relates to relationship breakdowns in one form or another, again replicating the trends of the past 5 years. Most commonly this is a relationship breakdown (partner), but the number of those approaching following a parent, relative or friend no longer willing to accommodate is not insignificant.

Although not a reason for homelessness, THG Covid (Tenancy Hardship Grant) has been used by Housing Options officers to record and track the recipients of the 'Tenancy Hardship Grant' established to assist households who have fallen behind with rent due to Covid. The 3 cases recorded under this above were supported by Prevention Officers and successfully prevented through use of the THG.

2.2.2. Forecasts and Trends

Using data from 2017-2022 the following forecast can be made regarding the number of presentations and proportion of single applicants over the next 5 years. To mitigate against

any fluctuations in data as a result of the pandemic, the average for 2020-2021 was based upon four non-concurrent months: May and October (2020) and February and June (2021).
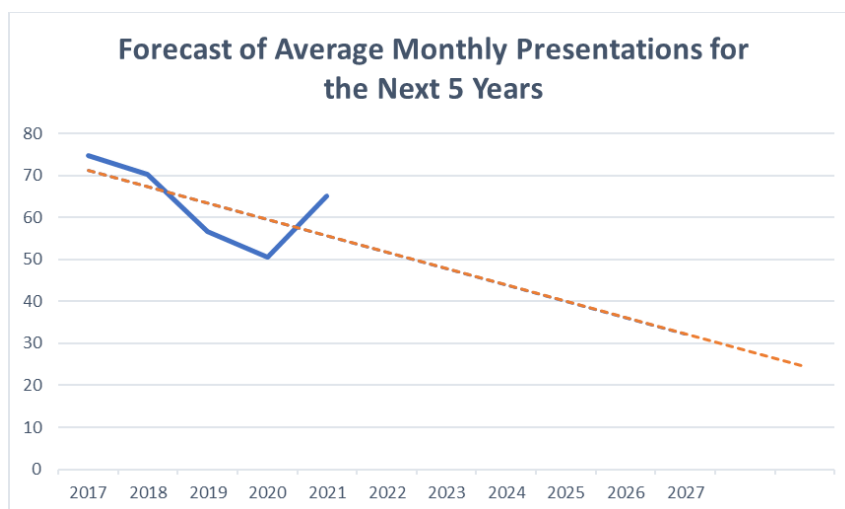
Figure 9: Forecast of average monthly presentations for the next 5 years

Despite the increase in presentations in 2021-2022 the forecast for the next 5 years continues to be a steady decline.
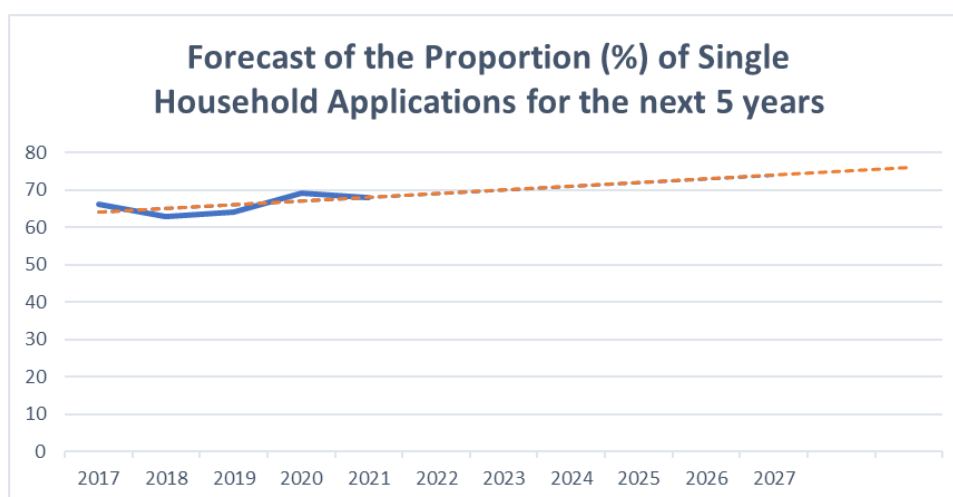
Figure 10: Forecast of the proportion of single applicants over the next 5 years.

Conversely the forecast for the % of single applicants remains high and continues to increase. This will be interesting to watch as anecdotal evidence would suggest that this may have peaked in 2020-2021 as options officers are reporting an increase in families approaching following the removal on eviction bans.

2.2.3. Outcomes

Just under half of those awarded a section 66 duty were discharged with successful outcomes, with those progressing onto a section 73 significantly more numerous than unsuccessful discharges.

Table 8: Outcomes by duty 2021-2022

Duty	Successful (%)	Unsuccessful (%)	Neutral (Progression to next duty) (%)

66	49.62	11.28	39.10
73	27.11	21.14	51.74
75	50.65	49.35	0

Definitive outcomes for those in receipt of a section 73 is much lower than for sections 66 or 75, with the majority progressing to a section 75. This is likely impacted by the fact that those on a section 73 will be placed in temporary accommodation and thus prevention work to remain in the home becomes obsolete, reducing successful discharge options. There may also be less of an inclination at this stage to source PRS accommodation as a move into TA has not been avoided.

Discharges from Section 75 successful and unsuccessful outcomes are more evenly matched. That unsuccessful discharges make up just under half of all discharges is a concern but reflects the difficulty in trying to maintain higher needs clients in Temporary Accommodation for long durations. These cases have rapidly increased under Public Health measures.

Looking at the destination for successfully discharged cases by duty, placements into PRS and RSL properties look evenly distributed up until a section 75. As is expected, the preference of those awarded full housing duty under section 75 is almost always to be accommodated in social accommodation. Those relieved under section 66 remain consistent across tenure type, with those remaining in their own homes slightly ahead of those moving into PRS.
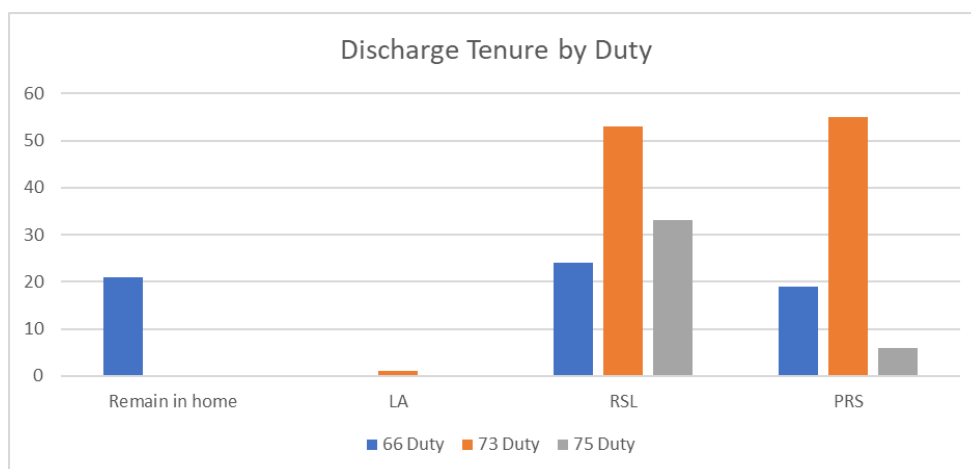
Figure 11: Discharge tenure by duty 2021-2022

Unlike the above, the following breakdown of negative outcomes includes 'neutral' ones, as these cases are ones which were not successfully prevented.

Table 9: Breakdown of Negative outcomes by duty 2021-2022

	Number of Cases			
Duty End Reason	S66	S73	S75	Total
Assistance Refused	1	1	0	2

Create homeless case and S73 task	51			51
Non cooperation	2	5	0	7
Other	2	6	0	8
Unsuccessful prevention 56 days passed NP	1	5	0	6
Application Withdrawn	3	23	7	33
Application Withdrawn due to loss of contact	9	36	0	45
Unsuccessful prevention create S75 task		216		216
Unsuccessfully Relieved	0	7	0	7
Became homeless intentionally from accommodation provided under section 75			16	16
Ceased to be eligible	0	0	1	1
Refusal of an offer of accommodation for social housing	0	0	1	1
Refusal of an offer of suitable accommodation under section 75			4	4
Voluntarily ceased to occupy accommodation made available under section 75			10	10
Total	**69**	**299**	**39**	**407**

As can be easily identified, the vast majority of negative outcomes relate to cases progressing through the duties, from 66 all the way to 75, indicating that prevention at these points was either unsuccessful or, increasingly, inappropriate. Aside from this, the most occurrent reason for a negative discharge was due to application withdrawal. Over half of the withdrawn applications were due to a loss of contact. When looking even further into these figures single male applicants are found to make up 52.6% of all those who either withdrew their application or had their application withdrawn due to loss of contact; 62.5% of those who became homeless intentionally from accommodation provided under section 75 and 80% of those who voluntarily ceased to occupy accommodation made available under section 75. This supports the theory that the Housing Options Team have processed more applications from complex and transient male applicants under the Public Health measures that would have otherwise been likely to receive a non-priority decision. As Monmouthshire's Housing Support Services are aimed at those with low-medium support needs it is possible that this cohort did not receive support appropriate for their needs to enable them to remain in temporary accommodation and to engage in the process.

The below table illustrates the average case length by duty and outcome across household, age and gender demographics. It would be logical to assume that the higher the duty, the longer the case length however as is shown those under a section 66 have unusually long durations. This can be accounted for in the context of extended notice periods following the pandemic. Households would approach the Housing Options Team with a notice and be owed a section 66, but they may be on that duty until their eviction up to 6 months later.

Table 10: Average case length in days broken down by positive and negative outcomes across Age and Gender

		AVG case length (days)	Household Type			Age Category						Gender	
			Single	Couple	Family	<25	25-29	30-39	40-49	50-54	55+	Male	Female
66	Positive	174	146	262	194	139	192	165	182	137	196	167	183
	Negative	111	104	60	113	56	78	179	140	49	86	141	90
73	Positive	150	144	112	175	169	173	124	135	182	129	124	174
	Negative	158	172	109	113	147	140	184	183	134	120	170	140
75	Positive	309	346	261	245	400	231	403	334	221	239	353	258
	Negative	243	251	212	175	296	245	228	209	299	195	238	269

Unlike the average length of stay in TA (below) this clearly indicates a saturation of single households in the housing market. Single households have a significantly longer case length on average at section 75 (both positive and negative outcomes) than families. This is an accurate representation of the length of time single households will wait before being discharged into settled accommodation. As a significant proportion of single households who approach are male the significant difference can be followed through to the gender breakdown of successful 75 decisions. Male applicants are on average likely to experience a shorter case length when issued with a negative S75 decision than females possibly due to a higher proportion of males presenting with higher needs who struggle to maintain TA.

When looking at the average case length by age the results are quite surprising. It is not clear at this moment in time why those under the age of 25, and those aged between 30-39 have such significantly longer case lengths and this will require further investigation.

2.2.4. Temporary Accommodation (TA)
The below table shows the average length of stay in TA (excluding supported accommodation) by household type, across positive and negative discharges in TA, and by spread (longest and shortest stays). Outside of other (those who have decided to apply as friends, those moving with elderly parents) it is unsurprising to see that single households remain in TA longer on average before moving on positively to settled accommodation.

Table 11: Average length of stay in TA across positive and negative discharges broken down by household type 2021-2022

Average number of days	AVG number of days with	AVG number of days with		Longest Stay (days)	Shortest Stay (days)

	Positive discharge	Negative discharge			
Single	165.7	179.7	137.4		740	1
Couple	152.5	148.6	161.3		431	1
Family	149.9	167.4	34.3		482	0
Other	249.2	249.2			530	28

Although the trends are largely congruent to the experiences of the Housing team at Monmouthshire, it is felt that the figures do not show the true extent of throughput in Monmouthshire's TA. As Monmouthshire Housing department has not routinely collected data on TA use and stays this data has been collated manually and is subject to human error. Methods for more accurate data recording of TA use are currently being implemented and it is hoped that any future reports on TA use will more closely align with the experiences of the team.

2.2.5. Rough Sleeper Data

Monmouthshire Housing Options only started to formally record rough sleepers in the county from November 2021, and so there is only data for the last 5 months of the previous financial year.

Between November 2021 and April 2022 there were 21 unique rough sleepers recorded in the county. This figure is made up of those rough sleeping, sleeping in a tent, sleeping in a vehicle or abandoned building. The figure does not include those sleeping in caravans and this is important to note as there have been a small number of cases where clients have been residing in caravans that lack basic amenities.

Of the 21 rough sleepers between November 2021 and April 2022 14 were male, and 7 female.
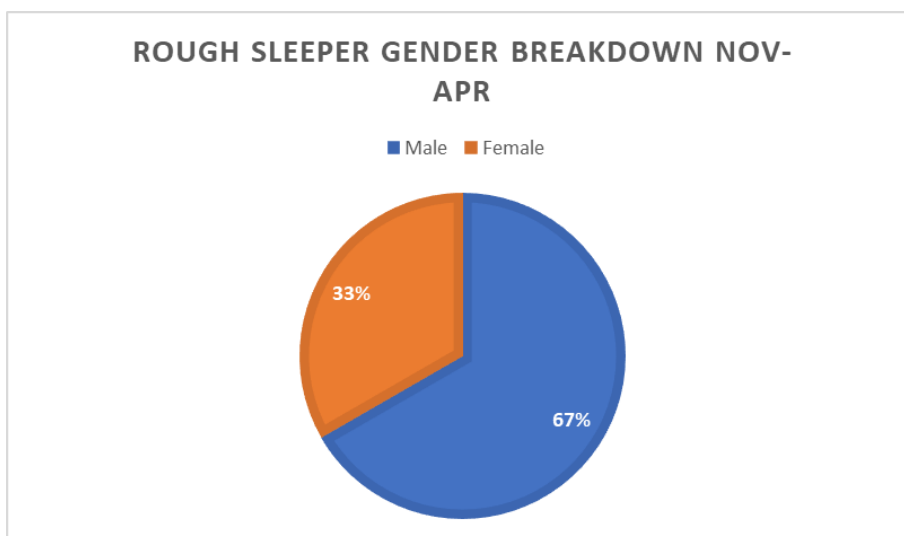
Figure 12: Gender breakdown of Rough Sleepers recorded Nov 21-April 22
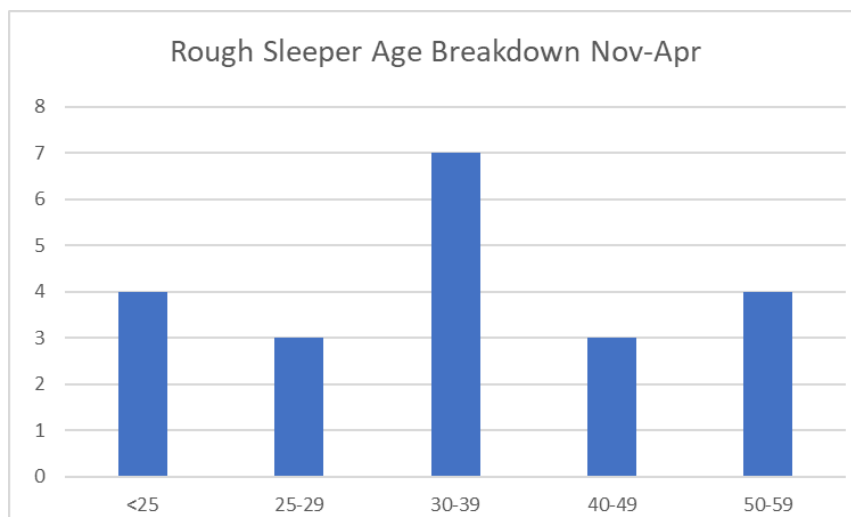
Figure 13: Age breakdown of Rough Sleepers recorded Nov 21- April 22

Two thirds of the rough sleepers during this period were aged below 40 (14), with those under 29 and those between the ages of 30 and 39 equally represented. The youngest rough sleeper was 19.

The outcomes of these rough sleepers are recorded below:

Table 12: Outcomes of Rough Sleepers recorded Nov 21- April 22

Outcome	Number of rough sleepers
Moved into B&B	2
Little/ No/ Unable to engage or contact	7
Moved out of area	1
Engaging with support	10
New referral	1

Just under half of the rough sleepers recorded engaged with support services, and 2 were placed in B&B during the 5 months. Anecdotally it seems that pets (dogs) are a key barrier to accessing Temporary Accommodation for this cohort.

Although the data for the 2021-2022 financial year is limited, data for the first 3 months of the financial year 2022-2023 can be added to provide further context. In the 3 months between April and July a further 8 rough sleepers were recorded, all male, creating a starker gender breakdown.
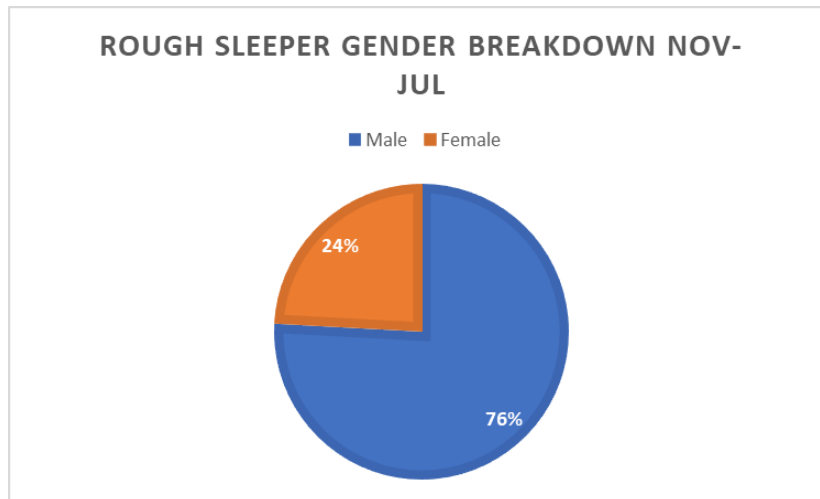
Figure 14: Gender breakdown of rough sleepers recorded Nov 21- July 22

The additional 8 rough sleepers have also changed the overall age breakdown, with those under 25 now more numerous than those aged 30-39. The youngest remains 19, but the oldest is now 68.
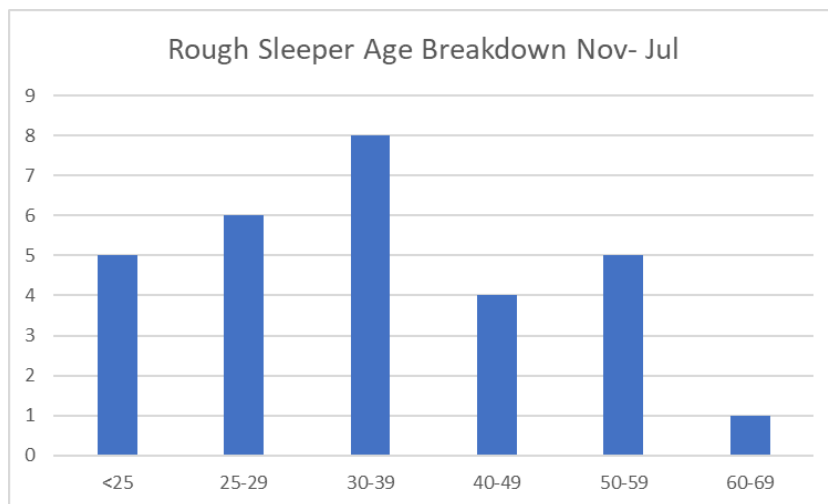
Figure 15: Age breakdown of Rough Sleepers Nov 21- July 22

No further rough sleepers were accommodated in B&B during the additional 3 months, but two did move into settled accommodation. The number of rough sleepers who did not engage increased during this time, further investigation is needed to establish what the barriers are to engagement.

Table 13: Outcomes for Rough Sleepers recorded Nov 21- July 22

Outcome	Number of Rough Sleepers
Moved into B&B	2
Little/ No/ Unable to engage or contact	14
Moved out of area	1

Engaging with support	8
New referral	1
Moved into PRS	1
Moved into RSL	1
Declined support	1

2.3. Local Housing Market Assessment

Monmouthshire's housing need data is currently being refreshed using the new Local Housing Market Allowance (LHMA) tool recently released by Welsh Government. At time of writing this has not been complete so the information in this section has been taken from the 2020 LHMA and Monmouthshire's Affordable Housing Prospectus 2022.

The Local Housing Market Assessment (LHMA), carried out in 2020, estimated a shortfall of 468 affordable homes per annum between 2020-2025 with the majority to be provided as Social Rent (68%), followed by Low Cost Home Ownership (25%) and finally Intermediate Rent (7%).

The net shortfall of affordable housing is calculated by taking the backlog of need (Housing Register data divided by five for each year of the LHMA period) and adding existing households falling into need and newly arising need. The committed supply of affordable housing is deducted from this figure leaving the estimated annual shortfall. It would, however, be inaccurate to assume that each home would only be occupied once over the next five years and not allowing for turnover could potentially inflate the requirement for new affordable housing. Current levels of turnover were calculated by dividing average lets over the last three years by existing social rented stock and the related ward level turnover for each property type was factored into the net shortfall for each ward to determine the annual affordable dwelling requirement.

The LHMA 2020 calculated the following are required for each year of the LHMA:

- 319.6 Social Rent properties
- 115.2 Low Cost Home Ownership (LCHO) properties
- 33 Intermediate Rent properties

Monmouthshire's Affordable Housing Prospectus provides information regarding current housing waiting list data. As of February 2022 there were 2246 households registered on Monmouthshire's housing waiting list with a recognised housing need. Figures 3 and 4 below provide a breakdown of this information by accommodation type (i.e. General Needs/Older Persons) and bedroom need. The largest demand overall is for one bedroom general needs accommodation, particularly in the Chepstow Housing Market Area. There are currently 326 households on the waiting list that have indicated they have mobility issues, 26 of whom require fully accessible accommodation.
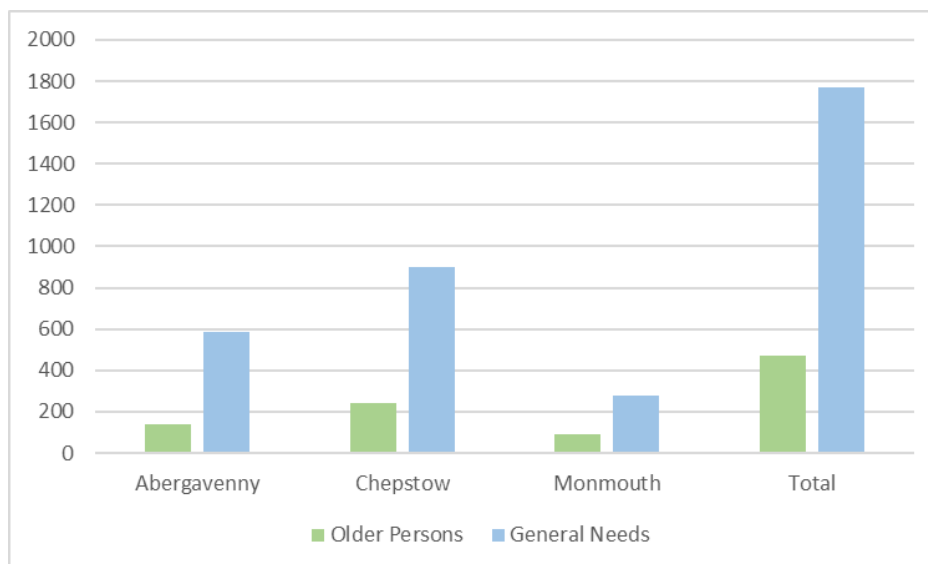
Figure 16: Current demand for General Needs and Older Person's Accommodation by Housing Market Area
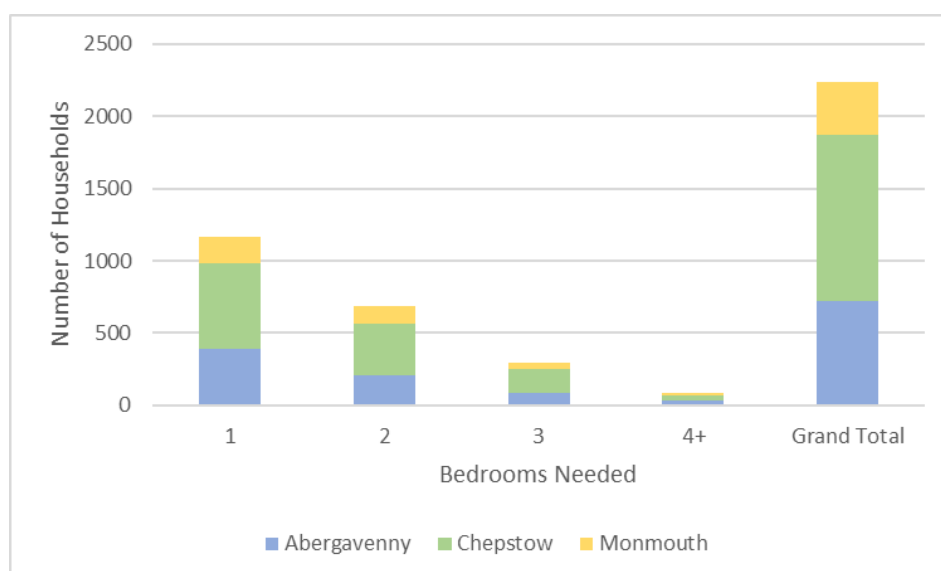
Figure 17: Current bedroom need by Housing Market Area

A needs assessment of households in TA carried out between September – November 2021 indicated a significant proportion of individuals with support needs, particularly mental health needs, young people and substance misuse issues. This, along with housing needs information from Health and Social Care has evidenced a need for:

- high/intensive supported accommodation for individuals with complex needs

- supported accommodation for people with mental health needs

- supported accommodation for young people

- supported accommodation for people with a learning difficulty

- additional Housing First accommodation (General Needs housing with intensive support)

Supported accommodation should be self-contained where possible and be located in one of the towns for ease of access to services.

2.4. Conclusion

The following summarises the current situation and projects future demand:

Affordable Housing Shortfall
The LHMA 2020 estimated a shortfall of 468 affordable homes per annum between 2020-2025 comprised of: • 319.6 Social Rent properties • 115.2 Low Cost Home Ownership (LCHO) properties • 33 Intermediate Rent properties

General Needs
There is a high demand for social rented housing across Monmouthshire with 2246 households currently on the waiting list (February 2022). There is a particularly high need for one and two bedroom accommodation located in the Chepstow housing market area. New developments should generally provide a high proportion of social rented accommodation to meet this demand.

Older Persons / Extra Care
There are currently 474 households on the waiting list aged 55 or over (February 2022), equating to approximately 21%, although not all of these households will require Older Person's housing. Additional Older Persons/Extra Care accommodation is not considered a priority at this time due to existing levels of Older Person's accommodation.

Disabled/Accessible
There are currently 326 households on the waiting list (February 2022) that have indicated they have mobility issues, 26 of whom require fully accessible accommodation.

Homelessness Provision (Temporary Accommodation)
Monmouthshire has seen a steep increase in the demand for Temporary Accommodation (TA) since the start of the pandemic. In February 2022 there were 180 households in TA including 90 households in bed and breakfast accommodation, compared to 21 households in TA in March 2020. Waiting times for move-on from TA are significantly high, averaging 11 months between April-December 2021. Increasing self-contained TA is a high priority for the Council to address long waiting times, reduce reliance and expenditure on bed and breakfast accommodation and work towards rapid rehousing ambitions. In particular, there is a need for self-contained emergency family accommodation in the north of the County.

Supported Housing/Specialist Provision Learning Disabilities / Mental Health Difficulties / Domestic Violence / Ex-offenders / Drug & Substance Misuse / Young Vulnerable
A needs assessment of households in TA carried out between September – November 2021 indicated a significant proportion of individuals with support needs, particularly mental health needs, young people and substance misuse issues. This, along with housing needs information from Health and Social Care has evidenced a need for: - high/intensive supported accommodation for individuals with complex needs

- supported accommodation for people with mental health needs
- supported accommodation for young people
- supported accommodation for people with a learning difficulty
- additional Housing First accommodation

Supported accommodation should be self-contained where possible and be located in one of the towns for ease of access to services.

3. Section 3 - Assessing Support Needs

3.1.1. Context

A comprehensive needs assessment was conducted in April 2022 by partner agencies for all of those currently residing in temporary accommodation, placed by the Council. As professionals who know the clients best, support workers were asked to report on the level and type (up to 3) of need of each of their clients using the definitions below:

Table 14: Definitions of need used for the assessment of need

Definitions of Need			
Level of need		**Equivalent Support required**	**Definition**
1	LOW NEEDS	Less than 1 hour support per week	Likely to be a significant proportion of clients who have no or very low support requirements and who can be supported into settled accommodation with either a low level of support or potentially just signposting
2	MEDIUM NEEDS	Between 1 and 2 hours support per week	Likely to be the majority of clients who will require a Rapid Rehousing service with floating support. May also be the need to include some other professional support in order to support them to live independently in settled accommodation
3	HIGH NEEDS	Over 3 hours support per week	This category is where we would expect to see those who have complex needs and who should be offered, as a default, a form of Housing First support or intensive housing-led intervention.
4	INTENSIVE NEEDS	Potentially 24/7 support requirements	These should be clients who are unable to live independently at this moment in time, perhaps due to concerns around risk to self or others or perhaps even choice. Our expectations would be that professionals are engaged from a health and social care sectors, moving into settled accommodation must continue to be objective.

Table 15: Need types used for the assessment of need

Need Type
Families with Support Needs

Generic/Floating Support/Peripatetic
Men experiencing Domestic Abuse
People over 55 years of age with Support Needs
People with Chronic Illnesses (including HIV,Aids)
People with Criminal Offending History
People with Developmental Disorders (i.e. Autism)
People with Learning Disabilities
People with Mental Health Issues
People with Physical and/or Sensory Disabilities
People with Refugee Status
People with Alcohol Issues
People with Substance Misuse Issues
Single Parent Families with Support Needs
Single People with Support Needs not listed above (25 to 54)
Women experiencing Domestic Abuse
Young People who are Care Leavers
Young People with Support Needs (16 to 24)
Black Minority Ethnic
Gypsies and Travellers
Frail Persons
Vulnerable Two Parent Families
Migrant Workers

3.1.2. Demographics

A total of 186 people were assessed as part of this evaluation of needs as at April 2022.

Of the 186 clients there are almost double the number of males (120) than females (66). As part of the assessment support workers recorded the bedroom need for clients currently in TA. 148 clients are in need of a 1 bed property, of which 111 are Male. 27 clients are in need of 2 bed accommodation (20 female, 7 male), and 9 are in need of 3 bed accommodation, all female. 12 clients are recorded as having a pet or pets which is often a barrier to moving on to private rented or supported accommodation.
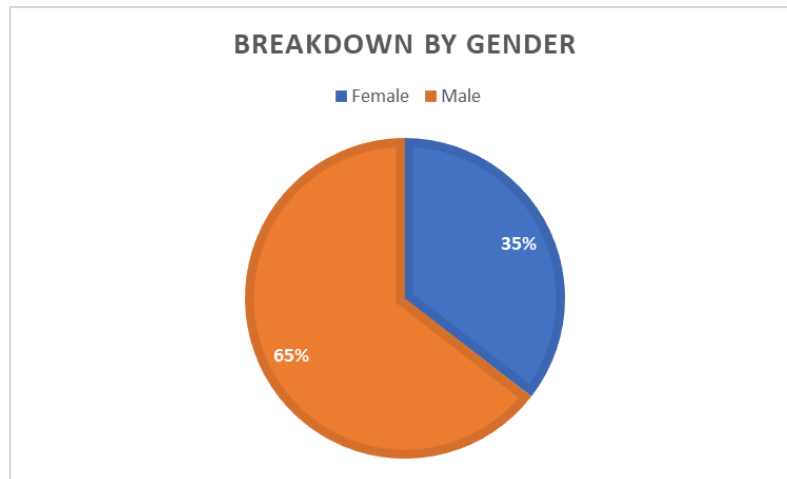
Figure 18: Breakdown of gender of those assessed

The age breakdown shows that younger residents (those under the age of 40) make up a over half of those requiring support in emergency accommodation, with the age category 30-39 being particularly overrepresented, closely followed by 16-24 year olds. This data would suggest that moving forward Monmouthshire needs to focus support and resources towards the younger population to prevent homelessness.
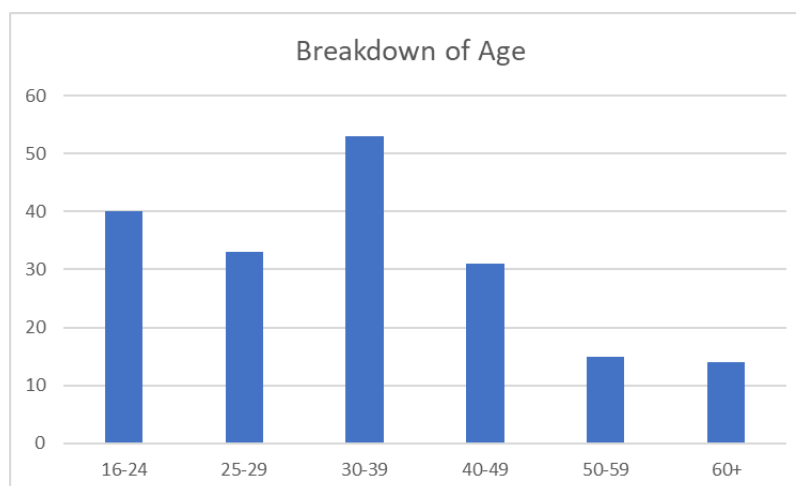
Figure 19: Age breakdown of those assessed

When comparing this to the previous Support Needs Assessment which took place between September and November 2021 we can see that the demographics around age remain consistent. Those under the age of 40 remain significantly more numerous than those under, both sets of figures show those under 40 to be around double that of over.
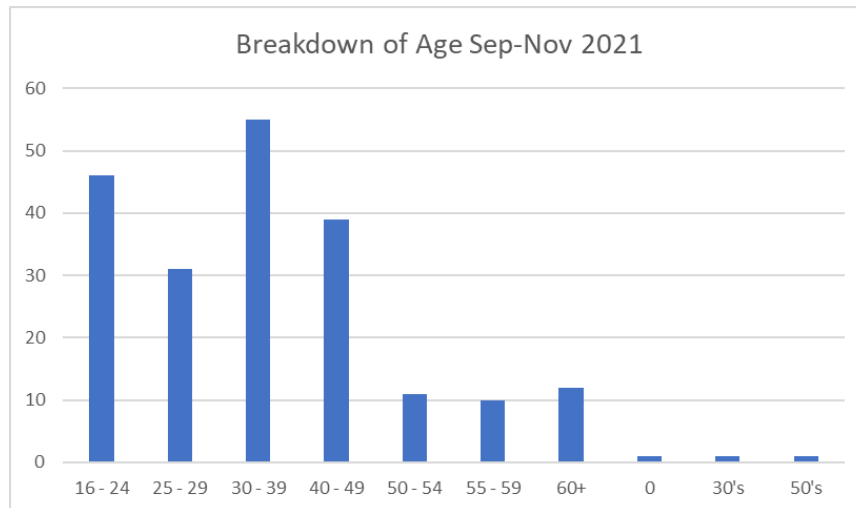
Figure 20: Breakdown of age of those assessed Sept- Nov 21

3.1.3. Type of need

Support workers were asked to select the lead need for clients they are currently working with from the set list above and where appropriate record a secondary and third need.

Figure 21: Breakdown of Lead Need type

All 186 cases had a lead need recorded, 136 had a secondary need and 60 a tertiary. The most commonly identified lead need was mental health with 40 cases, or 23%. The following most common lead needs are Single People with Support Needs (20 cases, 10.75%), Generic needs (19 cases, 10.22%), People with Substance Misuse Issues (18 cases, 9.68%) and Young People with Support Needs (12 cases, 6.45%). People with alcohol issues have been recorded separately to those with other substance issues but should these be amalgamated there are a total of 28 cases or 15% of the total, the second highest need type behind mental health.

People with Mental Health Needs remained the most occurrent need across secondary and tertiary needs by quite a significant margin. Outside of Mental Health People with Substance Misuse, Single People with Support Needs and People with Alcohol issues continued to be significantly frequent needs.

Frequency of Need Recorded - Separated into Lead, Secondary and Tertiary April 2022
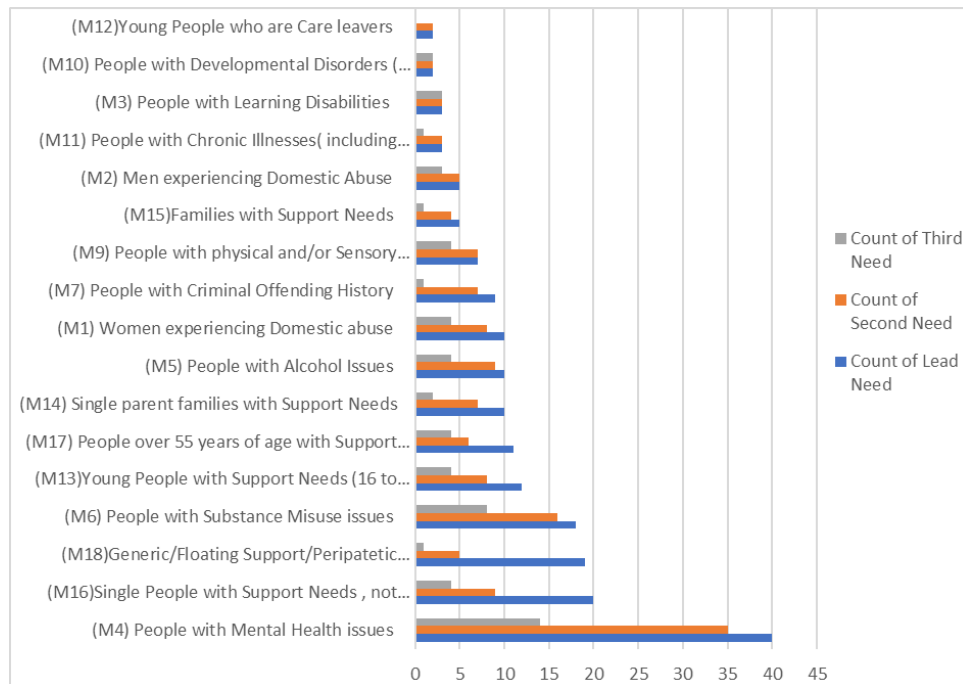
Figure 22: Type of Need recorded as lead, secondary and tertiary need

The distribution and trend of support needs captured in TA in April 2022 closely align to the findings of the same exercise carried out Sept- Nov 2021. Though there is not yet enough data to confidently establish this as a trend, anecdotally this pattern remains consistent. There are plans to continue assessing the support needs of those engaged in HSG services (which includes clients in TA) periodically going forward which will help to plan for services to best meet the need of clients.

Frequency of Need Recorded separated into Lead, Secondary and Tertiary Sept - Nov 2021
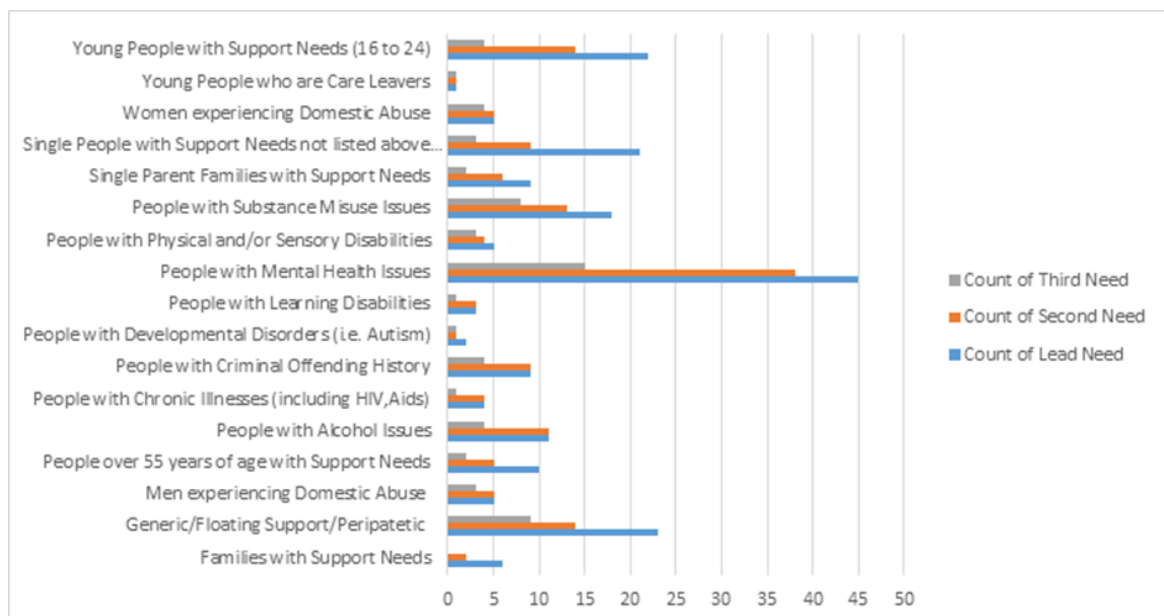
Figure 23: Type of Need recorded as lead, secondary and tertiary need Sept- Nov 21

3.1.4. Level of Need
Using the definitions above to gauge the level of needs support workers recorded the following need level breakdown for clients in TA.

Table 16: Level of need broken down into correlating housing need

Support Group Recommended	Recommended Housing	Recommended Support	Current case volumes (inc %)	Anticipated trend (inc %)*
Low/None	Mainstream housing	Individualised support	28.49	Data not available
Medium	Mainstream housing	Individualised, likely to include multi-agency support	45.7	Data not available
High	Mainstream housing	First/intensive floating support, including multi agency support	21.51	Data not available
Intensive Needs (24/7)	Supported Housing	Residential support	4.3	Data not available
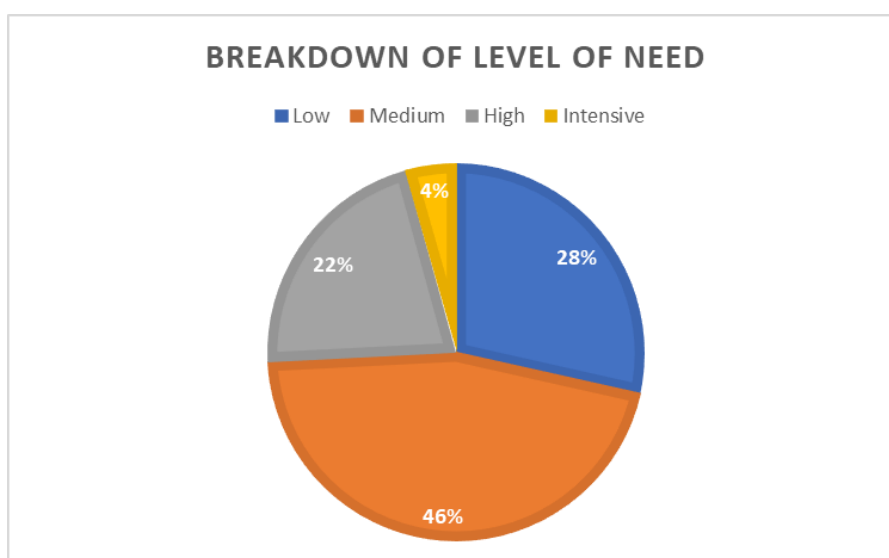
Figure 24: Breakdown of level of need of those assessed

Clients accommodated in TA during April 2022 were most commonly determined to have a 'Medium' level of needs, but this is not an overall majority. Those deemed to have 'High' needs are almost as occurrent as those described as having 'Low' needs. In comparison to the needs assessment completed Sept-Nov 2021 the proportion of those with 'Intensive'

needs has remained fairly consistent; reducing by only 1%. Both 'Low' and 'High' needs have increased by 4% since Nov 2021.

When these figures are converted to equivalent housing need using the table above Monmouthshire requires more specialised accommodation for 25.8% of those in TA: 8 units in a residential supported accommodation, and 40 units of Housing First. Alongside this support is required for 85 clients, a proportion of which are likely to be deemed to require support exceeding the level provided by commissioned services who are largely aimed at those with 'Low' to 'Medium' needs.

Of those deemed to have 'High' support needs (40), 25% have a lead need of Mental Health, equally the proportion of those with Mental Health needs with a 'High' level of need is also 25%. Whilst numerically this equates to more people, the proportion of cases with Substance Misuse and Alcohol Problems with 'High' or 'Intensive' level of need is much higher at 72%. This indicates that those with Substance Misuse support needs, or problems with Alcohol are less likely to manage general needs accommodation. Monmouthshire would benefit from additional specialist support services for those with Substance Misuse, Alcohol issues and Mental Health needs.

The remaining three cases assessed as having 'Intensive' support needs have needs relating to disabilities and developmental disorders. Cases such as these will highly benefit from the mutli-agency partnership approach put forward by RRH.

3.1.5.   Rough Sleepers and No Fixed Abode

As well as assessing the support needs of those in TA, a needs assessment was conducted by Monmouthshire's Assertive Outreach team on clients receiving support who are either NFA or Rough Sleeping.

A total of 34 people were receiving support from Assertive Outreach in April 2022, 12 were identified as rough sleeping, and 22 NFA (sofa surfing, living in campervans etc).

Of the 12 rough sleepers for those we have personal data, 8 were male and 3 female, and for the 22 NFA cases 17 were male and 5 female. Whilst it is unsurprising that there were more males in both cohorts, it is interesting that there is a greater disparity between male in female who are NFA than Rough Sleepers. There were 5 households noted as having at least one pet across NFA and Rough Sleepers, something which anecdotally has been a barrier to people accepting temporary accommodation.
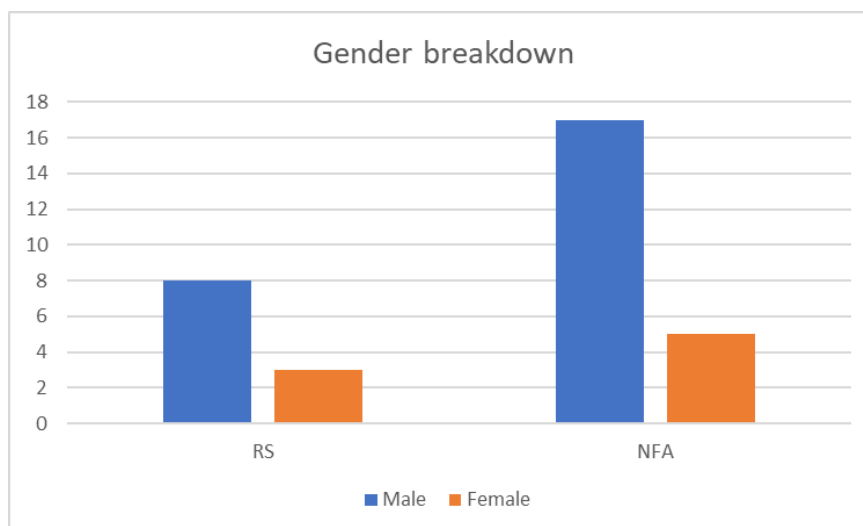
Figure 25: Gender breakdown of those Rough Sleeping and NFA

For rough sleepers where age is recorded there is a fairly even spread, though the number of those over 50 is somewhat surprising given the additional housing stock that is generally available. This may indicate a population of entrenched rough sleepers for whom rough sleeping has become preferred. Those who are NFA follow similar trends to those recorded in TA, those under the age of 40 greatly exceed those over.
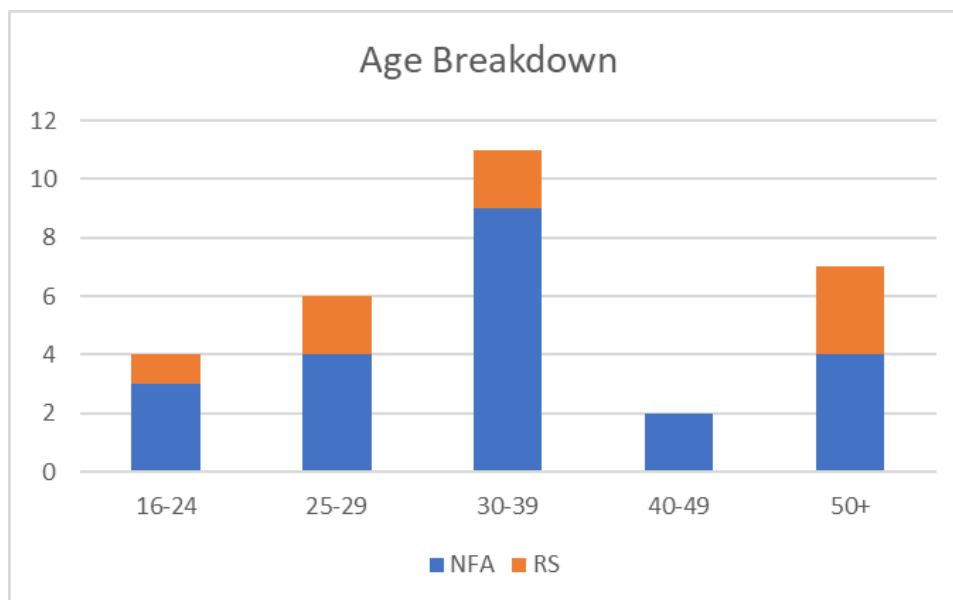
Figure 26: Age breakdown of those Rough Sleeping and NFA

Table 17: Support needs of those Rough Sleeping

Support Need- RS	Lead Need	Secondary Need	Tertiary Need	Total
Generic/Floating Support/Peripatetic	1			1
People with Learning Disabilities	1			1
People with Mental Health Issues	4	2		6
People with Substance Misuse Issues	1			1
Women experiencing Domestic Abuse	1			1
People with Physical and/or Sensory Disabilities		2	2	4
Single Parent Families with Support Needs		1	2	3
Single People with Support Needs not listed above (25 to 54)		1		1
Young People with Support Needs (16 to 24)		1		1
People over 55 years of age with Support Needs			1	1
Total	8	7	5	20

8 rough sleeper cases had their support needs recorded 50% of which had Mental Health recorded as a lead need, and 75% had Mental Health recorded as a lead or secondary need. Similarly, 64% of NFA cases had Mental Health as a lead or secondary need. This follows a similar, if not more prominent, trend of those in TA and further evidences the need for mental health provision within Monmouthshire. It might be prudent to look at Mental Health needs in greater detail to establish whether an increase in mental- wellbeing services are best placed to meet the increasing demand, or whether a number of those with Mental Health needs require intervention from medical services.

There were also a significant number of rough sleepers who were recorded as having Physical/ Sensory or Learning difficulties as a need across lead, secondary and tertiary need. This would suggest that working in partnership with adult social care and other primary health services may be required to fully meet the needs of these clients.

Unfortunately, the second most occurrent need for those who are deemed NFA was reported to be 'Single People with Support Needs not listed above (25 to 54)' which will require further investigation.

Table 18: Support needs of those NFA

Support Need- NFA	Lead Need	Secondary Need	Tertiary Need	Total
People over 55 years of age with Support Needs	1	1		2
People with Alcohol Issues	1		1	2
People with Criminal Offending History	2			2
People with Developmental Disorders (i.e. Autism)	1			1
People with Learning Disabilities	1		1	2
People with Mental Health Issues	8	6		14
People with Substance Misuse Issues	1	3		4
Single Parent Families with Support Needs	1			1
Single People with Support Needs not listed above (25 to 54)	5	4	1	10
Women experiencing Domestic Abuse	1			1
Young People with Support Needs (16 to 24)		1		1
Men experiencing Domestic Abuse		1		1
People with Physical and/or Sensory Disabilities			2	2
Families with Support Needs			1	1
Total	22	16	6	44

The assessed level of need across the 8 rough sleepers where information was available shows a fairly consistent spread across Low, High and Medium needs. It is surprising that there were no recorded 'Intensive' need cases amongst the rough sleeping population as anecdotally a number of those who have been evicted from our TA due to unmanageable behaviour have become street homeless. This may be worth investigating further as part of an increase in data collection where it can be established whether this is an anomaly or a trend.
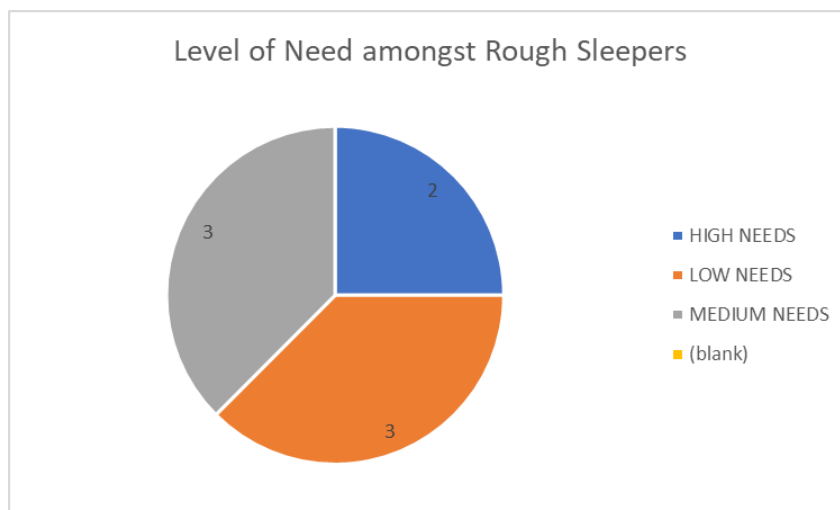
Figure 27: Level of need across Rough Sleepers
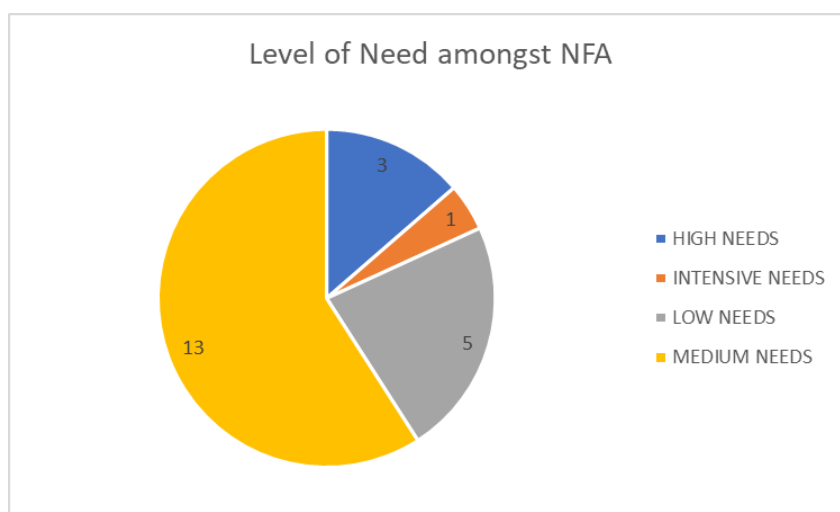
Figure 28: Level of need across NFA

There is more of an acute difference in the level of need amongst those categorised as NFA. The majority are recorded as 'Medium' level of need, which from the Local Authority's experience covers a spectrum from those who are Low/Medium to Medium/High. As such it is sensible to assume that there will be some recorded as 'Medium' needs who will require more intensive support than that currently available through HSG funded services, in addition to the 5 cases deemed 'High' or 'Intensive'.

3.2. Support Requirements

The Council's current Housing Support Programme, outside of specialist provision (Mental Health, Substance Misuse etc), is provided on a person-centred holistic basis. This means that, although the 4 specific support requirements (below) are covered by support providers to enable clients to move on from or maintain accommodation, they are not done so in isolation.

- Practical – includes support to set up utilities, source furniture and white goods packs, make benefit claims, budgeting as well as general tenancy sustainment support, etc. Someone to cope with issues of isolation and where they have learning or language difficulties.
- Engagement– support required to engage with people, including assertive outreach requirements.
- Stabilising – support required to maintain existing accommodation, including temporary accommodation.
- Progression – includes supporting people to develop additional learning and skills, possibly employment

As these 4 specific areas are amalgamated through current commissioned support they cannot be distinguished from each other within current data collection. They are however currently identified at a support planning stage which will be picked up by the associated support provider.

An action for this Plan will be to amend assessment procedures in order to understand the support required by commissioned services.

3.3. Accommodation Requirements
The assessment of support needs has informed current and future accommodation requirements. Accommodation requirements takes into consideration the following:

- Location; tenure; affordability; size; accessibility and other stock related issues to enable individuals to occupy settled housing; the provision of equipment and other important issues such as pets.

The findings and conclusions of the Support Needs Assessment is summarised below in the following supported accommodation requirements:

- General requirement – there is a need for single persons accommodation (148 units of accommodation are needed) located across each of the County's 4 main towns of Abergavenny, Caldicot, Chepstow and Monmouth.
- Complex Needs Residential Supported Accommodation – there is currently a need for 8 units.
- Additional Housing First – there is currently a need for 40 additional units.
- Additional Young Persons accommodation – there is currently a need for 12 units.
- Supported accommodation for those with mental health (40 units of accommodation are needed) and substance misuse needs (18 units of accommodation).
- Pets – this is an area of challenge for the Council and it is known this is a barrier for some individuals. A need relating to 5 x NFA/Rough sleepers was identified.

The Support Needs Assessment has identified that there is a need for the support programme to be remodelled in order to meet the needs of those with medium to high needs. The majority of services   provided through the Housing Support Grant programme are aimed at those with low to medium need. The programme, therefore, needs to be re-modelled which is a key action for this Plan.

3.4. Continual Assessment/Mainstreaming
Whilst two, one-off housing support needs mapping have been undertaken to respectively inform the Housing Support Programme Strategy and this Rapid Rehousing Transition Plan, there is a need to establish a process that facilitates an on-going process of support needs mapping. It is proposed that housing support assessment templates are updated to capture low, medium, high and intensive support needs on an ongoing basis.

The Locata Housing Support IT system will also need to be updated accordingly and arrangements are being made for this to be implemented.

Capturing this additional information will enable the Council and support workers to know and understand the actual level of need at any one time. Importantly, it will facilitate the monitoring of changing and reducing support needs as individual applicants progress through their respective support journeys. As support needs reduce, assessments can be adjusted on an on-going basis.

4. Section 4 - Understand Local Temporary Accommodation Supply
4.1. Baseline

Prior to 2020 the number of individuals placed in temporary accommodation (TA) remained relatively low for the Service with 14 HMOs commissioned to accommodate individuals to prevent homelessness, together with a portfolio of private leased properties. B&B use was relatively rare, and often out of County due to a lack of agreed provision in the local area. Due to flooding in February 2020 MCC saw a slight inflation in the use of B&B accommodation to support victims of flooding across the County, however, as a yearly occurrence, usage is brief, and solutions are readily resolved. Following a change in guidance from WG in March 2020, Monmouthshire saw a huge increase in the demand for TA. The 14 HMOs of 72 units were converted into temporary accommodation to alleviate the pressure on the Authority and a decision was made to continue with this arrangement post-pandemic. Despite increased availability of shared temporary accommodation it was necessary for the Council to employ costly B&B accommodation at levels not previously seen despite the number of overall presentations slightly declining.

As of 1st August 2022, the Council had 167 units of Temporary Accommodation, with a further 71 units of B&B / holiday accommodation. Monmouthshire emergency accommodation is reliant on B&B accommodation for 30% of its current placements. Monmouthshire has been in an advantageous position whereby very little holiday accommodation acquired during the pandemic has returned to its former use, with Landlords still keen to work with the Authority to alleviate the continued pressure felt by MCC Housing Options and RSL partners due to the lack of suitable move-on accommodation despite an annual 2021-2022 figure of 45% allocation of RSL properties to those with a homeless banding.

The tables below illustrate the increase in waiting times by bedroom need over the period 2020 –2022. Bands 2b & 3b are the Homeless Bandings for MCC's Common Housing Register. It illustrates that on average there has been an increase in waiting times for all bedroom needs by 3.46 months to 8.63 months, with the longest waiting time now being 9.42 months for those with a one-bedroom need. Although the toolkit average waiting time for move on in temporary accommodation is 26 weeks, it is felt that this average does not give a fair representation of those currently in temporary accommodation who have failed to move on. Indeed, this figure does not take into account those who remain in accommodation due to exclusion from the common housing register, as well as those who have had multi placements due to anti-social behaviour within accommodation. Moves such as these bring down the average times spent in temporary accommodation and it is felt that a further deep dive into these figures is necessary to give a fuller picture to the real time spent by people who have high support needs who remain in temporary accommodation longer, or that access accommodation intermittently during the year.

Table 19:Average Common Housing Register waiting times by band and bedroom need April 20- Mar 21

April 2020 - March 2021 Average Waiting Times (months)

Bedrooms Needed	Band 2B	Band 3B	Bands 2B & 3B
1	6.71	2.00	6.51
2	4.33	N/A	4.33
3	3.71	N/A	3.71
4	N/A	N/A	N/A
Overall Average	**5.23**	**2.00**	**5.17**

Table 20: Average Common Housing Register waiting times by band and bedroom need April 20- Mar 21

April 2021 - March 2022 Average Waiting Times (months)			
Bedrooms Needed	Band 2B	Band 3B	Bands 2B & 3B
1	9.62	1.00	9.42
2	6.89	N/A	6.89
3	8.43	N/A	8.43
4	6.50	N/A	6.50
Overall Average	**8.73**	**1.00**	**8.63**

As of August 2022, there were 134 individuals (not households), 24 of those children, being accommodated under B&B lettings in the form of serviced apartments; self-contained holiday lets; and hotel accommodation. 131 individuals, 36 being children, were accommodated in private sector accommodation; shared accommodation and leased properties. In the last 18 months, MCC has seen a loss of 6 PSLs with a further 5 properties giving notice for the next 6 months. Over the same period MCC has gained 3 properties leased for temporary accommodation, however, demand continues to far outstrip the supply which means a disproportionate number of families will spend time in some form of holiday accommodation during their waiting time for permanent accommodation.

Table 21: Temporary Accommodation types

Temporary Accommodation Type	Baseline Capacity (Units as at 31/03/22)*	Groups accepted – any exclusions	On-site services available	Service charges (Y/N)	Notes
Temporary Accommodation					

B&B (with security)	26	16+ yrs Singles;Couples	Concierge; Floating Support	N	
B & B	Variable	16+ yrs All groups Single people; families	Floating Support	N	
Shared (with security)	4	18+yrs Singles	Concierge; floating Support	Y	
Shared Housing	77	Single people; ? X no. Of family accommodation	Floating support	Y	
Private Leasing	Variable	All groups Single people; family accommodation	Floating Support	N	
Supported Accommodation					
MIND Shared	28 units	Low / medium need 18yrs +	Non-24 hour floating support		
Pobl Young Persons	18	Low-High need 16-24yr olds	24hr support		
Pobl Young Persons Move on (Sunnyside)	4	Low / medium need 18 – 24yr olds	Floating support		
POBL Housing First		High needs	Floating support		
Refuge & Dispersed unit	8 units	Domestic abuse	Non –24hr support		
	5 family units (clarify)				
Pobl Young Person's Shared Accommodation service	2 self-contained properties				
	2 x shared flats (4 people)	18 – 24yr olds	Floating support / mentoring		

*not including those units anticipated to be lost post-pandemic

4.2. Usage

Currently MCC have 3 properties that utilise security / concierge service. Two of these premises are B&B accommodation and the third is 4 units of shared accommodation to cater for people who have lost other TA placements but have high support needs and are deemed at risk due to their mental or physical health. On the whole this type of accommodation is

used to manage people with an offending history, those who have lost units of shared accommodation; those with substance issues; or those who have exhibited challenging behaviour that cannot be managed without supervision. In conjunction with security, an allocated MCC Accommodation Officer and HSG funded support workers provide housing management and support to individuals at the accommodation. There is also access to a substance misuse Assertive Outreach worker via GDAS. Shared properties are used to accommodate single people with a range of support needs, with the same configuration as mentioned above working across all these properties. Self – contained properties will contain a mixture of single people and families, again, with Accommodation Officers and support workers delivering the housing management and support function.

The current configuration of accommodation does not necessarily have a firm sense of a pathway from one type of TA to another, however, families in holiday accommodation will be prioritised for any self-contained accommodation as it becomes available. Single people are also moved on from B&B accommodation into shared and PSL as vacancies arise. However, due to service charges in shared and PSLs, there is very often resistance from individuals to move on which creates voids within properties.

4.3. Inclusivity
In general there are no exclusions from temporary in accommodation, however, properties are essentially designated for use by single adults; female only accommodation; family accommodation etc. No pets are allowed (as per the requirement of proprietors) in most B&B accommodation, however, some level of pet provision has been achieved in certain establishments through negotiation with owners and issuing pet bonds.
There have also been some exceptions in leased properties via negotiation with the landlord.

There is an acknowledgement that when renegotiating new lease agreements, allowing pets will become an important consideration in negotiations.

5. Section 5 – Plan the Temporary Accommodation Transformation

5.1. Vision
To successfully implement the Rapid Rehousing Transition Plan, an expansion of the Council's portfolio of temporary accommodation is needed and planned. A key driver is the need to reduce the reliance and use of B & B.   At 1st September 2022, 93 households were accommodated in B & B, made up of the following:

- 69 singles. Includes:
    - 12 x 18-24 year old singles
    - 2 x 16/17 year old singles
- 11 couples
- 13 families

In addition, it is also proposed to have a programme of improvement in respect of the Council's existing temporary accommodation to improve the quality of temporary accommodation and work towards the concept of 'temporary homes.' A key component of improving the standard of temporary accommodation is the need to start phasing out the use of Shared Housing as per Welsh Governments Annex D accommodation standard, although in order to continue managing the current situation, there will be a short-term need to temporarily expand the use of shared housing, which in part will help to reduce the use of B & B, before the start of reducing the number of shared housing units can begin.

The temporary accommodation vision for Monmouthshire is a mixed portfolio of accommodation in terms of size, type, location and ownership made of the following provision:

Table 22: Temporary Accommodation Transformation Plan by accommodation type

Temporary Accommodation	Proposal	Units/Stock at 1st September 2022	Transformation Vision & Target
Interim Shared Complex Need Scheme (Former Family Hostel)	To continue with this provision until the Council is able to establish a suitable building with the provision of on-site support.	4 + 1 room currently being used as an office	De-commission existing interim use and convert to 4 x 1 bed self-contained flats (assuming viable and feasible). 4 units
Self-contained Private Leased accommodation (includes leasing from RSL's)	To continue with this provision and seek to identify additional units through Monmouthshire Lettings	60 units but 5 due to be handed back	Increase the number of units to x or y units pa. To include LSW 50 units (WG target for Monmouthshire) by 2027 To include units of furnished accommodation 55 units
Self-contained Managed Accommodation	As above	30 units	Increase to 50 Units 20
Shared housing	As above. Whilst it's acknowledged that these properties don't meet WG Annex D standard, there will be a need to retain this accommodation to facilitate the reduced use of B & B.	74 units	In the interim increase the number of units to 92 by 2027 To include establishing an interim shared-housing scheme for young people with low needs To include x units of furnished accommodation 18 units
Emergency Self-Contained Family Accommodation	Identify	4	Establish a further 4 or 5 unit-scheme for the North of the County 5

Emergency Shared Family Accommodation	Continue with this provision for the duration of this plan	6 person	Due to being shared accommodation, it is anticipated that this provision will ideally need to be decommissioned and an alternative use identified. No date has been set for this and will be subject to
Expansion of existing Housing First provision	Continue to identify suitable self-contained properties to accommodate clients	8 units	To establish a further 5 units
Youth Housing First		Nil	To establish 5 units
Utilise existing MCC owned residential assets to create self-contained accommodation		1	To establish a further 6 units *Colemendy* *Leechpool* *Thornwell x 4*
For MCC to purchase and acquire self-contained accommodation from the open market		Nil	20 units To include town centre/space above shops accommodation
For MCC to repurpose existing non-residential assets to create self-contained temporary accommodation		Nil	10 units *Market Hall* *Severn View* *Hanbury House* *Colemendy*
Utilisation of MMC on MCC owned land, including incorporating the need into a pending car park review		Nil	10 units

In line with the priorities of this plan there is a need to consider how the average length of stay in temporary accommodation can be minimised (in part due to exclusion/suspension reasons and lack of suitable accommodation) in respect of young people and those experiencing mental health and substance misuse issues. This is an arising action for this plan.

5.2. Key Challenges
The following are key challenges:

Former Emergency Family Hostel
This accommodation in the north of the County is no longer consider suitable for temporary accommodation. Amongst other reasons, the property currently provides shared housing

and, therefore, does not meet the Welsh Government Annex D standard. The property at present is being used as an interim complex needs facility with four units, facilitated by a concierge/security provider and support being provides through an Assertive Outreach provider. Whilst the current use is currently critical, the aim is to establish dedicated complex needs schemes both north and south which will enable the Council to withdraw from the current use of this property. There is a need to undertake a costed options appraisal to inform the future use of the property.

Shared Housing – Single Persons & Emergency Family Accommodation
At the end of October 2022, the Council has a portfolio of 72 units of shared housing. This accommodation does not meet Welsh Governments Annex D standard due to not being self-contained. Shared housing in the short-term will continue to provide critical accommodation, helping to minimise the use of B & B. Also in the short-term, it is regarded that there is a need to continue to acquire more shared housing to help address the current B & B challenges. In the medium to long-term though the Council technically considers there will be a surplus of shared housing. The aim, therefore, through a combination of actions including increasing the number of self-contained units of single persons temporary accommodation, developing new permanent homes and redesignating existing social housing the aim is reduce the need for shared housing.

The Council has recently acquired the use of a 6-person property through the support of a local RSL. The property was purchased prior to Welsh Governments Annex D standard being published. Whilst the standard and finish of this property is high, it nevertheless is shared accommodation and, therefore, the ultimate aim will be to replace with self-contained emergency family accommodation.

5.3. Transformation Plan
The table below provides an overview of the Council's transformation proposal:

Table 23: Transformation Plan

Name of accommodation	Current single night unit capacity (1st Sept 2022)	Target 2027 capacity by 2027	Brief description of work required	Approx Costs	Funding Source
Interim Shared Complex Need Scheme (Former Family Hostel)	4 + office	4	Decommission and convert to 4 x self-contained general need temporary accommodation units	Not known	MCC Prudential Borrowing
Self-contained Private Leased accommodation (includes leasing from RSL's)	60	80	None anticipated	Not known	MCC Revenue
Leasing Scheme Wales	0	50	Not known	Not known	LSW Grant
Self-contained Managed Accommodation	30	50	None anticipated	Not known	MCC Revenue

Shared housing	72	100	Lease existing accommodation	Not known	MCC Revenue
Emergency Self-Contained Family Accommodation	4 units + 6 person	9 units + 6 person	Acquire & convert an existing building or new build in the North of Monmouthshire	Not known	SHG
Utilise existing MCC owned residential assets to create self-contained accommodation	1	5	Convert existing MCC units x 2 Demolish x 1 and redevelop x 4	Not known	SHG/TACP/ S106 AH contributions MCC Prudential Borrowing
For MCC to purchase and acquire self-contained accommodation	0	20	Convert to bring up to required standard	Not known	SHG/TACP/ S106 AH contributions/ MCC Prudential Borrowing
For MCC to repurpose existing non-residential assets to create self-contained temporary accommodation	0	7	Convert and re-purpose existing office space x 7	Not known	SHG/TACP/ S106 AH contributions/ MCC Prudential Borrowing
Utilisation of MMC	0	10	Identify suitable sites and product then construct	Not known	SHG/TACP/ S106 AH contributions/ MCC Prudential Borrowing
New - Complex Needs Provision, Chepstow	0	5	Repurpose existing commercial space / new build	Not known	SHG/HCF
New – Complex Needs Provision – North	0	5	Repurpose existing commercial space / new build	Not known	SHG/HCF
Housing First Units	9	15	Identify suitable existing social housing units None anticipated	No cost anticipated	No capital implications
Youth Housing First	0	5	Identify suitable existing social housing units None anticipated	No cost anticipated	No capital implications

6. Section 6 - Development of the Plan

6.1. Vision

The vision for the Plan is:

Connected partnerships prevent homelessness and if not possible,
time in temporary accommodation is brief,
facilitating well-being.

This Plan sets out the four key strategic priorities the Council and partners have agreed to implement and necessary to work towards the vision. The main objective is to prevent homelessness occurring in the first instance, but if it does occur to ensure it is brief and non-repeated.

The priorities that have been set to achieve the vision are:

6.1.1. **Priority 1 - Prevent homelessness at the earliest opportunit**y (as per the Housing Support Programme Strategy)

Reasons for this priority are:

- Homeless prevention is a statutory duty of the Housing (Wales) Act 2014
- There is a need to reduce the numbers of people coming through needing homeless accommodation, in part due to an inadequate supply and type of temporary, supported and permanent accommodation.[4]
- There is a desire to move to a more proactive approach that is able to identify and be responsive to changing housing need rather than to deal with housing need on a reactive basis and at a point of a homeless application.
- Homeless prevention levels have reduced from 60% in 2020/21 to 49% in 2021/22.

Key objectives are to:

- Improve homeless prevention performance to 60% for 2023
- To further increase the capacity of the Housing Options Team with a new post to receive initial homeless presentations, thereby helping to free up capacity for existing capacity of existing Housing Options Officers to focus on homeless prevention.
- To identify and agree a suite of 'early warning' triggers
- Implement 'early warning' triggers that highlight a possible risk of future homelessness enabling those households identified to be targeted through partnership working with other support agencies.
- Align with the Monmouthshire Money Matters campaign, including promoting the availability of Discretionary Homeless Prevention Grant funding.

6.1.2 **Priority 2 - Increase the <u>supply</u> of affordable and <u>settled</u> accommodation**

Reasons for this priority are:

- The supply of temporary, supported and permanent housing is not sufficient to meet homeless demand.[5]
- Social housing vacancy turnover is low
- There is an excessive reliance on the use of B & B. Not only is this accommodation not suitable, the provision is not financially sustainable.[6]
- Accessing the private rented sector is difficult[7]

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[4] RRHTP, MCC, 2022; 2.4
[5] RRHTP, MCC, 2022; 2.3, 2.4
[6] RRHTP, MCC, 2022; 4.1
[7] RRHTP, MCC, 2022; 2.1

- New properties through the Council's development programme (eg Social Housing Grant programme) aren't being completed in sufficient numbers

Key objectives are:

- To increase the number of new properties developed through maximising the availability of Social Housing Grant funding (and achieve 100% use of the funding) and seek to utilise the Transitional Accommodation Capital funding.
- To maximise the proportion of social housing vacancies being allocated to homeless applicants (whilst seeking to avoid impacting detrimentally on other housing need groups eg medical, transfers etc.
- To increase the provision of Housing First Accommodation
- To establish supported housing facility for those with complex needs
- To increase the supply of dedicated accommodation for young people, including those with high needs, including Youth Housing First
- For the Council to directly acquire accommodation
- To sign private landlords up to long leases utilising the Leasing Scheme Wales resources. Target 2 units 2022/23
- To continue to develop Monmouthshire Lettings including strengthening its branding and broadening its offer.

6.1.3 Priority 3 - Provide timely and effective <u>support</u> to <u>sustain</u> accommodation

Reasons for this priority are:

- Effective and timely support underpins homeless prevention.
- *At April 2022, 186 clients in TA were assessed as having at least one support need. 26% of these were described as having High and Intensive needs[8]*
- There is a reliance on the use of B & B.
- Effective and timely support helps people to help people reduce their support needs and to prepare for independent living
- There is a need to move people into settled accommodation who aren't considered to be 'tenant ready.'
- There is a need to reduce placement breakdown in temporary accommodation.
- There is a need to eliminate the use of concierge/security due to being financially unsustainable.

Key objectives are:

- To identify funding shortfalls
- To irradicate existing gaps in support and supported accommodation provision and for the programme of support to meet all identified needs.
- To reduce placement breakdowns
- To enable housing associations to provide accommodation to those who are considered to be 'tenant-ready.'
- To assist those with support needs to enable them to live independently
- Review Housing Support Grant Services and subject to on-going need remodel, recommission/de-commission during 2023.
- To identify other types of support to complement and add value to the Housing Support Grant programme.

6.1.4 Priority 4 - Maximising resources and benefits through well connected

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[8] RRHTP, MCC, 2022; 3.2

partnerships

The reasons for this priority are:

- Homelessness cannot be regarded as a housing only problem. There needs to be a whole systems approach to tackling the underlying issues relating to homelessness including the prevention of homelessness, providing support and facilitating access to accommodation.
- Placement break-down relating to support needs is not un-common.
- There are resource implications to successfully implement this Plan

Key objectives include:

- Partner agencies provide a suite of early warning triggers to facilitate early intervention
- No wrong front door to access homelessness
- Increasing the support available for homeless households
- Increasing the provision of temporary, supported and settled accommodation
- For all internal (Planning, Social Care – Childrens and Adults, Finance and Estates) to align with supporting homelessness and Rapid Rehousing.
- For homelessness and Rapid Re-housing to be a priority of the Corporate and Community Plan
- To engage with neighbouring Gwent authorities in respect of Rapid Re-Housing through the Housing, Health & Social Care Partnership
- For Rapid Rehousing to be a standing agenda items for the Housing Support Grant Provider Forum and the Monmouthshire Homesearch Partnership Operational Group.

6.2. Homelessness Prevention

It is considered that homeless prevention needs to be the overriding priority of this Rapid Re-housing Transition Plan, to either enable people to remain in their current accommodation where it is safe to do so, or to identify alternative accommodation. In all regards there is a need wherever possible to identify opportunities to intervene earlier. In helping more people to prevent their homelessness, the aim is to reduce the demand and need for temporary accommodation.

Current challenges to preventing homelessness include:

- The proportion of homeless applicants who are actually homeless at the point of presentation.
- Current Housing Options Team capacity relating to high caseloads[9]. There is a need to streamline procedures to enhance Housing Options Officers and Homeless Prevention Officers capacity and to reduce time on non-homeless prevention activity.
- The Private Rented Sector is difficult to access due to general private sector availability (it's known that this is a contracting sector in Monmouthshire) and due to market rents compared to Local Housing Allowance rates[10].
- People experiencing poverty, particularly in relation to the current cost of living crisis, which may be further compounded by recent interest rate rise and further increases forecast.
- Current limitations on support availability. For example, specialist support for those with substance misuse issues for those threatened with homelessness[11].
- Homeless prevention levels have fallen.

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[9] RRHTP, MCC, 2022; 2.2.1
[10] RRHTP, MCC, 2022; 2.1
[11] RRHTP, MCC, 2022; 2.1

This Plan prioritises young people and those experiencing mental health and substance misuse issues. It's important that the Council particularly prevents the homelessness of these groups for a number or reasons including:

- Reducing the likelihood of needing to place in temporary accommodation and in the short-term to mitigate against the possibility of needing to use inappropriate accommodation placements
- Interventions can start earlier and mitigate against the need for crisis interventions
- Pathways to accommodation can be planned, managed and supported.

Proposals:
- To review and improve bespoke information and advice to specific target groups.
- With partner services and agencies, establish a suite of triggers implemented by wider agencies to facilitate earlier and targeted intervention
- To appoint a first contact duty officer for the Housing Options Team, to help increase capacity, improve work-flows and flexibility for Housing Options staff to undertake more homeless prevention work.
- To undertake a systems review to identify and eliminate identified 'systems' waste to streamline procedures.
- Identify opportunities to expand substance misuse support to those not living in temporary accommodation.
- Through the Compass service, identify young people at risk of homelessness and establish housing pathways.
- Establish a Young Persons Action Plan

6.3. Rapid Rehousing Transformation

Successful delivery of this plan requires a number of key challenges to be addressed, most of which have been touched upon in some way elsewhere in the document. In summary, to transform Monmouthshire's homeless service to a Rapid Rehousing approach, tackling the following key challenges and actions are the focus of this Plan, which will be a gradual process over the period of the Plan:

Challenges:

Prevention
- Whilst the principle of identifying early warning triggers for earlier intervention is accepted and indeed, triggers have been identified. It is, however, critical that prevention is not just seen as a Housing Options Team responsibility. Equally, it's important that there is sufficient staff capacity within the Council to receive and process additional referrals (many of which are anticipated to be outside of 'statutory homelessness') in the context of already very high existing caseloads.

Increase the supply of affordable and settled accommodation
- The disparity between market rents in the private rented sector and Local housing allowance rates together with the general difficulty accessing private sector accommodation. The shared room local housing allowance rate for under 35's is a particular issue.
- There is a general lack of single persons accommodation.
- The issue of phosphates has been affecting developments in the Northern part of the county for some time with several developments currently on hold, although It is believed and hoped that improvement works will soon be commenced at local treatment works which will allow developments in the Abergavenny area to be re-considered.
- A decision has been taken for the Council to purchase properties to provide Temporary Accommodation in order to reduce Bed and Breakfast use and to provide local,

sustainable accommodation for households whilst addressing budget deficits. However, Housing Benefit (HB)/Universal Credit (UC) regulations for Council-owned Temporary Accommodation are proving to be complex and it's understood that the regulations prevent housing benefit being payable where the Council own and manage temporary accommodation.

- In addition, the Council is experiencing difficulties appointing a contractor to carry out works to bring Council-owned assets up to affordable housing standards due to capacity issues. The Council is unable to undertake these works in house due to insufficient resources.

Housing Support
- The ability to meet the housing support needs through existing resources of not just those living in temporary accommodation but also those who have been identified at possible risk of homelessness and those who have moved on to permanent/settled housing.
- There is a need for more specialist support
- Staff recruitment for Providers and carrying staff vacancies.

Actions
Headline actions in respect of the above challenges include:

- Working closely with partner services and agencies to promote the use of early warning triggers and early intervention and that assistance should start wherever possible before the point of crisis and potential homeless applications. Also, promote the use of operational settings such as the Housing Intervention Panel and case review meetings and strategic partnership meetings and forums.
- Continue to develop and market Monmouthshire Lettings, including broadening the 'services and product availability to landlords. This in part, will be to be facilitated through proposed further staffing changes.
- Continue seeking to explore the Council purchasing and acquiring accommodation for use as temporary accommodation.
- Continue to utilise and repurpose Council assets.
- To review all Housing Support Grant services with a view to recommissioning to ensure the programme meets local support needs. This will need to be complemented by identifying other support. It's incumbent on the Council also to ensure that services are delivery effectively as possible through streamlined management and delivery.

6.4. Accommodation Model
A priority of this plan is to increase the supply of affordable and settled accommodation. Specific objectives of this plan are to reduce the use of and reliance on B & B, in part, through increasing the availability of and access to other good quality temporary, supported and permanent accommodation. Below provides an overview of the proposal for Monmouthshire.

Future Modelling of Temporary Accommodation.
Key challenges to the future of modelling of temporary accommodation include:

- Encouraging new private sector landlords to make properties available for homelessness through the Council's Monmouthshire Lettings Service. There is a need to demonstrate to private landlords that the Council's 'offer' is attractive and competitive with Letting Agency services.
- Private sector market rents often exceed local housing allowance rates.
- The need to hand back properties to private landlords working with the Council due to the desire to sell their properties or use for other purposes. There is anecdotal evidence to

suggest landlords are concerned about the impending implementation of the Renting Homes (Wales) Act 2016.

- The issue of phosphates impacting on acquiring and converting existing properties in the north of the County. In addition, newly released flood plans are restricting development opportunities.
- Meeting Welsh Governments Welsh Design Quality Standard for acquiring existing accommodation using Social Housing Grant. Achieving the WDQR can be challenging with existing accommodation for reasons such as space and ability to achieve energy efficiency standards.
- The Council intends to start purchasing properties for use as temporary accommodation. Housing Benefit regulations prevent the Council from directly managing such accommodation until such time the Council is an approved Social Housing Provider. The Council also needs to plan for purchasing accommodation to ensure properties can be properly managed and maintained.

The vision for the future portfolio of temporary accommodation:

- Self-contained emergency family accommodation in both the north and the south of the County. At present there is no dedicated provision in the north of Monmouthshire.
- Increasing private sector and social housing leased and managed accommodation under Monmouthshire Lettings. This includes taking on properties under long leases using Leasing Scheme Wales funding.
- Increased provision of furnished accommodation.
- There will be a need to continue with shared housing for single people. The intention is to look to start phasing out the use of shared housing towards the latter end of this plan.
- Increasing temporary self-contained accommodation owned by the Council through acquiring existing accommodation.
- Furnished shared housing for young people with low needs.

Future Modelling of Supported Accommodation.
Key challenges to the future of modelling of supported accommodation include:

- The issue of phosphates impacting on acquiring and converting existing properties in the north of the County. In addition, newly released flood plans are restricting development opportunities.
- Property and land values impacting on viability of potential schemes.
- Meeting Welsh Governments Welsh Design Quality Standard for acquiring existing accommodation using Social Housing Grant. Achieving the WDQR can be challenging with existing accommodation for reasons such as space and ability to achieve energy efficiency standards.
- Due to the capacity of the Housing Support Grant budget, it would be a challenge to fund any new schemes that effectively expand the existing Housing Support Grant Programme. This is acknowledged by Welsh Government. There would be a need to identify additional funding.

The vision for the future portfolio of supported housing through specialist support and third sector organisations:

- An expansion of the existing Housing First provision.
- Introduction of Youth Housing First provision
- An expansion of Young Peoples supported housing and able to accommodate those with high support needs together with additional self-contained step-down
- Schemes for those with complex needs in both the north and south of Monmouthshire
- Mental health supported housing able to accommodate those with high support needs.

- Mental health supported shared housing for those with low to medium needs
- Domestic abuse refuge with an expansion of dispersed housing stock

Future Modelling of Permanent Housing
Key challenges to the future of modelling of supported accommodation include:

- The issue of phosphates impacting on acquiring and converting existing properties in the north of the County. In addition, newly released flood plans are restricting development opportunities.
- Property and land values impacting on viability of potential schemes.
- The need to continue meeting the needs of those in housing need for reasons other than homelessness, such as medical circumstances.
- Achieving and maintaining balanced communities.
- The potential implications of the Renting (Homes) Wales Act 2016.
- The current Housing Register exclusion procedures will potentially impact on people moving quickly into permanent and settled housing.
- Ensuring comprehensive support is currently not available but necessary to enable those who aren't considered tenancy ready to move into settled accommodation.

The vision for the future portfolio of permanent and settled housing:

- An increased proportion of social housing vacancies are allocated to homeless people. (Due to the capacity of the local social housing stock, rather than set a specific target it is proposed to monitor and review the numbers and proportion of social lets on an on-going basis)
- The introduction of shared housing by RSL's as a property designation to maximise the use of existing stock and increase the availability of single person accommodation
- The introduction by RSL's of social housing units designated and ring-fenced to homeless people
- The re-designation of social housing stock by RSL's to increase the availability of social housing for single and homeless people
- The Council potentially starts to provide permanent and settled housing a social housing provider.
- Those who aren't tenancy ready will be able to move into settled accommodation with a comprehensive package of support.
- The exclusion policy relating to the Housing Register will be reviewed to reduce exclusion as a barrier to acquiring settled accommodation.
- Permanent and settled accommodation is provided in town centres, including space above shops
- Commercial space identified to repurpose into residential accommodation.

6.5. Pandemic Response
In 2020, as a Covid-19 public health measure, the Council was requested by Welsh Government to ensure anyone sleeping rough or at risk of sleeping rough was able to access safe and stable accommodation. Welsh Government subsequently issued 'Phase 2 Planning Guidance for Homelessness and Housing related support' requiring the Council to not only to continue supporting those brought into temporary accommodation and supporting them into long term accommodation but also to transform homeless services to achieve the Welsh Government vision of homelessness being rare, brief and unrepeated.

Whilst the Council supports and welcomes Welsh Government proposals, the impact of the pandemic resulted in a significant increase in the number of people needing temporary homeless accommodation. Due to the lack of move on accommodation the use of temporary accommodation has grown over the last two years resulting in people, the

majority with support needs, experiencing length stays in temporary accommodation. It has, therefore, been necessary for the Council to implement a range of interim measures necessary to implement Welsh Government guidance and manage the changes but also to start the process of transforming homeless provision in Monmouthshire. Both the Council and Welsh Government have supported these interim measures. In addition to permanent changes, the interim measures that have been taken to support the impact of the pandemic have included:

- Acquiring new and additional B & B placements. This was supported by Welsh Government through the Covid-19 Hardship Funding. The aim is a gradual and phased reduction of the use of B & B.
- Creating two Temporary Accommodation Officers (B & B) who provide dedicated management support to B & B establishments and proprietors. The posts are able to provide a regular and visible presence at B & B establishments and are able to respond quickly if necessary. Although at present, one of these posts is currently vacant.
- Whilst Welsh Government's Phase 2 Guidance requires temporary accommodation to be of a higher quality (including being self-contained) in order to create temporary 'homes' it has been necessary for the Council to continue using shared housing. The aim is to reduce the use of shared housing and eventually phase out it's complete use.
- Through the support of local RSL's, a greater proportion of social housing vacancies have been allocated to homeless people through the Monmouthshire Homesearch partnership. Higher quotas of lettings to homeless people will need to continue in the short-term in order to reduce the number of people in temporary accommodation and minimise their stays.
- Due to the numbers of people with complex and intensive needs, due to no suitable supported housing provision available in the County, at the start of the pandemic, the Council changed the use of the Council's emergency shared family accommodation to an interim complex needs facility with four units, facilitated by a concierge/security provider and Assertive Outreach providing support.
- Due to the lack of supported housing for those with complex and high needs, the Council has needed to commission concierge/security provision to help keep residents safe. This is not financially sustainable. The Council will need to continue with the provision of concierge/security but the aim is to phase out the use of security through the provision of fit for purpose housing support schemes.

6.6. Initial Socio-Economic/Equalities Impact Assessment

The aim of the Council is for this Plan to stimulate and deliver wider positive benefits that align with the Council's Future Generation Act responsibilities. The Plan will contribute to the well-being goals, particularly the prosperous Wales goal, it will have a positive impact on those with protected characteristics and on people suffering socio-economic disadvantage. An overview of the Future Generation Assessment findings and conclusions include the following:

- **Age –** Through the provision of age or type specific accommodation and support, the Plan not only positively affects people of all ages threatened with or actually homeless from 16+. It will, therefore, benefit young people 16-24 together with children of families who may be assisted. For example, families with children are less likely to be displaced from their home communities and will have accommodation more conducive to learning.

- **Disability -** The Plan will mitigate against a lack of accessible homeless accommodation and will increase the availability of accessible accommodation. It will also benefit those with a mental health disability again through the provision of dedicated accommodation and increased support provision.

- **Socio-Economic Benefits -** a positive benefit of the Plan is that it will help to tackle and mitigate against socio economic disadvantage through the provision of safe and stable

accommodation and tailored support. The Plan is fundamental to helping people transform their lives. In this regard:

- o There will be no need to sleep rough
- o Homeless prevention and support are priorities of this Plan. This includes financial inclusion support eg income maximisation, budgeting support, digital inclusion support, minimisation of outgoings, financial assistance (for example - to access private sector accommodation or address arrears etc) which mitigates against socio-econ0mic disadvantage.
- o A move to Temporary 'Homes' whereby the Plan will improve the quality and availability of good quality homes that are not the bare necessity and provide safety, security and stability that is positively conducive to children completing homework and studying, adults training and studying and adults accessing and maintaining employment. It's also similarly relevant to other areas of 'inclusion' such as access to broadband and financial services, such as insurance.

6.7. Other Considerations

In addition to Equalities and Socio/Economic benefits, this Plan also seeks to help mitigate against health inequalities (as per the intention of the Gwent PSB to work towards the principles of Marmot) and contribute towards the well-being goal of **A Healthier Wales.** This Plan promotes '**Good housing supports health and well-being.'** Homeless services in Monmouthshire contribute to positive health outcomes for homeless persons. This includes supporting:

- o Those with physical and mental health disabilities, particularly through more accessible and/or specialist accommodation and support.
- o There will be increased support for those with substance and alcohol abuse issues through more dedicated accommodation and specialist support provision.

In addition, the intention is for homelessness to be a consideration in Aneurin Bevan Health settings, whereby possible risks of homelessness are identified to facilitate early intervention.

7. Section 7 - Resource Planning
7.1. Existing Resource:

The table below provides an overview of the financial resources that were available to the Council over the last three years and how those resources have changed:

Table 24: Resources available to MCC over previous 3 years

	2019/20	2020/21	2021/22	2022/23
MCC Housing Options Team Revenue				£912,300
MCC Housing Support Grant Revenue	£135,459	£135,459	£135,459	£135,459
Discretionary Housing Payments	£116,265	£238,856	£168,004	£116,656
WG & MCC Revenue Contribution to DHP	£60,000	£60,000	£81,246 + £60,000	£60,000 + £114,000

Housing Support Grant	£2,039,176	£2,039,176	£2,783,815	£2,783,815
Housing Prevention Grant transition to HSG	-	-	-	28,094
Discretionary Homeless Grant	-	-	-	£149,000
WG Hardship Grant	-	£844,668	£2,258,862	£60,000
Tenancy Hardship Grant	-	-	29,810	-
Leasing Scheme Wales	N/A	N/A	N/A	17,593
HIL				
Youth Support Grant	£155,594	£155 835	£152,291	123,811
WG Phase 2 Grant Funding	-	142,196	-	-

	2019/20	*2020/21*	*2021/22*	*2022/23*
Social Housing Grant	£3,801,884	£2,930,000	£7,522,704	£9,812,223
WG Phase 2 Grant Funding	-	£142,196	-	-
Transitional Capital Grant (Payable to MHA)	-	-	-	£1,216,678 (subject to approval)
Leasing Scheme Wales	-	-	-	10,613
IHP (IHP)	£1,699,268 £1,391,546	N/A	N/A	N/A

7.2. Staffing
7.2.1. Current Homeless Staffing

The Council essentially delivers its homeless and homeless related services through Housing & Communities, Housing Support Grant and Youth Enterprise Teams. The following provides an overview of current staffing levels:

Table 25: Current staffing levels

	Housing & Communities	Housing Support Grant	Youth Enterprise
Strategic Homeless Transformation Co-Ordinator	1		
Housing Options Team	17	-	-

	(includes 1 temporary post)		
Strategy & Sustainable Living Team	4	-	-
Housing Support Grant Team		5	-
Housing Support Gateway Team		8.3	-
Compass	-	-	2

The following provides an overview of the Council's current staffing directly delivering or contributing towards homeless services. An action of this Plan is to further review the structure:

Housing & Communities

Housing & Communities Manager

Housing Options Team Manager

Strategic Homeless Transformation Co-Ordinator

Strategy & Sustainable Living Manager

Snr Housing Options Officer

Housing Options Officers x 3

Homeless Prevention Officers x 4

Snr Accommodation Officer

Strategy & Policy Officer - Affordable Housing

Strategy & Policy Officer - Homelessness

Homeless Project Officer

Systems Administration & Performance Officer

```
─── Accommodation Duty Officer

─── Accommodation Officers x 4

─── Accommodation Officer B & B
    (Temporary)

─── Administrative Assistant 0.5 x 2
```

Housing Support Grant

```
                    Flexible Funding Manager
                             │
                    Operations & Development
                    Manager
                       │        │
  Commissioning & Contracts     │     Senior Housing Support Gateway Officer
  Officer x 2                    │        │
                                 │        │── Housing Support Gateway Officers x 5.3
  Housing Intervention Panel Co- │        │
  Ordinator                      │        │── Housing Support Universal Credit Officer
                                          │   x 2
                                          │
                                          │── Housing Support Gateway Assistant
```

Youth Enterprise

```
        Head of Economy, Employment & Skills
          │
          │── Youth Homeless Co-Ordinator
          │
          │── Youth Homelessness Worker
```

7.3. Key Homeless Services Outsourced or Delivered by Partner Agencies

The Council's substantive homeless staffing is complemented by the following services provided by partner agencies:

Table 26: Homeless Services delivered by partner agencies

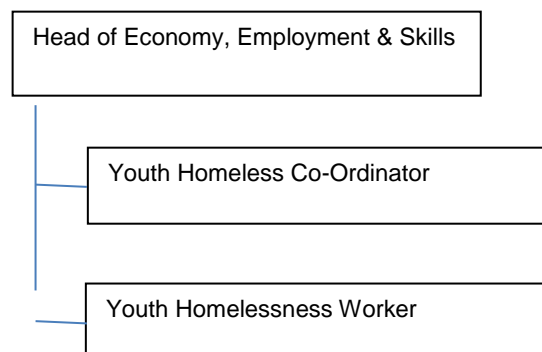| Service	Type	Partner Agency	Funding
Bond Scheme	Generic	Pobl	HSG
Family Mediation Service	Family	Llamau	HSG
Tenancy Support Service	Generic	Pobl	HSG
Tenancy Support Service	Generic	Llamau	HSG
Assertive Outreach Service	Rough Sleeper	Llamau	HSG
Substance Misuse Assertive Outreach		GDAS	HSG
Temporary Accommodation & Resettlement Service	Crisis	Pobl	HSG
Monmouthshire Youth Outreach (MoYo)	Young People	Llamau	HSG
Family Intervention Service		Pobl	HSG
Young Persons Supported Accommodation	Young People	Pobl	HSG & Social Care Revenue
Criminal Offending Support Service	Ex-offenders	The Wallich & Torfaen CBC	HSG
MODAS	VAWDASV	Llamau	HSG
Crisis Project	VAWDASV	Cyfannol	HSG
Domestic Abuse Refuge	VAWDASV	Cyfannol	HSG
Domestic Abuse Group Activity	VAWDASV	Cyfannol	HSG
Target Hardening	VAWDASV	Care & Repair	HSG
Mental Health Intervention Worker	VAWEDASV	MIND	HSG
TASL including Welfare Rights	Mental Health	MIND	HSG
Housing First	Housing First	Pobl	HSG

7.4. Possible Future Staffing Changes

To deliver this plan a need has been identified for the Council to recruit additional staffing to increase both capacity and resilience. The existing staffing structure has been evaluated, which identified and concluded the following staffing requirements:

7.4.1. Housing Options Team

- Due to the expansion and anticipated further expansion of the Council's portfolio of temporary accommodation and the need to identify more temporary accommodation together with the level of support needs of those accommodated, there is a further need to strengthen accommodated related management support. It is, therefore, proposed to create a second Senior Accommodation Officer post.
- Due to the level of demand for homeless accommodation the Council established an accommodation duty arrangement to facilitate placements. This has been extremely successful but there is a need to increase resilience to support staff well-being and

facilitate holiday and possible sickness. It is, therefore, proposed to create a second Accommodation Duty Officer.

- Due to the importance of the Councils homeless evidence base and the need to maximise capacity through streamlining services and identifying efficiencies, there is a need for a dedicated resource to administer and develop the homeless and housing support data-base. A new Systems Administration & Performance Officer has been created. The post has been successfully appointed to and the successful candidate will start in January 2023

- To further strengthen homeless prevention capacity and streamline procedures, the benefit of reducing administrative requirements for Housing Options staff has been identified to help create additional prevention capacity. It is, therefore, proposed to appoint a First Contact Officer.

- Homelessness relating to Ukrainians has been identified as a risk. A temporary Housing Options Officer post is due to be appointed, dedicated to assisting Ukrainians.

7.4.2. Housing Strategy & Sustainable Living Team

- There is value in having a dedicated staffing resource to co-ordinate the delivery of this plan. Using Welsh Government Grant funding,

7.4.3. Housing Support Grant Team

- There is a need to provide additional staff management support relating to the increase in numbers in temporary accommodation and an increase in the support needs for those in temporary accommodation. Due to this operational priority, there is a need to ensure that is no detrimental impact on strategic responsibilities, ensuring contracts are delivered effectively and the Council is able to effectively plan and commission an on-going programme of support.

7.5. Priorities:

The implementation of this plan and achieving the strategic priorities of this plan will be subject to a number of key resources being identified or agreed. The following are the main resource priorities of the plan necessary to achieve the plans strategic priorities:

7.5.1. Strategic Priority 1: Prevent homelessness at the earliest opportunity

Resource Priority: To create additional homeless prevention capacity
Proposals
- Appoint a First Contact Officer to help create additional Housing Options Officer and prevention capacity. Cost £30,151 (MCC revenue) by 1st December 2022
- Appoint a Low Level Prevention Officer in the Housing Support Multi-Disciplinary Team. Cost £28,226 (MCC revenue) by 1st December 2022
- Appoint a Systems Administration & Performance Officer to maximise the functionality of the Locata data-base and to implement a new Rents system for temporary accommodation. Cost £30,151 by 1st December 2022.
- Appraise the benefits of possibly acquiring homeless prevention software. Cost approximately £12,000. By 31st December 2023.

7.5.2. Strategic Priority 2 - Increase the supply of (good quality) affordable and settled accommodation
Resource Priorities
- For the Council to make available £10m Housing borrowing headroom. (MCC Prudential borrowing).
- To make full use of available grants and funding streams
- To create a additional Housing Options Team capacity in respect of Monmouthshire Lettings.

Proposals
- By 1st April 2023, to increase the stock of Monmouthshire Letting service units by 10% from 99 units in November 2022.
- For the Council to bring back into use or convert existing assets for good quality homeless accommodation. Eg Cinderhill Street, Colemendy, Portskewett, Market Hall
- For the Council to purchase existing accommodation or properties for conversion
- For the Council to undertake an options appraisal establishing an in-house development and maintenance team to convert acquired/purchased accommodation.

7.5.3. Strategic Priority 3 - Provide timely and effective <u>support</u> to <u>sustain</u> accommodation
Resource Priorities
- To recycle existing funding <u>and</u> identify additional funding to facilitate the provision of additional support.
- To create additional Housing Support Grant team commissioning capacity
- Facilitate non-tenant ready applicants to access settled accommodation.

Proposal
- To phase out and eliminate the use of concierge/security
- Make permanent a temporary Housing Support Grant Project Officer and appoint a Contracts Monitoring & Review Officer by 1st December 2022. Cost approximately £56,000
- To ensure a comprehensive package of support is available to support 'non-tenant ready' applicants to access settled accommodation.

7.5.4. Strategic Priority 4 - Maximising resources and benefits through well connected partnerships

Resource Priority
- Jointly address barriers (such as viability) to potential development opportunities.
- Identify additional resources (financial and non-financial) to support this plan

Proposal
- To implement the Monmouthshire Strategic Housing Forum
- To participate in the Health, Social Care and Housing Partnership, which has adopted Rapid Re-Housing as one of its priorities.
- Using Welsh Government funding, appoint a Strategic Homeless Transformation Co-Ordinator. Cost approximately £60,000 pa until March 2025.
- To establish a joint approach/protocol (to include potential funding) between the Council and RSL's to sharing risk in respect of overcoming barriers to development opportunities.
- To develop a complex-needs supported housing scheme jointly with Social Care, All Age Disability and Mental Health Team and Aneurin Bevan Health Board. This will have a cost benefit of enabling the Council to reduce the use of concierge/security.

7.6. Resource Plan:
The table below provides an overview of anticipated financial resources for the duration of this plan:

Table 27: Anticipated financial resources for RRH 2022-2027

	2022/23	2023/24	2024/25	2025/26	2026/27
MCC Options Team Revenue	912,300	912,300	912,300	912,300	912,300
MCC Housing Support Grant Revenue	£135,459	£135,459	£135,459	£135,459	£135,459
MCC Discretionary Housing Payments Revenue Contribution	114,000	To be confirmed	To be confirmed	To be confirmed	To be confirmed
Discretionary Housing Payments	176,656	To be confirmed	To be confirmed	To be confirmed	To be confirmed
Housing Support Grant, including HPG Transition	£2,811,909	2,856,748	2,856,748	To be confirmed	To be confirmed
Homeless Prevention Grant	149,000	149,325	To be confirmed	To be confirmed	To be confirmed
Homeless – No One Left Out Approach Grant	509,403	624,236	To be confirmed	To be confirmed	To be confirmed
Discretionary Homeless Grant	149,325	To be confirmed	To be confirmed	To be confirmed	To be confirmed
Strategic Co-Ordinator Grant	£60,000	£60,000	£60,000	-	-
Youth Support Grant	123,811	123,811	123,811	-	-
Children's Services Revenue Contribution to HSG	£110,181	£110,181	£110,181	£110,181	£110,181
Leasing Scheme Wales	17,593	45,620	52,345	82,700	106,050

	2022/23	2023/24	2024/25	2025/26	2026/27
Social Housing Grant	£9,812,223	£10,793,445	£10,629,908	TBC	TBC
Transitional Capital Grant (MHA)	TBC	Subject to potential application	-	-	-
Optimised Retrofit Grant (MHA)	TBC	Subject to potential application	Subject to potential application	Subject to potential application	Subject to potential application
MCC Capital Borrowing Headroom	£2,000,000	Balance c/f	Balance c/f	Balance c/f	Balance c/f
S106 Contributions	£814,331	Balance c/f + TBC	Balance c/f + TBC	Balance c/f + TBC	Balance c/f + TBC

Housing with Care Fund	-	Subject to potential application	Subject to potential application	Subject to potential application	Subject to potential application
Leasing Scheme Wales	10,613	12,450	33,575	89,500	86,750

Rapid Re-Housing Action Plan 2022 - 2027

Priority One: Prevent homelessness at the earliest opportunity				
	Action required to deliver the priority	**Lead Person**	**Timescales / By When**	**Outcome/Outputs**
1.1	To review and evaluate existing staff structures of teams delivering homeless services to ensure they continue to provide sufficient capacity and continue to be fit for purpose.	Housing & Communities Manager and Flexible Funding Strategic Manager	31/03/23	To support staff, maximise capacity, particularly in respect of homeless prevention, to improve efficiency and maximise flexibility.
1.2	To identify how to increase the number of households accessing the service at an earlier stage thereby reducing the number of households presenting in a crisis through working with partner agencies and establishing 'early warning' triggers.	Strategy & Policy Officer - Homelessness	On-going to 31/03/26	To move to a more proactive service rather than a reactive service and reducing the number of people presenting in crisis. To distinguish between primary prevention, secondary prevention and tertiary prevention.
1.3	To review homelessness services information to ensure there is clear and easily accessible information to help prevent homelessness at the earliest possible stage.	Homeless Project Officer	31/03/23	Increase awareness of housing options and accessibility of information. Updated web pages Establish bespoke information eg young people, domestic abuse, Ukrainians
1.4	To work alongside colleagues to promote services available to those who are at risk of homelessness through the Council's 'Money Matters' Tackling Poverty Campaign.	Strategic Homeless Transformation Co-Ordinator	31/03/23	To provide a planned approach to homelessness prevention and housing options.
1.5	To continue to invest to deliver upstream homelessness prevention in places of education including wider family networks	Head of Economy, Employment & Skills	Ongoing to 31/03/2026	To reduce causes of homelessness for the future by increasing awareness of housing options and accessibility of information. And to have clear housing pathways in place.

1.6	To make better use of information technology to capture and analyse data for the purpose of identifying opportunities, sharing data and planning.	Housing & Communities Manager & Flexible Funding Strategic Manager	31/03/23	To appoint a Systems Administration & Performance Officer Full utilisation of the functionality of Locata to improve efficiency and generate regular monitoring reports. Acquire and develop a rents system for Monmouthshire Lettings To evolve services to ensure it is structured to meet the needs of those that are threatened with homelessness eg use of TEAMs; Texting etc
1.7	Implement a system review of homelessness and prevention procedures	Housing Options Team Manager & Housing Support Commissioning & Operations Manager		To reduce/eliminate less efficient practice to identify opportunities to create additional capacity(to particularly re-invest into homeless case management and prevention) and improve outcomes for service users.
1.8	Develop a Youth Homeless Action Plan to ensure that young people's specific needs are addressed	Head of Economy, Employment & Skills Housing & Communities Manager Flexible Funding Strategic Manager	31/03/23	To evolve services to ensure it is structured to meet the needs of young people threatened with and actual homeless.
1.9	To implement a suite of 'early warning' triggers to identify those at potential risk of homelessness,	Housing Options Team Manager	31/03/27	To prevent homelessness before it arises To identify new partner agencies and locality settings to implement eg in Health or voluntary sector settings
1.10	Evaluate the effectiveness and cost efficiency of using data analytics for the prevention of homelessness.	Strategic Homeless Transformation Officer	31/03/24	Consider benefits of further early identification of homelessness opportunities. Determine cost benefits

		Lead Person		Outcome/Outputs
1.11	Undertake exercise to acquire service user feedback about homeless service	Strategic Homeless Transformation Officer & Housing Options Team Manager		Understand service delivery from a service user perspective with a view to identifying potential opportunities for improvement

Priority Two: Increase access to and the <u>supply</u> of affordable and <u>settled</u> accommodation				
	Action required to deliver the priority	**Lead Person**	**Timescales / By When**	**Outcome/Outputs**
2.1	To explicitly reduce the use of B & B	Housing Options Team Manager	Ongoing to 31/03/26	Target 10% by April 2023 from benchmark of 86 on 1st December 2022. April 2023 onwards, target to be reviewed
2.2	To maximise the availability of permanent social housing for homeless move on through Monmouthshire Homesearch	Strategy & Policy Officer – Affordable Housing	Ongoing to 31/03/26	
2.3	To seek to expand the existing Housing First service to meet unmet demand.	Housing Support Commissioning & Operations Manager	Ongoing to 31/03/26	To improve people's journey into permanent suitable accommodation
2.4	To establish dedicated Young Persons temporary accommodation supported by young persons floating support.	Housing Options Team Manager & Housing Support Commissioning & Operations Manager	31/12/2022	To improve a young person's journey into permanent suitable accommodation
2.5	To review and evaluate the newly re-modelled Young Persons accommodation in relation to outcomes achieved for those with low to high needs and consider whether there is a need for **Young Persons Housing First** model.	Housing Support Commissioning & Operations Manager	31/03/2023	To improve a young person's journey into permanent suitable housing

2.6	Through a multi-agency approach, increase the supply of accommodation in the County for people with complex needs around substance misuse and mental health.	Strategy & Policy Officer – Affordable Housing & Flexible Funding Strategic Manager	31/03/23	Collaboration with Social Care and Health. Identify revenue funding to establish multiple needs supported housing north and south
2.7	For the Council to develop a procedure to directly acquire and purchase accommodation.	Strategy & Policy Officer – Affordable Housing & Development Manager	31/03/23	To increase the supply of temporary homeless accommodation To maximise the development of new affordable housing To make full use of available capital funding eg Social Housing Grant, Transitional Accommodation Capital Grant, Housing with Care Grant etc
2.8	To identify an accommodation management agent to facilitate the Council to purchase and acquire accommodation	Housing & Communities Manager Strategy & Policy Officer – Affordable Housing	31/03/23	To facilitate the provision of additional temporary accommodation and overcome DWP Housing Benefit regulations that prevents the Council from managing owned self-contained accommodation directly.
2.9	For the Council to bring empty properties back into use, including targeting town centre opportunities (eg space above shops) and wherever possible look to align with Rapid Re-Housing purposes	Strategy & Policy Officer - Homelessness	On-going until 31/03/26	To increase the supply of homeless accommodation To provide additional private sector accommodation Where possible align with funding opportunities such as Social Housing Grant or Transitional Accommodation Capital funding
2.10	For the Council to identify opportunities to re-purpose existing MCC accommodation, non-accommodation assets for homeless purposes and land, including car parks.	Strategy & Policy Officer – Affordable Housing & Development Manager	On-going until 31/03/26	To increase the supply of homeless accommodation
2.11	To identify potential opportunities re-designate existing social housing	Monmouthshire Housing Association, Pobl & Melin Homes	On-going until 31/03/26	To increase the supply of social housing for homeless people and/or single people

2.12	To consider Modern Methods of Construction as an opportunity to increase the availability of both permanent and temporary accommodation	Strategy & Policy Officer - Affordable Housing & Development Manager	31/03/27	To increase accommodation supply, particularly for single people
2.13	Undertake an options appraisal for the future use of the former emergency family hostel	Strategy & Policy Officer - Homelessness	30/09/23	To determine the most appropriate option eg dispose; retain and convert as accommodation for a large family; retain and convert into flats
2.14	To review the Homesearch exclusion policy	Strategy & Policy Officer – Affordable Housing	31/03/25	To ensure the exclusion policy doesn't act as a barrier to moving on and to minimise delays by ensuring that exclusion procedures do not result in unnecessary time in temporary accommodation
2.15	To establish a mechanism to fund and provide essential furniture to facilitate move on to settled accommodation.	Homeless Project Officer		To ensure the possible lack of furniture for an applicant does not result in a delay in moving on to settled accommodation. Engage with DWP in respect of DAF procedures.
2.16	To continue to co-ordinate a newly established Strategic Housing Forum with housing association partners to help identify opportunities to develop new affordable housing.	Housing Communities Manager	On-going to 31/03/27	To maximise the number of affordable homes built and Social Housing Grant spend. To identify more partnership opportunities Implement collective approaches to tackling barriers
2.17	To consider innovative opportunities to utilise S106 affordable housing contributions to create additional affordable housing	Strategy & Policy Officer - Homelessness	Ongoing to 31/03/26	To provide additional homeless accommodation facilitated by making use of S106 contributions as an additional resource.
2.18	Identify opportunities to extend existing social housing or convert loft space.(Idea)	Pobl, Monmouthshire Housing & Melin	31.03.27	To reduce the need for larger families to transfer to larger properties
2.19	To liaise with Homesearch partners in respect of quotas for the allocation of social housing to homeless households to maximise	Strategy & Policy Officer – Affordable Housing &	01.10.22	To reduce the use of B & B

	number of social housing vacancies being allocated to homeless households, whilst recognising other housing needs eg medical, transfers etc	Pobl, Monmouthshire Housing & Melin		To minimise the time people spend in temporary accommodation
2.20	To continue to develop Monmouthshire Lettings, including promoting 'long leases' as per the Welsh Leasing Scheme to identify opportunities to improve the service and encourage further private landlords to make available their properties to the Council.	MLS Negotiator	On-going to 31/03/26	Target – 10% increase in MLS accommodation. Participate in the Wales Leasing Scheme Regularly market and promote MLS ensuring brand recognition and MLS is visible Develop new landlord incentives MLS service to include empty properties and loans
2.21	Investigate supported lodging and seeking to match people under-occupying properties with people in housing need and consider the learning from the previous Supporting Lodging scheme with Llamau.	Strategic Homeless Transformation Co-Ordinator & Housing Support Development & Operations Manager	31/03/24	Establish an additional housing option
2.22	Engage with hosts and landlords who participated in Homes 4 Ukraine to identify possible opportunities for providing homeless accommodation	Snr Accommodation Officer & Monmouthshire Lettings Negotiator	31/03/26	Additional homeless accommodation utilising hosting/lodging arrangements
2.23	Consider participation in the HMPS Community Accommodation Service 3 (CAS3) initiative.	Strategy & Policy Officer – Affordable Housing	31/12/22	Temporary accommodation for those leaving prison
2.24	To work with Homesearch partners to implement actions to make the 'best use' and maximise occupancy of social housing the stock to facilitate more people to move-on from temporary accommodation	Affordable Housing Strategy Officer – Affordable Housing	On-going to 31/03/26	To provide more options for those who are at risk of homelessness Target households/transfer applicants occupying overcrowded one bedroom accommodation to facilitate one bedroomed vacancies

				Utilise existing housing stock for shared accommodation
				Re-designation of existing accommodation
				Possible loft conversions and extensions
2.25	To consider and evaluate the potential for using the housing co-operative model as an additional vehicle for the provision of affordable housing.	Strategy & Policy Officer – Affordable Housing	31/03/24	Maximise options for affordable housing delivery
2.26	To establish self-contained emergency family accommodation in the North of the County	Strategy & Policy Officer – Affordable Housing	31/03/24	To improve dedicated provision for families that meet WG accommodation standards Minimise the need to displace families from their home communities

Priority Three: Provide timely and effective support to sustain accommodation				
	Action required to deliver the priority	**Lead Person**	**Timescales/ By When**	**Outcome/Outputs**
3.1	To review, evaluate and recommission the Housing Support Grant programme by April 2023. To include: • Place Based Support • Young Persons in Temporary Accommodation • Temporary Accommodation & Re-Settlement • Assertive Outreach • Housing First	Flexible Funding Strategic Manager & Housing Support Development & Operations Manager	31/03/23	To ensure the programme and services meets the needs and demands of the most vulnerable members of our community, whilst ensuring homelessness and Rapid Rehousing is prioritised.
3.2	Review and remodel the provision of specialist young persons support.	Housing Support Commissioning & Operational Manager	01/10/22	Increased housing specialist support capacity for young people.

3.3	To seek to identify funds and invest in resources to engage directly with households considered high support need groups such as:
	
	    o Mental Health.
	    o Young Persons.
	    o Substance misuse
		*Housing & Communities Manager
		&
		Flexible Funding Strategic Manager*
			On-going to 13/03/2026	To mitigate against unsuitable placements and minimise placement break-down

3.4	Update Housing Support assessment and monitoring procedures to ensure support mapping can be undertaken on an on-going basis.	Housing Support Development & Operations Manager	01/10/22	Maintain an up to date overview of support needs to inform on-going planning and commissioning.
3.5	To seek to engage with Welsh Government and other partners to identify additional resources to increase the capacity of the housing support programme and support availability to meet local need.	Flexible Funding Strategic Manager	On-going to 31/03/26	Ability to meet the need identified in the Statement of Need. Collaborative partnerships facilitating blended funding packages
3.6	To seek to establish links with local voluntary organisations and local churches/faith groups to develop new services	Housing & Communities Manager	Ongoing to 31/03/26	To provide additional private sector accommodation
3.7	Seek to engage with Social Care to improve services for those who are neurodiverse	Strategy & Policy Officer – Affordable Housing & Flexible Funding Strategic Manager	31/03/2023	Homeless services that meet peoples needs which helps to improve homeless prevention and reduce placement failure. To be factored into Rapid Rehousing Transition Plan development

Priority 4 - Maximising resources and benefits through well connected partnerships

	Action required to deliver the priority	Lead Person	Timescales/ By When	Outcome/Outputs
4.1	Co-Ordinate quarterly meetings of the Rapid Rehousing Steering Group to monitor and implement this Plan	Strategic Homeless Transformation Co-Ordinator	Ongoing to 31/03/26	To implement and monitor the delivery of the Rapid Rehousing Transition Plan
4.2	Co-Ordinate the Strategic Housing Partnership to increase opportunities that support and contribute to the delivery of additional affordable housing and the priorities of this Plan.	Chief Officer – Communities & Place	Ongoing to 31/03/26	Increasing opportunities to facilitate and develop additional homeless accommodation
4.3	To develop mechanisms to improve homeless related communication and awareness of resources and services, particularly targeting agencies and services, including voluntary sector agencies, that provide homeless related support.	Strategic Homeless Transformation Co-Ordinator Housing Options Team Manager	Ongoing to 31/03/26	Improved 'whole system' delivery
4.4	Engage with Welsh Government and the Welsh Local Government Association in respect of future funding arrangements to align with homeless need in Monmouthshire	Housing & Communities Manager	Ongoing to 31/03/26	To address funding pressures and unmet need
4.5	Participate in the Gwent Health, Social Care & Housing partnership, which has adopted Rapid Re-Housing as a priority.	Housing & Communities Manager	31/03/24	Address the need identified in the Statement of Need. Identify potential partnership and regional opportunities
4.6	Utilise the Housing Support Grant Provider Forum to raise awareness of issues, share information and identify opportunities and for Rapid Re-Housing to be a standard agenda item.	Housing Support Development & Operations Manager	Ongoing to 31/03/26	To enable partners to work together successfully e.g. information sharing, referral mechanisms

Integrated Impact Assessment document
(incorporating Equalities, Future Generations, Welsh Language and Socio Economic Duty)

1. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the

Name of the Officer Rebecca Cresswell **Phone no:** 07815010928 **E-mail:** rebeccacresswell@monmouthshire.gov.uk	**Please give a brief description of the aims of the proposal:** Monmouthshire County Council Rapid Rehousing Transition Plan (RRTP) 2022 - 2027. The Rapid Rehousing Plan sets out a new approach to reduce homelessness in Monmouthshire, with a focus of making sure homeless applicants reach settled housing as quickly as possible rather than staying in temporary accommodation for too long.
Name of Service area Housing & Communities	**Date:** 31st January 2023

evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The RRTP positively affects people of all ages threatened with homelessness or homeless from 16+. It will also benefit children of families who may be assisted. The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups. This includes older persons. It will increase the amount homeless accommodation available, the type of accommodation available and the quality of accommodation available. Similarly, it will increase the type of housing support available	No negative impacts will arise because of this proposal	No negative impacts will arise because of the RRTP, it will build on homeless actions already delivered over the last year and will include: The addition of new accommodation • Self-contained units for single households. • Shared emergency family accommodation. • Reduction in use of B&B Housing Support • Support services aligned with the needs of service users • Temporary accommodation housing support • Assertive Outreach • Drug & Alcohol Assertive Outreach • Housing First • High need Young Persons Supported Housing Information: The Action Plan will consider what level of information is available, where it is available and how it is presented.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Disability	The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups. The RRTP positively affects people of disability that may threatened with homelessness or homeless.	No negative impacts will arise because of the RRTP.	The RRTP specifically mitigates against a lack of accessible homeless accommodation and will seek to increase the availability of accessible accommodation. It is not restrictive but recognises those households with physical, emotional and mental health disabilities as groups who require tailored responses to tackle homelessness more effectively. The Action Plan will consider what level of information is available, where it is available and how it is presented.
Gender reassignment	Neutral	No negative impacts will arise because of the RRTP.	The Action Plan will consider what level of information is available, where it is available and how it is presented.
Marriage or civil partnership	Neutral	No negative impacts will arise because of the RRTP.	The Action Plan will consider what level of information is available, where it is available and how it is presented.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Pregnancy or maternity	The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups. The RRTP positively affects pregnant women through its preventative initiatives and sourcing good quality stable accommodation as an alternative to the use of B & B accommodation.	No negative impacts will arise because of the RRTP.	The proposal will build on existing schemes available through the Council that positively impact pregnant women. Such services include: • To continue to increase the number of new affordable home delivered. • To continue to increase the number of households assisted into the private rented sector. • Provision of support services to meet identified needs. Where preventative measures have failed, the Council will continue to adhere to Homelessness (Suitability of Accommodation) (Wales) Order 2015 set out time restrictions on the length of time pregnant women can be accommodated in B & B accommodation.
Race	The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups.	No negative impacts will arise because of the RRTP.	The Action Plan will consider what level of information is available, where it is available and how it is presented.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Religion or Belief	The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups.	No negative impacts will arise because of the RRTP.	The Action Plan will consider what level of information is available, where it is available and how it is presented.
Sex	The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups.	No negative impacts will arise because of the RRTP.	The Action Plan will consider what level of information is available, where it is available and how it is presented.
Sexual Orientation	The priority focus of the RRTP is to help prevent homelessness of people falling within all protected characteristics groups.	No negative impacts will arise because of the RRTP.	The Action Plan will consider what level of information is available, where it is available and how it is presented.

2. The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?

| **Socio-economic Duty and Social Justice** | Homelessness applications for housing advice are most common from households on low incomes. Coupled with a lack of access to affordable social housing and affordable private rented properties in the County it makes it difficult for many households to find a home to live in.

The RRTP will positively impact on households suffering socio economic disadvantage by working with our partners to ensure access to such help as:

• Accessing Discretionary Housing Payment (DHP), including those who have been affected by welfare reforms such as the Benefit Cap and Universal Credit.
• Signposting and referring into support services, especially for those household in crisis - (This includes financial inclusion, eg income maximisation, budgeting support, digital inclusion support, minimisation of outgoings, financial assistance).
• Delivery of further affordable homes.
• Accessing the private rented properties in the County through the Council's in-house letting service – Monmouthshire Letting Service (MLS).
• Through MLS the Council employs a Private Sector Negotiator, to engage with private sector landlords who may be willing to offer tenancies to households that approach as homeless. | There are no negative impacts of the proposal. | The proposal will build on existing schemes available through the Council that mitigate against socio economic disadvantage. We will:
• Continue to increase the number of new affordable home delivered.
• Continue to increase the number of households assisted into the private rented sector through Monmouthshire Letting Service (MLS).
• Continue to work with the benefits section to ensure access to Discretionary Housing Payments (DHP).
• Continue to work with our partners such as
  - Pobl Young Persons Supported Housing.
  - Llamau
  - Emphasis
  - Housing First
  to deliver timely support. |

	• Assistance through the Council's rent in advance and deposit guarantee (MLS). The council receives a number of homeless applications from veterans and serving armed forces personnel. It is accepted that those leaving or have left the armed forces may face additional barriers in accessing public services due to having spent periods of time outside of civilian life. The RRHTP will positively impact on veterans/ armed forces personnel by: • Increasing visibility of the support available for housing and homelessness in the public domain. • Providing, or referring into, tailored support including financial inclusion, eg income maximisation, budgeting support, digital inclusion support, minimisation of outgoings, financial assistance. • Communications tailored towards the armed forces community i.e a dedicated web page. • Policies, practices and decisions will be made with due regard to the Armed Forces Covenant.	• Staff are receiving training on the Armed Forces covenant and the Local Authority's duty within it.

3. Policy making and the Welsh language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
Policy Making Effects on the use of the Welsh language, Promoting Welsh language Treating the Welsh language no less favourably	Welsh Language will be factored into those areas of services where there is written information.	None	The Action Plan will consider what level of information is available, where it is available and how it is presented
Operational Recruitment & Training of workforce	There is no requirement for Welsh speakers in respect of operational delivery and, therefore, recruitment and training. Welsh speakers are however, positively encouraged to apply for vacancies. Existing staff are encouraged through the Council's training unit to access Welsh lessons.	None	At present there are two members of the Housing team who has taken up this opportunity.
Service delivery Use of Welsh language in service delivery Promoting use of the language	Actions to improve the Council's delivery of the Housing Service provide an opportunity to promote that anyone approaching the Council in respect of a housing issues can deal with the Council in Welsh in person, by phone, email, Twitter, Facebook, letters, forms etc	None	

4. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	**Positive:** The Housing Service is focused on delivering sustainable solutions that make efficient and best use of available resources. **Negative:** There are no negative impacts	The proposal will build on existing schemes available through the Council that contribute positively to the well-being goals.
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	**Positive:** Neutral **Negative:** N/A	N/A

A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	**Positive:** The RRTP positively contribute to positive health outcomes for the people of Monmouthshire. This proposal supports people's physical and mental wellbeing because it is well understood the effects of homelessness and poor housing has on individual's health and well-being. **Negative:** None.	The proposal will build on existing schemes available through the Council that mitigate against socio economic disadvantage. We will:
		• Continue to increase the number of new affordable home delivered.
		• Continue to increase the number of households assisted into the private rented sector through Monmouthshire Letting Service (MLS).
		• Continue to work with the benefits section to ensure access to Discretionary Housing Payments (DHP).
		• Continue to work with our partners such as
		  - Pobl Young Persons Supported Housing.
		  - Llamau

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
		- Emphasis - Housing First to deliver timely support
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	**Positive:** Neutral **Negative:** None	N/A
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	**Positive:** Neutral **Negative:** N/A	N/A.
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	**Positive:** N/A **Negative:** N/A	N/A
A more equal Wales People can fulfil their potential no matter what their background or circumstances	**Positive:** The RRTP positively contribute to positive health outcomes and poor housing conditions for the people of Monmouthshire. This proposal supports people's physical and mental wellbeing because it is well understood the effects of homelessness and poor housing has on individual's health and well-being. Addressing households' wellbeing health and poor housing conditions will allow those households to fulfil their potential and improve lifestyle outcomes. **Negative:** None.	The proposal will build on existing schemes available through the Council that mitigate against socio economic disadvantage. We will: • Continue to increase the number of new affordable home delivered. • Continue to increase the number of households assisted into the private rented • sector through Monmouthshire Letting Service (MLS). • Continue to work with the benefits section to ensure access to Discretionary Housing Payments (DHP).

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
		- Continue to work with our partners such as - Pobl Young Persons Supported Housing. - Llamau - Emphasis - Housing First to deliver timely support

5. **How has your proposal embedded and prioritised the sustainable governance principles in its development?**

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Long Term Balancing short term need with long term and planning for the future	The RRTP seeks to provide both a short to long-term intervention. It will address those household that are currently experiencing a housing crisis (the "here" and "now") with a long-term planning for the future through its preventative work (going further upstream) in identifying trigger issues of homelessness.	The Council will continue to operate a pro-active and positive approach to tackling homelessness in the County. We will: - Continue to increase the number of new affordable home delivered. - Continue to increase the number of households assisted into the private rented sector through Monmouthshire Letting Service (MLS). - Continue to work with the benefits section to ensure access to Discretionary Housing Payments (DHP). - Continue to work with our partners such as - Pobl Young Persons Supported Housing. - Llamau - Emphasis - Housing First to deliver timely support

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Collaboration Working together with other partners to deliver objectives	This proposal is based on a partnership approach through the following parties: • Housing & Communities and Housing Support Grant Commissioning • Welsh Government • Housing Associations • Housing Support Providers • Private property owners and letting agencies • Environmental Health • Planning • Aneurin Bevan Health Board • Social Care	
Involvement Involving those with an interest and seeking their views	A working group has been established with those involved in bringing the scheme to fruition and this platform has been used to develop a plan to maximise take up of the scheme.	N/A

Sustainable Development Principle		Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Prevention worse	Putting resources into preventing problems occurring or getting	The underlying ethos of the RRTP is to move away from crisis management to a more focused approach of preventing homelessness occurring in the first instance and where homelessness is not prevented to make it 'rare, brief and unrepeated'.	
Integration other bodies	Considering impact on all wellbeing goals together and on	The proposal positively impacts on well-being e.g., potential for additional good quality accommodation supports well-being.	N/A

6. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	The proposal can support households where there could be safeguarding issues by providing safe and secure temporary accommodation. Stringent risk assessment processes are utilized for applicants presenting as homeless. This informs placements and referrals to agencies.	None.	Ensure that all staff have access to guidance, information, and resources
Corporate Parenting	The proposal supports Corporate Parenting.	None.	As above

7. What evidence and data has informed the development of your proposal?

Evidence has been gathered in the following ways:

- Statistical data – particularly homeless and Housing Support Grant related data
- Steering Group meetings with key stakeholders
- Sub-group (other key partners) themed workshops:
  - Homeless Prevention
  - Housing related support
  - Affordable housing

Further evidence gathering activities pending:
- Service user survey to gather feedback on homelessness interventions, interactions and housing support experiences.

8. **SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?**

.This section should summarise the key issues arising from the evaluation. This summary must be included in the Committee report template

Positive: The RRTP is radical shift in its approach to tackling homelessness. Its ethos is to move away from crisis management to a more focused approach of preventing homelessness occurring in the first instance and where homelessness is not prevented to make it 'rare, brief and unrepeated'. A particular focus of the Plan is to ensure homeless applicants reach settled housing as quickly as possible rather than staying in temporary accommodation for too long.

Negative: None.

9. **ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.**

What are you going to do	When are you going to do it?	Who is responsible
Service User surveys	February-April	Rebecca Cresswell/ Jane Kirby
RRH meetings	Currently monthly	Rebecca Cresswell
Steering Group meetings	March/ April then ongoing at agreed frequency	Rebecca Cresswell
Cabinet	April	Ian Bakewell/ Rebecca Cresswell

10. **VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of**

this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1			
2			
3			