

<b>SUBJECT:</b>	<b>Gwent Homelessness Strategy</b>
<b>MEETING:</b>	<b>Adult Select Committee</b>
<b>DATE:</b>	<b>26<sup>th</sup> November 2018</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

1. **PURPOSE:**

- 1.1. The report presents the proposed Gwent Regional Homelessness Strategy 2018-2022 and Action Plan, including the proposed Monmouthshire specific actions setting out the approach for tackling homelessness across Gwent. The report also includes a regional review of homeless services for Gwent, which informed the development of the strategy.

2. **RECOMMENDATIONS:**

- 2.1. Consider and comment on the proposed Strategy (See **Appendix 1**) in the context of the review of homeless services (See **Appendix 2**) in both Monmouthshire and Gwent.
- 2.2. To agree a recommendation to Full Council to accept and adopt the draft Gwent Homelessness Strategy.

3. **KEY ISSUES:**

- 3.1. Under the Housing (Wales) Act 2014, it is a statutory requirement for the Council to publish a Homelessness Strategy that sets out its plans to prevent and tackle homelessness in their area.
- 3.2. The impact homelessness can have is devastating not only on those affected by it but also on society both in terms of financial and social costs.
- 3.3. The Council has seen improved responses to homelessness since the previous strategy through the introduction of many initiatives such as:
- Monmouthshire Lettings Agency;
  - Family Mediation Service;
  - Youth Accommodation Service;
  - Financial Inclusion Service;
  - Housing Support Services through the Gateway.
- 3.4. However, homelessness is still with us and demand continues to rise especially with the impact around welfare reform and the introduction of the new statutory duties under the Housing (Wales) Act 2014.
- 3.5. There is a need for the Council to continue to find innovative solutions, not only to traditional causes of homelessness, but also to other areas such as mental health and rough sleeping.
- 3.6. In response, Monmouthshire County Council along with Torfaen County Borough Council, Newport City Council, Caerphilly County Borough Council and Blaenau Gwent County

Borough Council concluded that working collaboratively to prevent and alleviate homelessness in Gwent was the best approach.

- 3.7. This regional approach would enable the five partners to share resources and consider needs across local authority boundaries. A working group was set up consisting of lead officers from the five authorities.
- 3.8. The working group agreed that the appointment of a Regional Research Officer was required to conduct a homelessness's review across the five authorities and produce a review document that would inform the strategy.
- 3.9. The Review has taken into account data from various sources and consultations with various partners and stakeholders including internal departments and teams within the five local authorities.
- 3.10. In particular, it has looked at the following issues
  - Excluded groups;
  - Families;
  - Single homeless people;
  - People with complex dependencies;
  - Causes of homelessness;
  - Current strategies and policies that support prevention;
  - Current services and support available to homeless households;
  - How this strategy links with Welsh Government aims;
  - It has identified emerging and potential challenges;
- 3.11. Based on the extensive research and looking at the issues highlighted at paragraph 3.10 the Review Document directed the development of the Strategy, and Regional and Local Action Plans for the forthcoming 4 years.
- 3.12. The Strategy reflects the four priorities identified by the review:
  - Priority 1: Help improve access to suitable and affordable housing
  - Priority 2: Offer fast and effective advice and support, working with partners to help vulnerable people
  - Priority 3: Minimise homelessness and prevent it through early intervention
  - Priority 4: Ensure fair, equal and person-centred homeless services
- 3.13. Ten strategic objectives and their accompanying actions help deliver on the four priorities. See regional and local Action Plan at **Appendix 3**.
- 3.14. As the strategy and action plan is a 'live' document, a working group will be set up to monitor and evaluate its implementation.
- 3.15. See Appendix 4 for an update on homelessness within Monmouthshire.

#### **4. OPTIONS APPRAISAL:**

4.1 There are three options available to consider:

4.1.1. Option 1: To do nothing: Not recommended.

Not implementing the strategy would mean that the Council would not have a cohesive plan in which to tackle homelessness in the county. This option could lead to a low quality disjointed service at a time of increasing demand. In addition, the Council would breach its statutory duty, as it is a requirement under the Housing (Wales) Act 2014 for Councils to produce a Homelessness Strategy.

4.1.2. Option 2: To produce a Monmouthshire centric strategy: This is a viable option. The Review document is a comprehensive review of homelessness services and challenges within Monmouthshire and from which an action plan for can be produced. However, with the challenges around welfare reforms and particularly mental health, the option of being able to 'pool' resources and expertise is the best way to address homelessness, not only in Monmouthshire but also across Gwent.

4.1.3. Option 3: To implement the Strategy: This is the recommended option.

It will allow the Council to maximise its options strategically in preventing and reducing homelessness within Monmouthshire and across Gwent.

## **5. EVALUATION CRITERIA:**

5.1 An evaluation assessment has been included at **Appendix 5**. A report will come back to this committee in 12 months for review on its success.

## **6. REASONS:**

6.1. Without a strategy, the Council does not have a coherent plan in which to prevent and alleviate homelessness in the County.

6.2. To adopt option three allows the Council to maximise its options in terms of resources and expertise.

6.3. The Council has a statutory duty to produce a strategy under the Housing (Wales) Act 2014.

## **7. RESOURCE IMPLICATIONS:**

7.1. There are no additional financial implications outside existing budget provision. However, it is anticipated that the Council will incur costs associated with implementing regional actions. However, it is expected that any such costs will be absorbed within the existing budget and possibly offset through regional approaches.

## **8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):**

8.1 The findings from the consultation exercise and the statistical analysis of data held by each authority and other partner agencies found that there were no negative impacts associated with the draft strategy. **See Attachment 6** for more details

**9. CONSULTEES:**

9.1. Chief Officer Enterprise (MCC); Head of Planning, Housing and Place-Shaping (MCC); Lead Member for Planning, Housing and Place-Shaping (MCC); Lead Commissioner Quality Assurance (MCC); Head Of Integrated Services (MCC); HMT; Head Of Adult Services (MCC); Head Of Childrens Services (MCC); Newport City Council; Caerphilly County Borough Council and Blaenau Gwent County Borough Homelessness Managers; MCC Housing Options Team Manager; Members of MCC's Supporting People & Homelessness Planning Group (SP&HPG); Welsh Government Housing Directorate; Gwent Service Providers (associated with homelessness); Gwent users of homeless services (past and present); Tai Pawb, Cymorth Cymru, Shelter Cymru; Registered Social Landlords operating in Gwent.

9.2. Responses and comments from consultees can be found at Appendix 7

**10. BACKGROUND PAPERS:**

10.1. Housing (Wales) Act 2014; Ten Year Homelessness Plan for Wales 2009; Code of Guidance to Local Authorities on the Allocation of Accommodation and Homelessness 2016; Renting Homes (Wales) Act 2016; Social Services and Well-being (Wales) Act 2014; Well-being of Future Generations (Wales) Act 2015

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# Gwent Homelessness Strategy 2018 - 2022



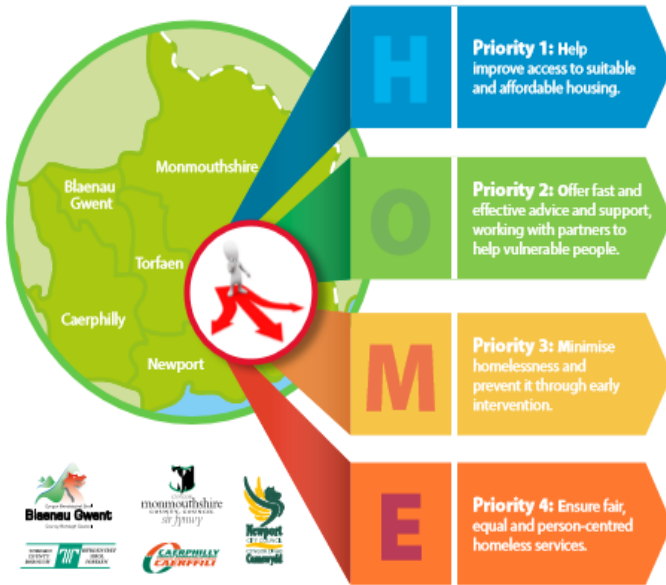
**VISION:** Everyone in Gwent has a home to live in and the right support if they need it, to lead a fulfilling life.



**MISSION:** Work together to overcome homelessness in Gwent.



**VALUES:** Listening; Collaborative; Innovative and Accountable.



## Strategic Objectives:



# Gwent Homelessness Reviews 2018



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## Summary

The points highlighted in this summary reflect the focus of the Gwent Regional Homelessness Strategy 2018-22 and summarise the main points drawn from the homelessness reviews.

- The reviews consider multiple themes connected to homelessness – this is essential for strategic planning as the issue is so complicated.
- By addressing the root causes of homelessness, a wide-spectrum of other societal problems will be reduced. The foundation is successful Welsh Government (WG) and Central Government policies in areas such as: the economy, housing, welfare reform, public funding, Supporting People, poverty, equality and health.
- Providing appropriate accommodation, the right kind of support and delivering the best possible services, whilst identifying people most at risk of homelessness (as early as possible) are the essential principles behind the new homelessness strategy.
- Partnership working and joint planning, commissioning and delivery of services (by both internal departments and external partners) is absolutely essential.
- Homelessness has numerous shared themes which can be used to foster partnership working and mutually beneficial outcomes for different stakeholders and service users (both Gwent-wide and at local authority level).
- It is important for both local authorities and their partners to identify how they will work together to alleviate homelessness, with agreements and performance periodically reviewed (especially with partners that may historically be harder to engage with). It is essential to ensure early intervention and effective referral processes are in place for partners to work together in unison.
- There is further scope for the Gwent councils to reduce the number of strategies and co-ordinate more on a regional level.
- Public Service Boards may be suitable vehicles to foster integration of the new Gwent Homeless Strategy and deliver the homelessness action plans.
- Given the constant pressures on budgets and services and the varied skill-sets needed to help homeless people, local authorities and their partners should not lose sight of the importance of staff training.
- The Gwent Health, Social Care and Wellbeing Population Needs Assessment categorised Blaenau Gwent, Caerphilly and Torfaen as being deprived areas with high levels of child poverty, poor health and unemployment. Monmouthshire was categorised as being affluent, rural, but with an increasingly elderly population, whilst Newport has pockets of deprivation, a high concentration of multi-cultural citizens and a high demand on public services.
- Broadly speaking, the difference in population demographics across Gwent are significant in some areas, but not in others – see Table 3.4.1 for further detail.
- Homelessness services should continue to operate within this environment over the lifetime of the strategy. The main risks that could affect homelessness relate to potential economic instability and uncertainty over the UK's future trading position (i.e. BREXIT), public funding cuts, welfare reforms, cost of living increases, growth in household income inequality, poverty, health and the lack of sufficient levels of affordable housing. All of which were identified multiple times during consultation.
- Housing need is continually changing and on a Gwent-wide scale, demand for affordable housing is likely to broadly outstrip supply over the lifetime of the homeless strategy (unless more affordable housing units are created/brought back



into use at a faster pace). Generally speaking this issue is likely to be most pronounced in Monmouthshire, Newport and Torfaen, but there will be significant variations at local area and ward levels (see Local Housing Market Assessment's (LHMAs) for further information).

- Local authorities working with social and private landlords throughout Gwent is absolutely imperative, especially to prevent tenancies ending in the first place.
- Household need across Gwent is predominantly for smaller properties (1 and 2 bedrooms). This trend is set to continue during the lifetime of the strategy as per the Gwent LHMAs.
- The potential levels of concealed households and possibly 'hidden homeless' is significant.
- Measures that make use of and successfully reduce long-term social housing voids – especially in Blaenau Gwent and Caerphilly, would be welcome.
- Broadly speaking, delivering new affordable housing at a consistent level to adequately meet demand, is unlikely to happen during the lifetime of the strategy unless there are seismic changes.
- In the private rented sector across Gwent, larger properties are likely to be cheaper to rent in Blaenau Gwent and Caerphilly, compared to the other Gwent authorities.
- In some Gwent local authorities, the difference between shared room rates and market rents, clearly illustrates why housing affordability for households under 35 needs to be a key focus.
- Some of the Gwent local authorities are better at spending their Discretionary Housing Payment (DHP) budget than others – Blaenau Gwent has made improvements in this area over the last couple of years.
- Rent arrears remains a significant issue for social housing tenants.
- Monmouthshire is by far the least affordable local authority in which to buy property compared to the rest of Gwent, suggesting that low cost home ownership schemes will be particularly important in Monmouthshire.
- The private sector and third sector (aside from local authorities' own temporary accommodation) is absolutely essential and relied upon throughout Gwent in connection with mitigating homelessness.
- Although temporary accommodation will remain necessary, the Gwent councils are working to keep the time households spend in temporary accommodation to a minimum. Although it should be noted that any changes to priority status in Wales in the future could potentially make that a lot harder for the Gwent authorities to accomplish.
- Newport has the greatest demand on its homeless service, followed by Caerphilly, Torfaen, Blaenau Gwent and Monmouthshire. This trend is not expected to change during the lifetime of the strategy.
- The levels of successful preventions (Section 66) across Gwent appear to be broadly decreasing over the last three financial years. Successful Section 73 outcomes have also reduced almost year on year across Gwent– a trend that the new strategy will need to focus on addressing.
- Operating effective 'triage' systems when providing homeless services and securing as many successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75 duties, is going to be increasingly essential.
- Raising public understanding to counter-act preconceptions and expectations, whilst encouraging people to help themselves as much as possible will be important.

- It will be imperative for the Gwent local authorities to concentrate on co-ordinating access to more temporary accommodation in the region. There is an acute need for appropriate temporary accommodation in Gwent (and also affordable single person accommodation). The need for temporary accommodation could easily become even more serious when the intentionality test is no longer applied to households with children by 2019.
- Improving systems and support for households moving on from temporary and supported housing should be a key focus.
- The Gwent local authorities should work together to ensure homeless statistics are recorded in as uniform a way as possible. Beyond this, there would also be a benefit in the WG reviewing and updating WHO12 recording requirements, with a greater focus on the quality of statutory homelessness services provided, as well as the success of interventions, which could shine a light on opportunities for further improvement.
- All councils should focus on activities that counter-act and ideally prevent: breakdowns in relationships, rent arrears and the loss of rented/tied accommodation, as these factors can often escalate homelessness.
- Proportionally 16 to 24 year olds, single person households and males, are over-represented when accessing homelessness services and are likely to require additional support moving forward. If successful preventative outcomes were achieved with these groups, this would save on resources, which could then be used to assist households in other demographics e.g. Monmouthshire and Torfaen could give additional focus to those over 25, whilst Newport could focus on Asian/Asian British and people categorised as 'other ethnicity'.
- Gwent local authorities and their partners should work together with the ultimate aim of reducing all instances of Bed and Breakfast usage to zero going forward.
- Activities that mitigate domestic abuse should be a key focus – particularly in households with dependent children.
- Prison leavers and those leaving institutions or care are consistently at risk of homelessness and should be focused upon, with prison leavers particularly at risk of rough sleeping. Exploring specialist recovery and rehabilitation programmes, community payback unpaid work, education, training and employment, mentoring and working with families of offenders etc. can be an effective approach to take.
- Single households are more likely to see harassment due to a protected characteristic causing a homeless issue (under the Equality Act 2010). Gwent councils should aim to work more on counter-acting this.
- Housing affordability remains a key issue - households with dependent children are more susceptible to rent arrears in both the private and social housing sectors.
- Debt advice, financial payments, resolving benefit issues, rent and service charge arrears are having the greatest impact when trying to help households remain in their homes and prevent homelessness, so focus should be expanded in these areas if possible.
- Mediation intervention may be less effective with younger people and alternatives should be considered going forward.
- Each local authority must engage and work with private landlords to meet their expectations. There will inevitably be variation in each local authority because markets differs and supplying incentives are not the only factor at play in successful engagement. Finding new ways to develop mutually beneficial relationships

between councils and private landlords needs to be a key focus (especially in Monmouthshire).

- Social housing is becoming much harder to access in Monmouthshire, Newport and Torfaen, leading to increased reliance other types of housing such as the private rented sector. Councils should work with social landlords to reverse this trend.
- People experiencing repeat homelessness are less likely to be living in stable long-term housing.
- Councils should consider how they can further record and evidence the preventative work that is undertaken to stop homelessness (including in connection with homeless services and related services, such as Supporting People funded services)
- Councils should work to understand the reasons behind those instances where service users disengage and then work to mitigate the causes.
- There are a number of different trends in connection with rough sleepers in the Gwent authorities e.g. rough sleepers appear most prevalent in Newport, probably because of its city status, but rough sleeping is a chronic issue across Gwent - 76% of all respondents have slept out in the past.
- Where rough sleepers are concerned in Gwent, relationship breakdowns and loss of housing are very important triggers that can lead to sleeping rough in Wales. Substance misuse is also key, as is the potential loss of support/social networks. Entry or release from custody is also a very high trigger.
- The service user survey cited a number of causes linked to homelessness: drug and alcohol abuse, mental health, criminal offending history, discharge from custody, breakdown in relationships, debt and lack of affordable housing, tenancy ending, exclusion from school, unemployment, domestic abuse, poor access to health and social care services, leaving care and sexual and/or physical abuse, living in unsuitable housing due to physical or sensory impairment. This would reinforce what local authority staff said during the consultation, that intense and bespoke support in conjunction with housing first is essential. This strongly shows why councils must constantly keep abreast of the services operated by partners and why there must be a wide menu of (person-centred) support provided to address homelessness.
- The service user survey also suggested that some characteristics are a lot more prevalent than others in relation to repeat presenters to homeless services i.e. they are very likely to be single, male and have chronic social and medical issues and/or a disability.
- Further consideration of how 'eligible, but not in priority need' households are assisted and how this is evidenced is another area for consideration.
- Giving people who have experienced bad housing or who are at risk of homelessness a voice is very important. Good examples include Shelter Cymru's Take Notice Project and Cymorth Cymru's Report, Experts by experience: Listening to people using Supporting People services in Wales – 2017). The reviews have sought to add to this agenda.
- Lastly, outcome monitoring and evaluation of performance is contained within the five plans that stem from the new homeless strategy.

## Introduction

Preventing and addressing homelessness remains a high priority for the Welsh and Local Government in Wales.

The Housing (Wales) Act 2014 requires all Welsh local authorities to undertake a homelessness review and using the results, produce a four year homelessness strategy to be operational by 31 December 2018 (see Sections 50-2 of the Act). This document reviews homelessness in five local authority areas:

- Blaenau Gwent County Borough Council
- Caerphilly County Borough Council
- Monmouthshire County Council
- Newport City Council
- Torfaen County Borough Council

Each of the five authorities has worked together to take both a regional and local approach to this work. As well as making better use of resources, it is anticipated a broader view will help create further opportunities for working together in the future, supporting consistency and quality in the delivery of homelessness services across the region.

The reviews analyse the nature and extent of homelessness in Gwent, specifically covering:

- The wider environment that homelessness services operate within
- The accommodation in place to prevent and alleviate homelessness
- Demand for homelessness services and trends – past, current and estimated future levels of homelessness
- The main causes of homelessness
- The resources currently in place to prevent homelessness and support those who are homeless and possible gaps
- Potential areas of improvement
- The resources used to deliver statutory homelessness services

Each of the five authorities has signed-up to a four year, Gwent-wide homelessness strategy. This document and the accompanying strategy should be published and made publically available by the end of 2018. It is expected that the strategy will become operational at the same time.

The five authorities intend for the strategy to be no bigger than one page and a widely referenced document going forward; to be used as an integral part of planning and co-ordination of homelessness and related services, for local authorities' teams and external partners. Addressing and especially preventing homelessness requires

stakeholders to work together productively and this is a fundamental principle behind the design of the strategy.

Using the reviews and strategy, each local authority will produce their own bespoke plans to deliver specific actions to address homelessness in their areas, continuing to engage with partners and stakeholders as appropriate, and anchored to the reviews and strategy. To ensure that sustainability and quality of life factors are optimised, a wellbeing assessment will be undertaken on the action plans in line with the Wellbeing of Future Generations (Wales) Act 2015. The action plans will be reviewed periodically during the lifetime of the strategy (as will the homeless strategy itself) by each local authority, so they remain responsive to emerging needs and trends and the ever changing environment.

## Research Methods

The information that has been collated and analysed to complete the reviews is wide-ranging. This is necessary because homelessness is such a persistent and complicated problem; a broad understanding is essential.

Key policy documents, research and statistics are referenced throughout this document – to provide an overview of the wider environment that homelessness services operate in across Gwent and to support the reviews.

The reviews also rely on valuable information collected during feedback from consultation exercises. It is this current insight that has been used to especially develop the improvements set out in each local authorities' strategic action plans.

The methods used to inform the reviews are:

- A desktop review of key literature, statistical data and samples of homelessness cases from each of the five councils.
- Focus groups and group discussions with key staff in the five councils (from departments relevant to the preparation and implementation of homelessness planning). Both strengths, weaknesses, opportunities and threats (SWOT) and political, economic, social, technology and legislation (PESTL) analyses and semi-structured interviews were used.
- Focus groups with Supporting People providers using SWOT and PESTL analyses and themed group discussions.
- A regional event to collect feedback from service providers, partners and other stakeholders (over 400 individuals from representative organisations across Gwent were invited and 140 people attended the event – with representatives covering all of the 25 themes outlined in Section 6 of this document).
- Surveys with people who have experienced homelessness and related services first hand across Gwent – factoring in equality and diversity, vulnerabilities and varying support needs (there were 165 respondents).
- Direct engagement with different service user groups.

Homelessness services are provided by both statutory and voluntary agencies and must be built around the needs and preferences of service users, as much as reasonably possible. Consultation and partnership working has therefore been central to the development of the homelessness reviews and strategy. This will continue to be a very important element, as homelessness action plans develop in each of the five local authorities over the coming years.

The data collected from service users has been anonymised. Statutory and voluntary agencies (who have helped to carry out the surveys) were all provided with a brief to

help make sure service users' consent was fully informed and everyone participated consensually.

The five local authorities are looked at in conjunction with each other throughout this document and compared with Wales as a whole where appropriate.

All the information collected has been analysed with fundamental elements being drawn out, to structure the reviews (and strategic action plans) and address the points outlined in the introduction. This work has then been condensed into the themes embraced within the homelessness strategy, in the form of a vision, mission, values and strategic objectives, with greater specific detail in the action plans.

## Definitions: Homelessness

As a general overview, under the Housing (Wales) Act 2014 (Section 55), a person is homeless where:

- They have no accommodation in the UK or elsewhere, which is available for them to occupy\*.
- They do have accommodation, but can't secure entry into it.
- The accommodation is a moveable structure (e.g. caravan) but someone has nowhere to place it to reside in.

\* If it isn't considered reasonable for someone to continue to occupy accommodation, then they would also be treated as having no accommodation.

Someone is threatened with homelessness where:

- They are likely to be homeless within 56 days.

A large amount of detail is contained within the Housing (Wales) Act 2014 and Welsh Government's Allocation of Accommodation and Homelessness 2016 Code of Guidance (COG), both of which include a number of definitions in relation to homelessness. There are other definitions connected to the statutory homeless data that local authorities submit to the WG on a quarterly basis as well. Further definitions are also contained within the Common Housing Allocation Policies and Procedures operated by each of the five councils in Gwent.

A broad definition of homelessness has been used to structure the reviews covering people:

- Owed statutory homelessness duties under the Housing (Wales) Act 2014 (i.e. sections 66, 68, 73 and 75)
- Sleeping rough (e.g. living on the street)
- Living in insecure/temporary accommodation – excluding assured/assured shorthold tenancies (e.g. private sector property leased by a council)
- Living in short-term accommodation (e.g. bed and breakfast or a direct access hostel)
- Who are hidden homeless (e.g. someone 'sofa-surfing with friends, relatives or squatting)
- Who are unable to remain or return to their home (e.g. relationship breakdown or domestic abuse)



- Who are leaving an institution, without a home to go to (e.g. hospital or prison)

## 1. Wider Context: Themes and Policy

1.1. Homelessness is a convoluted issue. The sheer extent of the legislation, policies and research linked to homelessness cannot be fully replicated here. However, a number of key elements that link both directly and indirectly are discussed below and these have been used to frame the reviews:

<p><b>1.1.1 Well-being of Future Generations</b></p>	<p>The Well-being of Future Generations (Wales) Act 2015 has wide-ranging intentions: to effect long-term/sustainable social, environmental and economic improvements in Wales, limiting negative repercussions for future generations. There are explicit links between the Act and homelessness. For example, successful homelessness prevention is one of the 46 'national indicators' associated with the Act. The Act effectively underlies the new Gwent homeless strategy and the plans that stem from it.</p>
<p><b>1.1.2 Homeless Policy</b></p>	<p>In 2009 the WG introduced its 10 Year Homelessness Plan. Its five principles were: preventing homelessness, joined up working, placing the service user at the centre of service delivery, inclusion and equality of access and value for money. Such elements highlight the reoccurring themes connected to homelessness policy – these five principles continue to be extremely relevant and are factored into the new strategy. The Housing (Wales) Act 2014 has since made considerable changes to homeless legislation in Wales. A key example is the ability to discharge homeless duties using the private sector. There is strong evidence that the Act's measures have resulted in more effective preventative, person-centred and outcome focused work in Wales (see Crisis' The Homeless Monitor Wales 2017). As with WG Policy, homeless prevention and early intervention (See the 2016 Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness (COG)) will continue to be the primary aim of the Gwent strategy.</p>
<p><b>1.1.3</b></p>	<p>Changes in funding directly impacts the longer-term planning and development of statutory homeless services. This issue was mentioned several times by council staff and other stakeholders during consultation. Since the ending of the temporary accommodation management fee in April 2017, comparable funding moved to the Revenue Support Grant (RSG), which can now be used more widely for homeless prevention. But crucially putting the money into the RSG may also potentially risk the funding that councils provide to help fund temporary accommodation housing and/or homeless prevention costs. Similarly the unpredictable nature and short lead in time for the funding of homeless services was mentioned several times during</p>

<p><b>Local Authority Funding - Homeless Services</b></p>	<p>consultation. In February 2018, the WG released a further £2.8 million for 2018/19 to embed homelessness prevention best practice. Whilst this investment is welcomed and valued, the lateness with financial year poses many challenges and limitations for local authorities. Any funding changes will continue to be considered as they occur, potentially having future implications for the Gwent strategy and plans that stem from it – emphasising why strategy actions should be reviewed periodically and updated as appropriate during the lifetime of the strategy.</p>
<p><b>1.1.4 Supporting People Services</b></p>	<p>Supporting People (SP) services help extensive amounts of people facing or experiencing homelessness in Gwent. For example, in Torfaen 5346 people were assisted via supporting people during the financial year 2017/18. The WG continues to foster a connected way of thinking around Supporting People (SP) funded services. This can be seen in its recommendation to commission SP services based not only on prevention, but also prudent healthcare principles (see the new draft WG SP Commissioning 2018). Or increasingly seeking to join up SP funded services with homeless prevention (see the Wales Audit Office SP Report 2017). Likewise the Gwent SP Regional Collaborative Committee (RCC) is centred on partnership working - across a number of support strands including: supporting people, homelessness, housing, probation, health and social care. The link between SP (and other cross-cutting themes broken down in this section) will be essential components of the new Gwent strategy. Working with partners (both internal and external) and sharing best practice to combat homelessness will be ingrained within the new strategy.</p>
<p><b>1.1.5 Supporting People Funding</b></p>	<p>Historically SP funds have been largely protected in Wales. Although the ‘ring-fencing’ has been altered to some degree for 2018/19 (see the Flexible Funding/Extended Flexibility pilot). However, the WG has indicated that the quality of SP funded services must be maintained – perhaps providing some protection of services for 2018/19. Within the WG budget, in 2019/20 SP funds are shown to merge with other grants into an Early Intervention, Prevention and Support grant. The budget for the amalgamated grants across Wales is due to be cut by £13 million, meaning that in theory, SP funding could face increased pressures. This could potentially have a knock on effect on service provision, affecting the people who use them and the ability to prevent or resolve homelessness. Ongoing uncertainty around SP funding was frequently brought up by council staff and providers during consultation and it was emphasised in the Welsh Local Authorities’ Homeless Network meeting held on 16.01.18 that maintaining SP budget/services is a major priority. Regardless of how funding arrangements may change for SP going forward, joint planning, commissioning and delivery between homelessness and SP and other services (supporting value for money) will remain absolutely essential components of the new strategy.</p>

<p style="text-align: center;"><b>1.1.6 Flexible Funding/Extend ed Flexibility Pilots</b></p>	<p>The WG Flexible Funding Pathfinder pilot, amalgamates 10 wide-ranging grants that support vulnerable families and people in Wales (including the homeless prevention grant and SP grant), on the basis of 100% flexibility. Both Newport and Gwent are Flexible Funding Pathfinders for 2018/19. The remaining local authorities in Gwent (Blaenau-Gwent, Caerphilly and Monmouthshire) have Extended Flexibility of 15% across 5 grant programmes including SP grant, but not Homeless Prevention grant during the same period. All of the pathfinders essentially seek to prevent or mitigate disadvantage, facilitate early intervention, provide support and build resilience amongst service users (see WG Flexible Funding Circular March 2018). There are probably mutual links with homelessness across all pathfinders, hence the WG wanting councils to co-ordinate their approach to homelessness prevention across all pathfinder programmes (See the 2016 COG). Although no formal decision has been made by WG yet, as with SP funding, the above could represent a funding risk or opportunity to the homeless prevention grant going forward. The changing nature of WG funding and an inclination to foster re-design, has significant implications for homeless services. Again reinforcing a need for joint planning, commissioning and service delivery (on a value for money basis) as key elements of the Gwent strategy.</p>
<p style="text-align: center;"><b>1.1.7 Social Housing</b></p>	<p>Social housing plays a vital part in permanently rehousing households experiencing homelessness in Gwent. Indeed the service use survey indicated that 40.0% of all respondents saw social housing as the immediate solution to their homelessness issue, whilst 76% hoped that social housing might be an option and 77% of all respondents saw social housing as their long-term housing solution to homelessness. WG support for the social housing sector in Wales remains strong and can be seen in the recent Abolition of the Right to Buy and Associated Rights (Wales) Act 2017. The Renting Homes (Wales) Act 2016 significantly changes the management of social housing in Wales. This will have direct positive implications for homelessness services over the coming years. For example, the ability for joint tenants to be removed from a tenancy, without the tenancy automatically ending for all tenants or the increased succession rights the Act brings in. Although the Act could also have other repercussion as well. In a Caerphilly Council Staff Focus Group meeting held on 24.01.18 it was suggested the Act could, “slow the churn of social housing (via) succession or (via) more joint to sole tenancies”. The absolute importance of registered social landlords and local authority teams working together successfully will continue to be reflected in the new Gwent homeless strategy (NB: Caerphilly Council is the only Council in Gwent that retained its social housing stock). The importance of social housing was brought up a number of times during consultation.</p>
<p style="text-align: center;"><b>1.1.8 Private Rented Housing</b></p>	<p>As with social housing, the private sector will continue to play an integral part in rehousing households experiencing homelessness in Gwent. Between 2001 and 2013 the private rented sector more than doubled in size in every local authority in Wales (see the Public Policy Institute for Wales report: The Potential Role of the Private Rented Sector in Wales). In recent years the WG has increasingly sought to develop the private rented sector and this can be seen via RentSmartWales or more recent measures in the Renting Homes (Wales) Act 2016 such as those aimed at reducing retaliatory evictions or reinforcing rented properties being fit for human habitation. The importance of working with private landlords</p>

	<p>was frequently brought up by stakeholders during consultation for the Gwent homelessness reviews. As with social landlords, working on strengthening partnerships with private landlords (especially as the full roll-out of universal credit continues to happen throughout Gwent) will remain imperative.</p>
<p><b>1.1.9 Temporary /Emergency Accommodation</b></p>	<p>The Gwent councils will continue to use temporary accommodation as appropriate, whilst the Housing Solutions Teams work with households to find a more permanent solution. In line with The Homelessness (Suitability of Accommodation) (Wales) Order 2015, as a whole, Gwent will need to continue to work to reduce the amount of time people spend in unsuitable temporary accommodation – in particular the use of shared/bed and breakfast accommodation. Service users accessing emergency accommodation often worry about personal safety; this can be “particularly acute for young people, transgender people, and women” (also see Sections 1.1.26 and 1.1.31). People with complex needs are also unlikely to find the environment of standard hostels and shelters conducive to improving their wellbeing (see Crisis’ Ending Rough Sleeping – What Works? An International Evidence Review report 2017). The ongoing need for this type of accommodation, due to the urgent circumstances that people can face or the pressures in the availability of suitable longer-term housing - means temporary/emergency accommodation has a key part to play in the new strategy.</p>
<p><b>1.1.10 Short-term Supported Housing and Funding</b></p>	<p>The UK Government’s plans to devolve some supported housing funding to WG (provisionally due to be implemented April 2020) will have implications for short-term supported accommodation (such as domestic abuse refuges and homeless hostels). The Renting Homes Act (Wales) 2016 will also affect the management of supported housing, for example, through the temporary exclusion power for supported accommodation. Again changes in funding may influence/impact upon the plans that flow from the new strategy, especially if there are changes in the levels of short-term supported housing caused by funding reductions or complications.</p>
<p><b>1.1.11 Rough Sleeping</b></p>	<p>Reducing/ending rough sleeping is an important policy area for the Welsh Assembly (especially in connection with the housing First Model). Key principles in the new WG’s Rough Sleeping Action Plan 2018 include: prevention; partnership working (such as with housing, healthcare, employment and support service providers); sharing best practice; outreach, drop-in and accommodation-based services; flexible, pro-active and person-centred and easily accessible services - targeted at the needs of rough sleepers; ‘key-worker’ approach; no second night out approach; emergency accommodation; housing first and also seeking to reduce adverse childhood experiences. Of further note is also recommendation 1 in the Equality, Local Government and Communities Committee’s report – Life on the Streets: Preventing and Tackling Rough Sleeping in Wales April 2018, which advocates giving priority status to rough sleepers. Also refer to Ending Rough Sleeping – What Works? An International Evidence Review report 2017.</p>

	<p>Rough sleeping and the themes connected with it are embedded within the new strategy. Different service providers and organisations working in partnership together to tackle rough sleeping will be essential.</p>
<p><b>1.1.12 Housing First (HF)</b></p>	<p>Housing First is another important WG homeless policy. Key principles in their National Principles for Housing First 2018 (HF) include: helping those with chronic and complex needs; supporting security of tenure; supporting flexibility, pro-active and person-centred and easily accessible services; providing packages of intensive/ psychologically/trauma informed support; managing risk; ‘key- worker’ approach; incentivising rough sleepers and also sharing best practice. Both social and private landlords have the potential to play key parts in expanding the provision of HF in Gwent. As with the rough sleeping action plan, HF is incorporated into new strategy.</p>
<p><b>1.1.13 Owner Occupation</b></p>	<p>Government support for the owner occupation sector in the UK remains strong. This is reflected in the spectrum of affordable home ownership schemes running in Wales, including: Help to Buy, Homebuy and the Rent to Own and Shared Ownership programmes. Affordable home ownership schemes and housing regeneration and improvement schemes will have a continuing part to play in making ownership and home maintenance more affordable in Gwent, thereby having a positive effect on homeless prevention and the creation of a more buoyant housing market across Gwent. Owner occupation and private sector quality of housing is also factored into the new Gwent homeless strategy.</p>
<p><b>1.1.14 Planning and Housing Development</b></p>	<p>The WG’s target of delivering 20,000 extra affordable homes by the end of the current assembly is supported by several budget allocations, and the housing supply pacts with the social and private sectors (see WG Budget 2018-19). There is also a target to bring 5,000 existing empty properties back into use. Providing more affordable housing has obvious benefits in connection with homelessness. There are, however, significant ongoing pressures that counter-act the development of new housing in particular. The Law Commission (Simplify New Planning Laws in Wales to Create New Homes 2017 report) recently noted that, “<i>complex and overlapping planning laws - slow down the development process, confuse applicants for planning permission and generate unnecessary bureaucracy and cost</i>”. Added to this there is a limited (though varying) amount of land availability for viable housing developments in Gwent (see local authorities’ current Land Availability Studies for further information). Developers can also indicate suitable sites aren’t financially viable for them because of planning conditions in relation to affordable housing – a factor that was mentioned during consultation as was the overall difficulty of ensuring a constant supply of affordable homes (also see Section 4 below for further data on this issue). There are also other considerations linking planning and development to some of the risks of homelessness, such as ensuring new housing is good quality, suitable and the right size/model but also easier to adapt in</p>

	<p>the future as household requirements change. Working in partnership with registered social landlords and private developers to deliver the right type of new affordable housing through WG Social Housing Grant/Housing Finance Grant and section 106 planning agreements in Gwent is imperative (see Gwent’s five Local Housing Market Assessments for further information). It is worth noting again that unforeseen changes in funding/government policy in the future could, however, impact upon the delivery of additional affordable housing in Gwent and thereby affect homelessness. Innovative models of delivery that specifically cater for homeless households/or those at risk of homelessness should be increasingly explored going forward. Connecting homelessness planning with future housing planning/development plans in Gwent will continue to be an essential part of the new strategy.</p>
<p><b>1.1.15 Universal Credit</b></p>	<p>The ongoing impact of universal credit was brought up a number of times during consultation. Roll-out of the ‘full’ universal credit service is due to be completed throughout Gwent by December 2018 – with Blaenau Gwent, Caerphilly and Monmouthshire due to take place during the summer to autumn of 2018. There is general concern that private landlords may be further dissuaded to rent to someone receiving the housing element of universal credit, regardless of their credit history. There is a growing body of evidence that show delays in payments and payment sanctions can seriously and adversely impact a person’s housing situation, health and wellbeing (see for example Crisis’: Benefit Sanctions and Homelessness – a Scoping Report, March 2015). As more and more people receive housing costs and work related benefits via universal credit in Gwent, this is anticipated to have an increased impact on the need for support services; illustrated by the circumstances of some homelessness cases and feedback from local authority staff in areas of Gwent where full service universal credit has already been implemented. There is the very real potential that ‘full’ roll-out could significantly increase homeless levels in Gwent. Mitigating the impact of universal credit (amongst other welfare reforms) will continue to be a very important element of the new strategy – the provision and access to appropriate advice and support for service users will be critical. Also working in partnership with landlords to resolve rent arrears to prevent eviction, will also remain integral to the new strategy.</p>
<p><b>1.1.16 Other Welfare Reforms</b></p>	<p>There have been a number of welfare reforms that have reduced the housing assistance and other income that low income households receive, since 2010. There is widespread belief that these reforms have directly increased homelessness in Wales (see Crisis’ Homeless Monitor Wales, 2017). As the Crisis Homeless Monitor Wales 2017 report indicates, welfare reforms will continue to <i>“take over £1 billion annually out of the pockets of low income households in Wales by 2020/21. Cuts generally have the worst impact in areas that have suffered long term industrial decline and already face high levels of entrenched poverty and disadvantage”</i> - which is likely to categorise several areas within Gwent. As with</p>

	<p>universal credit, mitigating the impact of other welfare reforms will also be very important in connection with the new strategy. Again working in partnership, especially to prevent evictions, will be imperative.</p>
<p><b>1.1.17 Poverty</b></p>	<p>The WG regards poverty as an issue that cuts across all government departments. There are a number of strategies that are relevant in connection with poverty (e.g. The Tackling Poverty Action Plan 2012-16; Financial Inclusion Strategy for Wales 2016 and the WG’s Children and Young People Living in Poverty Strategy 2015). Concise information on the fundamental issues associated with poverty in Wales can be seen in the recent Joseph Rowntree and Bevan Foundation’s report: Prosperity Without Poverty: a Framework for Action in Wales 2016, which covers the economy and jobs, families and communities, cutting costs and also addressing complex needs. The issue of ‘in work poverty’ was also brought up during consultation (e.g. Monmouthshire County Council Staff Focus Group 13.02.18) – also refer to the significant proportions of working age people earning less than living wage in Gwent in Graph 3.14.1, in Section 3 of this document. As summed up in the Joseph Rowntree Foundation’s report: The Link Between Housing and Poverty 2013, <i>“Poverty and low incomes prevent people from accessing potential housing options, and make others hard to sustain. In-turn housing can mitigate or exacerbate the impact of poverty on people’s lives”</i>. The link between poverty reduction and homeless is incorporated into the new strategy.</p>
<p><b>1.1.18 Debt and Money Management</b></p>	<p>During consultation, debt/financial hardship were cited as very important issues connected with housing affordability and homelessness. In particular the effect debt can have on securing privately rented/social housing due to affordability checks, emerged as a key barrier to securing a home. As a cause of homelessness, the effect of financial hardship and debt can be seen in the WG data contained in Table 5.3.1 in Section 5 of this document. Likewise the Staff Focus Group meeting held in Newport on the 08.03.18 noted that financial issues are more prevalent and often the main cause of homelessness cases. Other issues connected to this theme, such as gambling were also discussed e.g. in the Monmouthshire County Council Staff Focus Group 20.12.17, it was suggested that, “we don’t have a clear picture of gambling and its impact in Monmouthshire”. The link between debt and money management is incorporated into the new strategy.</p>
<p><b>1.1.19 Employment, Education and Training</b></p>	<p>As expressed in the WG’s 10 year Homelessness Plan 2009-19 it remains important to maximise opportunities for training and employment for vulnerable people, as <i>“engagement with training and employment creates the foundation for stable tenancies”</i>. The WG’s New Employability Plan launched March 2018 provides four updated actions for improving employability in Wales. Understandably the WG’s Rough Sleeping Action Plan 2018 and National Principles for Housing First 2018 make strong strategic</p>

	links with employment, education and training and these themes are all connected with the new homelessness strategy.
<b>1.1.20 Economy</b>	The WG broadly wants to achieve balanced and sustainable economic growth; attract inward investment and increase employment in Wales (e.g. see the Prosperity for All: Economic Action Plan 2017, the Welsh Prosperity for All National Strategy 2017; the Cardiff Capital Region City Deal and Development Bank Wales). Changes to the economy, for example potential repercussions from Brexit, unemployment levels, cost of living increases and inflation (not exhaustive) could all have an impact on the many themes associated with homelessness; reinforcing again why the strategy actions need to be reviewed periodically and updated as appropriate.
<b>1.1.21 Health and Social Care Services</b>	Health and social care is an extremely important policy area for the WG. As stated in the Standards for Improving the Health and Well-being of Homeless People and Specific Vulnerable Groups Guidance, 2013), <i>“People who are homeless, vulnerable to homelessness or at risk of moving frequently, often experience worse health than other groups in society. If homeless people are not supported and given access to effective medical treatment, both human and economic costs (especially for the NHS) are significant”</i> The strategy will integrate the continued joining up and building of relationships between health, social care and homeless services – something that was brought up several times during consultation with council staff (including difficulty in accomplishing this). Although it should be noted there are examples of good practice partnership working already operating in Gwent e.g. the In One Place programme. Of particular note is, again, the Social Service and Wellbeing (Wales) Act 2014, which supports partnership working and preventative services to deliver social care, support wellbeing and safeguarding. It also integrates the development of services based on the input/individual needs of those receiving them. Likewise these themes are all innate to addressing homelessness issues and are reflected in the new strategy. There are also express links between the Social Service and Wellbeing (Wales) Act 2014 and homelessness. For example, as outlined in the 2016 COG, <i>“councils must have regard to preventing/delaying care/support needs when carrying out their homelessness functions. The planning of services to prevent homelessness should be closely linked to the planning for the Section 15 duty of the Act to provide or arrange for a range of preventative services to meet care and support needs. The duty under Section 60 of the Housing (Wales) Act 2014 can also be integrated with the requirements of section 17 of the Social Services Act”</i> Links between the Social Services and Wellbeing (Wales) Act 2014 and homelessness are integrated into the homeless strategy.
	The Homeless Link Improving Hospital Admission and Discharge report 2012 notes that, <i>“co-ordinated discharge practices help to reduce costs for the NHS, as well as well as improve the health and</i>



<p><b>1.1.22 Discharge from Hospital/ Residential Treatment/Care</b></p>	<p><i>wider outcomes for homeless people</i>". The sometimes very short-term notice councils are given prior to a homeless person being discharged from hospital was brought up several times during consultation with council staff. The importance of this theme is reflected in the new homeless strategy and further emphasises why building relationships between health, social care and homeless services is essential (also see the Hospital Discharge Protocol for Homeless People in Wales 2014).</p>
<p><b>1.1.23 Mental Health</b></p>	<p>Mental health is another key policy area for the WG (see Mental Health (Wales) Measure 2010, Together for Mental Health strategy/report 2012 or Time to Change campaign). In regards to health, generally homeless people in Wales tend to suffer largely from mental anxiety/depression (as well as physical pain/discomfort) (see Cymorth Cymru's Health Matters Report 2017). Research suggests that mental health problems can also significantly increase when people are homeless (see WG's Standards for Improving the Health and Well-being of Homeless People and Specific Vulnerable Groups 2013). The Supporting People Programme makes a substantial contribution to assisting people with mental health issues in Gwent (see Gwent RCC's SP Strategy 2018). The importance of addressing mental health issues is contained within the new strategy.</p>
<p><b>1.1.24 Drug and Alcohol Misuse</b></p>	<p>Vulnerability to alcohol and substance misuse also increases significantly when people are homeless and this can often be interlinked with mental health issues (see WG's Standards for Improving the Health and Well-being of Homeless People and Specific Vulnerable Groups 2013). Cymorth Cymru's Health Matters Report 2017 suggests 40% of homeless people with drug or alcohol problems require more/better access to healthcare services. Notably, in March 2018 Cymorth Cymru began reviewing the WG's Good Practice Framework for the Provision of Substance Misuse Services to Homeless People and those with Accommodation Problems. In addition Table 5.18.1 in Section 5 of this document would strongly suggest that substance misuse is a significant contributor to rough sleeping in Wales. As with mental health, the importance of counter-acting drug and alcohol misuse is reflected in the new strategy.</p>
<p><b>1.1.25 Domestic Abuse</b></p>	<p>As with the above, domestic abuse is another important policy area for the WG. Domestic abuse significantly contributes to homelessness in Gwent, as can again be seen in Table 5.3.1 in Section 5 (NB: Table 5.4.1 also provides strong evidence that households with dependent children in them, experiencing domestic abuse, are more susceptible to homelessness in Gwent). Connected to adverse childhood experiences and safeguarding, reducing domestic abuse is a priority for the WG. Working in partnership, both local authorities and health boards are required to deliver local strategies that support the themes of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 - essentially being prevention, protection and support. These are very similar to the core aims for homeless strategies, set down</p>

	<p>in section 50 in the Housing Act (Wales) 2014. In connection with the 2015 Act, the WG's Ask and Act Guidance supports targeted intervention and was rolled out at the end of 2017 to: councils, health boards and fire and rescue authorities. It may also be possible that perpetrators of domestic abuse will also be increasingly targeted (by social landlords) for eviction under the Renting Homes (Wales) Act 2016. The connection between domestic abuse and homelessness has been factored into the new strategy.</p>
<p><b>1.1.26 Youth Homelessness and Care Leavers</b></p>	<p>The WG considers children and young people to be an especially high priority group. When Tables 3.4.1 and 5.14.1 (see below) are considered together, 16-24 year olds are over-represented and proportionally at greater risk of homelessness in Gwent, when compared to the general population. Connected to this issues, there is wide-spread recognition that earlier intervention (i.e. preventing adverse childhood experiences) helps to prevent unstable housing and/or health damaging lifestyles become established later on in life, reducing the chances of homelessness (see WG's 10 Year Homelessness Plan). In December 2017 the Assembly committed to spending an extra £10 million to end youth homelessness by 2027 – after Assembly Members and the First Minister voiced their support for the End Youth Homelessness Cymru (EYHC) campaign in June 2017 (run by Llamau in Wales, with help from their partners). As of May 2018 the EYHC group is notably crowd-funding to fund a youth homelessness support helpline. The WG's Preventing Homelessness and Promoting Independence: A Positive Pathway to Adulthood 2016 for Local Authorities and their Partners is intended to be used to provide a planned approach to homelessness prevention and housing options for young people. The five themes in the framework are: information and advice for all young people and families; targeted early intervention; integrated response ('hub' or 'virtual hub') and gateway to commissioned accommodation and support and having a range of housing options. Linked to the framework is also the Care Leavers Accommodation and Support Framework for Wales 2016. Themes connected with reducing youth homelessness and supporting care leavers are essential components of the new strategy.</p>
<p><b>1.1.27 Safeguarding Children and Adults at</b></p>	<p>Eliminating abuse and the sexual exploitation of children and young people and supporting safeguarding is also an extremely important priority (e.g. see the National Action Plan to Prevent and Protect Children and Young People from Sexual Exploitation Framework 2016). As is eliminating the risk in relation to people traffickers and crimes associated with all types of modern day slavery. In recent years such crimes have arguably gained a higher profile in public consciousness across the UK; media coverage of the harrowing offences committed by gangs 'grooming' younger people or property owners preying on desperate people by advertising lodgings in exchange for sexual exploitation – are key examples. In the service user survey undertaken for the reviews one</p>

<p><b>Risk/Modern Day Slavery</b></p>	<p>respondent aged 16-24 indicated that sexual and or/physical abuse caused her homelessness situation. The campaign begun in 2016 to end the use of B &amp; B accommodation to house young vulnerable people in Wales by the EYHC can also be linked to the increased safeguarding risks younger people face. The Modern Day Slavery Act 2015 also supports action against people traffickers and crimes associated with slavery in the UK. Staff in council homelessness services often work with adults who are vulnerable to abuse and they have a duty to take action if they suspect a person is an adult at risk. Modern day slavery was mentioned several times during the Stakeholder Engagement Event on 28.02.18. It is important to note that a growing body of evidence suggests that rough sleepers in the UK are increasingly being targeted by traffickers and are at risk of being exposed to labour exploitation and other abuse (see the Homeless Link Report – Trafficking and Forced Labour 2017). Both children and vulnerable adults can be at risk and it logical to believe that broadly these risks can easily become far more acute when a person vulnerable and facing or experiencing homelessness. The new strategy links with safeguarding vulnerable adults and modern day slavery and safeguarding children and younger people as well. The high importance of partnership working (for example between social services, the police and local authorities) is absolutely reflected in relation to safeguarding children and adults at risk and modern day slavery.</p>
<p><b>1.1.28 Leaving the Armed Forces</b></p>	<p>The UK Government’s Guidance Document - Armed Forces Covenant: Today and Tomorrow 2013 sets out the overall intent for supporting the Armed Forces community. In Wales The National Housing Pathway for Ex-Service Personnel 2016 also gives further pre and post service discharge support. It is possible that those leaving the forces can be at heightened risk from homelessness and associated social problems. Certainly Table 5.17.1 in Section 5 of this document provides some evidence that leaving the armed forces could be a significant contributory factor for rough sleeping in Gwent. The new strategy connects with the implications surrounding someone leaving the armed forces.</p>
<p><b>1.1.29 Discharge from Remand and Custody</b></p>	<p>The Welsh Local Government Association’s Rough Sleeper Count Report 2017 (see Table 5.18.1 again) suggests that discharge from remand/custody is one of the biggest contributory factors for rough sleeping in Wales. The National Pathway for Homelessness Services to Children, Young People and Adults in the Secure Estate 2015 sets out guidelines to help people in custody either identified as being homeless or threatened with homelessness. As the guidance summarises it, “<i>draws attention to the needs of individuals before they leave custody. The aim of preventing someone from becoming homeless and enhancing their resettlement is emphasised, as that helps to reduce the risk of reoffending</i>”. In particular, the difficulty that local authorities generally have in re-housing high risk cases managed through Multi-agency Protection Arrangements was brought up several times during consultation. The removal of the homeless priority for</p>

	<p>ex-prisoners under the Housing (Wales) Act 2014 was also brought up. The connection between this theme and homelessness is emphasised by the recent recommendations in the Equality, Local Government and Communities Committee’s report <i>Life on the streets: Preventing and Tackling Rough Sleeping in Wales</i> report 2018. Notably it recommends the re-establishment of the Prisoner, Accommodation and Resettlement Working Group and also potentially the reinstating of priority need for prison leavers (if another of their recommendations to end priority need altogether isn’t actioned). Discharge from remand and custody is integrated into the new strategy.</p>
<p><b>1.1.30 Crime/Anti- social Behaviour (ASB)</b></p>	<p>Added to modern day slavery, already mentioned, there are some other important links that can be made with Crime/ASB and homelessness. From the point of view of someone experiencing serious Crime/ASB - suffering harassment or abuse from outside the home (e.g. hate crime) can cause homelessness – which Tables 5.3.1, 5.4.1 and 5.5.1 shows does take place in Gwent. In addition perpetrators can face eviction themselves from social and private tenancies because of Crime/ASB. Also worth highlighting, is Section 35 of the Anti-Social Behaviour Crime and Policing Act 2014 – which can be used to direct a rough sleeper to leave a specified area for 48 hours (the intention perhaps being to deter crime or ASB). However, there is research suggests that it is actually rough sleepers who are themselves far more likely to be victims of crime, including violent assault, abuse and intimidation - compared to the general public (see Crisis’ report <i>It’s no Life at All</i> 2016). Crime/ASB is connected to the new strategy in connection with preventing evictions and rough sleeping.</p>
<p><b>1.1.31 Equality, Fairness and Access to Services</b></p>	<p>The WG strongly supports putting service users at the centre of service delivery, to ensure everyone in need gets the right kind of help (e.g. see the 2016 COG). This means services need to consider the needs that people have as a result of a protected characteristic (i.e. as per the Equality Act 2010). The 2016 COG also notes that the homeless reviews should go beyond considering just protected characteristics and consider other at risk groups as well e.g. rough sleepers (which the Gwent reviews have taken on board). To do this, as noted by the Wales Audit Office in their report <i>‘How Local Government manages demand – Homelessness 2018’</i>, appropriate and accurate data needs to be collected by local authorities to demonstrate equality of access. It is essential for homelessness services/housing solutions to be sensitive to a wide-range of characteristics, such as: both young and old; disables people, such as someone with a learning difficulty or someone who is visually or hearing impaired or has a chronic illness; someone with an autistic spectrum disorder; families and parents expecting a baby, couples and single people; sexuality; transgender people and someone transitioning; race and culture, refugee and asylum seekers and also Gypsy/Irish Travellers groups. This is important, for example, as certain groups can be at heightened risk in relation to their health and wellbeing e.g. people</p>

	<p>affected by female genital mutilation and “honour” based violence. Or Gypsy Travellers, EU migrants, asylum seekers and refugees who are vulnerable can be more at risk of homelessness (see Standards for Improving the Health and Well-being of Homeless People and Specific Vulnerable Groups 2013). As noted in the Cymorth Cymru Health Matters report 2017, both the physical and mental health needs of homeless people can also vary across areas such as gender or age. The above themes can be linked in with various government documents such as: standards for Improving the Health and Well-being of Homeless People and Specific Vulnerable Groups 2015; The Autistic Spectrum Disorder Delivery Plan 2016-20; The Welsh Strategy for Older People 2013-23 or the Refugee and Asylum Seeker Delivery Plan 2016-19. Equality, fairness and access to services are essential elements, embedded into the new strategy and were the core reasons behinds the undertaking of the service user consultation survey.</p>
<p><b>1.1.32 Customer Service</b></p>	<p>In their report '<i>How Local Government manages demand – Homelessness 2018</i>', the Wales Audit Office supports local authorities publishing set service standards, to explain both their responsibilities and those of the service users'. The Shelter Cymru Equal Ground Standard 2015 also notably sets out a two way pledge between service users and stakeholders to describe to each other what they need to ensure a successful working relationship. Delivering quality customer service is as relevant to the provision of homelessness services, as much as it is with any other public facing service.</p>

## 1.2 Key Points:

- The intention of section 1 is to provide a wider context of the environment that homelessness and related services are operating in.
- Each of the themes has been used to frame and develop the reviews and strategy and to provide focus for the consultation exercises.
- It is important to understand the complexity of homelessness and its interwoven issues to develop the homelessness strategy – hence the mixed methods research and considerable amounts of data used to construct the reviews. Considering the wider themes connected to homelessness is essential for strategic planning. The more we understand causal factors and the wider context, the better equipped the Gwent councils and their partners are to deliver better outcomes for people at risk of or affected by homelessness.
- As the Public Policy Institute for Wales summarises in its Tackling Homelessness, A Rapid Evidence Review 2015 report: *“The evidence shows that homelessness is a complex problem. It often has multiple causes that interact with one another in ways that vary at the individual level and require engagement with multiple policy areas”*. A ‘one-size-fits-all’ approach to tackling homelessness is unlikely to ever be successful.
- Many (if not all) of the above themes are interconnected, so by addressing root causes of homelessness, a wide-spectrum of societal issues could be reduced. This explains why WG advocates homeless prevention so strongly and why prevention will be at the heart of the new Gwent homelessness strategy.
- Providing appropriate accommodation, the right kind of support and delivering the best services possible, whilst identifying as early as possible those people most at risk of homelessness, will all be core principles of the Gwent homelessness strategy – as per the 2016 COG.
- To support these principles, co-ordination of services, partnership working and joint planning, commissioning and delivery of services (by both internal local authority departments and external partners) will be essential.
- The overarching, cross-cutting and persistent issues identified in Section one, reinforce the benefits of developing a regional strategy and why local authorities and their partners should work together and share best practice to address homelessness.
- All of the above themes were reflected in the consultation exercises. Interestingly, in the service user consultation survey, 79% of respondents indicated that there was more than one reason behind them being either at risk of or experiencing homelessness.
- Lastly, the above themes also highlight the importance of both the WG’s position and Westminster’s in carefully influencing and orchestrating policy in areas such as: the economy, welfare reform, public funding, poverty, equality, health, Supporting People, adverse childhood experiences and housing. If such elements are positively affected/improved, there are highly likely to be parallel implications in connection with homelessness and the delivery of related services in Wales. As summarised by the one comment in the Caerphilly Council Staff Focus Group 24.01.18, *“change of leadership – local, regional, national can either work for or against homelessness. Quick fire changes/u turns in politics can equal massive changes to local delivery”*.

## 2. Wider Context: Key Strategic Links

2.1 There are numerous policies, procedures, plans, partnerships and strategies that connect with the homelessness strategy and vice versa. Some of these are Gwent-wide, some cover parts of Gwent but not all, whilst others are specific to the local authority and others are drafts or awaiting updating. Again, the extent of all the information prohibits listing everything here. Nevertheless key elements can be summarised to demonstrate local strategic connections and these have also been used to further frame the new strategy. These are:

<p><b>2.1.1 Corporate Plans</b></p>	<p>Contain high level priorities and set out how the Gwent Council's operate. Themes in the five Gwent plans focus on: working in partnership; investing in housing; supporting wellbeing, safeguarding and building capacity amongst vulnerable citizens; supporting communities, the economy and the environment - all connect with the new Gwent Homelessness Strategy.</p>
<p><b>2.1.2 Local Wellbeing Assessments /Plans</b></p>	<p>These replace single integrated plans and contain objectives to meet the wellbeing goals for Wales, in line with the Well-being of Future Generations (Wales) Act 2015. Themes in the five Gwent plans focus on: supporting children and care leavers; supporting employment and the economy; preventing households becoming homelessness; health; community safety; supporting cohesive communities and resilience and empowering residents – are all relevant to the new strategy.</p>
<p><b>2.1.3 Public Service Boards (PSB's)</b></p>	<p>Public service boards are required to develop local wellbeing plans. The WG 2016 COG advocates using PSB's to co-ordinate and set out how partners will contribute to the homeless strategy and the plans that stem from it. This would also further support co-ordination/joined up thinking in relation to the delivery of local wellbeing plans (also see WG's Shared Purpose, Shared Future: Statutory Guidance 2016). The use of PSB's to focus on "<i>shared priorities by collaborating and integrating services</i>" is also advocated in the Wales Audit Office in their report How Local Government manages demand – Homelessness 2018.</p>
<p><b>2.1.4 Gwent Health, Social Care and Wellbeing Population Needs Assessments /Area Plan</b></p>	<p>Section 14 of the Social Services and Well-being (Wales) Act 2014 requires councils and local health boards to jointly carry out an assessment of people's care and support needs. The assessments should be developed in tandem with the construction of the above local wellbeing plans and vice versa. The Social Services and Wellbeing Act (2014) required the Gwent Health, Social Care and Wellbeing Partnership Board to oversee the needs assessment and agree the Gwent Wellbeing Area Plan 2018/19. Themes discussed in the plan include: housing, supporting people, helping elderly people to remain in their homes and access the care they need, children and younger people, health and mental health and substance misuse matters, physical disability, learning disability and</p>

	autism, sensory loss and impairment, carers, domestic abuse and safeguarding. These are, again, all relevant to the new homelessness strategy.
<b>2.1.5 Supporting People Regional Strategic Plan (Gwent) and Local Supporting People Strategies/Plans and Commissioning Frameworks</b>	The regional plan reviews the housing and support needs in Gwent and provides an overview of Supporting People priorities (which have multiple links with preventing and mitigating homelessness). Since April 2018, there are 19 Supporting People groups. Local planning then provides a clear picture, at the local level, to help identify gaps and support services that are sustainable and centred on the needs of service users in each of the five Gwent authorities. The new strategy and the actions that come from it, continues to have extensive links with SP and its providers.
<b>2.1.6 Voluntary/Other Statutory Organisations and Grant Pathfinder Funded Services</b>	In the 2016 COG, the WG notes, <i>“it is essential that the homelessness planning reflects the contributions to be made by voluntary and other statutory organisations in providing support for homeless people, including those which are not funded through Supporting People”</i> . Examples include: tenancy support services, drug and alcohol services, employment services, education and youth services and probation and youth justice schemes. The new strategy will have essential strategic links with voluntary and other services.
<b>2.1.7 Local Housing Market Assessments (LHMA) and Local Housing Strategies</b>	These identify the levels of housing need in each local authority area and project potential future demand for housing. The needs assessments provide an evidence base for the housing strategy and local development plans. The 2016 COG also notes that LHMA’s are expected to assess the local availability of affordable housing for young people and other vulnerable groups. As well as projecting the need for more affordable housing, they also indicate the type and size that is needed. They emphasise why good and dependable local authority partnerships with private and social sector organisations are essential in mitigating homelessness.
<b>2.1.8 Local Development Plan (LDP) and Planning Guidance</b>	LDP’s provide the proposals and policies to control development of the local area, including information on the land allocated for housing, employment and retail use. The WG has recently made an invitation for Blaenau Gwent, Monmouthshire, and Newport and Torfaen to develop a joint Local Development Plan together in 2018 (see the <u>Planning (Wales) Act 2015</u> ). This was specifically discussed in the Blaenau Gwent Council Staff Focus Group 21.02.18. The LDP and planning guidance are very important in connection with reducing homelessness because they regulate the delivery of new housing.
<b>2.1.9 Social Housing Allocations Policies/Rural Allocations Policy</b>	Common Allocations Policies operate throughout each of the five Gwent local authorities and control the proportion of social housing that is let to people who are homeless or at risk of being homeless. As emphasised in the WG’s 10 Year Homelessness Plan 2009 these policies should maintain a balance between meeting the needs of people who are homeless as well as that of others who are in serious housing need. As a rural county



	<p>Monmouthshire also has a Rural Allocations Policy, which helps ensure that homes developed for local people are allocated as intended in Monmouthshire. The importance of rural housing enablers incorporating homelessness into their assessment and identification of local housing need is expressed in the 2016 COG. Notably Community Housing Cymru developed a framework to govern annual review meetings regarding co-operation on homelessness between senior figures at Welsh housing associations and local authorities in 2016/17. Torfaen, for example, has previously used this framework to help structure discourse.</p>
<p><b>2.1.10 Social Housing Rent Arrears Management, ASB and other Tenancy Management Policies</b></p>	<p>The policies (and procedures) connected to the management of social housing in Gwent, guide staff and influence the escalation towards court action – which can result in eviction. Preventative work to stop issues escalating is generally the main focus, as it is with homelessness (to broadly support better outcomes and represent better value for money). These have important strategic links with the new strategy. Also see Section 2.1.26 below.</p>
<p><b>2.1.11 Private Sector Strategies/Plans/Private Sector Landlord Partnerships</b></p>	<p>Housing renewal, private rented sector and empty property strategies/plans set out policies and actions for improving the quality of the five council’s private sector housing stock. These include areas such as: bringing empty housing back into use, providing housing adaptations for less able bodied people, improving standards within the private rented sector, increasing supply and choice, improving existing housing stock and reducing unhealthy housing, supporting sustainable communities, reducing fuel poverty and increase energy efficiency. These all have clear links with reducing homelessness. The private landlord forums that councils run in their areas are also vital partnerships, as are individual relationships with landlords, especially in connection with resolving rent arrears/universal credit issues to circumvent eviction. Or helping vulnerable/homeless people and someone with a poor credit history access housing.</p>
<p><b>2.1.12 Bond Scheme</b></p>	<p>The Bond Scheme is funded by WG to provide bond guarantees to private sector landlords (only) as security, instead of a tenant needing to supply a bond themselves. A tenant in Gwent then saves their own equivalent of the bond over a year to pay to a landlord to put into the Deposit Protection Service (DPS). The bond scheme was referenced many times during consultation. Officers administering the Bond Scheme assess client’s affordability, help set up their benefits, paperwork, inventories as well as other tasks. Notably they might also negotiate with landlords regarding rent levels or tenancy management issues during a tenancy to prevent loss of accommodation (feedback from Monmouthshire Bond Scheme 12.12.17). It was noted at the Local Authorities’ Homeless Network meeting on 17.04.18 that WG is arranging an upcoming piece of work in 2018 to review the Bond Scheme and qualifying criteria, in order to</p>

	provide more consistency of offers across the country. Given the importance of the private rented sector in helping address homelessness, the Bond Scheme and any possible future developments will need to be integrated into the new Gwent Strategy and action plans.
<b>2.1.13 Regeneration Strategies/Plans</b>	These set out a framework for regeneration, which broadly encompasses social, economic and physical improvements. The updated draft Caerphilly regeneration strategy plans focus on: supporting people, health and tackling inequality, supporting businesses and the economy, improving quality of life and connecting people and places. The most recent Blaenau Gwent strategy and Torfaen's Economy and Enterprise Strategy, both essentially focus on the economy, employment, learning and investment in people and communities. That same similar structure can be seen in Newport Council's "City on the Rise" framework and is reflected in Monmouthshire Council's work. Regeneration has considerable links with the new homeless strategy and vice versa.
<b>2.1.14 Cold Weather Plans</b>	The plans set out how local authorities will take positive action during periods of extreme winter cold weather and provide shelter for rough sleepers. Some parts of Gwent are rural (especially Monmouthshire), bad weather added to limited shelter, can further worsen conditions for someone sleeping rough in a rural areas (e.g. see Right to Home? Rethinking Homelessness in Rural Communities: Institute for Public Policy Research 2017). In order to mitigate the worst effects of rough sleeping all Local Authorities have written cold weather plans.
<b>2.1.15 Gwent Homeless and Vulnerable Groups Health Action Plan (HaVGHAP)</b>	The Gwent HaVGHAPs sets out how services should be planned and delivered to meet the health needs of homeless people and those at risk of homelessness, with the aim of addressing the social determinants of health, health inequalities and cycles of poor health and homelessness (also see the Hospital Discharge Protocol for Homeless People in Wales and Torfaen Council's discharge from hospital framework).
<b>2.1.16 Gwent Integrated Mental Health Strategy 2012-17</b>	Developed with representatives of Local Government, Health and third sector organisations in Gwent - the strategic priorities included: joined up working and communicate to develop and deliver mental health services, developing a wide range of services, enabling different accommodation options, community based support, specialist services where needed, responding to the needs of people with dementia, ensuring the best use of mental health resources and promoting partnership working (also refer to the Gwent Mental Health and Learning Disability Local Partnership Board).
<b>2.1.17 Substance and Alcohol Misuse</b>	The Gwent Substance Misuse Area Planning Board acts as a forum bringing together all agencies involved in the planning, commissioning and delivery of substance misuse issues at a regional level (refer to the SP RCC Strategy).
<b>2.1.18 Domestic Abuse</b>	The South East Wales Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership Board –

	helps to govern services related to reducing domestic abuse and supporting someone facing domestic abuse in Gwent (refer to SP RCC Strategy and also see Sections 2.1.10 and 2.1.26).
<b>2.1.19 Children, Young People and Care Leavers and Adults at Risk</b>	The VAWDASV Partnership Board also links with the work carried out by the South East Wales Safeguarding Children's Board and Gwent Adults Safeguarding Board (refer to SP RCC Strategy).
<b>2.1.20 Poverty - Income and Employment, Education and Training</b>	In many ways the Local Wellbeing Plans now move to the forefront in the strategic direction for how local authorities will address poverty. A multitude of other connections can still be made in relation to poverty. Some examples include: Blaenau Gwent's Vibrant and Viable Places project, advocating partners from across the private, public and third sectors working together to tackle poverty. Caerphilly Council's Anti-poverty Strategy seeks to support employment opportunities, increase household incomes and developing skills and knowledge to alleviate poverty. Monmouthshire Council's Tackling Poverty Programme of Intent aims to help give someone the best start in life, enhance training and employment and provide support. Newport Council leads on the inspire to achieve project - a three year project started in April 2016 with the aim of reducing the risk of young people aged between 11 and 24 years old not progressing into employment, education or training in south east Wales. Torfaen Council's Financial Inclusion Strategy 2016-21 – with a focus on helping someone access advice and support, improving financial skills and better money management – by identifying those most at risk. Such strategies/plans/projects can be strategically linked to the new homelessness strategy.
<b>2.1.21 Gwent Welfare Reform Partnership</b>	The Gwent Welfare Reform Partnership was formed to lessen the impact of welfare reforms for people living in Gwent. It aims to raise awareness of the welfare reforms with fellow professionals, WG, MPs and local Councillors to draw their attention to the implications of welfare reforms (refer to SP RCC Strategy). It is also used to share best practice and help people to deal better with the changes to their benefits.
<b>2.1.22 Discretionary Housing Payment (DHP) Policies</b>	If someone is receiving housing benefit, local housing allowance or universal credit housing element, they may be able to access extra funds to help them maintain their housing tenancy in the form of DHP. This has important implications for homelessness prevention. Funds are usually paid for a limited time and will be subject to eligibility criteria. Torfaen and Council share their DHP Policy with Monmouthshire Council. The other three Gwent councils have separate DHP Policies.
<b>2.1.23 Local Authority Housing Prevention Grant Payment Procedures</b>	Each local authorities' housing solutions teams have funds that they use to prevent homelessness. A person can be given a payment to help them maintain or secure a tenancy (subject to qualifying criteria). Homelessness prevention payments are also connected to DHP (and potentially other areas e.g. Bond Scheme).

<p style="text-align: center;"><b>2.1.24 Leaving Armed Forces</b></p>	<p>Each of the Gwent authorities signed up to the Armed Forces Community Covenant – a voluntary pledge to encourage charities, local authorities, businesses, communities and individuals to work together with the military to offer support to service personnel and their families, reservists and veterans. There are important implications in connection with homelessness prevention.</p>
<p style="text-align: center;"><b>2.1.25 Discharge from Remand and Custody</b></p>	<p>The National Pathway for Homelessness Services to Children, Young People and Adults leaving the Secure Estate introduced a referral process for local authorities, established between the prison-based Resettlement Officers and local authority homelessness teams. It is essential that there is a strong strategic link between the prison service, probation and youth justice services and local authorities (also see the Wales Community Rehabilitation Programme). The Gwent MAPPA meetings (chaired by the Police or Probation service), bring partners together to assess associated risks to an individual and community. Monitoring takes place with the necessary agencies, subject to registration and supervision orders. Again there are important implications for homelessness.</p>
<p style="text-align: center;"><b>2.1.26 Crime/ASB</b></p>	<p>The Police and Crime Plan for Gwent focuses on crime prevention, supporting victims, community cohesion, tackling ASB and efficient and effective service delivery. These themes have obvious strategic links to homelessness. Working in partnership to fight modern day slavery, hate crime, harassment, ASB and domestic abuse for example – all have connections with homelessness. Also see the <i>Safer Gwent</i> Partnership, established in order to work with key community safety <i>partners</i> and provide strategic direction and structure to Community Safety across <i>Gwent</i>.</p>
<p style="text-align: center;"><b>2.1.27 Equality, Fairness and Access to Services</b></p>	<p>Equality and fair access to services are essential components of the new homelessness strategy. All of the Gwent local authorities have statutory duties contained in the Equality Act 2010 (See each of the Gwent local authorities Strategic Equality and Diversity Plans/Policies for further information). There are a number of policy documents around equality, diversity and fairer access to services that have strategic links with homelessness. Examples include: The completion of a Gypsy and Traveller Accommodation Assessment, to identify housing needs amongst the Gypsy and Traveller community; older people strategies and plans; SP strategies and plans; younger people’s strategies and plans, housing adaptation and disabled facility grant policies and procedures and also plans connected to refugee and asylum seekers (not exhaustive).</p>
<p style="text-align: center;"><b>2.1.28 Customer Service</b></p>	<p>All the Gwent councils operate strategies and plans aimed at improving customer service (e.g. Blaenau Gwent Council’s Customer Transformation Strategy, Caerphilly Council’s Customer Service Strategy, Strongly connected with Section 2.1.27, it is essential that customer service is factored into the new strategy.</p>

<p style="text-align: center;"><b>2.1.29 Information Sharing Protocols</b></p>	<p>Effective and up to date information sharing protocols between local authorities and their key partners (i.e. in line with the general data protection regulations (GDPR) and Data Protection Act 2018 commencing 25 May 2018) are also very important. This can be seen in the drive by local authorities to enable Supporting People (SP) service providers to share appropriate information on service users more easily (the positive benefit of developing SP online portals was mentioned several times during consultation). Or see the Street Homeless Information Network's work and their drive to share information, as appropriate, on rough sleepers in Wales. The risk of non-compliance to more stringent GDPR standards and impact on sharing protocols and data management was mentioned several times during consultation.</p>
<p style="text-align: center;"><b>2.1.30 Public and Environmental Health Teams/Housing Health and Safety Rating System</b></p>	<p>In connection with the standards of housing and tenancy management (especially in the private rented sector) local authorities play a part in preventing homelessness e.g. where there is a possible situation of overcrowding or housing is in a poor condition (also see the housing health and safety rating system and also the Renting Homes (Wales) Act 2014. Out of the 165 respondents in the service user consultation survey, 5 indicated that environmental health involvement or the condition of the property was connected to their homeless situation. Notably the physical standards and management of houses in multiple occupation (HMO's) are licenced by local authorities, with HMO's having an important link to homelessness – possibly increasingly important during the lifetime of the new Gwent homeless strategy given the level of single households presenting to councils for help with their homelessness situation noted in Table 5.18.1 in Section five below.</p>
<p style="text-align: center;"><b>2.1.31 Staff Training Plans</b></p>	<p>Staff training and the need for continual professional development (CPD) is connected to significant amount of the consultation feedback. For example customer service skills, managing expectations, managing confrontation, working with private landlords, legal knowledge, proficiency tests, psychologically informed practice, ensuring refresher training and good training for new staff and apprenticeship schemes were all mentioned during the Welsh Homeless Network meeting on 16.01.18. In the Wales Audit Office in their report How Local Government manages demand – Homelessness 2018, recommendation 1 supports staff being “<i>sufficiently skilled to deal with the new demands of mediating, problem solving, negotiating and influencing</i>”. Training was brought up a number of times during consultation (e.g. Welsh Homeless Network meeting 16.01.18 and Caerphilly Council Staff Focus Group meeting 24.01.18), as was a concern that training could become increasingly limited due to council capacity/cost (e.g. Monmouthshire County Council Local Authority Staff Focus Group 13.02.18). As was homeless legislation being interpreted differently (e.g. Stakeholder Engagement Event on 28.02.18).</p>

## 2.2 Key Points:

- Considering the above strategic connections has further helped to frame some of the broader context relative to the reviews.
- The above points further highlight the complexity involved in co-ordinating homeless planning and service development. To be successful partners are required to respond in kind and buy-into the new homeless strategy and its actions collaboratively. Hence wide-spread (targeted) consultation was so important in constructing the reviews i.e. setting the ground-work for continued momentum and buy-in going forward from multiple partners.
- Both Sections 1 and 2 show that there are numerous shared themes which can be used to foster partnership working and mutually beneficial outcomes for different stakeholders and service users (Gwent-wide and at local authority level).
- Section 2 would suggest that there is further scope for the Gwent councils to reduce the number of strategies and perhaps co-ordinate some on a more regional level. Further development of joint protocols and strategies between statutory and non-statutory agencies was also mentioned at the Caerphilly Council's Staff Focus Group on 24.01.18.
- Developing a Gwent homeless strategy will help to draw together the themes in Sections 1 and 2 with the intention of nurturing connectivity, collaboration and co-production. Notably recommendation 6 in the Wales Audit Office How Local Government Manages Demand – Homelessness report 2018, supports local authorities setting out and agreeing their expectations of partners identifying how they will work together to alleviate homelessness, with agreements and performance reviewed regularly. This is an important consideration for Gwent (although it would obviously require resources to accomplish).
- Public Service Boards may be ideal vehicles to foster integration of the new Gwent Homeless Strategy and partnership working, to deliver the homelessness action plans.
- Given the constant pressures on budgets and services and varied skill-sets needed to help homeless people, local authorities and their partners should not lose sight of the importance of staff training. This is an area that may in particular benefit from regional working and collaboration.
- Lastly another important area to consider is the homelessness and supporting people budgets in the Gwent local authorities, which is contained within Section 7 of this document.

### 3. Wider Analysis: Population, Health, Poverty and Income

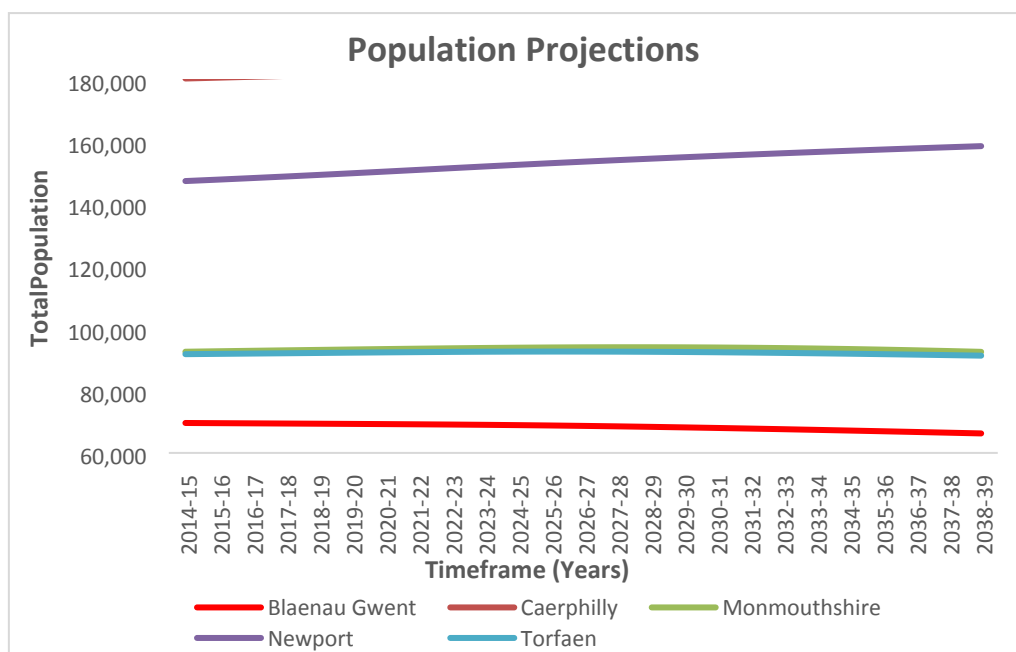
3.1 Section 3 gives a broad picture of the social and economic conditions in each of the five Gwent local authorities. More in-depth information can be found in various other research documents, some of which are mentioned above, as well as numerous publically available resources. The areas looked at in this section are only intended to be an overview to show the environment that homelessness services operate in within Gwent.

3.2 Table 3.2.1 displays the number of persons per square kilometre, showing that Monmouthshire is by far the most rural area in Gwent.

<b>Number of people per square kilometre</b>	<b>Mid-year 2011</b>	<b>Mid-year 2012</b>	<b>Mid-year 2013</b>	<b>Mid-year 2014</b>	<b>Mid-year 2015</b>	<b>Mid-year 2016</b>
<b>Blaenau Gwent</b>	642.1	642.2	641.9	640.8	639.6	640.4
<b>Caerphilly</b>	644.5	645.4	646.2	648.7	649.5	650.6
<b>Monmouthshire</b>	107.8	107.9	108.5	108.7	108.9	109.3
<b>Newport</b>	765.2	766.9	769.2	770.7	775.6	782.8
<b>Torfaen</b>	725.5	726.9	727.2	728.8	730.6	732.3
<b>Wales</b>	98.3	98.5	98.5	98.6	98.4	98

Table 3.2.1: National Statistics Local Authority Population Projections for Wales 2014

3.3 Population growth estimates in Graph 3.3.1\* show that proportionally, the greatest population growth is projected to be in Newport over the next twenty years. It is fair to assume that Newport is likely to see more of a corresponding increase in the general demand for public services, compared to the other Gwent local authorities because of this. Conversely the population of Blaenau Gwent may decrease, whilst Torfaen and Monmouthshire reduce only slightly.



Graph 3.3.1: National Statistics Local Authority Population Projections for Wales 2014. \*Assumptions about births, deaths, and migration are have also been incorporated into the figures by the Welsh Government

3.4 Table 3.4.1 displays the level of diversity across Gwent. It can be seen that Monmouthshire is likely to have an older population, whilst Newport’s is generally younger. Both Blaenau Gwent and Caerphilly may have more disabled people living in their authority areas. Newport is by far the most ethnically diverse and also seemingly more likely to have households where English or Welsh is not the first language. Torfaen has the highest Gypsy and Irish Traveller population. Monmouthshire has proportionally housed more refugees and Newport asylum seekers. Sexuality is likely to be broadly very similar across Gwent. Blaenau Gwent and Newport may have slightly more single households. Whilst Monmouthshire notably has less single parent households, less teenage pregnancies and more Christian households (likely to be related to Monmouthshire having an older population). Monmouthshire also has proportionally less children looked after by the local authority. Religious diversity is more likely to be more prevalent in Newport. The statistical data in Table 3.4.1 suggests that diversity across Gwent is generally minimal (from a broad high level perspective). The ratios in the Table are not expected to alter significantly during the lifetime of the homeless strategy.

Percentages of the Population:	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Wales
Aged 16-24*	10.8	10.4	9.2	11.1	10.6	11.6
Aged 25-44*	24.6	25.1	19.9	25.9	23.9	23.8
Aged 65 plus*	19.8	18.8	24.1	17.4	20.1	20.4
Working adults that are disabled**	25.4	26	21.4	23.7	23.3	22.5
Male*	49.3	49.0	49.4	49.1	48.7	49.3
Female*	50.7	51.0	50.6	50.9	51.3	50.7
Identifying as other gender ***	There is a widely acknowledged gap in statistical data on gender identity in the UK, which it is anticipated the 2021 Census will address.					



<b>From Non-white Background****</b>	2	2	1.4	8	2.5	4.7
<b>From White Background****</b>	98	98	98.6	92	97.5	95.3
<b>Gypsy and Irish Traveller*****</b>	0.1	0.02	0.01	0.06	0.2	0.1
<b>Asylum Seekers*****</b>	0	0	0	18.32	0	-
<b>Refugees*****</b>	1.7	3.7	4.0	2.5	3.0	-
<b>Household Language*****</b>	0.7	0.5	0.6	2.9	0.5	1.7
<b>Heterosexual*****</b>	-	96.4	98.7	95.4	97.7	95
<b>* Identifying as Gay or Bisexual*****</b>	-	1	0.7	1.9	1	1.5
<b>1 Person Household*****</b>	33	28	28	32	30	32
<b>1 Adult with Child(ren)*****</b>	7.8	8.0	4.6	8.1	7.1	6.8
<b>2 Plus Adults and Child(ren)*****</b>	19.8	22.3	21.3	22.2	22.1	20.3
<b>2 Plus Adults no Children*****</b>	39.8	41.9	45.8	37.8	41.0	41.3
<b>No Religion*****</b>	41.1	40.9	28.5	29.7	35.8	32.1
<b>Christian*****</b>	49.9	50.7	62.5	56.9	55.4	57.6
<b>Buddhist*****</b>	0.2	0.2	0.3	0.2	0.2	0.3
<b>Hindu*****</b>	0.1	0.1	0.2	0.5	0.3	0.3
<b>Jewish*****</b>	0.01	0.04	0.1	0.1	0.02	0.1
<b>Muslim*****</b>	0.3	0.2	0.3	4.7	0.3	1.5
<b>Sikh*****</b>	0.1	0.1	0.1	0.1	0.1	0.1
<b>Other Religion*****</b>	0.4	0.4	0.4	0.3	0.3	0.4
<b>Pregnant (aged 19 and under)*****</b>	11.8	11.7	7.9	9.6	11.7	11.9
<b>Children looked after by local authority (aged 0-15)*****</b>	17.3	18.9	16.5	20.2	18.4	17.9

Table 3.4.1:

\* Office for National Statistics Population Estimates Mid-year 2016

\*\* Office for National Statistics Annual Population Survey March 2013

\*\*\* Office for National Statistics 2021 Census Topic Research December 2017

\*\*\*\* Office for National Statistics Annual Population Survey December 2017

\*\*\*\*\* Office for National Statistics Census - Ethnic Group 2011

\*\*\*\*\* Home Office Immigration Statistics: Asylum Seekers in Receipt of Section 95 Support at the End of the Quarter in Wales Oct to Dec 2017. Refugees (and Others) Resettled under the Vulnerable Persons Resettlement scheme, Including Dependents in Wales 2016 and 2017

\*\*\*\*\* Office for National Statistics Census – Number People in Household having English or Welsh as a Main Language 2011

\*\*\*\*\* Office for National Statistics Subnational Sexual Identity Estimates 2013-15

\*\*\*\*\* Welsh Government Household Estimates for Wales 2016

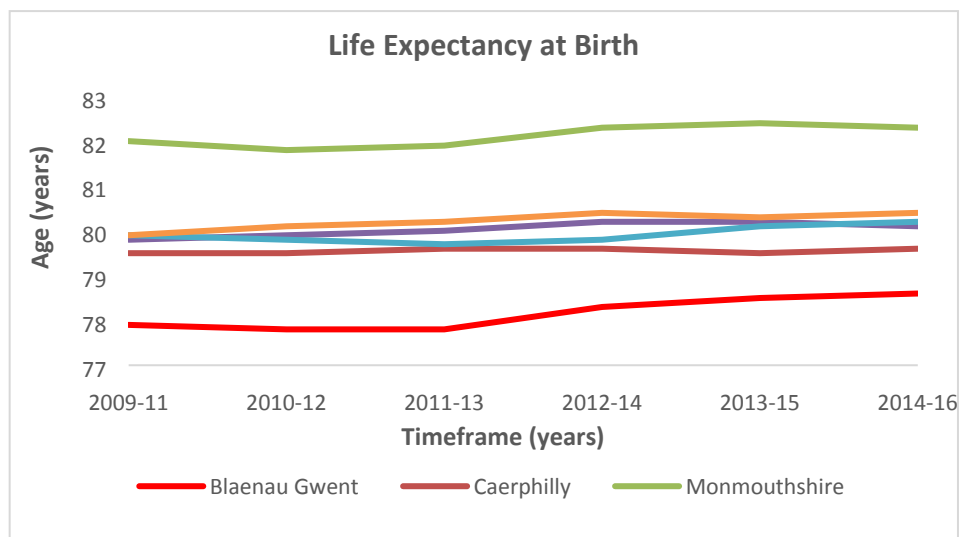
\*\*\*\*\* Office for National Statistics Census – Welsh Residents by Religion 2011

\*\*\*\*\* Office for National Statistics Births registrations April 2017

\*\*\*\*\* Welsh Government - Looked after Children Census and Children looked after (SSDA903) data collection Dec 2017. Office for National Statistics Mid-year Population Estimates 2016

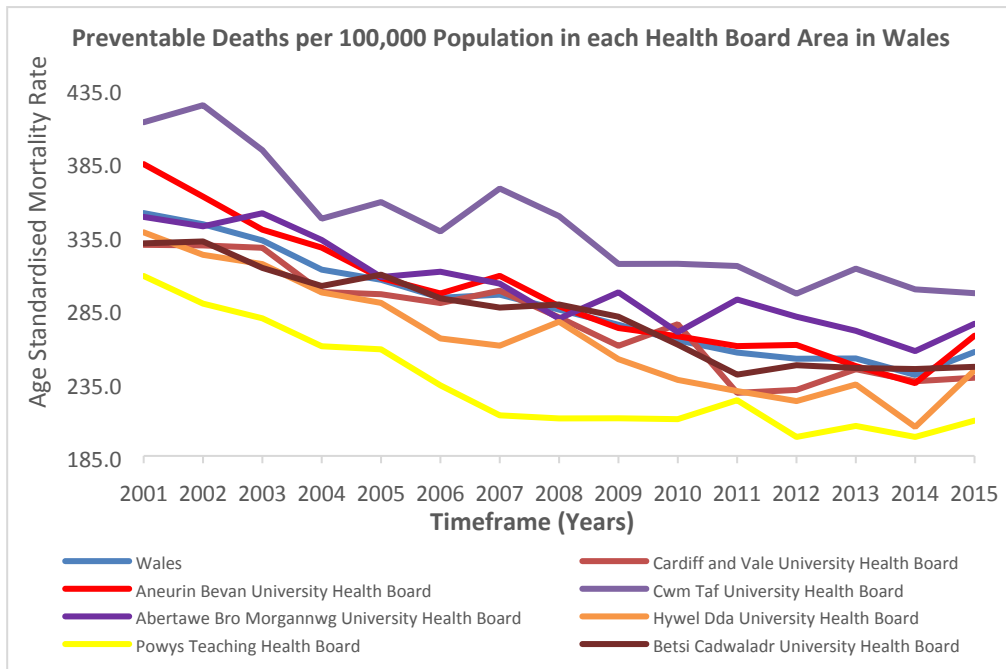
3.5 Graph 3.5.1 shows that between populations there is a 3-4 years variation in life expectancy across Gwent. Whilst rough sleeper deaths are not counted at a local or national level, some research suggests that people who are homeless

can die on average around 30 younger than the general population (see Crisis' Homelessness Kills report 2012). Although Graph 3.5.1 suggests the gap between Blaenau Gwent and Monmouthshire may be slightly narrowing over time.



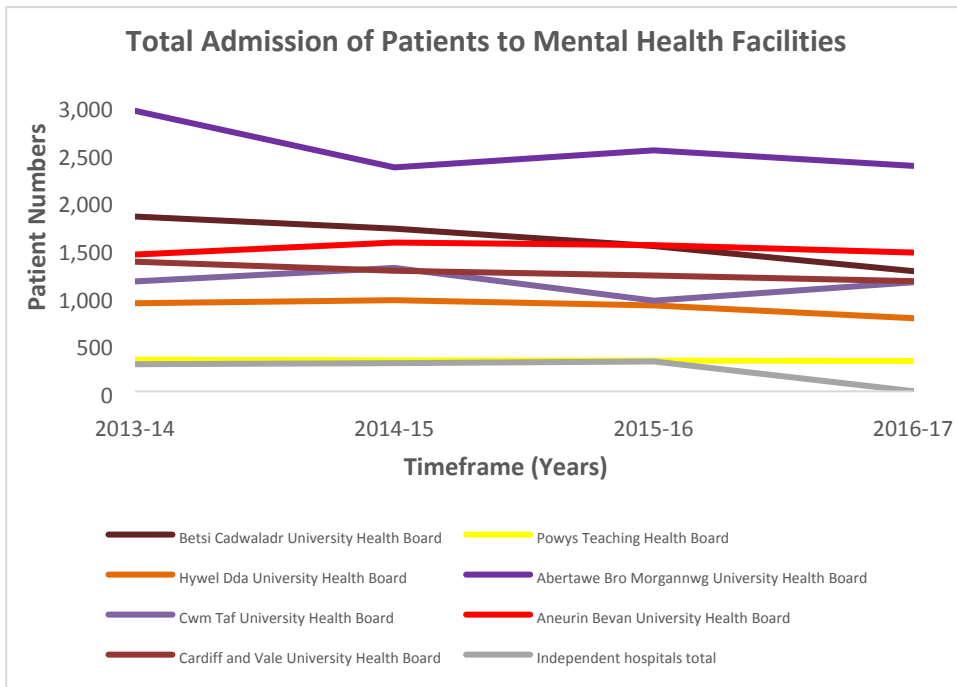
Graph 3.5.1: Office of National Statistics Life expectancy by Local Authority

3.6 Graph 3.6.1 shows that the avoidable death rate for Aneurin Bevan University Health Board (which covers Gwent) moved above the Welsh average for 2014-15. In the Office of National Statistics bulletin - Measuring Socio-economic Inequalities in Avoidable Mortality in England and Wales 2015, it is indicated that in the most deprived areas of Wales in 2015 there were 1,054 deaths from avoidable causes, compared with 509 deaths in the least deprived areas of Wales. That is more than double the amount. Avoidable death is strongly related to deprivation and homelessness as indicated in Section 3.5 above. Although Graph 3.6.1 shows there has been a broad downward trend over an extended period, year on year preventable death rates can both rise and fall – suggesting this pattern will continue during the lifetime of the homeless strategy.



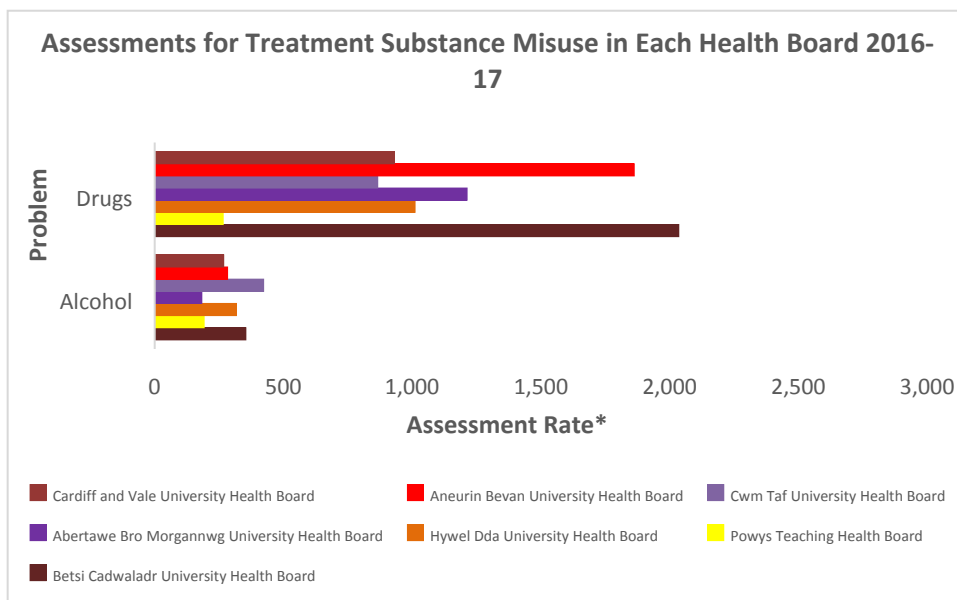
Graph 3.6.1: Office of National Statistics Avoidable, Amenable and Preventable Mortality by Local Health Board Areas, Wales

- 3.7 Furthermore in the research release - Health Statistics Wales: Summary Results 2016 by the WG, it can be seen that Gwent may broadly have more of an issue with obesity, compared to other parts of Wales. Reviewing the local health board profile data for 2015, in Gwent: 28% of the population undertakes physical activity on 5+ days a week, when the Welsh average is 31%. Whilst 61% of the population is obese or overweight, when the Welsh average is 59%.
- 3.8 Mental health issues are often an extremely significant problem for homeless people (HaVGHAPs). Graph 3.8.1 shows admissions and detentions under the Mental Health Act by health board. Aneurin Bevan University Health Board has consistently higher levels of admissions compared to nearly all the other health boards.



Graph 3.8.1: Welsh Government Admissions, Changes in Status and Detentions under the Mental Health Act 1983

3.9 As with mental health issues, substance misuse issues can also be extremely significant for homeless people (both can frequently occur together (HaVGHAPs). Graph 3.9.1 suggests that Gwent has a higher drug problem compared to nearly all the other health boards.



Graph 3.9.1: Office National Statistics Welsh National Database for Substance Misuse (WNDSM), NHS Wales Informatics Service. Assessment Rate per 100,000 population 2016 Mid-year Estimate

3.10 The Welsh Index of Multiple Deprivation data (WIMD - WG's official measure of relative deprivation for small areas in Wales) shows in table 3.10.1, that the worst deprivation is likely to be more pronounced in some Gwent local

authorities. To add perspective to this, Blaenau Gwent has 47 areas in the index, of which 85% of those areas are in the top 50% of all areas in the WIMD. Monmouthshire has more areas in the index at 56, but only 21% of these are in the top 50% of deprived areas in the WIMD data.

That should not, however, detract from the fact that Monmouthshire has areas of deprivation and poverty and its own disadvantages. For example its rural location and poor access to public transportation (mentioned during consultation) might further limit employment opportunities for lower income households in Monmouthshire, arguably leaving it at a disadvantage for the lower income population compared to the other Gwent regions.

Percentage of Lower Super Output Areas (LSOAs)	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
In the most deprived 10% (1-191) on the WIMD	23	13	0	15	5
In the most deprived 20% (1-328) on the WIMD	47	28	0	31	25
In the most deprived 50% (1-955) on the WIMD	85	67	21	57	57

Table 3.10.1: Welsh Index of Multiple Deprivation 2014

3.11 In Newport between the beginning of April and end of September 2017 1,439 emergency supplies were provided to people needing help - an increase from 1,242 in the same period the previous year. The figure was higher in Torfaen, where 2,883 emergency supplies were distributed - a rise from 2,863 the previous year. In terms of foodbank usage in 2017 Torfaen was ranked as the fourth highest local authority in Wales overall – behind Cardiff, Carmarthenshire and Swansea only. The most likely reason being the full roll-out of universal credit, which came into effect in July 2017 in Torfaen (see South Wales Argus Article - Foodbank expects surge in demand when Universal Credit is fully rolled out 07.11.17).

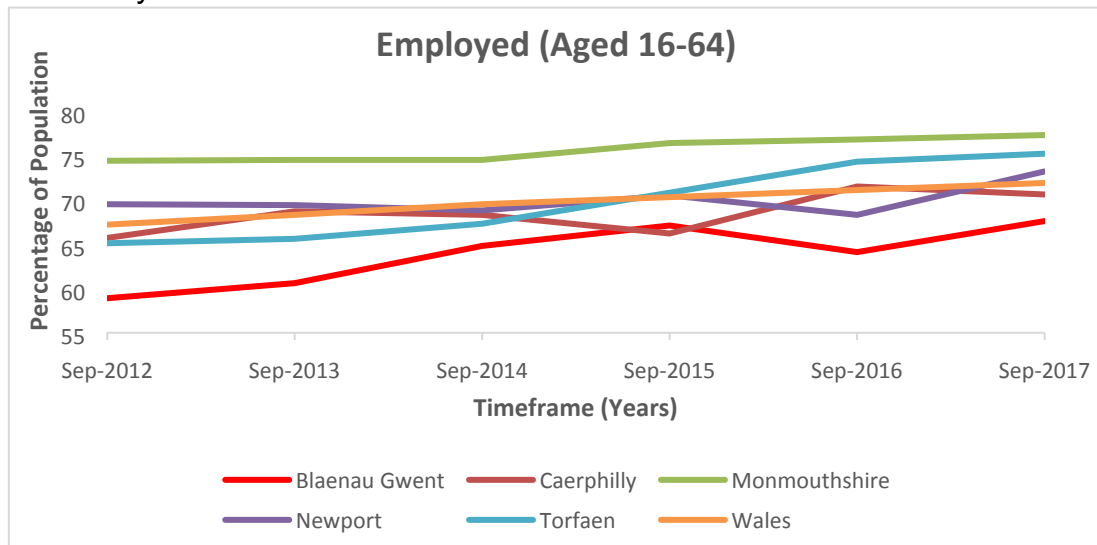
If this is the case Blaenau Gwent, Caerphilly and Monmouthshire can all expect an increase in foodbank usage as full roll-out commences during 2018. Certainly the Trussell Trust’s position is that increased use of food banks across Wales is a result of *“the inadequacy of income levels and issues with benefit payments”* (Free Press Article - Foodbank Usage in Torfaen on the Rise amid Concerns over Universal Credit Roll Out 17.11.17).

Number of People Assisted via Foodbanks	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
2017-18	4275	5626	2509	3041	6320
2016-17	4405	5895	2358	2896	6527

Table 3.11.1: Trussell Trust Foodbank End of Year Figures

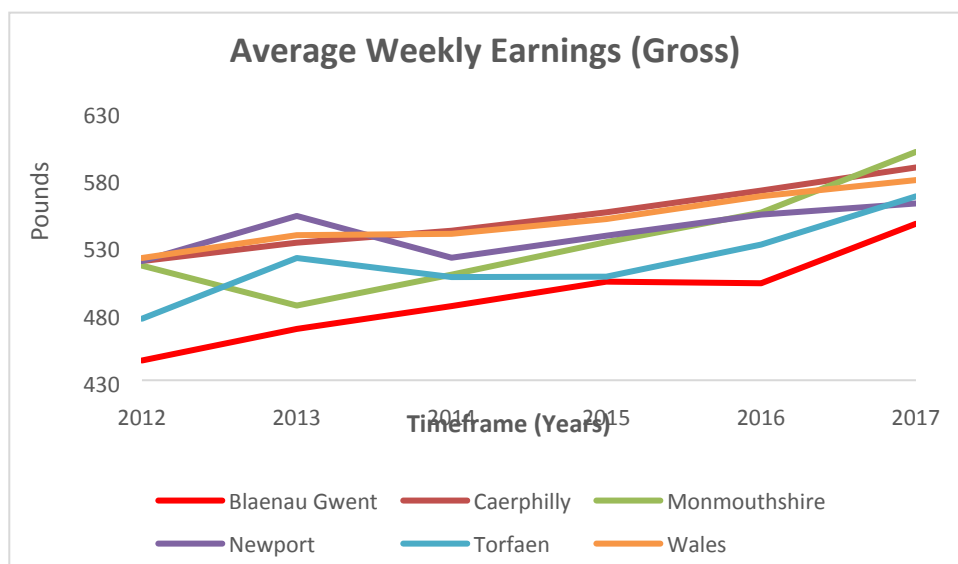
3.12 Graph 3.12.1 shows that employment levels have generally increased across Gwent and Wales in recent years. It is very difficult to gauge how employment

levels will fare over the next five years in Gwent. Unless there are significant changes to the economy (e.g. repercussions from Brexit) the broad upward trend may continue.



Graph 3.12.1 Office for National Statistics Annual Population Survey/Local Labour Force Survey: Summary of economic activity Annual Population Survey

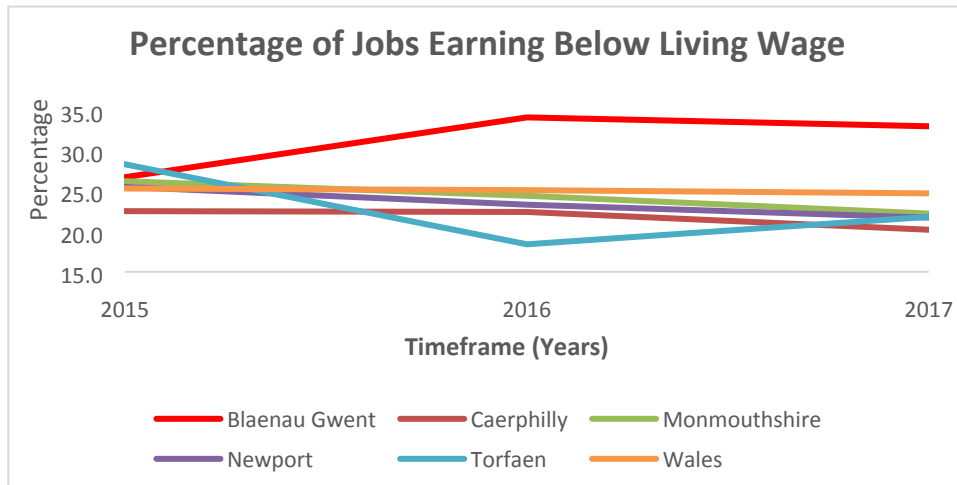
3.13 Graph 3.13.1 shows a similar upward trend with average weekly earnings. It should, however, be noted that average full time earnings in Wales are 12 per cent lower than for the UK as a whole, and are lower than in Scotland and all of the regions of England (see Crisis' The Homeless Monitor Wales 2017).



Graph 3.13.1 Office for National Statistics Annual Survey of Hours and Earnings

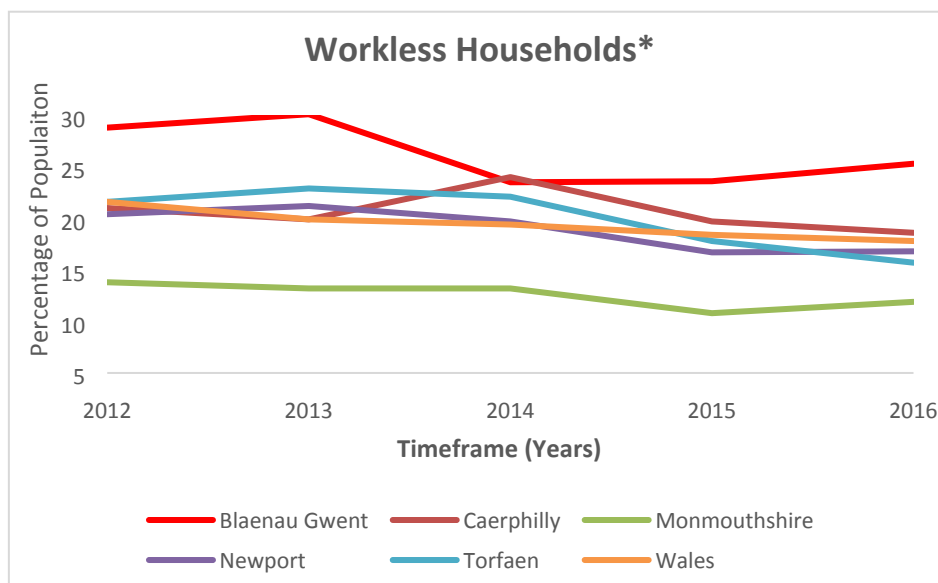
3.14 Even if employment levels do remain broadly steady over the next 4 to 5 years, Graph 3.14.1 shows that there are considerable proportions of people working in jobs paying below living wage in Gwent – with the highest percentage in Blaenau Gwent, which is above the Welsh average. The significant year on year variation in Torfaen and Blaenau Gwent, especially, is likely to reflect the

local job market. As an example, the Office of National Statistics Annual Population Survey 2017 shows Blaenau Gwent has the higher percentage of the working population in process plant and machine operative and elementary level work: 26.7% in Blaenau Gwent compared to Monmouthshire at 19.6%. These types of jobs often pay less (see Office of National Statistics Annual Survey of Hours and Earnings 2017). Whilst there will be a number of other reasons behind the trends in Graph 3.14.1, the graph does demonstrate how quickly lower pay ratios can alter at a local authority level.



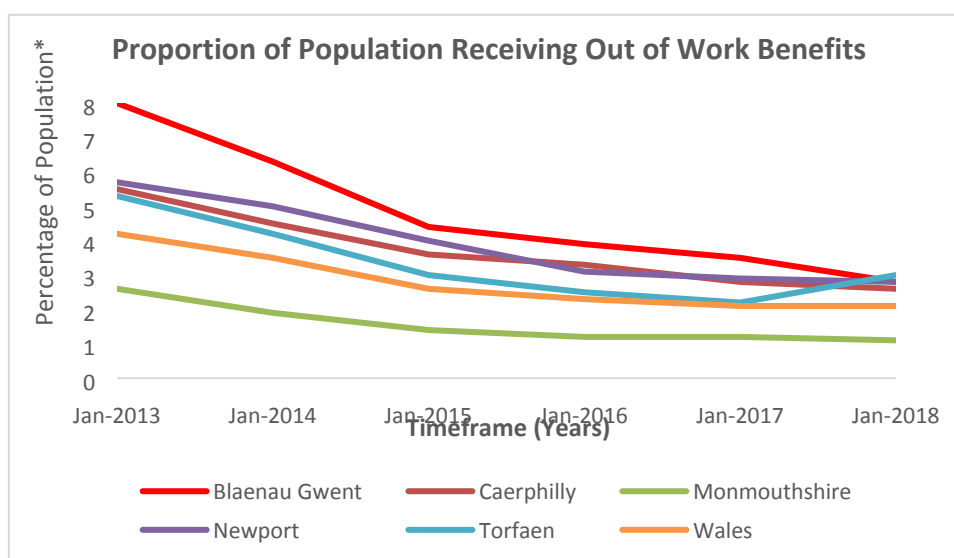
Graph 3.14.1 Office for National Statistics Annual Survey of Hours and Earnings

3.15 Graph 3.15.1\* also indicates that Blaenau Gwent has the greatest proportion of local authorities with workless households, compared to the rest of Gwent and Wales. General reductions in workless households from 2012 to 2016 can likely be linked to the progression of welfare reforms in the UK.



Graph 3.15.1 Office for National Statistics Annual Population Survey - Households by combined economic activity status. \* Only includes those households that have at least one person aged 16 to 64

3.16 Graph 3.16.1\* shows the percentage of the population paid out of work benefits has generally decreased over recent years in Gwent and Wales. These broad reductions are consistent with the rise in 3.12.1 and decrease in 3.15.1. As universal credit full service rolls out in Wales, the percentages in graph 13.16.1 will likely rise in the coming years. Under universal credit, more claimants have to look for work than under job seekers allowance. This can already be seen happening in Torfaen (full roll-out of universal credit took effect in the summer of 2017).



Graph 3.16.1 ONS claimant count \*Percentage is the number of claimants as a proportion of resident population of area aged 16-64.

### 3.17 Key Points:

- The Gwent Health, Social Care and Wellbeing Population Needs Assessment categorised: Blaenau Gwent, Caerphilly and Torfaen as being deprived areas with high levels of child poverty, poor health and unemployment; Monmouthshire as being affluent, increasingly a very elderly population and very rural and Newport as having pockets of deprivation, a high concentration of multi-cultural citizens and a high demand on public services (although the above also suggests that in recent years Torfaen has higher levels of employment compared to Newport). Section 3 reinforces these general summaries.
- Broadly speaking, the demographic differences in the populations across Gwent are significant in some areas but varies little in many areas – see Table 3.4.1 for further detail.
- Homelessness services should continue to operate within the general environment outlined in sections 1 to 3 over the lifetime of the strategy. The main risks and possible causes of significant change that could affect homelessness, may relate to potential economic instability and uncertainty over the UK's future trading position (i.e. BREXIT), public funding cuts, welfare reforms, cost of living increases, growth in household income inequality, continuing poverty, health and the lack of sufficient levels of affordable housing. All of which were mentioned multiple times during consultation.



#### 4. Local Analysis: Accommodation

- 4.1 Housing is extremely important in preventing and dealing with homelessness, mirrored, for example, by the WG's support for Housing First. Therefore programmes that increase the level of affordable housing in Gwent are essential components to prevent and address homelessness.
- 4.2 Table 4.2.1 shows the projected (annual) net demand for social rented, low cost home ownership and intermediate and market rent units of accommodation) over five years). The growing need in Torfaen, for example, can likely be attributed to a number of factors such as the growth in household numbers, more people applying to join common housing registers, the rise of house prices, rent prices and homelessness - which have all created greater demand for affordable housing. Whilst the large reduction in affordable housing required by Caerphilly Council can again be attributable to a number of factors such as the development of Caerphilly's Common Housing Register. It must be stressed that the data in the LHMA's also emphasise how important it is that affordable housing is considered at a very local level. In Torfaen for example, the need for social housing is much greater in the South of the borough than in North. Demand for affordable housing will continue to be far more acute in different localities/wards within each local authority than others (see each of the five LHMA's for further detailed information on Gwent). Although the figures in Table 4.2.1 are not delivery targets (nor are affordable housing supplies increased only through new builds) Tables 4.2.1 and 4.3.1 do give an indication of the difficulty behind maintaining affordable housing provision at a level that meets demand in Gwent.

Affordable Housing Annual Net Demand Estimated in LHMA's*	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
2013-15	140	526	474	593	177
2017-18	70	222	-	-	223

Table 4.2.1 Local Housing Market Assessment Data: Estimated total Net need for Affordable Homes each year. \* Hyphens are used to substitute data as only some LHMA's had been updated, at the point the reviews were constructed

- 4.3 Table 4.3.1 shows the main property sizes required in each of the five local authorities. It should be stressed again, that these figures give a broad outline, but will vary massively at a more local and ward level. The figures do suggest that household need across Gwent is predominantly for smaller properties (one and two bedrooms). This may be connected to planners/developers requirements but is also highly likely to be especially driven by household sizes and welfare reforms i.e. the 'bedroom tax' on social housing (see the five LHMA's for further detailed information).

Supply of New Affordable Housing Units* Committed to be Built over 5 Years	Blaenau Gwent	Caerphilly (2018 - Draft)	Monmouthshire (2015)	Newport (2013)	Torfaen (Updated 2017)
1 Bedroom	100	235	259	-	127
2 Bedroom	150	238	447	-	111
3 Bedroom	100	104	154	-	63
4 Bedroom	-	8	23	-	16

Table 4.3.1 Local Housing Market Assessment Data: Committed Supply of New Affordable Units. \*Affordable housing is defined as social rented, low cost home ownership and intermediate market rent units of accommodation. Hyphens are used to substitute data not supplied or unavailable at the point the reviews were constructed

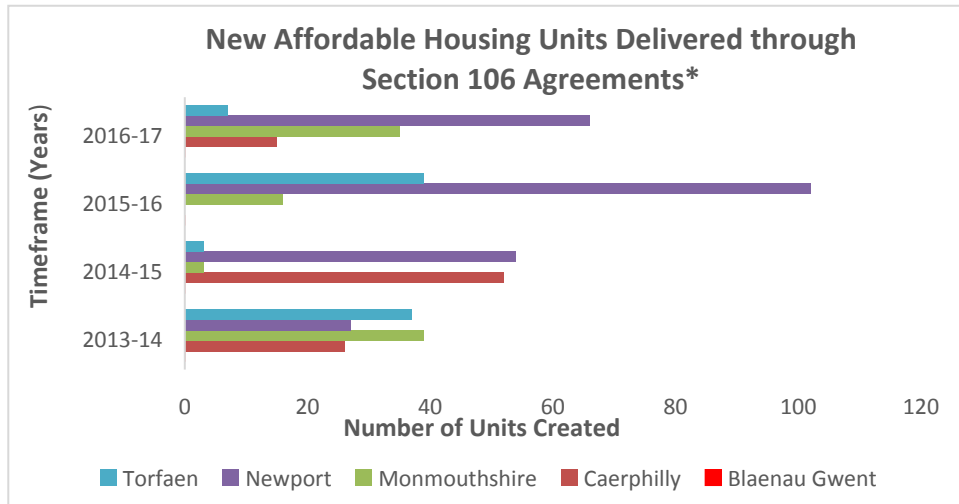
- 4.4 The table below suggests that Monmouthshire has the higher amount of multiple households living together (possibly attributable to the higher cost of renting and home ownership in the area). Although not everyone living in the situations outlined in Table 4.4.1 will be homeless, the data does support the notion that there are significant amounts of ‘hidden’ households living with other households throughout Gwent. Table 5.3.1 also shows that family and friends no longer willing to accommodate is a large contributor to the levels of homeless households owed Section 66, 73 and 75 duties in Gwent and this may be further indicative of the issue of ‘hidden homelessness’.

Furthermore the service user consultation survey undertaken for the reviews (165) respondents showed: Caerphilly had 5.2% of their respondents indicating that an adult lived with them because they couldn’t afford to live on their own, Monmouthshire 14.3%, Newport 17.1% and Torfaen 9.7%. Although the samples used in the service user survey are smaller and so likely less accurate than the Census, the survey nevertheless supports the idea that ‘hidden homelessness’ is a significant problem in Gwent. Also the survey shows that just under 10% of the households responding either at risk of or experiencing homelessness themselves, also had at least one other adult who couldn’t afford to live on their own (effectively another household) living with them as well.

Percentage of Concealed Families Household	of in	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Wales
Concealed Households Census*	2011	29.8	30.3	30.6	28.6	30.1	29.2

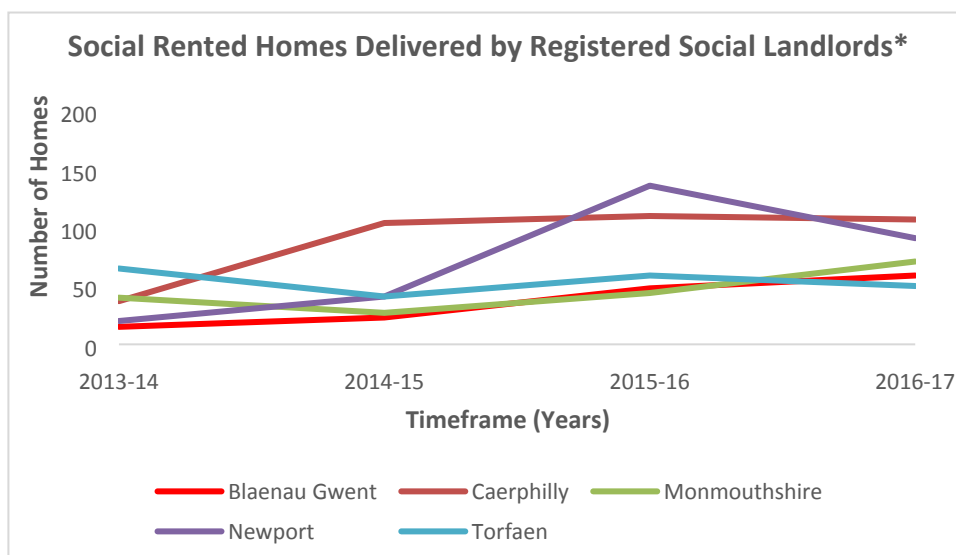
Table 4.4.1 Census 2011 Concealed family, Dependent child, Family, FRP (Family Reference Person). \*A concealed family is one that does not include the Household Reference Person (head of household) i.e. regarded as potential separate households that may wish to form given appropriate opportunity (also see the Crisis Homeless Monitor Wales 2017).

4.5 Graph 4.5.1 shows the provision of affordable housing units delivered through planning obligations (Section 106 agreements). The wide variation, likely to highlight the sometimes protracted nature and the length of time it can take to develop new homes. The Graph suggests the Newport Council is the most consistent with delivery, probably reflecting Newport's status as a City and its regeneration work undertaken in recent years.

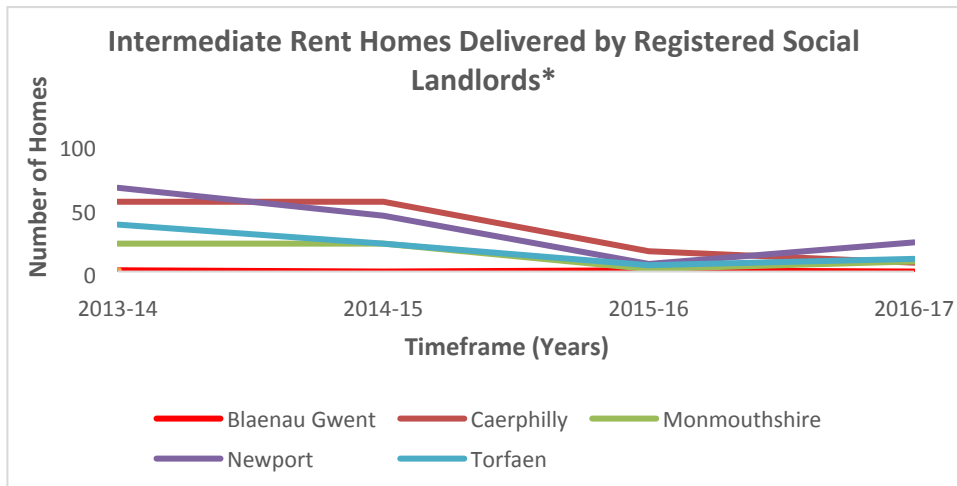


Graph 4.5.1 Welsh Government Affordable Housing Provision Data Collection. \*Blaenau Gwent is omitted as none recorded by Welsh Government)

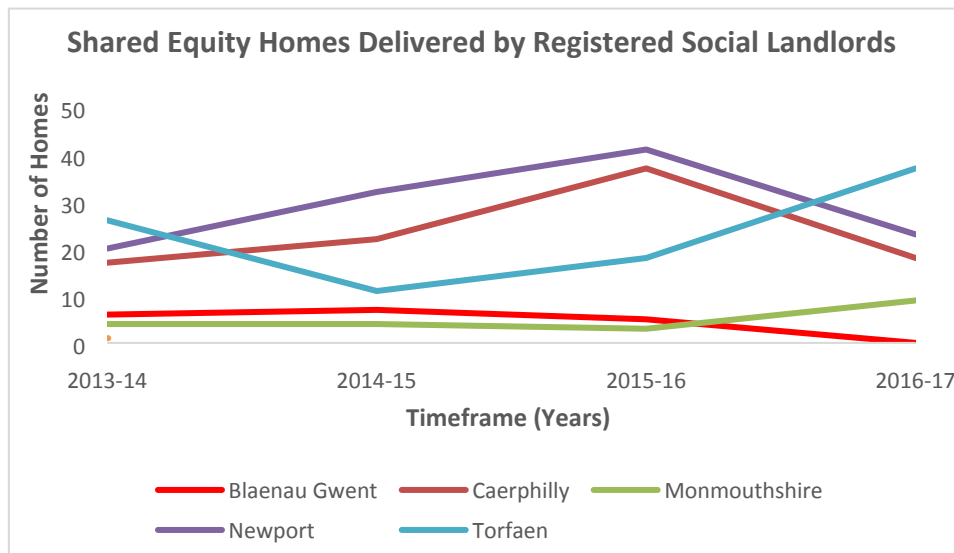
4.6 Graph 4.6.1-3 shows the number of additional units delivered each year by registered social landlords in Gwent (NB: WG Data shows that only Flintshire and the Vale of Glamorgan councils have directly built any social housing themselves in recent years). Again the wide variation, likely to highlight the length of time it takes to develop new homes and also reinforcing how difficult it is to deliver new affordable housing at a consistent level.



Graph 4.6.1 - Welsh Government Affordable Housing Provision Data Collection. \*Excludes developments by the local authorities and other private or voluntary sector developers

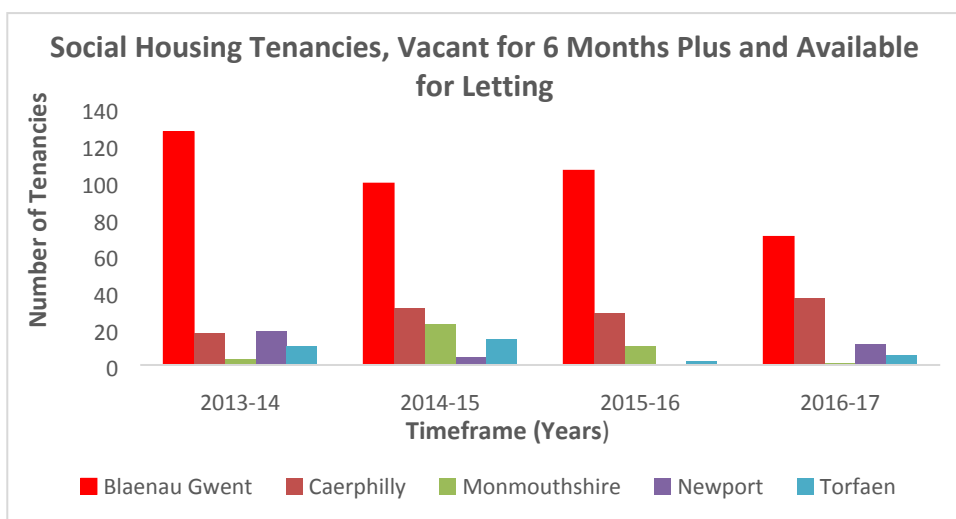


Graph 4.6.2 Welsh Government Affordable Housing Provision Data Collection. \*Excludes developments by the local authorities and other private or voluntary sector developers



Graph 4.6.3 Welsh Government Affordable Housing Provision Data Collection. \*Excludes developments by the local authorities and other private or voluntary sector developers)

4.7 Graph 4.7.1 shows social housing tenancies vacant for six months or more and available for letting. Broadly speaking there may be more opportunity for tenants to access social housing in some local authorities than others (for example Blaenau Gwent or Caerphilly). Unlike Blaenau Gwent, Caerphilly has seen a growth in social housing tenancies empty long-term over recent years. There are of course a number of factors that would influence this at a local level, such as: household size requirements, social networks, property and area preferences, household debt or affordability of larger properties.



Graph 4.7.1 Welsh Government Social housing vacancies data collection

4.8 Demand for social housing in Gwent remains high and LHMA's show that the majority of net affordable housing needed is for social housing, although there is flexibility through WG affordable housing grants and Section 106 to cater for a range of affordable housing needs and tenure changes. 77% of respondents in the service user consultation survey also stated that they saw social housing as their permanent housing option. Generally Table 4.8.1 shows a trend of increasing housing need for applicants on the common housing register.

Blaenau Gwent	Total Applications on Waiting List	Total Applications in Lowest Banding	Total Applications in Homeless Banding
End March 2018	1652	973	241
End March 2017	2500	-	-
End March 2016	2400	-	-
Caerphilly	Total Applications on Waiting List	Total Applications in Lowest Banding	Total Applications in Homeless Banding
End March 2018	4773	2827	101
End March 2017	3877	2319	130
End March 2016	4369	-	-
Monmouthshire	Total Applications on Waiting List	Total Applications in Lowest Banding	Total Applications in Homeless Banding

<b>End March 2018</b>	3,019	-	54
<b>End March 2017</b>	3,253	-	56
<b>End March 2016</b>	2,619	-	34
<b>Newport</b>	<b>Total Applications on Waiting List</b>	<b>Total Applications in Lowest Banding</b>	<b>Total Applications in Homeless Banding</b>
<b>End March 2018</b>	8235	-	-
<b>End March 2017</b>	6838	2849	-
<b>End March 2016</b>	5494	1958	-
<b>Torfaen</b>	<b>Total Applications on Waiting List</b>	<b>Total Applications in Lowest Banding</b>	<b>Total Applications in Homeless Banding</b>
<b>End March 2018</b>	2513	1603	97
<b>End March 2017</b>	2626	1756	44
<b>End March 2016</b>	2559	1961	22

Table 4.8.1 Data from the Common Housing Registers that Local Authorities Operate. Hyphens are used to substitute data not supplied or unavailable at the point the reviews were constructed

- 4.9 Table 4.9.1 shows use of the social/private rented sector to house a household owed a Section 75 duty in each of the Gwent local authorities\*. The Crisis Homeless Monitor Wales 2017 notes that in regards to social housing there has *“been a marked decline in the proportion of those lettings allocated to homeless households since 2012/13 – falling to around 18 per cent of all lettings to new tenants in the last three years, as compared with the recent norm of around a quarter (and 22% on the most recent figures in England, 37% in Scotland)”* Crisis The Homeless Monitor Wales 2017. In Gwent there seems to be significant variation year on year in relation to the proportion of homeless households re-housed in social housing. Consultation feedback from the reviews also suggests that in Gwent there are some concerns that Registered Social Landlords (RSLs) are becoming increasingly risk adverse and issues such as affordability and debt are reducing the chance of someone threatened with homelessness or homeless being housing in social housing. Also that more work needs to be done to ensure that RSLs are committing to Section 95 in the Housing (Wales) Act 2014.

<b>2017-18</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>All Social Housing Lettings*</b>	506	731**	306	767	746

<b>Percentage of households rehoused in social housing (that have priority basis due to homelessness)</b>	25.8	21.4	27.5	43.4	17
<b>2016-17</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>All Social Housing Lettings*</b>	581	906	335	897	657
<b>Percentage of households rehoused in social housing (that have priority basis due to homelessness)</b>	1.4	26.2	13.1	37.4	7.5
<b>2015-16</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>All Social Housing Lettings*</b>	607	1037	332	1144	620
<b>Percentage of households rehoused in social housing (that have priority basis due to homelessness)</b>	1	15.6	16	24	10.2

Table 4.9.1 Welsh Government Social housing lettings data collection (2017-18 figures obtained directly from each body operating the local authorities' Common Housing Registers). \*Total excludes tenancies created through transfers or exchange. \*\*Due to internal recording, some of the total may contain transfer tenancies, although this should have limited impact on the resulting percentage

4.10 Table 4.10.1 shows empty homes brought back into use by each local authority. In connection with Section 4.6, the Table reinforces bringing homes back into use on a consistent basis year on year (except perhaps in Blaenau Gwent) is difficult to achieve. This is an area that may benefit from increased regional working in Gwent going forward.

<b>2017-18</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>Total Empty Homes on 1 April 2017</b>	1294	980	728	1199	244
<b>Total Number of Homes Brought back into use during financial year</b>	24	46 (draft)*	26	15	22 (draft)*
<b>2016-17</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>Total Empty Homes on 1 April 2016</b>	550	1014	696	1293	325
<b>Total Number of Homes Brought back into use during financial year</b>	24	65	27	50	108
<b>2015-16</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>Total Empty Homes on 1 April 2015</b>	551	958	663	1314	417
<b>Total Number of Homes Brought back into use during financial year</b>	24	37	94	84	178

Table 4.10.1 – Empty homes data collected by local authorities. \*The significant drop for Torfaen in 2017-18 is due to the recording method being changed. These figures were draft at the time of completing the reviews.

4.11 Table 4.11.1 gives a broad indication of how affordable private sector rented housing is in Gwent. The gap for larger properties is least pronounced in Blaenau Gwent and Caerphilly. This provides some general indication that larger properties may potentially be cheaper to rent in Blaenau Gwent and Caerphilly compared to the other Gwent authorities. However, it should again be stressed that this will vary considerably at a local level. For example in North Torfaen, those who are in receipt of the maximum amount of LHA, would have most, if not all of their rent covered by LHA. In the South of Torfaen a household in receipt of the maximum LHA may still have to find at least £100 extra each month to pay their rent (see the five LHMA's for further detailed information). Table 4.11.1 demonstrates how affordability broadly restricts the ability of the private rented sector to house homeless households on lower incomes (especially where someone is receiving the under 35 shared room rate). This situation may become more pronounced during the lifetime of the strategy as related universal credit recipients rise across Gwent and LHA rates probably remain frozen until at least 2020. This emphasises why increased partnership working with private landlords was brought up many times during consultation by local authority staff.

<b>Estimated Average Weekly Local Housing Allowance Shortfall (Pounds)*</b>					
<b>Blaenau Gwent</b>	<b>Shared Room Rate</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>
2016	-	10.46	9.30	12.68	7.85
2015	-	8.50	9.66	13.66	-
2014	-	9.13	8.71	13.66	9.77
<b>Caerphilly</b>	<b>Shared Room Rate</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>
2016	8.28	10.64	10.90	10.36	12.09
2015	-	7.04	8.15	11.00	14.66
2014	-	8.28	7.85	10.14	15.28
<b>Monmouthshire</b>	<b>Shared Room Rate</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>
2016	-	9.86	11.08	14.28	29.53
2015	-	8.73	12.93	17.57	39.78
2014	-	10.10	9.86	13.69	26.01
<b>Newport</b>	<b>Shared Room Rate</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>



2016	19.11	9.59	12.42	15.29	29.68
2015	23.51	8.48	11.61	14.38	26.36
2014	21.35	9.40	9.89	12.41	24.70
<b>Torfaen</b>	<b>Shared Room Rate</b>	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4 Bed</b>
2016	31.25	11.50	11.07	12.87	22.38
2015	30.00	13.10	11.81	15.90	29.94
2014	-	5.55	10.30	12.44	40.03

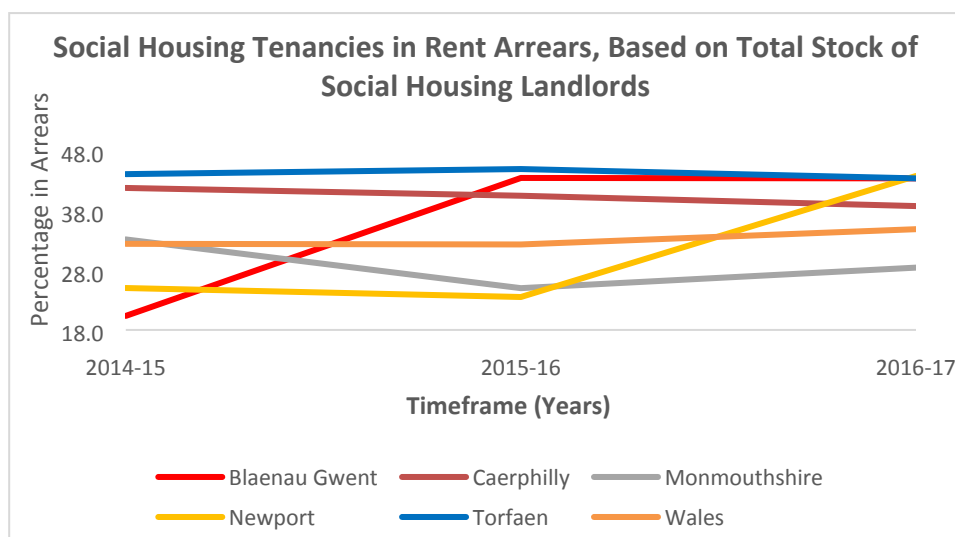
Table 4.11.1 Rent Officers Wales' Lettings information database and Welsh Government Local Housing Allowance Rates. Hyphen means that there was less than 10 records, so figures suppressed by Rent Officers Wales. \*Average weekly LHA paid incorporates the 3 months' paid at previous year's LHA rate to produce an accurate figure

4.12 Table 4.12.1 shows discretionary housing payments made in each local authority over financial years.

Financial Year	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
<b>2017-18 Budget</b>	-	£610,525	£190,346	£562,196	£379,554
<b>2017-18 Paid Out</b>	-	£613,301	£240,337	£563,952.46	£464,192
<b>2016-17 Budget</b>	-	£462,330	£125,435	£444,910	£268,980
<b>2016-17 Paid Out</b>	-	£463,909	£183,371	£437,394.98	£379,889
<b>2015-16 Budget</b>	-	£381,973	£116,197	£378,485	£225,956
<b>2015-16 Paid Out</b>	-	£384,088	£171,315	£372,059.64	£368,987

Table 4.12.1 Local Authority Discretionary Housing Payment data. Hyphens are used to substitute data not supplied or unavailable at the point the reviews were constructed

4.13 Graph 4.13.1 gives an indication of rent arrears in the social housing sector, across Gwent – which are likely to be largely attributable to the welfare reforms that have taken place over the last five years in the UK. In recent years Blaenau Gwent and Newport have seen sharp increases. These figures reinforce why it is essential that rent arrears management policies and procedures work to prevent homelessness occurring. Social landlords can expect further ongoing pressures as universal credit continues to fully roll-out across Gwent (although all social landlords in the region will be continually working to mitigate the impact). Affordability of social housing – mentioned during engagement.



Graph 4.13.1 Social landlord stock and rents data collection, Welsh Government NB: During the time of completing the reviews in May 2018 StatsWales issued a notice on their website advising some data could be inconsistent and that they are reviewing the rent arrears data submitted by some social landlords (meaning that potentially the graph may need to be amended in the future).

4.14 Table 4.14.1 gives an indication on how affordable property ownership is across Gwent (NB: prices will fluctuate significantly at a very local level too). In Torfaen, for example, it's estimated that around 100 households will be priced out of purchasing via the market each year from 2017-22 (see the five LHMA's for further detailed information). In a few areas (predominantly those that have suffered from the decline of their traditional industries) the costs of house purchase tend to be much lower in Wales (Crisis Homeless Monitor Wales 2017) and this can clearly be seen in Blaenau Gwent and Caerphilly.

Financial Year	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
<b>Flats</b>	£48,704	£77,889	£125,233	£91,770	£69,788
<b>Terraced</b>	£74,130	£100,804	£156,429	£119,107	£102,847
<b>Semi-detached</b>	£91,136	£121,213	£190,604	£161,195	£128,814
<b>Detached</b>	£137,485	£199,308	£329,571	£263,479	£218,915
<b>Overall Average</b>	£81,646	£122,661	£230,601	£155,523	£128,172

Table 4.14.1 House Price Index for Wales: October 2016 to September 2017

4.15 Table 4.15.1 gives a breakdown on the use of temporary accommodation in the five Gwent councils. This type of accommodation might be needed, for example, to house people facing a crisis whilst more suitable housing is located. The table reinforces the importance again of all five local authorities working with private rented sector partners – as the private sector is relied upon to deliver units of temporary accommodation in Gwent. It can be seen that use of bed and breakfast accommodation is generally kept to a minimum (also refer to Table 5.15.1 in Section 5) and this is important as households in temporary accommodation can be affected by more pronounced issues e.g. have difficulty accessing employment and essential local services, such as schools and GP's

(WG 10 Year Homelessness Plan 2009). Monmouthshire seemingly having higher levels of homeless at home numbers in Table 4.15.1 also perhaps reflects the data in Table 4.4.1, which suggests Monmouthshire has higher levels of concealed households. In addition Table 4.15.1 also emphasises why working with the third sector is important (e.g. see the numbers for hostels and women's refuges).

<b>Blaenau Gwent 2017-18</b>	<b>Under 2 Weeks</b>	<b>2-6 Weeks</b>	<b>6 Weeks to Under 6 Months</b>	<b>Under 6 months</b>	<b>6 to 12 months</b>	<b>Over 1 year</b>	<b>Total</b>
Direct with Private Landlord	-	-	-	-	-	-	-
Private Sector Leased by Council	-	-	-	-	-	-	-
Private Sector Leased by RSL	-	-	-	12	1	-	13
Hostels	-	-	-	10	-	-	10
Women's Refuge	-	-	-	-	-	-	-
Bed and Breakfast	-	-	-	-	-	-	-
Homeless at Home	-	-	-	-	-	-	-
<b>Caerphilly 2017-18</b>	<b>Under 2 Weeks</b>	<b>2-6 Weeks</b>	<b>6 Weeks to Under 6 Months</b>	<b>Under 6 months</b>	<b>6 to 12 months</b>	<b>Over 1 year</b>	<b>Total</b>
Direct with Private Landlord	-	-	-	-	-	-	-
Private Sector Leased by Council	-	-	-	-	-	-	-
Private Sector Leased by RSL	-	-	-	23	13	5	41
Hostels	-	-	-	46	10	1	57
Women's Refuge	-	-	-	10	7	1	18
Bed and Breakfast	-	5	6	-	-	-	11
Homeless at Home	-	-	-	2	2	-	4
<b>Monmouthshire 2017-18</b>	<b>Under 2 Weeks</b>	<b>2-6 Weeks</b>	<b>6 Weeks to Under 6 Months</b>	<b>Under 6 months</b>	<b>6 to 12 months</b>	<b>Over 1 year</b>	<b>Total</b>
Direct with Private Landlord	-	-	-	-	-	-	-
Private Sector Leased by Council	-	-	-	2	-	-	2
Private Sector Leased by RSL	-	-	-	5	5	4	14
Hostels	-	-	-	5	-	-	5
Women's Refuge	-	-	-	1	-	-	1
Bed and Breakfast	2	-	1	-	-	-	3
Homeless at Home	-	-	-	11	2	-	13
<b>Newport 2017-18</b>	<b>Under 2 Weeks</b>	<b>2-6 Weeks</b>	<b>6 Weeks to Under 6 Months</b>	<b>Under 6 months</b>	<b>6 to 12 months</b>	<b>Over 1 year</b>	<b>Total</b>
Direct with Private Landlord	-	-	-	10	1	4	15
Private Sector Leased by Council	-	-	-	61	31	7	99
Private Sector Leased by RSL	-	-	-	-	-	-	-
Hostels	-	-	-	17	7	2	26
Women's Refuge	-	-	-	1	-	1	2
Bed and Breakfast	2	4	4	-	1	-	11
Homeless at Home	-	-	-	2	-	-	-
<b>Torfaen 2017-18</b>	<b>Under 2 Weeks</b>	<b>2-6 Weeks</b>	<b>6 Weeks to Under 6 Months</b>	<b>Under 6 months</b>	<b>6 to 12 months</b>	<b>Over 1 year</b>	<b>Total</b>
Direct with Private Landlord	-	-	-	-	-	-	-
Private Sector Leased by Council	-	-	-	34	9	4	47
Private Sector Leased by RSL	-	-	-	-	-	-	-
Hostels	-	-	-	7	-	2	9
Women's Refuge	-	-	-	-	-	-	-
Bed and Breakfast	-	-	-	-	-	-	-
Homeless at Home	-	-	-	-	-	-	-

Table 4.15.1 WHO12 Data Collected by Local Authorities. Hyphen means zero submitted to Welsh Government.

Table 4.15.2 provides data on how much the Gwent authorities have spent on temporary accommodation over the previous two financial years.

<b>Temporary Accommodation Spend (£)</b>	<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>
<b>2017 - 18</b>	£61,789	£117,130.87	-	£1,357,434 (gross)	362,601.23

				£82,987 (net)	
<b>2016 - 17</b>	£57,687	£108,138.29	-	£1,309,891 (gross) £73,930 (net)	399,678.25

Table 4.15.2 Data Collected by Local Authorities. Hyphens are used to substitute data not supplied or unavailable at the point the reviews were constructed

4.16 Tables 4.16.1-2 demonstrate that generally private sector landlords take less possession actions in county court, compared to social landlords. This may be because private landlords are not bound by the same rules as social landlords, so have flexibility to make alternative arrangements with tenants (see Crisis Homeless Monitor Wales 2017). Also, the serving of Section 21 notices may prompt a number of tenants to leave and find alternative accommodation before court. Table 4.16.2 does, however, suggest that generally private sector landlords in Wales may be more prepared to secure eviction through court action.

The most recent available data in Table 4.16.1 indicated that social landlords in Blaenau Gwent and Torfaen and Newport may be more likely to evict (although the data hasn't been updated recently). It's possible that this may be connected to Monmouthshire's older population and the lesser impact of welfare reforms on non-working age people (Table 4.13.1 would support this as Monmouthshire's arrears are the lowest). Also Caerphilly may have possibly circumvented more evictions given the opportunity for closer working between housing and revenue and benefits teams as Caerphilly retained its social housing stock – which was flagged up during consultation, as was a worry that increased court costs over recent years were significantly increasing debt for social tenants (Caerphilly Council Staff Focus Group 24.01.18). Either way, all local authorities' social landlords must increasingly do all they can to continually reduce eviction rates. Helping tenants to manage their tenancy can have a significant impact on long-term homelessness amongst vulnerable people (see WG 10 Year Homelessness Plan 2009).

Social Housing Repossessions per 10,000 households	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
Jan to March 2015-16	8.1-14	2.6-5.0	2.6-5.0	5.1-8.0	8.1-14

Table 4.16.1 Ministry of Justice Mortgage and Landlord Possession Statistics

Private Rented Sector Repossessions per 10,000 households	Wales
2017	16
2016	16
2015	14
2014	12

Table 4.16.2 Ministry of Justice Mortgage and Landlord Possession Statistics

4.17 Table 4.17.1 shows that Levels of mortgage arrears and repossessions have declined steadily since 2009, and are only a very minor contributor to homelessness (although obviously for individuals affected the impact may be devastating). Changes to the economy, such as higher interest rates or the reduced support for home owners under the Support for Mortgage Interest and Universal Credit schemes (see Crisis Homeless Monitor Wales 2017), could potentially reverse that trend over the lifetime of the new Gwent homeless strategy.

<b>Mortgage Repossessions</b>	<b>Wales</b>
<b>2017</b>	419
<b>2016</b>	410
<b>2015</b>	489
<b>2014</b>	955

Table 4.17.1 Ministry of Justice Mortgage and Landlord Possession Statistics

#### **4.18 Key Points:**

- Housing need is continually changing and unless more affordable housing is developed/brought back into use at a faster pace, demand for affordable housing is likely to outstrip supply over the lifetime of the homeless strategy This issue is likely to be most pronounced in Monmouthshire, Newport and Torfaen, but will vary massively at a more local and ward level. NB: the proportion of hard-to-let properties

in Graph 4.7.1 suggests that supply will outstrip demand at the very local level, potentially more so in Blaenau Gwent and Caerphilly (see LHMA's).

- This data further reflects why working with social and private landlords is absolutely imperative, especially to prevent tenancies ending in the first place.
- Household need across Gwent is predominantly for smaller properties (1 and 2 bedrooms). This trend is likely to continue during the lifetime of the Gwent homeless strategy as per the Gwent LHMA's.
- The potential levels of concealed households and possibly 'hidden homelessness' is significant and may be more pronounced in Monmouthshire compared to the other Gwent local authorities.
- Given the potential shortage of affordable housing across Gwent (see LHMA's for further information) measures that make use of and successfully reduce long-term social housing voids – especially in Blaenau Gwent and Caerphilly.
- The data also shows how difficult it is to deliver new affordable housing at a consistent level and the limited number of empty homes that can be brought back into use every year.
- In the private rented sector across Gwent, larger properties are generally cheaper to rent in Blaenau Gwent and Caerphilly. Any measures that can successfully capitalise on this would likely benefit tenants, social landlords and local authorities.
- The rental difference in some authorities between shared room rate and market rents in particular, shows why housing affordability for people under 35 needs to be a key focus (hence Newport Council appointing a dedicated Project Officer).
- DHP data supplied by Newport shows that total payments are consistently close to the budget amount set for DHP each year.
- Rent arrears remain a significant issue for social housing tenants, emphasising why effective support around debt and money advice to prevent evictions is essential. The same is true of many low income private sector tenants – given the disparities in average LHA payments and average market rents. Certainly Table 5.3.1 in Section 5 below, reinforces this assertion.
- Monmouthshire is by far the least affordable local authority in Gwent to buy property, emphasising the importance of low cost home ownership schemes.
- The private sector and third sector (aside from local authorities' own temporary accommodation) is relied upon throughout Gwent in connection with homelessness, as are the social support networks that people have (the latter linked to those who are 'homeless at home').
- Although temporary accommodation will remain necessary, Table 4.15.1 suggests that the Gwent councils are working to keep the time households spend in temporary accommodation to a minimum. However, any future changes to priority status in Wales could potentially make that a lot harder to accomplish (see Equality, Local Government and Communities Committee's report – *Life on the Streets: Preventing and Tackling Rough Sleeping in Wales April 2018* and note the rise in Section 73 duties analysed in Section 5 below).

## 5. Local Analysis: Use of Statutory Homeless Services – Causes and Client Groups

- 5.1 Section 5 considers the profile of homelessness across Gwent. It investigates household characteristics and service user groups, causes of homelessness and reoccurring themes and current and potential future trends. Both priority groups (see Section 70 of the Housing (Wales) Act 2014) and higher risk non-priority groups (e.g. rough sleepers and prison leavers) are also considered. A large amount of the data used in this section comes from statutory data collections on local authorities' homeless services. The engagement data collected for the reviews is also incorporated as appropriate, to help support the data. NB: further consultation data is also contained in Section 6 of this document.
- 5.2 Table 5.2.1 displays the number of households presenting to local authority homeless services throughout three financial years, compared to the duties owed:

Household Numbers (i.e. Not Percentages)	Blaenau Gwent			Caerphilly			Monmouthshire			Newport			Torfaen		
	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18
<b>Total Household Numbers (Total Outcomes Only)</b>	552	651	668	672	1581	1972	591	744	584	2154	2532	2142	780	1053	1116
<b>Ineligible Homeless Assessment Applications</b>	-	3	-	-	36	18	-	60	31	39	33	26	-	72	80
<b>Eligible but not Homeless or Threatened with Homelessness</b>	129	108	48	21	249	816	195	240	7	858	339	107	186	150	23
<b>Eligible and Prevention Assistance Provided (section 66)</b>	267	303	289	249	609	571	249	183	255	393	537	461	333	432	427
<b>Eligible and Duty to help to Secure (section 73)</b>	132	198	263	288	525	410	96	216	228	537	1107	968	147	315	395
<b>Eligible, Homeless but not in Priority Need</b>	9	18	32	45	54	19	6	9	19	114	321	294	24	6	129
<b>Eligible, Homeless and in Priority Need, but Intentionally so</b>	-	-	-	18	24	4	9	-	12	15	15	8	21	12	23
<b>Eligible, Unintentionally Homeless and in Priority Need (section 75)</b>	12	21	36	54	81	134	39	36	32	204	180	278	69	66	39
<b>Total Section 66, 73 and 75 Duties</b>	411	522	588	591	1215	1115	384	435	515	1134	1824	1707	549	813	861

Table 5.2.1 WHO12 Data Collected by Local Authorities. Numbers of presenting homeless cases and type of assistance given. Hyphen means zero figure was submitted to Welsh Government

NB: The statutory homeless data supplied to the Welsh Government does not separate each **unique** household (in order to ascertain exact numbers of households accessing councils' homeless services each year). Some households will have had more than one homeless outcome e.g. someone might be owed a Section 66 duty, Section 73 and then a Section 75 duty, triggering all three outcomes. Whilst another household could trigger just one or two outcomes. Even so, Table 5.2.1 offers useful insights.

- For 'total household numbers': Blaenau Gwent experienced an increase of 17.9% from April 2016 to the end of March 2017 and then an increase of 5.7% the following financial year. Caerphilly saw the highest proportionate increase of 135.3% from April 2016 to the end of March 2017. Then 19.8% the following year. In Monmouthshire using the same timeframe, they saw an increase of 25.9% and then decrease of 21.5%. Whilst Newport increased by 17.6% and then decreased by 15.4%. From April 2016 to the end of March 2018, the number of homeless outcomes has increased year on year in Torfaen – by 35% and then 6% respectively. Analysing this data further – when Section 66 and 73, 75 outcomes are totalled in each local authority (excluding all other outcomes) for 2017-18, Newport has the greatest demand on its homeless services (1707 households), then Caerphilly (1115), then Torfaen (861), then Blaenau Gwent (588) and then Monmouthshire (515). Given that the data shows that this trend has been the case for the last three years, it is unlikely to change during the lifetime of the strategy.
- Each of the five authorities shows rises year on year for the last three financial years, in total, for section 66, 73 and 75 duties (except for Newport and Caerphilly, which both spiked in in 2016-17 and decreased the year after). For both Newport and Caerphilly there are less Section 66 and Section 73 outcomes in 2017-18, but more Section 75 outcomes. At the Welsh Homeless Network Meeting on 16.01.18 it was stated that councils in Wales are broadly seeing a large increase in demand for services – welfare reform and introduction of universal credit helping to drive this trend. Considering the homeless data returns to the WG for the last three years (and all the factors contained in Sections 1-4 as well as the consultation feedback), demand for statutory homeless services may fall in any of the Gwent authorities from year to year, but if this happens the reduction is likely to be minimal and probably wouldn't be a prolonged trend. All the Gwent authorities are more likely to show average increases in demand for services spread over longer timeframes i.e. the next four to five years (as has happened over the last three financial years). With Newport, then Caerphilly and then Torfaen likely to be the most affected. It is essential that the Gwent authorities do all they can to operate effective 'triage' type systems in providing homeless services and also secure as many successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75 duties; saving more resources to channel into the likely rise in demand



for homeless services across Gwent over the next four to five years (especially in Newport). Similarly, the Wales Audit Office in their report *'How Local Government manages demand – Homelessness 2018'*, noted that *"better performing authorities organise homelessness services in ways which help people to resolve their problem at first interaction"*.

- The levels of households with either 'ineligible applications' or 'eligible but not homeless or threatened with homelessness' have generally reduced across Gwent the last financial year, or increases have remained relatively low, as in Torfaen (although not in Caerphilly). For example, there is a large drop in Monmouthshire in eligible but 'not homeless or threatened with homelessness' outcomes in the space of a year – down from 240 to 7 in 2017-18. Newport also saw a drop in this area from 339 outcomes down to 107. Caerphilly rose from 249 to 816 (227.7%). This could be down to a number of unknown factors such as greater awareness amongst the public in Monmouthshire and Newport regarding homelessness services, or better accessibility of services in Caerphilly. Working to prevent these outcomes from occurring in the first place would again save resources. Raising awareness to counter-act preconceptions and expectations of how local authorities and their partners can help someone who is facing or experiencing homelessness, was flagged up several times during local authority staff engagement, as was improving the information available on council websites and keeping it up to date. Such activities could also serve to reduce the levels of households in Gwent that are eligible but are intentionally homeless (although Table 5.2.1 would indicate the levels are generally small).
- In Newport the number of Section 73 duties has been consistently higher every year compared to Section 66 duties in Table 5.2.1. This trend is not seen in the other local authorities, suggesting that service users approaching Newport are more likely to be in greater immediate need, thereby circumventing the section 66 duty. This trend has run for the last three financial years and so can be expected to continue for the lifetime of the new Gwent homeless strategy.
- There are significant levels of households 'eligible, but not in priority need' across Gwent (highly likely across Wales as well), that require accommodation following the Section 73 duty ending but they cannot progress to Section 75 as they do not have a priority under Section 70 of the Housing (Wales) Act. These levels are more pronounced in Newport and to a lesser extent Torfaen and Caerphilly. Developing the effectiveness of how these households are assisted could be considered as an action under the new homeless strategy.
- Judging by the level of Section 73 outcomes, the need for accommodation accessed through homeless services has increased massively in each local authority, comparing 2015 to 2018. For households believed to have a priority need, this would also trigger the Section 68 duty (interim temporary accommodation duty) – supporting why the escalating need for temporary accommodation was flagged up many times during consultation. The need for temporary accommodation remains strong across Gwent and it will continue to be vital during the lifetime of the Gwent homeless strategy. Based on

the increase in Section 73 duties, the demand for temporary accommodation could easily become more and more acute during the lifetime of the strategy (unless prevention becomes increasingly effective or increased access to temporary accommodation is secured).

- Newport shows the largest number of section 75 household numbers, then Caerphilly, Torfaen, Monmouthshire and Blaenau Gwent – which aside from the positioning of Monmouthshire and Blaenau Gwent, closely mirrors the demand for services outlined in the point above. Both Monmouthshire and Torfaen show a year on year decrease of Section 75 duties, which could be attributable to a number of factors. For example, Monmouthshire and Torfaen may specifically be having more of an impact in preventing escalation to the Section 75 duty. At the same time reviewing the percentages of ‘households in priority need but intentionally homeless’ for 2017-18 shows: Blaenau Gwent has 0.0%, Caerphilly 0.2%, Monmouthshire 2.1%, Newport 0.4% and Torfaen 2.1%, suggesting during that financial year there were proportionally more intentionally homeless households accessing Monmouthshire and Torfaen services, automatically preventing continuation to the Section 75 duty.
- Under the new strategy the Gwent councils may also benefit from increasingly working together, to ensure homeless statistics are recorded in as uniform as way as possible.

5.3 Table 5.3.1 looks at the key issues behind all households being threatened with and experiencing homelessness (in connection with the proportions of Section 66, 73 and 75 duties owed):

Percentages	Blaenau Gwent						Caerphilly						Monmouthshire						Newport						Torfaen					
	S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Parent no longer willing or able to accommodate	28.7	19.7	45.5	24.7	57.1	33.3	13.8	14.9	16.0	12.2	11.1	27.6	11.5	12.2	22.2	19.3	16.2	21.9	22.9	14.5	18.7	20.0	20.0	18.7	25.0	16.9	19.0	20.5	27.3	15.4
Other relatives or friends no longer willing or able to accommodate	4.0	12.8	-	16.3	-	8.3	3.4	6.5	10.3	8.2	14.8	13.4	4.9	8.2	12.5	10.5	-	6.3	13.4	10.4	13.0	14.7	8.3	12.2	9.7	9.6	19.0	10.4	13.6	10.3
Breakdown of relationship with partner, Non-violent	13.9	11.4	25.8	11.8	14.3	8.3	3.4	2.6	9.7	4.7	3.7	6.0	3.3	4.7	18.1	6.6	10.8	-	3.9	2.6	7.0	7.7	5.0	2.9	5.6	7.5	15.2	18.5	9.1	10.3
Breakdown of relationship with partner, Violent	-	3.5	-	4.6	-	11.1	9.9	5.1	13.1	1.2	18.5	16.4	3.3	1.2	13.9	13.6	13.5	40.6	1.1	3.0	8.7	11.0	20.0	20.1	4.2	5.2	7.6	11.6	13.6	23.1



- The biggest causes in all five local authority areas can be linked to breakdowns in relationships, rent arrears and loss of rented or tied accommodation; with loss of rented or tied accommodation appears to be broadly the main underlying cause of homelessness across Gwent (potentially reflective of section 21 notices being served to end tenancies). Indeed when the service user consultation survey is considered, out of the 36 households currently living in private accommodation, 50% linked their homelessness situation at least in part to their landlord ending their tenancy. The prevalence of these trends are unlikely to alter over the next four to five years, meaning the Gwent homeless strategy should especially focus on counter acting these issues.
- The data indicates that homelessness caused by 'violent breakdowns in relationships' has increased in Blaenau Gwent, Newport and Torfaen the last two financial years. At the same time 'violent breakdowns in relationships' have decreased in Caerphilly year on year across all three duties. This could indicate that Caerphilly's preventative work is stronger and that the other Gwent councils might benefit from Caerphilly sharing their knowledge and expertise in this area. Where section 75 duties and 'violent breakdowns in relationships' are concerned Monmouthshire in particular has also seen a spike in section 75 duties owed in 2017-18, whilst Torfaen has experienced a considerable rise in Section 75 duties in 2017-18 as well. As the number of households' owed Section 75 duties is lower compared to section 66 and 73 duties in each local authority though, this could well be attributable to natural variation in the data.
- In Torfaen and Newport there have been a small number of instance where a harassment due to a protected characteristic (under the Equality Act 2010) has contributed to homelessness. Diversity levels for Gwent shown in Table 3.4.1 above suggest why Newport has more instances compared to Torfaen. It's possible that there could be more than the data suggests, which are hidden and/or not reported e.g. due to issues such as accessing services, reluctance to approach statutory agencies or reliance on community support. At the same time it's worth noting that WG homeless data returns only allow for one option to be chosen as a cause of homelessness. There is a greater prevalence of violence or harassment caused by 'other issues' (e.g. anti-social behaviour), so it's at least possible that there could be more hidden issues than the data suggests, depending on how outcomes are recorded. However the separate service user consultation survey hints that this may be more of an issue. The service user survey showed that 5 out of 165 respondents felt that their homelessness situation had at least part been caused by violence or harassment because of who they are (e.g. race, sexuality etc.), with the five respondents living in all parts of Gwent, except Blaenau Gwent. It seems viable to believe that although 'violence and harassment due to a protected characteristic' has minimal impact in relation to

statutory homelessness data returns in Gwent (obviously not for the individual households affected, for whom the impact is likely to be severe), this issue may be having more of an impact in Gwent than the data returns suggest.

- As outlined in Section 4 mortgage arrears are unlikely to be significantly contributing to homelessness in Gwent and this trend should not be expected to change considerably over the next four to five years. However, again this should not detract from the very real and potentially severe consequences for the individual. For example, a rough sleeper responding to the National Rough Sleeper count questionnaire for 2017 attributed their rough sleeping situation to mortgage repossession (also see Tables 5.17.1 and 5.18.1 below).
- The data shows that prison leavers are consistently at risk of homeless as are those leaving institutions or care – meaning that the new Gwent homeless strategy should continue to focus on these areas (again see Tables 5.17.1 and 5.18.1 below – prison leavers are a cohort especially at risk of rough sleeping).
- The unsuitability of a property generally has limited impact in relation to contributing to homelessness in Gwent (although again probably not for the households affected).
- ‘Property unaffordable’ remains low, although it’s possible again that this is more of an issue than the data suggests. When arrears and loss of tied accommodation are considered affordability may be playing much more of a part and certainly consultation feedback would suggest that this is the case. Property affordability should still remain a key area for the Gwent homeless strategy.
- Other causes of homelessness (at the bottom of Table 5.3.1) have generally decreased or remained low across Gwent, over the last three financial years (NB: the large reduction in Monmouthshire in 2017-18 can be attributed to changes made in the recording of data). This would suggest that overall whilst services should continue to help, for example, rough sleepers services should not lose sight of the major factors affecting the majority of households over the next four to five years (i.e. sufficient resources should still continue to be channelled towards major causes of homelessness, otherwise there is a risk that service delivery would see an imbalance).
- The above trends should be expected to continue during the lifetime of the strategy and should be mitigated under the new Gwent homeless strategy. As alluded to, there’s the potential that some issues could severely worsen (e.g. the need for temporary accommodation in particular) in Gwent over the next four to five years unless effective counter-active measures are taken.

5.4 Table 5.4.1 looks at the main issues behind a household being threatened with and experiencing homelessness (in connection with the proportions of Section 66, 73 and 75 duties owed), but only includes those households with dependent children living in them:

Percentages	Blaenau Gwent						Caerphilly						Monmouthshire						Newport						Torfaen					
	S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Parent no longer willing or able to accommodate	20.5	20.2	30.4	17.1	40.0	40.0	7.3	6.8	14.8	10.4	14.8	40.9	11.1	10.4	21.6	13.0	21.7	19.0	20.2	12.8	13.8	21.7	14.8	16.9	10.7	8.7	17.1	20.0	26.7	16.7
Other relatives or friends no longer willing or able to accommodate	-	5.1	-	20.0	-	-	2.4	3.7	5.4	0.9	14.8	15.9	-	0.9	2.7	1.9	13.0	9.5	10.5	7.3	9.2	9.7	3.7	9.9	5.4	5.8	14.6	8.9	10.0	8.3
Breakdown of relationship with partner, Non-violent	12.8	8.1	26.1	17.1	20.0	13.3	2.4	2.7	13.4	6.1	-	4.5	7.9	6.1	8.1	1.9	8.7	-	4.5	1.7	4.6	7.8	3.7	4.2	3.6	8.1	14.6	12.2	13.3	12.5
Breakdown of relationship with partner, Violent	-	6.1	-	4.3	-	6.7	12.2	6.8	22.1	1.7	22.2	25.0	6.3	1.7	35.1	31.5	-	42.9	1.9	6.0	18.4	19.4	25.9	25.4	5.4	7.5	19.5	18.9	16.7	20.8
Violence or harassment which is: racially motivated	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Violence or harassment which is: due to religion/belief	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Violence or harassment which is: due to gender reassignment (gender identity)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Violence or harassment which is: due to sexual identity/orientation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Violence or harassment which is: due to disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Violence or harassment which	-	-	-	1.4	-	-	-	0.7	-	-	-	-	-	-	-	-	4.3	4.8	-	0.9	8.0	1.9	3.7	1.4	-	1.7	2.4	1.1	-	4.2



- The data suggests that harassment due to a protected characteristic (under the Equality Act 2010) is not contributing to homelessness in households with dependent children in them. Although again, potentially recording of 'other' instances could be masking this and one service user survey respondent who is a single parent did indicate that their homelessness situation had at least part been caused by violence or harassment because of who they are (e.g. race, sexuality etc.).
- Almost universally across Gwent, when Table 5.3.1 is compared to 5.4.1, households with dependent children in them are considerably more susceptible to rent arrears in both the private and social housing sectors. This can logically be attributed to the costs associated with bringing up children whilst running a home. Households with dependent children in them are also much more likely to lose their home through loss of rented or tied accommodation across all the homeless duties in table 5.4.1. Again this is an area that the Gwent councils should seek to counter-act, especially because of adverse childhood experiences impacting future homelessness. Working effectively with private and social housing landlords will be especially important.
- In Gwent, for families with dependent children in them, Table 5.4.1 would indicate that in Gwent there is less likely to be a connection with prison and or someone leaving another institution (in connection with the causes of homelessness). This trend should not be expected to change over the next four to five years.
- Furthermore, added to the statutory data returns, the consultation service user survey showed that 51 of the 165 respondents was either a single parent or couple with dependent children (35 being a single parent). NB: another 2 households added to the 51 were also single parents with reduced access to their children.
- The consultation survey also showed that 5 households contained someone who was pregnant at the time of completing the survey and only 1 was in a couple the rest were already single parents - 3 of these households had been at risk of homelessness at least twice.
- All the above trends should be expected to continue during the lifetime of the strategy and should be counter-acted under the new Gwent homeless strategy.



5.5 Table 5.5.1 looks at the main issues behind a household being threatened with and experiencing homelessness (in connection with the proportions of Section 66, 73 and 75 duties owed), but only includes single person households:

Percentages	Blaenau Gwent						Caerphilly						Monmouthshire						Newport						Torfaen					
	S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Parent no longer willing or able to accommodate	33.9	19.3	53.5	27.5	100.0	28.6	17.8	25.9	14.9	15.5	6.0	19.0	26.7	15.5	21.1	19.6	-	27.3	28.6	18.1	20.0	19.4	25.8	23.9	35.5	22.5	18.6	20.3	22.9	15.4
Other relatives or friends no longer willing or able to accommodate	4.8	16.5	-	15.2	-	14.3	5.0	11.1	10.5	13.6	10.0	13.1	20.0	13.6	14.0	13.9	-	-	15.7	15.4	14.2	16.6	12.9	12.8	13.2	24.4	20.9	10.5	14.3	7.7
Breakdown of relationship with partner, Non-violent	14.5	14.8	27.9	11.1	-	4.8	4.0	3.2	8.8	4.5	4.0	7.1	-	4.5	21.1	8.2	22.2	-	4.3	4.4	8.5	8.2	6.5	1.7	7.9	13.8	16.3	21.0	8.6	-
Breakdown of relationship with partner, Violent	-	2.3	-	5.3	-	14.3	9.9	3.7	10.5	0.9	20.0	13.1	6.7	0.9	10.5	8.9	11.1	36.4	-	-	6.2	8.4	16.1	17.1	3.9	7.1	5.8	9.5	8.6	30.8
Violence or harassment which is: racially motivated	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.2	-	-	-	3.6	-	0.3	-	-
Violence or harassment which is: due to religion/belief	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.9	-	-	-	-	-	-	-
Violence or harassment which is: due to gender reassignment (gender identity)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Violence or harassment which is: due to sexual identity/orientation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.9	-	-	-	-	2.9	-
Violence or harassment which is: due to disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0.2	-	-	-	-	-	-	-	-	-
Violence or harassment which is: due to another reason	-	2.3	-	0.6	-	-	-	0.5	-	0.9	-	-	-	-	-	1.3	-	-	-	2.2	2.7	2.7	-	6.8	-	-	2.3	2.0	5.7	-

Mortgage arrears (repossession or other loss of home)	-	-	-	-	-	-	4.0	2.3	-	1.8	-	-	-	1.8	-	0.6	-	-	1.4	1.1	0.8	1.5	-	0.9	1.3	0.4	-	1.0	-	-
Rent arrears on social sector dwellings	4.8	4.0	1.2	1.8	-	-	8.9	11.6	-	10.9	-	-	-	10.9	3.5	3.2	-	-	2.9	7.1	1.5	1.2	-	-	5.3	1.3	2.3	2.7	-	-
Rent arrears on private sector dwellings	8.1	2.8	1.2	4.1	-	-	5.0	4.6	0.9	17.3	-	-	-	17.3	-	1.3	-	-	5.7	3.8	1.2	0.9	-	-	1.3	11.6	-	1.7	-	-
Loss of rented or tied accommodation	14.5	14.2	2.3	7.6	-	-	24.8	29.6	18.4	30.0	28.0	14.3	26.7	30.0	14.0	24.1	22.2	27.3	21.4	35.2	15.0	11.9	12.9	6.8	17.1	6.7	9.3	8.8	5.7	30.8
Prison Leaver	6.5	6.3	11.6	9.9	-	19.0	5.0	0.5	11.4	2.7	12.0	25.0	-	2.7	5.3	4.4	-	-	-	2.2	14.6	14.3	9.7	16.2	2.6	16.9	9.3	11.5	2.9	7.7
In institution or care (e.g. hospital, residential home, army etc.)	4.8	9.7	-	11.7	-	19.0	1.0	-	17.5	-	14.0	1.2	6.7	-	7.0	7.0	33.3	9.1	10.0	3.3	4.6	4.9	6.5	6.0	1.3	-	5.8	2.7	11.4	-
Current property unaffordable	8.1	3.4	2.3	-	-	-	-	3.2	-	-	-	1.2	-	-	-	-	-	-	1.4	1.1	-	-	-	-	-	2.7	-	0.3	-	-
Current property unsuitable	-	4.5	-	0.6	-	-	2.0	-	-	1.8	-	-	-	1.8	-	1.3	-	-	4.3	1.6	1.2	1.1	-	4.3	3.9	3.1	1.2	-	-	-
Other (including homeless in emergency, returned from abroad, sleeping rough or in hostel)	-	-	-	4.7	-	-	13.9	3.7	6.1	0.9	6.0	6.0	-	1.0	3.5	6.3	11.1	-	2.9	4.4	9.2	8.5	9.7	1.7	5.3	4.4	8.1	7.5	17.1	7.7

Table 5.5.1 – WHO12 Data Collected by Local Authorities. Main reason for household being threatened with homelessness or being homeless. Hyphen means zero figure was submitted to Welsh Government

- Again the biggest causes in all five local authority areas can be linked to breakdowns in relationships, rent arrears and loss of rented or tied accommodation.
- Almost universally across Gwent, from 2016-18, parents no longer willing to accommodate is more likely to cause the Section 66 duty to trigger for single households compared to Tables 5.3.1 and 5.4.1. This could be down to relationship breakdown. It could also be connected to some staff consultation feedback that there are public misconceptions and unrealistic expectations around councils being able to provide homes to people presenting to their homeless services. That individuals can leave the family home or other accommodation, cite homelessness and the council will automatically be able to find them somewhere else to live. Breakdown in other relationships are also large contributors across Gwent for single households. This alludes to why the need for more affordable single person accommodation in

Gwent was brought up many, many times during consultation – especially the stakeholder engagement event. This area will be a key focus of the new Gwent homeless strategy.

- Broadly across Gwent, single households appear more susceptible to homelessness caused by both non-violent breakdown in relationships and violent breakdown in relationships, compared to those in Table 5.3.1.
- Single households also appear to be proportionally more likely to see harassment due to a protected characteristic (under the Equality Act 2010) causing their homelessness situation. The service user survey supports this assertion, as out of the 5 respondents that felt that their homelessness situation had at least part been caused by violence or harassment because of who they are (e.g. race, sexuality etc.) all were single, with one being a single parent. This could relate to single people being potentially more isolated and so more likely to be targeted.
- Single households are also generally more likely to be ex-prisoners and leaving an institution and/or care (which considering Table 5.18.1 also potentially makes them more susceptible to rough sleeping). Similarly Table 5.5.1 shows another general trend across Gwent is that homelessness caused by 'other reasons' e.g. sleeping rough is more of an issue for single households.
- Furthermore the consultation service user survey showed that 95 of the 165 respondents were single.
- All the above trends should be expected to continue during the lifetime of the strategy and the intention is to counter-act them under the new Gwent homeless strategy.



- In addition Table 5.5.2 provides responses given by those completing the service user survey, specifically: what they felt contributed to them being either homeless or at risk of homelessness.

<b>Reasons</b>	<b>Number</b>
<b>Relationship breakdown</b>	73
<b>Mental health issue(s)</b>	53
<b>Parent(s) no longer willing or able to accommodate</b>	50
<b>Lack of social housing</b>	47
<b>Unemployment / low income</b>	36
<b>Landlord ending my tenancy</b>	35
<b>Lack of private rented housing</b>	31
<b>Domestic abuse</b>	30
<b>Current accommodation unaffordable</b>	25
<b>Other relatives or friends no longer willing or able to accommodate</b>	25
<b>Lack of affordable housing to buy</b>	23
<b>Other debt</b>	20
<b>Drug misuse</b>	18
<b>Other (please state)</b>	14
<b>Rent or service charge arrears</b>	14
<b>Welfare benefit payment issue(s)</b>	13
<b>Alcohol misuse</b>	11
<b>Criminal offending history</b>	11
<b>Having no mailing address</b>	6
<b>Self - care / living skills</b>	6
<b>Sexual and / or physical abuse</b>	6
<b>Chronic illness including HIV/AIDS</b>	5
<b>Exclusion from school/education</b>	5
<b>Leaving care</b>	5
<b>Poor access to health and social care services (e.g. GP, dentist)</b>	5
<b>Violence or harassment because of who you are (e.g. race, sexuality etc.)</b>	5
<b>Living in unsuitable housing due to physical or sensory impairment</b>	4
<b>Mortgage arrears</b>	4
<b>Discharge from remand or custody</b>	2
<b>Leaving health and social care services (e.g. hospital or residential care)</b>	1
<b>Leaving the armed forces</b>	1

Table 5.5.2 Answers given by the 165 respondents that completed the service user survey: reasons that individuals believe contributed to them being homeless or threatened with homelessness



5.6 Tables 5.6.1 shows the percentage of households that were provided with assistance via council's statutory homeless services and the types of actions taken to enable households to **remain** in their homes, thereby preventing homelessness:

Percentages	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Mediation and Conciliation	15.2	40.0	11.4	21.3	17	5.5	15.4	15.8	-	7.6
Mediation and Conciliation (Young Person)	9.1	-	9.1	4.4	-	5.5	13.5	12.3	-	-
Financial payments	27.3	10.0	2.3	7.1	-	1.8	30.8	42.1	-	3.0
Debt and Financial Advice	24.2	25.0	11.4	8.7	5.9	89.1	3.8	10.5	-	10.6
Resolving Housing/Welfare Benefit issues	21.2	10.0	22.7	16.4	41.2	-	7.7	10.5	-	1.5
Resolving Rent/Service Charge Arrears	3.0	10.0	13.6	30.6	11.8	-	26.9	8.8	31.6	28.8
Measure to Prevent Domestic Abuse	-	-	27.3	2.2	17.6	-	3.8	3.5	3.8	-
Negotiation or legal advocacy to ensure that someone can remain in accommodation in the private rented sector	3.0	-	-	4.4	-	3.6	5.8	1.8	5.1	-
Mortgage arrears interventions or mortgage rescue	-	-	4.5	2.2	5.9	-	5.8	3.5	5.1	3.0
Providing other assistance or specialist support for problems	-	5.0	4.5	7.1	-	-	-	3.5	54.4	45.5

Table 5.6.1 WHO12 Data Collected by Local Authorities. Homelessness prevented by staying in home. Hyphen means zero figure was submitted to Welsh Government

- Broadly speaking: debt advice, financial payments, resolving benefit issues and resolving rent and service charge arrears are having the most impact in helping households remain in their homes, thereby preventing homelessness in Gwent.
- Table 5.6.1 suggests that aside from Monmouthshire, the Gwent councils are increasingly utilising mediation and conciliation to successfully prevent significant proportions of households' homeless duties escalating. This is an area that Monmouthshire could potentially focus on re-developing going forward. At the same time it appears that this type of intervention for a younger person is either becoming less successful and/or being taken up less by the Gwent councils. Which might mean that alternative options (having the same effect as mediation) may potentially be suited to younger people and the Gwent councils should consider this moving forward.

- Aside from Blaenau Gwent the other four councils appear to be generally increasing their use of financial payments to prevent homelessness – Newport the most. This could suggest that this is because debt is becoming more of an issue and/or financial payments are proving to be effective.
- The provision of debt and financial advice appears particularly effective in Blaenau Gwent and Monmouthshire (although the large spike in Monmouthshire in the space of a year seems likely to be reflective of a change in recording - as notably there is a large drop and no entry for resolving housing/welfare benefit issues in 2017-18). The other councils may benefit from sharing knowledge in this area, to see if improved practice can be incorporated.
- It would appear that resolving housing/welfare benefit issues in Blaenau Gwent and Caerphilly (and potentially Monmouthshire) is becoming less of an issue – although consultation feedback suggests that this trend should be expected to reverse and become more of an issue when ‘full’ universal credit rolls out fully in these three areas in 2018. In Blaenau Gwent and Caerphilly help resolving rent/service charge arrears is increasing, alluding to the conclusion that it is basic affordability rather than housing/welfare benefit issues, which has increasingly become more of an issue in these two regions. Table 5.3.1 lends weight to this idea, as the proportions of ‘property unaffordable’ are greater in Blaenau Gwent and Caerphilly for combined Section 66 and Section 73 duties for 2017-18, compared to the other three councils.
- Table 5.3.1 suggests domestic abuse has increased year on year in Blaenau Gwent, Newport and Torfaen – with no corresponding increase seen in preventative domestic abuse proportions apparent in Table 5.6.1. Caerphilly and Monmouthshire have seen a general reduction in breakdown in relationship causes in Table 5.3.1 (except for Monmouthshire seeing a large increase in section 75 duties, which could be due to low sample numbers). But this trend may start reversing in Caerphilly and Monmouthshire in 2018/19 if these two councils reduce investment in services aimed at preventing domestic abuse. Notably Caerphilly and Monmouthshire percentages have significantly reduced in 2017-18, despite such measures seemingly being effective/utilised a lot more in 2016-17.
- Torfaen has large portions accounted for in relation to ‘providing other assistance or specialist support for problems’. This may be due to differences in recording the data in Torfaen or could indicate that Torfaen could be increasingly utilising bespoke prevention solutions. If the latter is the case, it reinforces why partnership working and sharing best practice is so important.



5.7 Tables 5.7.1 show the percentage of households that were provided with assistance via council's statutory homeless services and the types of actions taken to help households **obtain** alternative housing, preventing homelessness:

Percentages	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Private rented sector accommodation with landlord incentive scheme (e.g. cashless bond, finder's fee, deposit payment, rent in advance, landlord insurance payment)	50.0	13.6	29.5	13.7	16.7	22.0	25.8	28.7	5.9	6.9
Private rented sector accommodation without landlord incentive scheme	25.0	22.4	20.0	25.7	16.7	26.0	17.4	13.3	21.3	18.3
Accommodation arranged with friends, relatives or returning home	-	2.4	-	1.6	10.0	3.0	3.3	2.7	13.2	8.0
Social Housing - Local Authority	-	-	32.4	48.6	-	1.0	1.9	-	-	13.7
Social Housing - RSL	25.0	60.0	14.3	9.2	26.7	38.0	47.9	46.8	41.2	41.7
Any form of non-self-contained supported accommodation	-	0.8	-	0.8	10.0	8.0	2.3	3.7	14.0	-
Self-contained supported accommodation	-	0.8	3.8	0.4	16.7	2.0	0.9	3.2	4.4	10.9
Low cost home ownership scheme, low cost market housing solution	-	-	-	-	-	-	0.5	0.5	-	0.6
Other assistance or support	-	-	-	-	2.2	-	-	-	-	-

Table 5.7.1 WHO12 Data Collected by Local Authorities. Homelessness prevented by obtaining alternative accommodation. Hyphen means zero figure was submitted to Welsh Government

- Table 5.7.1 clearly reflects the importance of all Gwent local authorities working with both the social housing and private rented sector across Gwent and the ongoing benefit of investing resources focused on liaising with/working with, both social and private landlords.
- Private landlord incentives have reduced substantially in Blaenau Gwent and Caerphilly and have increased in the other three council areas. Interestingly the use of private sector accommodation without incentive being used, has only reduced slightly in Blaenau Gwent and actually increased in Caerphilly. This may indicate that private sector tenancies are easier to access in Blaenau Gwent and Caerphilly – negating the need to incentivise landlords as much. Conversely

the rise in private sector incentives in Newport and Torfaen and corresponding drop in the use of private sector accommodation without incentive, may suggest that private sector tenancies are becoming harder to access in Newport and Torfaen. In Monmouthshire there appears to be some difference to Newport and Torfaen. When the data is considered from 2016-18, the use of incentives has a positive impact, but less so compared to accessing the private sector without incentives. This could suggest that in Monmouthshire, incentives for private landlords may be less effective and the relationship/connections that the council builds with private landlords is more important, which is a conclusion supported through consultation feedback as well. The data indicates that each local authority tailoring its work to meet the expectations of private landlords in each area is an important consideration under the new homeless strategy.

- The use of the private rented sector has reduced considerably in Blaenau Gwent. This appears to be linked to the corresponding jump in the use of social housing RSL stock in the area. This could be down to improved partnership working with RSL's or social housing becoming easier to access in Blaenau Gwent (also see Graph 4.7.1). Certainly the change alludes to why private landlord incentive levels were used less in Blaenau Gwent, if RSL stock could be increasingly used in Blaenau Gwent.
- A similar pattern is occurring in Caerphilly, except that they have seen an increase in the use of local authority social housing and a corresponding reduction in RSL use. This may reinforce points made during consultation with local authority staff that Caerphilly benefits from the retention of its social housing stock, as it controls the majority of the social housing stock in its area.
- Table 5.7.1 indicates that arranging accommodation with friends, relatives or returning home has become less of an option in Monmouthshire, Newport and Torfaen.
- The use of non-self-contained supported accommodation appears to be most used in Monmouthshire, although has decreased in 2017-18. The percentage of non-self-contained supported accommodation has also noticeably decreased significantly in Torfaen. There are also other variations in data in the other local authorities. This could allude to RSLs and the private sector housing sector becoming more helpful in housing those with greater support needs (in some Gwent areas). Or it could be due to a lack of available supported accommodation (which was brought up during consultation), meaning RSLs and private sector housing have to be relied upon more. As the sample household numbers are low though, this could also be attributable to natural variation in the data. In addition the significant drop in Torfaen from 2016-18 was due to variation in how the data was recorded in 2016-17 and 2017-18. This area should be monitored over a longer time-frame, to consider if homeless households requiring supported accommodation, are

increasingly unable to access such housing. Either way improving systems/support for move on from temporary and supported housing should be a key focus under the new Gwent homeless strategy (ensuring availability), an area that was brought up several times during consultation.

- Low cost home ownership (LCHO) schemes are rarely used in Gwent to prevent homelessness – only in Newport and Torfaen in the last two financial years. There may be potential for local authorities to look at this area, especially Monmouthshire (also refer to Table 4.14.1) because as explained in the WG’s Ten Year Homeless Plan 2009, in rural areas, *“affordability ratios for home ownership are particularly difficult as house prices are disproportionate to incomes”*. Although length of time and resources needed to generally buy a property is likely to mean that LCHO will likely only ever have minimal impact once a household gets to the stage it has to engage with statutory homeless services. LCHO is more likely to be effective in actually negating the risk of homelessness altogether. This would possibly mean that any improvements in LCHO initiatives over the next four to five years in Gwent and any benefit to homelessness is unlikely to be apparent just from the statutory homeless data – which should be considered during the next homeless review. This reinforces why undertaking a number of methods to collect data to inform the homelessness reviews was so important – to help garner greater understanding. The Gwent local authorities should increasingly consider how they record and evidence the preventative work that is undertaken in homelessness services (and related services, such as supporting people funded services).

5.8 Tables 5.8.1 show the percentage of households that were provided with assistance via council's statutory homeless services and the types of actions taken to enable households to obtain accommodation to **relieve** homelessness:

Percentages	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Private rented sector accommodation with landlord incentive scheme (e.g. cashless bond, finder's fee, deposit payment, rent in advance, landlord insurance payment)	45.9	19.0	21.4	21.3	12.0	2.7	22.9	28.6	9.1	5.3
Private rented sector accommodation without landlord incentive scheme	21.6	26.2	0.4	14.0	51.9	42.5	11.9	12.1	18.2	25.3
Accommodation arranged with friends, relatives or returning home	13.5	14.3	7.0	2.9	-	5.3	8.3	4.0	10.2	13.3
Any form of non-self-contained supported accommodation	-	2.4	-	2.2	3.7	22.1	9.2	5.5	2.3	-
Self-contained supported accommodation	-	1.6	3.7	3.7	6.5	10.6	4.6	15.0	20.5	10.7
Social Housing - Local Authority	-	-	55.1	38.2	-	-	0.9	2.2	-	18.7
Social Housing - RSL	18.9	36.5	11.5	14.7	25.9	15.9	37.6	26.4	30.7	22.7
Low cost home ownership scheme, low cost market housing solution	-	-	-	0.7	-	-	-	-	1.1	-
Other assistance or support	-	-	0.8	2.2	-	0.9	4.6	6.2	8.0	4.0

Table 5.8.1 – WHO12 Data Collected by Local Authorities. Homeless relieved by obtaining alternative accommodation. Hyphen means zero figure was submitted to Welsh Government

- Table 5.8.1 indicates that aside from Newport, incentive schemes have recently been used less to help Gwent councils to discharge their Section 73 duties. There may be less need to incentivise landlords as much in Blaenau Gwent and Caerphilly as noted above compared to Newport. Although the reduction in incentive in Torfaen and rise in 'private rented sector accessed without incentive' contradicts what seems to be happening in Table 5.7.1 above. However, it could be that Torfaen are able to rely on a relationship with Blaenau Gwent to access their temporary accommodation if necessary, something that was mentioned during consultation with local authority staff. As was the relationship that Torfaen housing and homeless staff have with a reliable core of private sector landlords. Meaning Torfaen's

relationships enable less reliance on the private sector to access temporary housing for households entitled to a Section 68 homeless duty and also less reliance on enticing private sector landlords to house households owed the Section 73 duty.

- In Monmouthshire a drop in incentive has also seen a drop in the use of the private rented sector without the incentive scheme. On the face of it, this could mean landlord incentives are more important in Monmouthshire in securing private accommodation, compared to retaining it. However, given the rise in the use of supported accommodation in Monmouthshire in 2017-18, it seems more logical that the fall in the use of the private rented sector without the incentive scheme may largely be due to the rise in supported accommodation being used, meaning less reliance on the private sector and paying incentives.
- Aside from Monmouthshire, all of the Gwent local authorities have seen an increase in accessing private sector housing without the use of incentives in table 5.8.1, again reinforcing that relationship/connections that councils build with private landlords is highly important. Only Monmouthshire has decreased in both private sector accommodation secured with landlord incentive schemes and without the incentive, which as noted above could be largely attributable to the rise in supported accommodation being used in Monmouthshire in 2017-18. If it isn't though, it could also indicate that Monmouthshire council, in particular, needs to find ways to increasingly engage with private sector landlords in its area – which arguably is harder to do in Monmouthshire compared to the rest of Gwent because of the availability of appropriately sized and affordable private rented sector housing (which was mentioned during consultation).
- The increased use of non-self-contained supported accommodation in 2017-18 in Monmouthshire could also suggest an increase in households with higher support needs presenting to homeless services. The sample households are relatively low for 2016-17 and 2017-18 (4 and 25 respectively) but there they do show a jump in the data. Where changes occur in the other Gwent authorities where self-contained/non-self-contained levels vary, year to year, the samples are again low e.g. in self-contained accommodation in Torfaen the sample households informing the percentages for 2016-17 and 2017-18 are 18 and 8 respectively.
- Comparing Tables 5.7.1 and 5.8.1 (for 2017-18) suggests that arranging accommodation with friends, relatives or returning home becomes more likely once households are owed a Section 73 across all the Gwent councils (as opposed to a Section 66 duty). This could imply that as the Gwent councils are seeing increasing levels of Section 73 duties over the last three financial years, opportunities for suitable and available accommodation in-turn are being used/reduced, increasingly forcing more households to arrange accommodation with friends, relatives or return home.

- Table 5.8.1 indicates that Caerphilly has reduced its use of local authority housing from 2016-17, seemingly relying more so on the private sector. The other councils have minimal percentages in this area - due to previously undergoing large-scale stock transfers (although there will have been a small amount of housing retained by these councils to function as temporary accommodation). The percentage jump in Torfaen is sizeable (0 to 18.7% during 2016-18) although feasibly could be connected to variation in how data was recorded.
- The data indicates that RSLs are being used more in Blaenau Gwent and Caerphilly but have recently reduced in Monmouthshire, Newport and Torfaen. This could suggest that social housing is becoming relatively harder to access in Monmouthshire, Newport and Torfaen – leading to increased reliance other types of housing such as the private rented sector in Newport. This suggests that these three councils in particular should seek to develop increasing closer and mutually beneficial relationships with the RSL sector.
- Again low cost home ownership schemes are rarely utilised in Gwent when relieving homelessness.
- Variations in ‘other assistance or support’ could again allude to councils potentially using unusual/bespoke solutions; the statutory returns do not contain further information. If this is the case, it again emphasises why the Gwent councils should share best practice and increasingly work together.

5.9 Table 5.9.1 shows the percentages of households owed the three main homeless duties and compares those against successful outcomes:

Percentages	Blaenau Gwent			Caerphilly			Monmouthshire			Newport			Torfaen		
	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18	2015 -16	2016 -17	2017 -18
<b>Section 66 (successfully prevented)</b>	58.4	51.5	50.2	78.3	73.4	75.7	73.5	59.0	60.8	62.6	49.1	53.1	63.7	50.0	56.4
<b>Section 73 (successfully relieved)</b>	63.3	57.6	47.9	62.5	46.3	28.3	40.6	50.0	49.6	48.0	29.5	28.2	32.7	27.6	19
<b>Section 75 (successfully discharged)</b>	100	100	66.7	77.8	81.5	69.6	69.2	100	87.5	69.1	68.3	68	69.6	59.1	71.8

Table 5.9.1 WHO12 Data Collected by Local Authorities. Main homeless duty compared with successful outcome

- A number of factors can be attributed to the unsuccessful outcomes and those are considered in Table 5.10.1 below.
- The levels of successful preventions (section 66) across Gwent appear to be broadly decreasing over the last three financial years, which on the face of it is a trend that the Gwent councils should absolutely seek to reverse under the new Gwent homeless strategy. Table 5.9.1 indicates that last financial year the Gwent councils did, however, start increasing successful outcomes slightly in every local authority, compared to the previous financial year 2017-18 (except Blaenau Gwent – although only by a small percentage amount). Successful Section 73 outcomes have reduced almost year on year for every Gwent local authority, which considering Table 5.10.1 below, may be largely attributable to the difficulties faced in accessing appropriate and affordable housing. As the reductions have occurred separately across every local authority in Gwent, it seems unlikely to be due to differences/effectiveness in how individual local authorities are operating their services. The successful outcomes of Section 75 duties do vary considerably in each of the local authorities, although that may be attributable to the relatively low sample households used to create the section 75 percentages. Based on just the data alone, some local authorities may be seeing greater success in discharging their Section 75 duties in some parts of Gwent than others (potentially due to a multitude of factors, which as many mentioned many times above emphasises why it is important for local authorities to work together and share their knowledge and expertise).
- It is also worth reiterating that successful prevention is the foundation of the Gwent homeless strategy – improving in this area will logically reduce the resources that councils need to invest in Section 73 and Section 75 duties (as there should be less households at that stage); leaving greater resources to be focused on producing successful outcomes for those households that are left at Section 73 and Section 75 duties.
- The Section 73 percentages again, in particular, also reinforce why it is essential that councils forge increasingly effective links with social landlords and the private rented sector, so homeless households can successfully access both temporary and permanent housing.

5.10 Table 5.10.1 breaks down the reasons behind the non-successful outcomes for all households and single person households (i.e. the table excludes the successful outcomes seen in 5.9.1. NB: using the available statutory data returned to the WG, it is not possible to do the same with households with dependent children):

Prevention assistance (Section 66) provided - percentages	Blaenau Gwent				Caerphilly				Monmouthshire				Newport				Torfaen			
	All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household	
	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	2017-18	2016-17	201 7-18
Prevention unsuccessful	25.7	12.1	24.2	14.2	4.9	6.8	4.3	7.0	16.4	15.3	14.8	12.4	51.3	25.2	35.7	30.8	20.1	15.9	19.7	12.9
Assistance Refused	9.9	2.1	11.3	2.3	3.9	2.1	4.9	1.1	4.9	5.1	7.4	4.4	1.6	-	2.9	-	1.4	-	1.3	-
Non co-operation	6.9	7.6	9.7	6.3	13.3	6.7	14.2	6.0	4.9	7.5	7.4	7.1	7.3	3.9	10.0	4.9	8.3	14.1	9.2	15.6
Application Withdrawn	-	2.8	-	4.0	1.0	3.0	1.2	3.2	-	3.9	-	3.5	-	0.9	-	0.5	2.8	2.1	3.9	1.3
Application withdrawn due to loss of contact	5.9	25.3	8.1	32.4	0.5	4.4	0.6	4.2	6.6	4.3	7.4	8.0	2.6	5.0	4.3	7.7	11.1	8.9	10.5	10.2
Other Reasons	-	-	-	-	3.0	1.4	2.5	1.8	6.6	0.4	7.4	0.9	0.5	1.1	-	0.5	27.0	2.6	6.6	2.2
Help to secure assistance (Section 73) provided - percentages	Blaenau Gwent				Caerphilly				Monmouthshire				Newport				Torfaen			
	All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household	
	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	2017-18	2016-17	201 7-18
Unsuccessfully relieved	19.7	24.3	20.9	32.2	28.0	42.7	28.7	45.7	8.3	28.1	6.9	20.3	58.8	56.4	60.2	56.2	30.5	60.0	34.9	60.0
Assistance Refused	10.6	2.7	11.6	1.8	1.7	2.4	1.3	2.8	11.1	9.6	12.1	12.0	2.2	0.4	1.9	0.3	2.9	2.3	2.3	2.4
Non co-operation	9.1	10.3	11.6	12.3	8.0	4.9	8.3	6.7	9.7	5.3	12.1	7.0	6.2	7.1	6.9	7.8	9.5	3.5	9.3	3.7
Application Withdrawn	-	4.6	-	4.7	2.9	6.8	2.5	7.4	-	3.5	-	2.5	0.5	2.9	-	3.0	2.9	3.5	1.0	3.7
Application withdrawn due to loss of contact	3.0	10.3	2.3	7.0	2.9	7.8	3.2	9.9	1.4	3.9	-	3.8	0.8	3.3	0.8	3.8	21.9	7.6	19.0	8.5
Other Reasons	-	-	-	-	10.3	2.2	11.5	2.8	18.1	-	20.7	-	1.9	1.7	1.5	2.0	4.8	4.1	3.8	5.1
Help to provide assistance (Section 75) provided - percentages	Blaenau Gwent				Caerphilly				Monmouthshire				Newport				Torfaen			
	All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household		All Households		Single Person Household	
	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	201 7-18	201 6-17	2017-18	2016-17	201 7-18
Assistance Refused	-	16.7	-	9.5	7.4	5.2	4.0	4.9	-	6.3	-	10.0	23.3	10.4	25.8	10.2	18.2	17.9	19.7	6.7
Non co-operation	-	16.7	-	14.3	-	2.2	-	3.7	-	-	-	-	6.7	2.2	9.7	1.7	13.6	-	15.2	-
Application Withdrawn	-	-	-	-	3.7	7.5	-	9.8	-	-	-	-	-	5.4	-	8.5	-	-	-	-
Application withdrawn due to loss of contact	-	-	-	-	-	2.2	-	2.4	-	-	-	-	-	2.2	-	3.4	-	-	-	-

Table 5.10.1 WHO12 Data. Hyphen means zero figure was submitted to Welsh Government



Other Reasons	-	-	-	-	3.0	11.9	4.0	18.3	-	6.3	-	20.0	-	11.9	-	19.5	4.5	10.3	4.5	13.3
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- ‘Unsuccessful’ (Section 66) preventions have decreased in all local authorities and risen only slightly in Caerphilly. The pattern is similar for both all households and single households. This suggests that broadly the Gwent authorities are seeing rises in unsuccessful Section 66 outcomes increasingly caused by the other factors contained in Table 5.10.1. It’s also a very similar pattern where ‘assistance refused’ is concerned; a decrease in ‘assistance refused’ could possibly be related to the risk of homelessness perhaps becoming more acute for households, effectively encouraging service users to engage more.
- ‘Non-cooperation’ (Section 66) seems to be becoming more of an issue for Blaenau Gwent, Monmouthshire and Torfaen. For single households non-co-operation appears to have become less likely in every local authority except Torfaen (Section 66). For ‘application withdrawn’ Torfaen shows a decrease for all households and singles households whilst the other four Gwent councils show an increase (Section 66).
- Application withdrawn due to loss of contact appears to be becoming more pronounced for all households and single households in Blaenau Gwent, Caerphilly and Newport – especially in Blaenau Gwent. It may also be becoming slightly more of an issue in Monmouthshire for single households. It may be that the public is less aware of what service the local authority can offer prior to contact, or expectations are not being met following contact, prompting households to then disengage. Although it seems unlikely that general public expectations and perceptions have altered much during 2016-18. In Blaenau Gwent there’s the potential that there are more housing options available for households at risk of homelessness, meaning households have less need to continue engaging. Councils should work to reduce unsuccessful outcomes due to non-engagement, just to make sure households aren’t losing contact with homeless services prematurely.
- Variations in ‘other reasons’ (Section 66) (and Section 73, where ‘other reasons’ are more pronounced) could suggest councils potentially facing unusual issues. The statutory returns do not contain further information. ‘Other reasons’ could also be affected by differences in recording data across each local authority (e.g. Torfaen drops from 27% to 2.6% from 2016-18). This option may warrant further analysis in the future to see if there are any areas of best practice that the Gwent councils might share. As noted in Section 5.2.1 above, if the Gwent councils were to increasingly work together to ensure homeless statistics are recorded in as uniform as way as possible, would also help to shed light on and further understand this area.
- ‘Unsuccessful’ (Section 73) preventions have increased considerably in all local authorities, except for Newport, which decreased slightly. This is the case for both all households and single households. This is likely to be linked to the difficulties in accessing accommodation to successfully relieve the Section 73 duty. In Blaenau Gwent and Caerphilly single households appear more susceptible to unsuccessful preventions, compared to all households as well.

- Aside from Caerphilly, all local authorities are seeing less 'assistance refused' percentages (Section 73) for both all and single households (although Torfaen did see a very small rise in the single person household percentage).
- For all households (Section 73) 'non-cooperation' seems to be becoming more of an issue for Blaenau Gwent and Newport for both all households and single households and less so for the other three local authorities.
- 'Application withdrawn' (Section 73) has increased for both all households and single households in all Gwent local authorities perhaps suggesting that service users might be increasingly finding their own solution and disengaging from services. Except for Torfaen it's the same pattern for 'application withdrawn due to loss of contact' across the other four councils (Section 73), which again could suggest that households are increasingly finding their own solution and automatically disengaging without notifying the council. Torfaen's drop (in the application withdrawn due to loss of contact for Section 73) could be attributable to having what may be an unusually high percentage in 2016-17, or alternatively a difference in how the data was recorded over the two years or it may potentially be down to greater success in staying in contact with service users. Either way, there's potential that local authorities might be able to do more to stay in contact with such cases in order to close them as successful or even stop escalation of a homeless issue, where a household disengages but they still need help.
- In Blaenau Gwent 'assistance refused' and 'non-cooperation' has increased significantly, contributing to unsuccessful Section 75 outcomes in 2017-18. Although the sample number is low (only six households), this could again be reflective of households disengaging from homeless services in Blaenau Gwent after resolving their homeless issue themselves. Or alternatively and perhaps less likely, some might have not have resolved their problem leading to other escalating issues e.g. rough sleeping. In Caerphilly 'assistance refused', 'non-cooperation', 'application withdrawn', 'application withdrawn due to loss of contact' are all contributing to unsuccessful outcomes and it's a similar pattern in Newport (Section 75). In both Newport and Torfaen 'assistance refused' has become less of an issue and in Monmouthshire more so. The notable reduction in 'non-cooperation' in Torfaen for 2016-17, may be down to low samples or a difference in how the data was recorded over the two years.
- Again the 'other reasons' option (Section 75) may warrant further analysis in the future to see if there are any areas of best practice that the Gwent councils might share.

5.11 Table 5.11.1 breaks down the reasons behind the discharge of the section 75 duty for each local authority:

Reason for Discharge (Section 75) – Household numbers (i.e. Not Percentages)	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Ceased to be eligible	-	-	-	1	36	-	180	1	3	1
Withdrawal of application	-	-	3	10	-	-	-	20	-	-
Mistake of fact	-	-	-	-	-	-	-	1	-	-
Became homeless intentionally from accommodation provided under section 75	-	-	-	11	-	1	9	19	9	1
Accepted an offer of accommodation through the allocation scheme (part vi 1996 HA)	12	16	57	83	33	24	102	167	36	28
Accepted a private sector offer	9	8	9	11	-	4	21	23	3	-
Voluntarily ceased to occupy accommodation made available under section 75	-	-	3	5	-	1	24	12	9	2
Refusal of an offer of accommodation through the allocation scheme (Part VI 1996 HA)	-	6	3	7	-	-	18	28	3	6
Refusal of an offer of suitable accommodation in the Private Rented Sector	-	-	-	-	-	-	-	-	-	1
Refusal of an offer of suitable interim accommodation under section 75	-	-	-	3	-	2	-	1	-	-
Refusal to co-operate	-	6	-	3	-	-	3	6	-	-

Table 5.11.1 WHO12 Data. Hyphen means zero figure was submitted to Welsh Government

- The data again reinforces how important the social housing and private rented sector is in enabling the Gwent councils to discharge their full Section 75 homeless duties – the social housing sector more so.

5.12 Table 5.12.1 shows the households owed a Section 75 duty, based on priority need categories:

Categories of Household Types (Section 75) – Household numbers (i.e. Not Percentages)	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Households with dependent children	15	15	21	37	24	16	84	125	27	25
Households where a member is pregnant and there are no other dependent children	-	-	-	6	-	2	6	15	6	-
Households where a member is vulnerable due to: Old age	-	-	-	3	-	-	3	5	-	-
Households where a member is vulnerable due to: Physical disability	-	4	9	13	-	1	21	23	-	2
Households where a member is vulnerable due to: Mental illness / learning disability / learning difficulties	-	6	27	33	9	4	21	22	15	8
Households where a member is vulnerable due to: Other	-	-	-	5	-	-	-	8	-	-
A care leaver or person at particular risk of sexual or financial exploitation, 18 years or over but under the age of 21	-	1	-	8	-	-	9	7	-	-
A 16 or 17 year old	6	3	-	3	-	-	12	15	-	-
A person fleeing domestic violence or threatened violence	-	3	15	18	3	9	18	45	12	3
A person leaving the armed forces	-	-	-	-	-	-	-	-	-	-
A former prisoner who is vulnerable as a result of being held in custody	-	4	-	8	-	-	-	13	-	1
Households homeless in emergency	-	-	-	-	-	-	3	-	-	-

Table 5.12.1 WHO12 Data. Hyphen means zero figure was submitted to Welsh Government

- The data suggests that across Gwent households with dependent children in them are most likely to require the Section 75 duty. As are some vulnerable categories and individuals fleeing domestic violence.
- 5.13 Considering the number of homeless case reviews in each Gwent local authority indicates that request for reviews are minimal and decisions are rarely over-turned. This suggests a consistent service, although it remains worth the local authorities reviewing a sample of cases (periodically) to audit decisions and check that service users have ample and inclusive opportunity to request a review. Newport's IT system, for example, has an in built audit process for cases, which is used by seniors to monitor day to day case work.

Housing Solutions Teams - Case Reviews	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
<b>Suitability of Offer</b>	0	0	1	6	4	1	7	8	1	3
<b>Not priority need</b>	0	0	-	-	-	-	3	3	-	-
<b>Intentional</b>	0	0	-	2	-	3	3	2	-	-
<b>End of Duty</b>	0	0	-	1	-	4		5	-	1
<b>Reasonable Steps</b>	0	0	-	-	-	-			1	-
<b>Other</b>	0	0			2	-			15	12
<b>Decisions overturned</b>	0	0	-	1	1	1			1	3

Table 5.13.1 Homelessness case review decisions. Hyphens mean either zero or data not supplied or unavailable at the point the reviews were constructed

5.14 Table 5.14.1 uses the WG statutory data returns to compares households with different characteristics:

Household numbers (i.e. Not Percentages) owed S66, S73 and S75 duties	Blaenau Gwent						Caerphilly						Monmouthshire						Newport						Torfaen					
	S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75		S66		S73		S75	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
<b>Total outcomes by duty</b>	303	289	198	263	21	36	609	571	525	410	81	134	183	255	216	228	36	32	537	461	1107	968	180	278	432	427	315	395	66	39
<b>16 to 17 years old</b>	-	3	9	5	6	3	24	30	6	6	-	4	-	1	6	4	6	-	15	6	45	43	12	16	15	14	3	-	-	1
<b>18 to 24 years old</b>	111	85	87	94	9	7	108	106	102	113	18	49	24	44	54	75	3	12	144	101	276	236	36	63	138	132	93	99	21	6
<b>25 years old and over</b>	189	201	102	164	9	26	477	435	414	291	66	81	102	210	156	149	27	20	378	354	786	689	132	199	279	281	219	296	45	32
<b>Single Person Household</b>	186	176	129	171	9	21	486	285	471	282	75	82	81	113	174	158	12	10	210	182	777	664	93	118	228	225	258	295	33	15
<b>Female household</b>	87	160	75	106	15	20	360	398	207	172	42	68	90	180	84	108	21	28	318	301	528	434	111	183	273	281	114	173	42	27
<b>Male household</b>	216	129	123	157	9	16	249	173	315	238	42	66	36	75	135	120	18	4	219	160	579	513	69	95	156	146	201	222	24	12
<b>White</b>	303	289	195	261	21	36	372	320	258	253	42	77	111	247	189	227	33	31	465	410	945	826	150	230	408	414	300	385	66	38
<b>Mixed/Multiple Ethnic Groups</b>	-	-	-	-	-	-	-	2	-	1	-	1	-	-	-	-	-	-	9	9	30	20	6	4	-	-	-	3	-	-
<b>Asian or Asian British</b>	-	-	-	1	-	-	-	-	-	1	-	-	-	2	-	-	-	-	18	12	39	35	6	11	-	3	-	-	-	-
<b>Black/African/Caribbean/Black British</b>	-	-	3	1	-	-	-	1	-	3	-	-	-	1	-	1	-	1	24	22	60	50	3	17	-	3	-	2	-	-
<b>Other Ethnic Group</b>	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	18	8	33	35	15	14	6	1	-	1	-	1

<b>Ethnic Origin not known</b>	-	-	-	-	-	231	248	267	152	39	56	72	5	27	-	3	-	3	-	-	2	-	2	12	6	12	4	-	-
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Table 5.14.1 WHO12 Data. Hyphen means zero figure was submitted to Welsh Government

- Cross referencing these statistics with Table 3.4.1, shows that proportionally 16 to 24 year olds are over-represented in accessing homelessness services, when compared to the overall population of 16 to 24 year olds in each of the five Gwent local authorities.
- Single person households and males are also over-represented when data in Table 3.4.1 is compared.
- As shown in Table 3.4.1 the male and female populations are close to being 50/50. However, male household numbers surpass female household numbers in Section 66 and 73 duties in Table 5.14.1, but not when the Section 75 duty is reached; suggesting that males are less likely to access the full Section 75 homeless duty compared to females.
- Ethnic variation is most pronounced in Newport, which reflects the population percentages in Table 3.4.1.

5.15 Table 5.15.1 uses the WG statutory data returns to compare households with different characteristics and considers the percentage of successful Section 66, 73 and 75 outcomes for each group. A column with three year averages in has been included along with an average row of all group percentage at the bottom of 5.15.1, to aid comparison and consider trends:

Total Percentage of successful prevention, relieving and discharge outcomes (S66, S73 and S75 respectively)	Blaenau Gwent				Caerphilly				Monmouthshire				Newport				Torfaen			
	2015-16	2016-17	2017-18	3 Year Average	2015-16	2016-17	2017-18	3 Year Average	2015-16	2016-17	2017-18	3 Year Average	2015-16	2016-17	2017-18	3 Year Average	2015-16	2016-17	2017-18	3 Year Average
<b>All Households</b>	61.3	55.7	50.2	55.7	70.6	62.2	59.5	64.1	64.8	57.9	57.5	60.1	56.9	39.1	41.4	45.8	56.3	42.1	40.0	46.1
<b>16 to 17 years old</b>	66.6	40.0	63.3	56.6	83.3	80.0	77.5	80.3	0.0	75.0	100.0	58.3	52.4	58.3	43.1	51.3	77.8	66.7	93.3	79.3
<b>18 to 24 years old</b>	51.4	43.5	46.2	47.0	66.7	52.6	52.6	57.3	67.3	55.6	60.3	61.1	56.8	40.1	38.0	45.0	58.0	48.8	46.0	50.9
<b>25 years old and over</b>	73.0	66.4	51.1	63.5	73.0	63.9	60.8	65.9	62.1	57.9	56.2	58.7	56.3	38.0	42.4	45.6	53.3	37.0	36.3	42.2
<b>Single Person Household</b>	48.7	50.9	43.5	47.7	67.2	60.5	52.1	59.9	57.1	50.6	58.7	55.5	52.9	34.2	34.2	40.4	60.0	37.0	35.7	44.2
<b>Male</b>	57.3	52.6	43.0	51.0	69.1	56.4	49.3	58.3	58.2	54.0	56.3	56.2	55.8	35.3	36.8	42.6	50.0	36.2	34.2	40.1
<b>Female</b>	66.7	62.7	57.7	62.4	84.9	68.5	67.1	73.5	71.4	63.1	58.2	64.2	57.4	42.9	45.4	48.6	61.0	47.6	44.5	51.0
<b>White</b>	61.3	55.5	50.0	55.6	63.9	65.6	61.1	62.1	60.6	61.0	57.0	59.5	57.1	39.6	41.7	46.1	55.6	42.8	39.9	46.1
<b>Mixed/Multiple Ethnic Groups</b>	-	-	-	-	-	-	75.0	75.0	-	-	-	-	60.0	41.9	36.4	46.1	66.7	33.3	0.0	33.3
<b>Asian or Asian British</b>	-	-	100.0	100.0	-	100.0	0.0	50.0	66.7	100.0	100.0	88.9	56.3	38.5	34.5	43.1	100.0	0.0	66.7	55.6
<b>Black/African/Caribbean/Black British</b>	-	100.0	100.0	100.0	-	100.0	25.0	62.5	-	33.3	66.7	50.0	61.9	36.4	46.1	48.1	100.0	0.0	20.0	40.0
<b>Other Ethnic Group</b>	-	-	-	-	-	50.0	-	50.0	-	-	-	-	42.2	37.5	36.8	38.8	66.7	42.9	66.7	58.8

Table 5.15.1 – WHO12 Data. Hyphen means zero figure was submitted to Welsh Government. \*The Blaenau Gwent average removes the two 100.0% figures from the equation, as their low household numbers are skewing the overall average for Blaenau Gwent. Include the two 100% figures and the average becomes 64%, meaning only Asian or Asian British or Black/African/Caribbean/Black British

<b>Ethnic Origin not known</b>	-	-	-	-	79.7	65.9	57.5	67.7	57.0	44.4	80.0	50.7	-	20.0	50.0	35.0	51.6	31.8	50.0	44.5
<b>Average all Groups (NB: Average is each for column, not rows)</b>	60.8	58.6	56.1	54.9*	73.2	68.8	53.1	63.7	56.5	59.3	67.1	60.3	55.4	40.1	40.5	44.3	65.9	35.9	44.1	48.6

- In Blaenau Gwent 18 to 24 year olds, single person households and male households are likely to require additional support from the local authority moving forward. There was one Asian or Asian British household and one Black/African/Caribbean/ Black British household presenting in 2017-18. Also three Black/African/Caribbean/ Black British household presenting in 2016-17. As they were all 100% successful they are affecting the overall percentage average for all groups (64.0%) over the three financial years. When these cases are temporarily omitted from the equation, the three year average is 54.9%, which is likely to be far more accurate. Generally Blaenau Gwent is showing an overall downward trend in successful outcomes from 2015-18.
- It is a very similar pattern in Caerphilly - 18 to 24 year olds, single person households and male households are likely to require additional intervention going forward. As with Blaenau Gwent the overall trend in successful outcomes is downwards from 2015-18. Although it's worth noting that Caerphilly still has the highest level of overall average positive outcomes from over three financial years compared to the other four Gwent councils. The variation in successful outcomes for different ethnic households are likely attributable to the low sample numbers i.e. there were nine total outcomes for 2017-18 for different ethnic households other than white. But it may be worth reviewing these cases further to see if anything can be gleaned to help improve services going forward and incorporated into the action plan that stems from the new Gwent homeless strategy.
- In Monmouthshire although the successes related to 16-17 year olds appears to have improved rapidly, it should be noted that in 2015-16 the number of sample households was six and in 2017-18 it was five. Nevertheless this appears to show an improvement in this area in particular for Monmouthshire. Single person households and male households and to a lesser extent those over 25 are areas for Monmouthshire to focus on going forward. Again the variation in successful outcomes for different ethnic households are likely attributable to the low sample numbers and again it may be worth reviewing these cases further to see if anything can be gleaned to help improve services going forward to incorporate into the action plan. Also the number of successful outcomes for ethnic origin not known is likely to have risen in 2017-18 due to the total household outcomes being a low sample of five outcomes. Notably Monmouthshire also shows the second largest average jump in successful outcomes for 2017-18 (7.8%) compared to the previous financial year, out of all the five councils.
- Newport saw a sizeable drop in 2016-17 in successful outcomes for all groups except for 16 to 17 year olds. It is not clear why this might have happened but the sample households are large. It could be due to the increase in overall outcomes that financial year as noted in Table 5.2.1 above, putting greater and more pronounced strain on resources in Newport compared



to the other Gwent councils. Also the larger amounts of Section 66, 73 and 75 outcomes that Newport needs to address requiring expenditure of more resources, compared to the other four Gwent councils. Reductions in 2017-18 suggest that Newport should particularly focus on 16 to 24 years olds and could potentially try to improve outcomes for some ethnic groups as well, which appear slightly lower than others. Overall considering the last three financial years, single person households and male households are likely to require additional support from the local authority moving forward. There's also the indication that Asian/Asian British and people categorised as 'other ethnicity' in Table 5.15.1 could benefit from further support as well. Notably Newport also shows a slight increase in overall successful outcomes average in 2017-18 compared to 2016-17, indicating improvement.

- Torfaen shows the largest average jump in successful outcomes for 2017-18 (8.2%) compared to the previous financial year out of all the five councils. Overall considering the last three financial years, households 25 years and over, single person households and male households are likely to require additional support from the local authority moving forward. There is a large drop in all percentages for 2016-17, compared to the previous financial year, which could skew the data for Torfaen. However, when the 2015-16 data is removed from the equation the conclusion is still the same (expect the 'all households' percentage moves above the average percentage for 'all groups' as expected. Again the variation in successful outcomes for 'other ethnicity' households are likely attributable to the low sample numbers. But it may be worth reviewing these cases further to see if anything can be gleaned to help improve services going forward to incorporate into the action plan.

5.16 Table 5.16.1 considers age and B & B use. Ideally B and B's shouldn't be used to temporarily house under 18's, but demand on services might make this unavoidable. Torfaen saw a spike in social services using B and B's in 2016-17 but this significantly reduced the following year and so is showing a positive trend. On the whole the Gwent authorities appear to keep B and B use for younger people to a minimum. Newport is likely to use B and B's more to discharge its homeless duties as it simply has more demands on its resources, compared to the other four Gwent councils. It would be ideal, if possible, for the Gwent councils and their partners to work together aiming to reduce all instances to zero going forward (although there is recognition that the circumstances of cases and available resources at given times, beyond the control of councils, would realistically make this very hard to accomplish consistently at an operational level across Gwent):

Placed in bed and breakfasts – Household numbers (i.e. Not Percentages)	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Aged 16 to 17 (single person) and accommodated by the current Homelessness legislation	-	-	-	-	-	-	7	8	-	-
Aged 16 to 17 (single person) and accommodated by Children's Social Services	-	-	1	-	2	-	4	9	23	1
Aged 18 to 21 (care leavers only) and accommodated by the current Homelessness legislation	-	-	3	-	-	-	2	-	1	1

Table 5.16.1 WHO12 Data. Hyphen means zero figure was submitted to Welsh Government

- 5.17 Table 5.17.1 considers rough sleepers – using the Welsh Local Government Association's (WLGA) National Rough Sleeper count questionnaires for 2017. NB: Blaenau Gwent did not submit any completions, Caerphilly 18, Monmouthshire 6, Newport 22 and Torfaen 1. People who find themselves threatened or actually homeless are not necessarily owed a homeless duty under the homeless legislation in Wales. As noted in Table 5.2.1 above, there are households 'eligible, but not in priority need' across Gwent, likely requiring accommodation following the Section 73 duty ending but they cannot progress to Section 75 as they are not classed as having a priority under Section 70 of the Housing (Wales) Act.

2017 Rough Sleeper Statistics - percentages	Blaenau Gwent*	Caerphilly	Monmouthshire	Newport	Torfaen
Period slept out for - percentage: Days	-	33.0	-	20.0	100.0
Period slept out for - percentage: Weeks	-	28.0	-	30.0	-
Period slept out for - percentage: Months	-	28.0	100.0	30.0	-
Period slept out for - percentage: Years	-	11.1	-	20.0	-
Male	-	100.0	100.0	86.4	100.0
Female	-	-	-	13.6	-
White	-	100.0	100.0	100.0	100.0
Age 19-24	-	11.8	50.0	-	-
Age 25-34	-	41.2	-	30.0	100.0
Age 35-44	-	23.5	-	40.0	-
Age 45 Plus	-	23.5	50.0	30.0	-
Slept out on own last night	-	94.4	83.3	77.3	100.0
Slept out last night with partner/family member/other	-	5.6	16.7	22.7	-
Reason for homelessness: Family/relationship breakdown/bereavement/nowhere to go/No forwarding address	-	55.5	33.3	89.5	-
Reason for homelessness: Loss of Housing or relocated	-	27.8	50.0	5.3	100.0
Reason for homelessness: Mental Health	-	5.6	-	-	-
Reason for homelessness: Substance Misuse	-	5.6	-	-	-
Reason for homelessness: Released from custody	-	5.6	-	-	-
Reason for homelessness: Leaving care	-	-	16.7	-	-
Slept out at least once before	-	66.7	33.3	95.5	100.0
Agreed to support	-	100.0	100.0	85.0	100.0
Previously been in custody	-	22.2	16.7	52.6	-
Previously been in armed forces	-	-	16.7	5.3	-
Confirmed mental health diagnosis	-	61.1	50.0	25.0	-
Current medication/support for mental health	-	44.4	33.3	20.0	-
Current physical health issue/ or physical health not known	-	33.3	50.0	70.0	-
Current medication for physical health	-	22.2	16.7	25.0	-

Table 5.17.1 WLGA Two week National Rough Sleeper Count Questionnaires report – 2017. Hyphen means zero figures submitted

- The data provides some evidence that people who tend to sleep rough for the longest periods of time are more likely to be found in Newport and to a lesser extent Caerphilly. Chronic rough sleepers appear most prevalent in Newport, probably because of its city status. Although in Monmouthshire it seems that rough sleepers are less likely to be sleeping rough for shorter periods of time, compared to the other three Gwent authorities.
- Rough sleepers tend to be male in Gwent, although there are female rough sleepers noted in Newport.
- Rough sleepers in Gwent seem to come from a white background and are either Welsh or English, although this seems unlikely to be truly representative (NB: three of the survey respondents in Caerphilly and Newport did not declare their ethnic background). Furthermore as noted in Crisis' Homeless Monitor Wales, 2017 a rise in rough sleeping in recent year in Wales may be partly attributable to an increase in EEA nationals being ineligible for mainstream welfare benefits.
- Rough sleepers tend not to be aged 16-24 years of age in four Gwent councils, although this does not appear to be the case for Monmouthshire (three out of six sample surveys were this age range in Monmouthshire). Torfaen only had one respondent and they were aged 25-34. In Caerphilly it seems rough sleepers tend to be more likely to be aged 25-34 whilst in Newport the age range of rough sleepers may be more likely to be 45-44. Older rough sleepers would appear to be more likely to sleep out in Monmouthshire.
- People seem less likely to sleep rough on their own in Newport. This may be linked to its status as a city and a wider (perceived or most likely real) risk in sleeping out alone, so are more likely to sleep out with a partner or family member.
- The Gwent data indicates that relationship breakdown or loss of support network and loss of housing can be linked to sleeping rough. Other factors such as mental health, substance misuse and leaving care are also relevant (NB: each of these options was supplied by one respondent). Being in custody and it seems to a lesser extent leaving the armed forces can also be contributory factors in rough sleeping in Gwent. All of which reinforce what has already been discussed in this document.
- The data strongly indicates that rough sleeping is a chronic issue in Gwent - 76% of all respondents have slept out before in the past and rough sleeping is probably most of an issue in Newport and Caerphilly.
- People sleeping rough in Newport are more likely to have slept out previously compared to someone in Caerphilly (note Torfaen is 100% but that is because there was only one respondent). This supports the assertion that chronic rough sleepers are more likely to be found in Newport and then Caerphilly, which again can likely be linked to Newport's status as a city – where a rough sleeper may potentially have more access to support and services.
- Most rough sleepers were amenable to receiving support, according to their survey responses. Although consultation feedback and other research undertaken for the reviews suggest that engagement with service users was rarely easy in practice.

- Mental health would appear to be more prevalent in Caerphilly and physical health issues in Newport. Cymorth Cymru’s Health Matters report 2017 also provides evidence that homeless people living in an urban area are more likely to have physical health needs compared to those living in more rural areas. The report also notes that the physical health needs of homeless people vary across gender, age and location - older people have more need for physical healthcare than the youngest group. This may explain why rough sleepers in Monmouthshire have higher physical health needs because the survey indicates that they’re likely to be older.

5.18 Individuals were also asked to identify what they thought was the initial reason for their becoming homeless (NB: the numbers in Table 5.18.1 reflect all survey responses). Added to the above, Table 5.18.1 would suggest that relationship breakdown and loss of housing are very important triggers that can lead to sleeping rough in Wales – which is reflective of the main causes of homelessness in the WHO12 data above. Substance misuse is also key as is the potential loss of support/social networks. Entry or release from custody is also a major trigger and in Crisis’ Homeless Monitor Wales, 2017 it was speculated that there may be a link with the loss of priority need for ex-prisoners under the Housing (Wales) Act 2014 and the growth in rough sleeping in Wales. Certainly the surveys provide considerable evidence that people leaving custody are at greater risk of rough sleeping:

Reasons	Number
Relationship breakdown	59
Evicted (various reasons)	57
Entry or release from custody	43
Family breakdown	43
Loss of tenancy	20
Substance misuse	19
None stated	17
Left local area	11
Death of family member (Inc. child)	9
No Forwarding Address	9
Abandoned accommodation	7
Financial reasons	7
No recourse to public funds	6
Loss of job	5
Choice	4

<b>Domestic abuse</b>	4
<b>Threats outside the home</b>	4
<b>Left care</b>	3
<b>Mental health issues</b>	3
<b>Release from MH unit/Hospital/Social care</b>	3
<b>Repossession</b>	1

- 5.19 It's appreciated that more work is being done to gather data on rough sleepers in Gwent, to help develop effective interventions e.g. the Refugee Council's response to the National Assembly for Wales' Equality, Local Government & Communities Committee inquiry into Rough Sleeping in January 2018 indicated that it can be especially hard to estimate the number of people rough sleeping amongst the asylum seeking and refugee population in Wales. Ongoing improvements to the StreetLink homeless link app (in both Gwent and Wales) should help accomplish greater understanding of rough sleepers in Gwent in the future (also refer to Street Homeless Information Network).
- 5.20 The consultation exercises also sought to include other key groups that don't automatically have priority status under section 70 of the Housing (Wales) Act 2014, but which might sometimes be at increased risk of homelessness. This includes: LGBT plus people (e.g. loss of social networks, increased risk of mental health or loss of employment), refugees and failed asylum seekers (e.g. accommodation and support ends once asylum is approved, difficulties in navigating the benefit system and other public services or having no recourse to public funds) and also Gypsy Irish Travellers (e.g. can see poor outcomes in educational attainment and employment and barriers to accessing health care). It is also worth reiterating that Table 3.4.4 Table 5.18.1 WLGA Two week National Rough Sleeper Count Questionnaires report – 2017. \* Hyphen means zero figures submitted  
ly Gwent area where asylum seekers are settled (Newport is one of four designated dispersal areas in Wales). As noted in the WG's 2016 COG, "services should meet the cultural and linguistic needs of the different communities, and work proactively to address homelessness in groups where it may normally be hidden". This aspect has been considered further in Section 6 below.
- 5.21 Individuals who repeatedly present to homeless related services, have also been considered via the service user survey. In the survey, 13 households out of 165 (from Caerphilly, Monmouthshire, Newport and Torfaen) declared that they have been either homeless or at risk of being homeless three or more times. Only 1 of the 13 was in a relationship and living with dependent children (3-4 person household); the rest were single people. Out of the 13, 6 were living in temporary

accommodation, 2 were 'sofa surfing', 2 were sleeping rough, 1 person was in prison, 1 in approved premises and 1 in private rented housing. This gives a strong impression that people experiencing homeless repeatedly are far less likely to be living in stable long-term housing. It could hint at the possible benefits of 'housing first' in Gwent might bring in the future, in helping people who are 'repeat presenters'.

Each of the 13 respondents cited multiple reasons for their homeless situation, which focused on: drug and alcohol abuse, mental health, criminal offending history, discharge from custody, breakdown in relationships, debt and lack of affordable housing, tenancy ending, exclusion from school, unemployment, domestic abuse, poor access to health and social care services, leaving care and sexual and/or physical abuse, living in unsuitable housing due to physical or sensory impairment. This would reinforce what local authority staff said during consultation, that intense and bespoke support in conjunction with housing first is essential. This also suggests that generally repeat presenters are highly likely to have complex needs for support. As explained in the recent report by Nicholas Pleace, using Housing First in Integrated Homeless Strategies: A Review of the Evidence 2018, "*Housing First is highly effective in ending homelessness among people with high and complex needs, but it does not constitute a solution to single homelessness, or rough sleeping, in itself. The international evidence shows that Housing First services need to be a part of an integrated homelessness strategy to be truly effective*".

In addition 12 of the 13 were male, none had undergone gender reassignment and 10 noted they has some physical disability. Out of the 13 respondents 12 said they have a mental health condition and 7 said they had other disabilities such as a learning difficulty or a physical or other type of disability. Most described themselves as white with one person saying they were mixed race and the final person did not disclose. Only one person disclosed they were lesbian or gay.

What the survey shows is that some characteristics are a lot more prevalent than others in relation to repeat presenters. They are very likely to be single, male and have chronic social and medical issues and/or a disability, which clearly aligns with the rough sleeper information supplied in Sections 5.17 and 5.18 above.

### 5.22 Key Points:

- The above data has provided a wealth of further insight into homelessness in Gwent, which has helped to summarise the main themes, trends and higher risk groups moving forward; also what future demand on homeless services should look like over the next four to five years. The main points include:
- Newport has the greatest demand on its homeless services, then Caerphilly, Torfaen, Blaenau Gwent and Monmouthshire in that order. That trend is not expected to change during the lifetime of the strategy.
- The levels of successful preventions (section 66) across Gwent appear to be broadly decreasing over the last three financial years. Successful Section 73 outcomes have reduced almost year on year for every Gwent local authority. Based on just the data alone, some local authorities may be seeing greater success in discharging their Section 75 duties in some parts of Gwent than others.
- Operating effective 'triage' type systems in providing homeless services and also securing as many successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75 duties is going to be increasingly essential. This is especially the case for Newport, where greater proportions of service users are in greater need. Raising public understanding to counter-act preconceptions and expectations and encouraging people to help themselves as much as possible will be important.
- It will be imperative for the Gwent authorities to concentrate on co-ordinating access to more temporary accommodation in the region. There is an acute need for appropriate temporary accommodation in Gwent and also affordable single person accommodation as well. This could easily become even more serious when the intentionality test is no longer applied to households with children by 2019.
- Improving systems/support for move on from temporary and supported housing should be a key focus.
- The councils should work together to ensure homeless statistics are recorded in as uniform a way as possible. Beyond this, there would probably be benefit in the WG reviewing and updating WHO12 recording requirements. In particular a greater focus on the quality of statutory homelessness services provided as well as the success



of interventions, could shine a light on opportunities for further improvement (see the Wales Audit Office in their report How Local Government manages demand – Homelessness 2018).

- All councils should focus on effective activities that counter-act and ideally prevent: breakdowns in relationships, rent arrears and loss of rented or tied accommodation. Such factors are also massive causes of escalating homelessness issues i.e. rough sleeping. Sufficient resources should continue to be channelled towards preventing these major causes of homelessness.
- Proportionally 16 to 24 year olds are very over-represented in accessing homelessness services. As are single person households and males. These cohorts are likely to require additional support from the Gwent local authorities moving forward. In doing so, there is the potential that successful preventative outcomes with these demographics would in-turn save larger amounts of resources to be provided on other demographics. Monmouthshire and Torfaen could give additional focus to those over 25; and Newport Asian/Asian British and people categorised as 'other ethnicity'.
- It would be ideal, if possible, for the Gwent councils and their partners to work together aiming to reduce all instances to zero (B & B's) going forward.
- Activities that mitigate domestic abuse should be a key focus – particularly in households with dependent children in them.
- Prison leavers and those leaving institutions or care are cohorts that are consistently at risk of homelessness and should be focused upon. Prison leavers are especially at risk of rough sleeping. Single households are more likely to be ex-prisoners and leaving an institution and/or care and also more susceptible to rough sleeping e.g. specialist recovery and rehabilitation programmes, community payback unpaid work, education, training and employment, mentoring and working with families of offenders etc. can be effective.
- Single households are more likely to see harassment due to a protected characteristic, causing a homeless issue (under the Equality Act 2010). Gwent councils should aim to work more on counter-acting this.
- Housing affordability remains a key issue - households with dependent children in them are considerably more susceptible to rent arrears in both the private and social housing sectors.
- Debt advice, financial payments, resolving benefit issues and resolving rent and service charge arrears are having the most impact in helping households remain in their homes, thereby preventing homelessness in Gwent – focus should be expanded in these areas if possible.
- Mediation intervention may be less likely to be effective with younger people and alternatives should be considered going forward.
- Partnership working and sharing best practice is likely to be becoming more important. Any reductions in this area (indeed increases will be needed), would mean that the Gwent councils would likely be at an increasing

disadvantage, struggling more and more to cope with rising demand for homeless services (especially Newport). There's the real potential that co-ordinated strength and effectiveness in this area would bolster preventative work, potentially easing pressure on council's homeless services over the next four to five years.

- Each local authority must engage with and work with private landlords to meet their expectations. There will be variation in each local authority – because each of the markets differs; supplying incentives are clearly not the only factor at play in successful engagement with the private sector in any of the Gwent authorities though. Finding new ways to develop mutually beneficial relationships between councils and private landlords needs to be a key focus (especially in Monmouthshire).
- Social housing appears to be becoming relatively harder to access in Monmouthshire, Newport and Torfaen – leading to increased reliance other types of housing such as the private rented sector in Newport. Councils should work with social landlords to reverse this trend.
- People experiencing homelessness repeatedly are far less likely to be living in stable long-term housing.
- Councils will have to increasingly forge links between themselves and social landlords and the private sector during the lifetime of the new strategy – with the goal of getting access to more affordable housing, in order to discharge homeless duties.
- There may be potential for local authorities to develop more LCHO schemes. Table 6.2.1 below and the numbers of people asking for more affordable housing to buy, suggests that a considerable proportion of service users would support this.
- Councils should also consider how they further record and evidence the preventative work that is undertaken to stop homelessness (including in connection with homeless services and related services, such as supporting people funded services). Feedback from council staff would suggest that they routinely offer at least some advice when someone approaches them and the household isn't threatened with homelessness within 56 days. There is also recognition that many households can find themselves at risk of homelessness through no fault of their own e.g. through a 'no fault' section 21 notice in the private rented sector. They often have no support needs and with some basic advice they resolve the risk themselves.
- Similarly working to understand reasons behind instances where service users disengage from services etc. (after beginning the statutory process) makes sense i.e. it is entirely feasible that a household could receive help from the council, enabling them to find a housing solution, then they disengage and the local authority marks it as an unsuccessful outcome when it in fact isn't. Or alternatively and perhaps less likely, some might have not have resolved their problem leading to other escalating issues e.g. rough sleeping. Either way there are benefits for the Gwent councils in developing this area.

- There are a number of different trends in connection with rough sleepers in the Gwent authorities e.g. rough sleepers appear most prevalent in Newport, probably because of its city status. Rough sleeping is also a chronic issue in Gwent - 76% of all respondents to the survey have slept out before in the past. Rough sleeping also seems to be more of an issue in Caerphilly, compared to the remaining three Gwent authorities. In Monmouthshire it seems that rough sleepers are less likely to be sleeping rough for shorter periods of time, compared to the other three Gwent authorities. Rough sleepers tend to be male in Gwent, although there are female rough sleepers noted in Newport. People seem less likely to sleep rough on their own in Newport and this may again be linked to its status as a city and a wider (perceived or more likely real) risk in sleeping out alone.
- Where rough sleepers are concerned in Gwent, relationship breakdowns and loss of housing are very important triggers that can lead to sleeping rough in Wales – which is reflective of the main causes of homelessness in the WHO12 data above. Substance misuse is also key as are potentially loss of support/social networks. Entry or release from custody is also a very high trigger. These themes again suggest why prevention is so important since the main causes of rough sleeping are traceable back to the same causes in the WHO12 data.
- The service user survey cited a number of causes linked to homelessness: drug and alcohol abuse, mental health, criminal offending history, discharge from custody, breakdown in relationships, debt and lack of affordable housing, tenancy ending, exclusion from school, unemployment, domestic abuse, poor access to health and social care services, leaving care and sexual and/or physical abuse, living in unsuitable housing due to physical or sensory impairment. This would reinforce what local authority staff said during consultation, that intense and bespoke support in conjunction with housing first is essential. This strongly shows why councils must keep constantly abreast of the services operated by partners and why there must be a wide menu of (person-centred) support provided to address homelessness.
- The service user survey also suggested that some characteristics are a lot more prevalent than others in relation to repeat presenters to homeless services i.e. they are very likely to be single, male and have chronic social and medical issues and/or a disability.
- Further consideration of how households 'eligible, but not in priority need' are assisted and how this is evidenced may also be another area for consideration.

## 6. Local Analysis: Resources and Improvements

- 6.1 A foundational element of the reviews has always been to understand patterns of homelessness in Gwent, to use that intelligence to identify means to forestall or intervene in these patterns to reduce the long-term levels of homelessness. Section 6 continues with this sentiment and reviews the resources currently in place to prevent homelessness and support those who are homeless (within local authorities, voluntary organisations and others. All of the feedback from the extensive consultation undertaken has been condensed and incorporated, including possible areas for improvement that will be considered in developing the action plans that come from the new Gwent homelessness strategy – ready to be operational by the end of December 2018. It is appreciated that the comments are based on perspective and some might be considered sweeping, perhaps unviable; but all comments have been included. What the consultation feedback has supplied, is a clearer picture on the issues facing delivery of homeless services, gaps on the ground and potential solutions – which warrant some further discussion, between local authorities and their partners, to drive forward actions. The feedback has also helped to provide insight in particular issues in different localities in each of the Gwent local authorities. It was always appreciated that it would be impossible to review all the services related to homelessness across Gwent in turn; plus such services are constantly being updated. Relying on various consultation exercises and the support from the people helping to prevent and stop homelessness in Gwent, to inform this work, has been necessary. As with addressing homelessness itself, without everyone working together, the reviews could not have been completed.
- 6.2 Beginning with the service user survey, the 165 respondents to the survey outlined what they felt were the most important priorities to be focused on to prevent and resolve homelessness. The five highest were social housing, private rental

housing, immediate access to housing for someone who's homeless, temporary/emergency housing and accommodation that includes support for vulnerable people.

<b>Priorities</b>	<b>Number</b>
<b>Access to social housing</b>	113
<b>Affordable housing to rent privately</b>	86
<b>Immediate access to housing for someone who is homeless</b>	57
<b>Temporary/emergency housing</b>	51
<b>Accommodation that includes support for vulnerable people</b>	44
<b>Affordable housing to buy</b>	37
<b>Mental health support</b>	37
<b>Early intervention advice and support</b>	32
<b>Being housed close to friends/family</b>	25
<b>Rough sleeping</b>	24
<b>Reducing landlord evictions</b>	19
<b>Easily accessible and relevant advice and support from council services</b>	17
<b>Support for Drug misuse</b>	16
<b>Advice and support to resolve debt</b>	14
<b>Domestic abuse support</b>	14
<b>Helping people improve their self-care/living skills</b>	12
<b>Easily accessible and relevant advice and support from a charity or third sector organisation</b>	9

<b>Help accessing employment</b>	9
<b>Support to resolve disputes e.g. between families</b>	9
<b>Housing for disabled people</b>	6
<b>Help accessing training</b>	5
<b>Support for alcohol misuse</b>	5
<b>Support leaving the armed forces</b>	4
<b>Support following discharge from remand or custody</b>	4
<b>Support after leaving health and social care services</b>	4
<b>Welfare reform advice</b>	3
<b>Support for care leavers and other young people</b>	3
<b>Improving access to health and social care services</b>	1
<b>Support for refugees/asylum seekers*</b>	0

Table 6.2.1 Answers given by the 165 respondents that completed the service user survey: reasons that individuals believe contributed to them being homeless or threatened with homelessness \*Note some people from this background threatened with or experiencing homelessness (as with all the other above themes) will still need support see the Welsh Refugee Council's website and Table 5.18.1 above, which indicates that no recourse to public funds contributes to rough sleeping

The service user survey also asked respondents what more they felt could be done to improve homeless support and a consistent trend that came up several times was the importance of staff being empathetic, non-judgemental, knowledgeable and well trained and support joined up services (also see Shelter Cymru's Equal Ground Standard 2015, mentioned in Section 1.31.1).

6.3 As outlined in sections 1.1.4 and 2.1.5, the supporting people programme assists vulnerable people at risk of homelessness and has very strong links with the new Gwent homelessness strategy. In August 2017 the Gwent Supporting People RCC undertook a service user survey. There were 223 respondents in total, broken down as: Blaenau Gwent 8.5%, Caerphilly 29.7%, Monmouthshire 13%, Newport 41.7% and Torfaen 7.2%; 62.6% of the respondents were receiving floating support; 37.4% were living in Supported Housing and 92% found it easy to get help or support. Other useful information connected to the reviews and fed-back from the surveys included:

- **Main activities of help/support (based around 19 SP support themes):** Budgeting; anger management; managing money, debt advice, payment plans, bills; contacting other agencies; attending appointments/events; housing; counselling; employment, education & training; reading and writing; accessing benefits; shopping; sport; socialising and making friends; befriending service; doctors; physical and mental health; correspondence/phone calls; cooking; accessing a range of services; walking; swimming; blue badge; accessing furniture & white goods; moral support/confidence building; staying abstinent; volunteering; healthy eating; helping me feel safe at home; join local groups/social clubs; resettlement support; personal hygiene & cleanliness; fire safety; access grants; immigration and interpretation services.
- **Positive feedback (what is good help/support):** Easy and regular access to services; having a good rapport with staff; being approachable and friendly; accessing services that are respectful, helpful and supportive; help finding and/or keeping housing; keeping families together; multi-agency support; help with specific issues such as mental

health, substance abuse, leaving an abusive partner, education, health and wellbeing, housing adaptations and budgeting/debt advice and support.

These themes are reflective of the earlier sections of the reviews, highlighting why supporting people services are essential and why they have such an impact in connection with preventing and resolving homelessness. Also the above points lend weight to the idea that homelessness and supported housing planning arrangements must increasingly be considered jointly.

Table 6.3.1 would indicate that further work is likely to be needed align homeless services and supporting people with each other. The statutory data returns in this area appear weak (perhaps unreliable) and should be an area that the Gwent councils focus on developing moving forward.

Supporting People (percentage of successful cases)	Blaenau Gwent		Caerphilly		Monmouthshire		Newport		Torfaen	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
Total cases - successful prevention/relieving homelessness	-	-	-	-	215	268	593	518	303	316
All successful cases - referral made to supporting people	-	-	-	-	100	-	60.0	32.6	-	10.4
All successful cases - referral accepted by supporting people	-	-	-	-	100	-	43.0	21.2	-	4.7

Table 6.3.1 WHO12 Data. Hyphen means zero figure was submitted to Welsh Government

6.4 Table 6.4.1 outlines available resources in each of the local authorities' homeless and housing departments. Staff work to prevent and relived homelessness in a multitude of ways, focusing on individual needs and working with partners both internal and external to the councils:

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen
Senior Housing Options Officer	Senior Housing Options Officer	-	Housing Advice Manager	Housing Solutions Manager
Housing Options Officer x2	Housing Advice Officers x4	-	Deputy Housing Advice Manager	Housing Solutions Officer (x 3)
Private Rented Officer (SP funded)	Private Rented Officer (SP funded) 0.5	-	Housing Solutions Officer (x8)	Mental Health Support Worker x 1 (SP Funded)
Young Person/ T.A. Officer (SP funded)	Homeless Prevention Officers x 4	-	Tenancy Support Officer (x3.5) (100% SP funded)	Young Persons Housing Officer x 1 (SP funded)
	Housing Options (data analysis)	-		Temporary Accommodation Officer (SP Funded)



	Young Person/ T.A. Officer (SP funded)	-		
	DV and homeless prevention officer (SP funded)	-		
	Host to Bond Scheme officers one day/week (s180 funded)	-		
	16+Social Worker one day/week- Children's Services funded	-		

6.5 The Table below integrates all of the consultation feedback obtained during the reviews (NB: as already emphasised, all of the information below is inter-linked. It has been structured and condensed into the 25 sections to make it easier to read to inform the new homeless strategy and the strategic actions).

6.5.1 Social Housing Sector					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Good support in some housing associations</li> <li>• Proactive support workers</li> <li>• Property standards/maintenance</li> <li>• Alternative, where private sector isn't suitable</li> <li>• Joint accommodation, housing people with substance misuse issues</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership working and the - common housing register (x2)</li> <li>• Strong relationship and partnership working between with housing and supporting people</li> <li>• Staff co-operation as council has its own housing stock</li> <li>• Quick access to supporting people assistance</li> <li>• Easy to access</li> <li>• Plenty of new developments in attractive areas</li> <li>• Good communication between partner agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Good relationship with registered social landlord's operating in County</li> <li>• Partnership working is good as if communication</li> <li>• Quality of housing stock/asset management</li> <li>• Newer homes built to higher standards</li> <li>• Close monitoring of homeless quotas and number of lets to homeless banded households</li> <li>• New legislation - homeless housed considerably quicker</li> </ul>	<ul style="list-style-type: none"> <li>• Move on panel. Move on process works well (x5)</li> <li>• Improved partnership working around reducing risk to vulnerable tenants. Strong partnership approaches (RSL and third sector).</li> <li>• Good partnership working between support providers and landlords. Partnerships work well to find solutions with limited housing</li> <li>• Common housing register (x8)</li> <li>• Home Solutions Team works well (x2)</li> <li>• Good use of prevention through common housing register and also saving failing social tenancies where possible (x2)</li> <li>• Council utilise the experience of a range of agencies in decision making processes (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Common Housing Register. Easy access and straight forward for people to use. Homeseeker team (x7)</li> <li>• Great Housing Solutions Team that share information</li> <li>• Homelessness officers helpful with advice re housing legislation, what they can do/can't do even if no duty</li> <li>• Condition of properties</li> <li>• Partnership working</li> <li>• Landlords can be helpful, supportive and efficient</li> </ul>	<ul style="list-style-type: none"> <li>• Large scale stock transfers to registered social landlords.</li> <li>• A lot of clients have been helped and offered properties</li> <li>• Good joint working, particularly with the Wallich</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional

<ul style="list-style-type: none"> <li>• Landlords 'cherry picking' tenants</li> <li>• Landlords requiring upfront payment of rent</li> <li>• Lack of availability of housing</li> <li>• More work to ensure sustainable tenancies</li> <li>• Bidding process/system (x2)</li> <li>• Lack of information on common waiting list to ensure full picture</li> <li>• Lack of suitable Properties</li> <li>• Unrealistic expectations from applicants (x2)</li> <li>• Not enough Local Authority Housing</li> <li>• Disabled friendly homes</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of properties (x5)</li> <li>• NIMBY attitudes to much needed social housing</li> <li>• Caerphilly's exclusion policy – don't use homeless prevention fund to settle debt</li> <li>• Local area connection - processes and difference of opinion</li> <li>• Vulnerable people being placed in unsuitable housing/flats</li> <li>• Landlords requiring upfront payment of rent</li> <li>• Number of hard to let properties</li> <li>• Level of information on website is poor and needs updating</li> <li>• Lack of single/younger person properties (x3)</li> <li>• A lack of delineation between services areas – homeless v housing management - creates tensions</li> <li>• Landlords won't build one beds – perceived management problems (x2)</li> <li>• Lots of empty over 60s properties available (x3)</li> <li>• Application process too difficult (some need support)</li> <li>• Allocation policy too restrictive</li> <li>• Few mutual exchanges</li> <li>• Disabled friendly homes</li> <li>• Difficulty accessing where there's historic rent arrears</li> <li>• Shortlisting e.g. where someone has a child ½ the week, they would looked over for a 2 bed if there was a lower band with a child all week</li> <li>• RSL's and using local lettings plans to avoid housing higher risk tenants/'cherry picking' (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of affordable housing (x11)</li> <li>• Rural development is very expensive and time consuming (x4)</li> <li>• Demand (dealing with expectation i.e. what is available/location). High expectations about social housing. But there's just not enough.</li> <li>• New builds – lack of 1 bed single person accommodation. 1 bed flats expensive to build</li> <li>• Higher percentage of family accommodation</li> <li>• Shared accommodation</li> <li>• More developments required in Chepstow, Monmouthshire, Abergavenny and Caldicot.</li> <li>• Restrictions on area for homelessness applicants - they often have to take first available accommodation. This means they are housed away from preferred area and register for a transfer</li> <li>• Conflicting priorities e.g. sustainable communities but house vulnerable tenants</li> <li>• Rural local connection policy limits allocations to homeless households</li> <li>• MAPPAs cases - very difficult to find suitable social housing due to location of properties</li> <li>• Not enough opportunities to access housing</li> <li>• Older people under occupying. Incentive schemes to get them to downsize have failed</li> <li>• The banding system</li> <li>• Strong opposition to building social housing in communities to address need</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting lists/allocation times too long (x6)</li> <li>• Allocation policy too restrictive for homeless applicants - too many reasons why authority don't have to rehouse</li> <li>• Rent in advance being requested and applicants not aware (x5)</li> <li>• Pre-tenancy support and information (x5)</li> <li>• Verification process</li> <li>• Lack of 1 bed single person accommodation (x3). Need to be more dispersed too.</li> <li>• Lack of housing (x6)</li> <li>• Direct lets</li> <li>• Long term tenants who no longer need social housing not encouraged to move to alternatives</li> <li>• Tenancy management not consistent enough</li> <li>• Households facing homelessness not always supported by housing association, where move is needed due to harassment/ASB</li> <li>• Not always fair management of DHP budget (by local authority)</li> <li>• Better communication required with police and probation</li> <li>• Digital exclusion – some homeless people can't access housing register as its only online</li> <li>• Lack of larger properties (x4)</li> <li>• Lack of suitable accommodation available to assist in downsizing</li> <li>• Need a more targeted approach to adapted housing allocations</li> <li>• Shared housing</li> <li>• Disabled friendly homes (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Improve verification process</li> <li>• Banding system (x5) e.g. homelessness priority, no duty, should still have homeless banding not silver</li> <li>• Priority bandings via Homeseeker (x2)</li> <li>• Applicant's rent arrears causing bypasses for property offers</li> <li>• Faster action to prevent rent arrears (x3)</li> <li>• Single person affordable housing (x10)</li> <li>• Shared Housing for under 35's (x2)</li> <li>• Young person affordable housing (x2)</li> <li>• Lack of social housing</li> <li>• Single males hard to house</li> <li>• More hostels needed</li> <li>• Poor communication - joint working between council, with biggest social landlord (x3)</li> <li>• Inconsistent decisions, made housing ex-offenders</li> <li>• Ex-offenders being offered housing but failing at pre-tenancy meeting due to offending history (e.g. imprisoned for arson)</li> <li>• Ex-offender that are sex offenders, perhaps tenancies more likely to end in eviction</li> <li>• Interpretation of the housing legislation for prison leavers/offenders since priority status removed -some RSL's blocking offenders at panel</li> <li>• Social Housing providers, reluctant to put forward potential accommodation for a MAPPAs level 3 case</li> <li>• Landlord decisions in connection with MAPPAs</li> </ul>	<ul style="list-style-type: none"> <li>• Since the removal of "priority status" for prison leavers it is increasingly difficult to manage their role/public protection.</li> <li>• The inability to "be on the list" (common housing register) whilst serving in the forces, thus waiting until practically homeless before supporting with access to housing</li> <li>• Very limited movement due to bedroom tax, still being propped up by DHP. What can we do to encourage people to move?</li> <li>• Houses offered may not be suitable for particular families, leading to them losing out</li> <li>• 1-2 bedroom properties (x2), particularly 1 bed flats in small blocks</li> <li>• Lack of specialist supported accommodation for co-occurring clients (drugs, alcohol, LD, Mental Health etc.)</li> <li>• Not all registered social landlords are contributing effectively at MAPPAs meetings</li> <li>• RSLs are turning into businesses - profit and not social aspects are the focus</li> </ul>
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		<ul style="list-style-type: none"> <li>• Poor links with discharge from hospital cases</li> <li>• Links with mental health teams, especially concerning mental capacity</li> <li>• Disabled friendly homes (x2)</li> </ul>		<ul style="list-style-type: none"> <li>• cases should be challenged more</li> <li>• Lot of emphasis on IT/bidding, but problematic for some</li> <li>• Accessible accommodation for people with disabilities</li> <li>• Too process driven e.g. TYPPs Officer can access information to support ID, such as social services information, but can't be used – it delays the process</li> </ul>	
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Make better use of void properties</li> <li>• Make disabled friendly homes</li> <li>• Education at a younger age either via secondary school or college on housing</li> <li>• Develop the working relationship between housing/homelessness related sections and executive member</li> <li>• Currently developing a pilot with Gofal – aiming to emulate the success of the partnership working with The Wallich</li> </ul>	<ul style="list-style-type: none"> <li>• Consider property transfers between local authorities</li> <li>• New developments – that are mixed property types (x2)</li> <li>• Encourage families to mutual exchange</li> <li>• Remove restrictive lettings policies to help younger tenants</li> <li>• Help rehouse where there's debt owed in appropriate cases i.e. try piloting/altering the exclusion policy to circumvent the 13 weeks where homeless prevention fund is used?</li> <li>• Build more council housing (x4)</li> <li>• Develop more solid affordable housing with RSL's</li> <li>• Re-designate older persons accommodation</li> <li>• Change mind- set of landlords to accept tenants with challenges e.g. mental health/poor references</li> </ul>	<ul style="list-style-type: none"> <li>• Look at strategies to encourage tenants to downsize to release much needed family accommodation</li> <li>• Still need closer co-operation between the 3 main landlords.</li> <li>• Key worker (i.e. Discharge Officer) - to link in with the allocations team where someone is leaving prison or hospital</li> <li>• More 1 beds for younger clients (under 50's).</li> <li>• Consider alternatives to social housing for MAPPA cases.</li> <li>• Encourage homeless applicants to become tenant ready e.g. have ID ready and save for universal credit payment gap.</li> </ul>	<ul style="list-style-type: none"> <li>• More pre-tenancy work required at application stages (x6)</li> <li>• More social housing (x3)</li> <li>• Review people's need to socially rent and offer alternative options to fee up accommodation (x2)</li> <li>• More support service to sustain tenancies (x3)</li> <li>• Risk assessment approach - direct support to where most needed</li> <li>• Housing associations looking to be more selective than perhaps they previously before the welfare benefit changes</li> <li>• Encourage people to save for rent in advance and moving</li> <li>• Verification when tenancy ready (x2)</li> <li>• Closer partnership working for no recourse to public funds cases</li> <li>• Better monitoring of DHP budget (by local authority)</li> <li>• Develop Housing First project</li> <li>• More shared accommodation (x2)</li> <li>• Greater input required from external agencies on gaps and needs regarding homeless services</li> </ul>	<ul style="list-style-type: none"> <li>• Improve communication /knowledge of UC and difficulties surrounding rent.</li> <li>• Improve pre-tenancy process i.e. if someone is going to fail at pre-tenancy meetings, this should be identified before the bidding process in order for support to be put in place</li> <li>• Delay starting eviction process until fully aware of financial circumstances (x2) – reassure tenants as much as possible</li> <li>• Improve partnership working with housing, police etc. Housing do not attend meet ups in Torfaen – in relation to prison releases</li> <li>• Clear guidance needed as to criteria for housing</li> <li>• More extra care lets – staffed</li> <li>• More social housing</li> <li>• Give social landlords more choice on who they house</li> <li>• Social landlords and local authorities work closer together</li> <li>• Council start developing its own housing stock again</li> <li>• Agree more tenancies based on personal development plans (whilst considering public protection)</li> </ul>	<ul style="list-style-type: none"> <li>• Councils need a consistent approach to supporting social tenants affected by welfare reform e.g. DHP's, Police, rent rescue policies etc.</li> <li>• Working together on difficult complex cases (especially local authorities) so no one is left homeless</li> <li>• Recognise the discrimination offenders face obtaining housing - feedback to Welsh Government</li> <li>• Improve options for prison leavers where there is no forwarding address and difficult to manage</li> <li>• Feedback to the Welsh Government "put some teeth in to Sect 95 Housing Wales Act"</li> <li>• Abolish priority need</li> <li>• Social letting agency - Wrexham</li> <li>• Ensure joint interventions before court hearings – between councils and RSLs. Work to make sure intensive support is in place</li> </ul>

			<ul style="list-style-type: none"> <li>• More flats for young people – once over 18, it's a big problem</li> <li>• Put people into accommodation suitable for their needs</li> <li>• More social housing needed (x2)</li> <li>• More help-to-buy support</li> </ul>	<ul style="list-style-type: none"> <li>• More help to buy support</li> <li>• More social housing (x3)</li> <li>• Don't pressurise someone into bidding</li> <li>• Work with RSLs recently, to see if they can assist with work re getting empty properties back into use (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Support priority to all groups facing homelessness (x2)</li> <li>• Regional common housing officer register (x3)</li> <li>• Develop regional HMO/shared housing e.g. permanent move on accommodation e.g. hard to let properties in Blaenau Gwent?</li> </ul>
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6.5.2 Private Rented Sector					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Easy access to homeless prevention fund (x2)</li> <li>• Bond Board (x3)</li> <li>• Rent Smart Wales - registration</li> <li>• Relationships with landlords (x2) e.g. six month forums are held or can potentially stop s21 notices</li> <li>• Housing first scheme</li> <li>• Rent in advance payments</li> </ul>	<ul style="list-style-type: none"> <li>• Bond scheme (x5)</li> <li>• Rent in advance payments (x2)</li> <li>• Reducing barriers to working together</li> <li>• Relationships with landlords</li> <li>• Rent levels similar to LHA level</li> <li>• Prevention advice service</li> <li>• Landlord liaison/forum</li> <li>• Referrals from landlords for homeless advice</li> <li>• Section 21 notices tend to be a big theme. Council pretty good at helping someone transfer to another tenancy before the section 21 notice ends</li> </ul>	<ul style="list-style-type: none"> <li>• Bond scheme (x5)</li> <li>• MCC now act as guarantors, which MCC weren't previously doing</li> <li>• Tenant contact through surgeries – these are held fortnightly at all 4 hubs in the county. Low level tenancy support and budgeting. Working with client and H/B making sure that claim is in place. Claiming where applicable DHP as well</li> <li>• DHP</li> <li>• Rent in Advance</li> <li>• Relationship with Benefits Team</li> <li>• Shared Housing</li> <li>• Wide-range of the types of properties available to rent, e.g. 1 bed flats to large executive houses</li> </ul>	<ul style="list-style-type: none"> <li>• Council's officers proactive and inventive with solutions</li> <li>• Varied property portfolio – private rented sector robust</li> <li>• Relationship between private sector landlords and housing department</li> <li>• Staff in Housing are knowledgeable, helpful and creative</li> <li>• Pro-active use of prevention fund to assist in finding accommodation</li> <li>• Information Station - positive and responsive in processing applications for assistance in the private rented sector</li> <li>• Welsh Refugee Council is a great help for refugees</li> <li>• Lighthouse project (managed by Taff Housing)</li> <li>• Rent Smart Wales – registration</li> <li>• Requirement for bonds to be registered</li> </ul>	<ul style="list-style-type: none"> <li>• Bond Scheme (x6)</li> <li>• Access to prevention fund</li> <li>• Homeless prevention team</li> <li>• Support provided by the Wallich</li> <li>• Rent Smart Wales – registration</li> <li>• Partnership working with landlords to deliver interim support, making it easier</li> <li>• Universal credit paid direct to Landlord</li> <li>• Council operate several activities aiming to get empty properties back into use</li> </ul>	<ul style="list-style-type: none"> <li>• Bond scheme (x6)</li> <li>• Bond Administrators have strong links with "tried and tested" private landlords (x2)</li> <li>• RSW</li> </ul>

			<ul style="list-style-type: none"> <li>The crisis support available – Temporary Accommodation Support and Assistance (TASA)</li> </ul>		
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>Help for people on benefits</li> <li>Forewarning before prison release days</li> <li>Rents are high</li> <li>Properties not in good condition (x2)</li> <li>There's not enough local Landlords</li> <li>Shared accommodation</li> <li>Letting Agency admin fees (x2)</li> <li>Unlawful evictions (x2)</li> <li>Lack of suitable 1 bedroom properties available</li> <li>Disabled friendly homes</li> </ul>	<ul style="list-style-type: none"> <li>High rents unaffordable (x3)</li> <li>Requirements of Guarantors/limited guarantors (x4)</li> <li>Not enough accessible private rented sector due to affordability and poor references</li> <li>Letting agency admin fees non-refundable</li> <li>Landlords not accepting tenants receiving benefits (x5)</li> <li>Lack of suitable affordable accommodation (x6)</li> <li>Lack of quality</li> <li>Demanding landlords</li> <li>Lack of guarantors for young people</li> <li>Young people unable to sustain tenancies-unaffordable</li> <li>Lack of landlord knowledge on how bond scheme process works</li> <li>No centralised advertising of available properties held by councils</li> <li>More support needed in private rented sector</li> <li>Disabled friendly homes</li> <li>If there's a chaotic person who trashes one private landlord's flat, word gets around</li> <li>Lack of shared housing within the private rented sector (x2)</li> <li>LHA rates</li> </ul>	<ul style="list-style-type: none"> <li>Lack of affordable housing (x9). Decreasing numbers of private rentals</li> <li>Managing expectations of service users/stakeholders (x2)</li> <li>High rents (x4) Rent prices have 'shot-up'</li> <li>Affordability of shared accommodation</li> <li>No face to face homelessness interviews (except for the bond scheme)</li> <li>Local housing allowance not realistic compared to rents</li> <li>Landlords not accepting tenants receiving benefits (x3)</li> <li>Delays implementing Renting Homes Act 2015 and unprepared</li> <li>Lack of awareness for tenants of their rights and changes re Renting Homes Act.</li> <li>Estate and lettings agents have too much influence on the market.</li> <li>Registered social landlords should have a bigger portfolio of intermediate and market rent properties (x2)</li> <li>Bond scheme: we don't report the softer side of our work.</li> <li>Disabled friendly homes (x2)</li> <li>There is more of a stigma about people on benefits as it's more of an expensive area</li> <li>Some won't accept UC clients until their claim is up and running</li> </ul>	<ul style="list-style-type: none"> <li>Cost of private accommodation (x5)</li> <li>Delays in universal credit payments</li> <li>Council accept what private landlord tell them regarding former tenant arrears – not enough checking</li> <li>Requirements of Guarantors</li> <li>Lack of properties (x3)</li> <li>Lack of properties for under 35 year olds (x3)</li> <li>Lack of consistency in standards (x2)</li> <li>Lack of private landlords willing to take risks on vulnerable clients</li> <li>Prisoners unlikely to secure private properties</li> <li>Landlords not accepting tenants receiving benefits</li> <li>Lack of support for tenants when threatened with eviction</li> <li>Action taken against rogue landlords</li> <li>More regulation needed around standards of accommodation</li> <li>Links with private rented sector landlords and their agents</li> <li>Lack of HMO/shared accommodation</li> <li>Lack of larger properties for large families</li> <li>Use of DHP for cash bonds</li> <li>Limited funding for bonds</li> </ul>	<ul style="list-style-type: none"> <li>Lack of shared accommodation (x3)</li> <li>Lack of single person accommodation</li> <li>Lack of affordable properties (x5). Especially for people on benefits or ex-offenders</li> <li>Lack of properties for 16 plus</li> <li>Lack of adapted properties</li> <li>Delays in universal credit payments/payments direct to landlord (x2)</li> <li>Landlord agents – 'cherry picking' tenants (x2)</li> <li>Requirements of Guarantors (x2) private rentals will only take ex-offenders if there is a guarantor - sometimes impossible</li> <li>Credit checks for applicants</li> <li>Property agent fees - when probation services make a disclosure to a landlord - they refuse to take them then, but the fee is non-refundable</li> <li>Many grants don't help with Admin Fees</li> <li>Landlords not accepting tenants receiving benefits (x6)</li> <li>Private rented sector in Torfaen won't take those on benefits – a huge issue for prison leavers/offenders when probation are trying to manage public protection.</li> <li>Properties not in good condition (x2)</li> <li>Strict criteria - bonds</li> </ul>	<ul style="list-style-type: none"> <li>Lack of affordable properties that accept bond schemes and HB</li> <li>Bond scheme (x3)</li> <li>Increasingly hard for our clients to secure private rented accommodation: e.g. the need for guarantors (x3)</li> <li>High costs not publicised</li> <li>Private landlords expecting too many incentives</li> <li>Lack of housing for single people (x3)</li> <li>Lack of availability (x2)</li> <li>Lack of affordable housing (x2)</li> <li>Landlords not accepting tenants receiving benefits (x5)</li> <li>Letting agent admin &amp; checks block clients</li> <li>Welfare reform e.g. LHA rates</li> <li>Properties leased as private sector leases need to help more</li> <li>Lack of good quality private rentals</li> <li>Many vacant properties not being used</li> <li>UC causing delays – harder to resolve with DWP than with council's housing benefit departments (x4)</li> <li>Private rented sector have s21 – no reason notice)</li> </ul>

		<ul style="list-style-type: none"> <li>MCC's Housing Solutions Team - their awarding of cash bonds can sometimes undermine the paper bond. There should be more communication</li> <li>The use of section 21 notices to end tenancies</li> </ul>	<ul style="list-style-type: none"> <li>Support for private landlords in managing accommodation (x2)</li> <li>Improve communications to letting agencies on support services available</li> <li>Shared housing</li> <li>Disabled friendly homes (x2)</li> <li>Unrealistic expectations from customers regarding the availability of properties</li> <li>Barriers to private sector housing (£1500 starter bonds/admin fees)</li> </ul>	<ul style="list-style-type: none"> <li>No bonds available for Under 25</li> <li>Insecurity/short tenancies (x2)</li> <li>Private rental expensive for under 35's</li> <li>LHA rates</li> <li>Changes in regulations have put off some landlords from renting</li> <li>Poor treatment from some landlords e.g. harassment</li> <li>Broadly finding that private landlords don't want to accept tenants who are receiving UC</li> <li>Private renting options are even worse for tenants under 25 – very limited opportunities</li> <li>Council can help get empty properties back into use, but there's no guarantee that they'll be rented as affordable housing</li> </ul>	<ul style="list-style-type: none"> <li>RentSmartWales – too onerous landlords selling up</li> <li>Ending of Severn bridge tolls will make housing less affordable</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>More properties required</li> </ul>	<ul style="list-style-type: none"> <li>More support and advice for landlords (x2)</li> <li>Properties to be checked before approval to let (x2)</li> <li>Incentivise landlords to house tenants on benefits (x2)</li> <li>Develop landlord offer</li> <li>Liaise with landlords to rent match social rents</li> <li>Registered social landlords operating as lettings managers</li> <li>Welsh Government 'step in' to help address issues</li> <li>Help as guarantor for private rental (x2)</li> </ul>	<ul style="list-style-type: none"> <li>Housing conditions - more closely monitored</li> <li>Affordable properties for offenders</li> <li>Increase awareness of DHP's for private tenants</li> <li>Stop some private landlords discriminating against people claiming benefits</li> <li>Look at schemes like Liverpool where they bringing empty properties back into use - sold for £1</li> <li>Make owners bring empty properties back into use</li> <li>Grants to do up properties with proviso that it is let out to those in housing need for certain number of years</li> <li>Better manage expectation for both landlord and tenant</li> </ul>	<ul style="list-style-type: none"> <li>Compel a landlords to meet minimum standards for letting</li> <li>Increase number of landlords that accept people receiving benefits</li> <li>Use incentives for landlords</li> <li>More incentives for landlords to take under 35 year olds</li> <li>Funds to assist landlords to improve properties</li> <li>Increase work/support for offenders whilst in prison to secure private accommodation. Have accommodation agreed and available prior to release</li> <li>More support for people wanting private rented housing</li> <li>Provide accessible information for those who have no recourse to public funds</li> <li>Encourage landlords to have cash rather than a guarantor</li> </ul>	<ul style="list-style-type: none"> <li>Provide lists of local landlords who people receiving benefits</li> <li>Help with admin fees</li> <li>Review LHA rates</li> <li>More stock for U35's of an acceptable standard</li> <li>More rentals in popular towns</li> <li>More suitable housing stock</li> <li>Move away from Private housing as last resort and encourage people to use this sector</li> <li>Longer tenancies</li> <li>Be a guarantor</li> <li>Use incentives (x2)</li> <li>Ensure housing conforms to standards and landlords are registered – RentsmartWales</li> <li>Lower rents</li> <li>More accommodation that accepts pets</li> </ul>	<ul style="list-style-type: none"> <li>Improve standards/educate landlords in the sector e.g. offer free training and support for landlords</li> <li>Private sector lease properties - local authority act as trusted partner to receive housing benefit/universal credit housing element</li> <li>Need to make private sector offer more attractive e.g. access to refer to support services for their tenants or support with costs of damages</li> <li>More housing</li> <li>Paper bonds</li> <li>LHA rates causing very high shortfall</li> <li>More properties needed</li> </ul>

		<ul style="list-style-type: none"> <li>• Utilise Monmouthshire Lettings and provide other support to private sector landlords (x2)</li> <li>• Encourage acceptance of shared accommodation as way forward for under 35's (single people) No tradition of lodging in Monmouthshire.</li> </ul>	<ul style="list-style-type: none"> <li>• More education for landlords in sector (x2)</li> <li>• Central hub – to improve partnership working</li> <li>• Toughen up on process – development/regeneration of homes</li> <li>• Environmental health – more access to RentSmartWales (info sharing)</li> <li>• Need to increasingly work with private rented sector</li> </ul>	<ul style="list-style-type: none"> <li>• Work with PRS to develop shared housing</li> </ul>	<ul style="list-style-type: none"> <li>• Improve relationship with estate agents</li> <li>• More properties</li> <li>• Incentives for private landlords important. Provide tenancy support, support for UC etc. e.g. landlord support service Bristol County Council</li> <li>• Provide tenancy ready training. Landlords – appeal to altruistic side – one people as case study</li> <li>• Bond Scheme – could do with more of a 'voice' in the private sector</li> <li>• Develop a regional bond scheme</li> <li>• Change mind- set of landlords to accept tenants with challenges e.g. mental health/poor references</li> <li>• Increasingly use PRS directories, forums, workshops, training – help give confidence to PRS to continue to house homeless clients</li> <li>• PRS forum (regional)</li> <li>• Clamp down on rogue landlords and illegal practices</li> <li>• Finding ways to increasingly strengthen links with private landlords e.g. flexibility/minimising risk for landlords</li> </ul>
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### 6.5.3 Temporary Accommodation/Emergency Accommodation

#### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Sharing information e.g. risk information (x2)</li> <li>• Communication between agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Partners working together</li> <li>• Suitable placements for young families who need support</li> </ul>	<ul style="list-style-type: none"> <li>• Good working relationships</li> <li>• Homeless now housed quicker (since new legislation) - freeing up more temporary</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships/communication - local authority working in partnership (x6)</li> </ul>	<ul style="list-style-type: none"> <li>• Good working relationships (x2)</li> </ul>	

<ul style="list-style-type: none"> <li>Partnership working (x3)</li> <li>High level support provided in temporary accommodation (x3)</li> <li>Effective part of council's preventive work (x2)</li> <li>Housing Team have close relationship with partners</li> <li>Have a 22 bed hostel owned by the local authority in Tredegar</li> <li>Haven't used B &amp; B's for an extended period of time – at least 18 months</li> <li>Emergency line</li> </ul>	<ul style="list-style-type: none"> <li>Excellent communication and fast response time to placements</li> <li>Good Temporary accommodation/support housing provision (x3)</li> <li>Churches – rough sleeper project</li> </ul>	<p>accommodation offered through private sector leases (PSL)</p> <ul style="list-style-type: none"> <li>Emergency line</li> </ul>	<ul style="list-style-type: none"> <li>Good standards in PSL accommodation with NCC (x2)</li> <li>The support provided in temporary accommodation provided by the council</li> <li>Good relations with NCC Teams (x2)</li> <li>Wide variety of accommodation and types available</li> <li>Willingness to give people chances in temporary accommodation, provided by NCC</li> <li>Support usually in place, provided people engage</li> <li>Out of hours service responsive</li> <li>Move on panel</li> </ul>	<ul style="list-style-type: none"> <li>Homelessness officers - always helpful with advice, what they can/can't do</li> <li>Gets people off the streets</li> <li>Emergency line</li> <li>Have a list of emergency places for homeless people can use</li> </ul>	
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### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>Damage to temporary accommodation</li> <li>Empty properties (x2)</li> <li>Suitable properties (x2)</li> <li>Support for complex needs</li> <li>Forewarning on prison release day (x2)</li> <li>Use of bed and breakfasts (B &amp; B) out of Area</li> <li>No direct access accommodation</li> <li>No night shelter (x2)</li> <li>Voided due to lack of referrals</li> <li>High support needs in Temp accommodation - relationships with support providers</li> <li>Tenants moving into temporary housing with no furniture</li> <li>Access to Discretionary Assistance Fund not quick enough (x2)</li> </ul>	<ul style="list-style-type: none"> <li>People are moved too many times between temporary housing (x2) i.e. too many moves-hard to keep support going</li> <li>Limited quality/unsuitable B&amp;B accommodation (x2), especially for younger people.</li> <li>Large younger persons accommodation dilute support</li> <li>Young people placed out of county</li> <li>Lack of family friendly temporary /emergency accommodation</li> <li>Need more short term/short notice accommodation</li> <li>Need more specific purpose accommodation addressing vulnerability (x2) i.e. lack of high level support/ accommodation</li> </ul>	<ul style="list-style-type: none"> <li>Not enough suitable accommodation (x3)</li> <li>No homeless related provision via B&amp;B/hostels - homeless need to move out of county i.e. Abertillery/Newport (x6)</li> <li>Direct access hostels</li> <li>Lack of private sector leases (PSLs)</li> <li>Discharging into PSL's becoming harder - high rents are reducing the number of available PLS's</li> <li>Families moving out of area and harder to get their children to school and also moving away from their support network. Issues are more pronounced in a rural area</li> <li>Lack of appropriate accommodation support for young people being trafficked by organised criminal groups -</li> </ul>	<ul style="list-style-type: none"> <li>Supported housing tenants not always tenancy ready and not saved for rent in advance (x3). Forced to move on at times</li> <li>Sometimes moves to other temporary accommodation provided can be too quick and not always supported enough due to complex needs and vulnerabilities (x2)</li> <li>Support providers not readying people for moves and raising expectations of clients (x3)</li> <li>Lack of supported housing (x2) e.g. larger on site supported accommodation</li> <li>Lack of support in temporary accommodation and vulnerable sometimes placed in inappropriate accommodation due to lack of availability</li> <li>All year round night shelter required (x4)</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation offered out of area for vulnerable people, some of the accommodation offered needs to be improved. Need more in the borough (x5)</li> <li>Not enough emergency provision across the country meaning that people lose their local support networks/children have to move schools (x7)</li> <li>Being placed out of borough due to no B and B's in area (x2)</li> <li>Lack of B and B's (x2)</li> <li>What the parameters are for priority need cases i.e. not always consistent</li> <li>Lack of good quality accommodation (x4)</li> <li>Limited B&amp;B/options for prison leavers/offenders. Landlords won't take them so its placed</li> </ul>	<ul style="list-style-type: none"> <li>Uncertainty about ongoing funding</li> <li>Lack of availability and time limited</li> <li>Pets not allowed</li> <li>Temporary accommodation costs unaffordable for those trying to see work/working</li> <li>Long move on times</li> <li>Fluid and flexible use of social housing</li> <li>Enough specialist schemes e.g. dual diagnosis substance misuse and mental health</li> <li>Need emergency spaces for young homeless</li> <li>Smaller scale emergency housing required (e.g. 10 bedrooms) i.e. quick and effective, before moving to permanent housing (with support if required)</li> </ul>



<ul style="list-style-type: none"> <li>• Not allocated due to rent being unaffordable</li> </ul>	<ul style="list-style-type: none"> <li>• People spending too long in temporary accommodation (x3). Move on into suitable accommodation – not working too well i.e. keep people in supported accommodation who don't need the support. Keep voids empty for people who need the support and lose income or rent to fill?</li> <li>• Isn't stopping rough sleeping</li> <li>• Re-housing someone a distance from their support networks</li> <li>• Rehousing someone and move on support</li> <li>• Temporary accommodation for those not in priority need (x2)</li> <li>• B + B use and young and vulnerable people</li> </ul>	<p>who are then at high risk of flight</p> <ul style="list-style-type: none"> <li>• Address gap in move-on plus long term support provision for victim of modern slavery</li> <li>• Families being put into unsuitable B&amp;B's</li> <li>• Suitable accommodation to use as emergency/crisis accommodation (x2)</li> <li>• Cost of PSL accommodation forces people to stay on benefits due to high rents (x2). Due to concerns that they will not be able to pay the rent once their housing benefit stops. How will this work with UC sanctions?</li> <li>• Declining social landlord temporary accommodation (ending of the Private Lease Contract with Melin Homes – Melin's leases have declined approximately by ½ the last year)</li> <li>• Lack of furniture storage options</li> <li>• No hostel in the south of Monmouthshire</li> <li>• Transport for applicants – an issue</li> <li>• Ability to fund emergency accommodation i.e. keeping vacant.</li> </ul>	<ul style="list-style-type: none"> <li>• Night stop scheme needed</li> <li>• Lack of specific purpose accommodation (x3)</li> <li>• No basic furniture in temporary accommodation</li> <li>• Risk assessments are not clear enough on out of county placements</li> <li>• Standard of accommodation poor</li> <li>• Undersupply of accommodation/available places (x11). Often long waits for accommodation and move on as a result</li> <li>• B &amp; B's still used</li> <li>• Lack of suitable accommodation to use in an emergency</li> <li>• Not enough refuge space for no recourse to public funds (NRPF) cases</li> <li>• Not enough step down accommodation available for transition to independent living</li> <li>• More accommodation for those with mobility needs i.e. who need adapted properties</li> <li>• Housing arrears prevent move on from temporary accommodation</li> <li>• Use of B &amp; Bs</li> </ul>	<p>out of county (x3) not good for public protection</p> <ul style="list-style-type: none"> <li>• Accommodation/B and B's not suitable for most offenders</li> <li>• Inconsistency with assessments/decisions - individual interpretation</li> <li>• Reasonable steps – open to interpretation (x2)</li> <li>• High rent at B&amp;B for someone employed</li> <li>• Not able to take pets</li> <li>• Night shelter/hostels (x2). No support for rough sleepers. Direct access Hostel</li> <li>• More recognition of mental health vulnerability - re anxiety/depression/suicidal thoughts e.g. don't cope well and may be on medication</li> <li>• Need more temporary accommodation suitable for drug and alcohol misusers, including intense wrap around service</li> <li>• Recognition of partnership working</li> <li>• Need a homeless hostel</li> <li>• Disabled friendly homes (x2)</li> <li>• Limited opportunities for using B &amp; B's in the region. Sometimes we have too many people and not enough units and have to use B and Bs</li> <li>• Council paying void costs</li> <li>• PSL scheme can result in council having to pay out more to landlords than being received in rent</li> <li>• Moving people into permanent housing is weak</li> <li>• Transport costs for people being sent out of area</li> </ul>	<ul style="list-style-type: none"> <li>• Tenancy awareness and education</li> <li>• Quicker move-on process (relies on other accommodation being available)</li> <li>• The loss of temporary accommodation management fee to cover temporary housing</li> <li>• Standards and monitoring of temporary housing</li> </ul>
<b>How can we Improve?</b>					
<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>	<b>Regional</b>

<ul style="list-style-type: none"> <li>• Speed up access to discretionary assistance fund (DAF) - takes too long</li> <li>• Advocate discretionary housing payment (DHP) support for workers re affordability</li> <li>• Improve pre-planning before move takes place</li> <li>• Introduce a night shelter/direct access hostel</li> <li>• Councils working together more to prevent voids</li> <li>• Increase staff numbers</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the transition to re-housing</li> <li>• Increased funding</li> <li>• Link to all wales antislavery homeless working group</li> <li>• Give more priority to homeless people not in emergency accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Staff support available in hostels</li> <li>• Make temporary accommodation more affordable for working families</li> <li>• Build relationships with local B&amp;B's or make hostel's available. Monitor the cleanliness of hostels more</li> <li>• Find more local B&amp;B's - 'not out of County'.</li> <li>• More hostels in more areas of Monmouthshire</li> <li>• Family hostels</li> <li>• Appropriate single units for very vulnerable applicants so they don't have to share</li> <li>• Develop IT systems to record potential victims of slavery and share information with Gwent police modern slavery team</li> <li>• Use empty properties in the town centres more as homes</li> <li>• Specialised hostel so people "don't fall through the cracks"</li> <li>• Supporting People review to adopt a supported lodging model – similar to Llamau</li> </ul>	<ul style="list-style-type: none"> <li>• More supported housing schemes (x3)</li> <li>• Night shelter for NRPF cases</li> <li>• Develop a Night stop scheme (x2)</li> <li>• Offer accommodation for a few nights for offenders on release</li> <li>• Improve standards in B&amp;B accommodation</li> <li>• Address local authorities that place in Newport and do not provide support or assistance (x2)</li> <li>• Prior to move on and ensure they are ready to move from supported housing (x3)</li> <li>• Better use of funding to develop alternative accommodation provision (x3)</li> <li>• More support for the vulnerable</li> <li>• Night shelters needed / churches for the homeless - stay open longer than 4 months</li> <li>• Put someone in the right type of housing</li> <li>• Use derelict buildings to open up more temporary housing</li> <li>• Llamau – project: 16+ if not suitable for supported housing – and looking to avoid B &amp; Bs. Host offers room, breakfast and evening meal. Young person contributes £20.00 per week. Further £120.00 per week paid to the host</li> </ul>	<ul style="list-style-type: none"> <li>• Dual/streamline training for Housing Solutions Team and support services i.e. promote shared understanding</li> <li>• Clarity and process provided for agencies re eligibility for temporary housing</li> <li>• Improve links between landlords/offenders and understanding of restrictions</li> <li>• Homeless shelters in Torfaen (x3)</li> <li>• Stricter guidelines moving people on from temporary accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Councils develop a joint working approach</li> <li>• Better planning - not wait until day someone actually becomes homeless.</li> <li>• More consistency - re decisions allocating temporary accommodation</li> <li>• Provide transport to temporary B&amp;B's</li> <li>• Funding for removal van/storage of household items</li> <li>• Improve links between B&amp;B's and local authority for some of the offenders placed</li> <li>• Local authorities develop accommodation – bring back control to the public sector</li> <li>• Armed forces - signpost - there are specific armed forces charities who could help</li> <li>• Don't house families with children in same building as someone with substance misuse issues</li> <li>• Move on/temporary accommodation – work to help develop and skill up for employment</li> <li>• Guidance to monitor conditions and safety standards in hotels</li> <li>• Share resources to discharge homelessness/ households into temporary accommodation</li> <li>• Better co-ordination around temporary accommodation provisions</li> </ul>
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## 6.5.4 Supported Housing/Accommodation for Vulnerable People

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Welcoming and supportive provision</li> <li>• Ty Idris well-staffed</li> <li>• Cross supported scheme transfers to help meet individual needs</li> <li>• Intensive support with the intention of fostering independent living</li> </ul>	<ul style="list-style-type: none"> <li>• New builds specifically for people with learning disabilities</li> <li>• Night Shelter</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness of council to offer opportunities</li> <li>• Access to schemes – via Gateway (x2)</li> <li>• Specific client group projects and tailored support (x2)</li> <li>• Lighthouse Project</li> <li>• Move on Panel and problem solving across agencies</li> </ul>		

### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Not enough supported accommodation (x2). Nor for specific needs</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of support within some supported accommodation</li> <li>• Lack of complex needs accommodation (x2) e.g. 'wet houses'</li> <li>• Complex needs individuals excluded</li> <li>• Lack of supported accommodation in borough</li> <li>• Still placing people in B&amp;B's</li> <li>• Engagement with communities regarding accommodation</li> <li>• Data on victims of modern day slavery i.e. lack of awareness of slavery and vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships with social services</li> <li>• Not enough accommodation for those aged 24 years plus in Monmouthshire</li> <li>• Specific accommodation needed for vulnerable adults</li> <li>• Lack of supported accommodation (x6)</li> <li>• Lack of specialist accommodation/spaces (x2)</li> <li>• Need more 'higher intensity' support and accommodation</li> <li>• Drug/alcohol rehab accommodation (x2) and support/progression pathways</li> <li>• Refuge for NRPF cases</li> <li>• Overall lack of schemes and projects e.g. 'wet Houses' (x2)</li> <li>• No provision for victims of slavery Assistance with moving between properties</li> <li>• Support ends too soon</li> <li>• Supported placements for the most challenging or those who pose a significant risk and need considerable support</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of supported housing (x3)</li> <li>• Accommodation provided can be unsuitable for needs (x2)</li> <li>• Delay in finding move on accommodation</li> <li>• Under funded, limited options – can result in competition between providers. Lack of voids</li> <li>• Over reliance on private rented sector options</li> <li>• Failure to support those who are difficult to engage with. Inconsistent support - could be more intensive</li> <li>• Supporting access to benefits</li> <li>• Lack of education and awareness of individuals being moved on i.e. what support and help is being provided within supported housing</li> <li>• Pressures of high risk vulnerable cases on services/resources, where specialist accommodation is required</li> <li>• Supported housing – some scheme requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Not enough supported housing placements to meet demand (x6)</li> <li>• 3rd Sector funding to provide accommodation</li> <li>• Move on - away from support system, drug &amp; alcohol issues require 'wrap around' services</li> <li>• Not enough spaces for young people</li> <li>• No supported housing for young people, only hostels - very different (x2)</li> <li>• Lack of schemes (aware of mind) but only low nos. can access</li> <li>• Provision doesn't match the high level of mental health</li> </ul>	<ul style="list-style-type: none"> <li>• Use of B&amp;B's - stigma attached to vulnerable people</li> <li>• Not enough provision</li> <li>• Uncertainty about ongoing funding</li> <li>• Young people tend to disengage from support once tenancy has commenced, leading to far higher risk of tenancy failure</li> <li>• No wet house</li> <li>• Supported housing for veterans</li> <li>• Private rent sector - gap where there aren't enough landlords accepting those on benefits and "paper bonds". Creates bed blockages for those who need to access refuges</li> <li>• Only know of one option for women with multiple needs, where domestic abuse isn't current</li> <li>• Little provision for co-occurring needs (e.g. substance misuse, mental</li> </ul>

		<ul style="list-style-type: none"> <li>Lack of supported housing and choice of supported housing e.g. only the Solas model</li> </ul>			<p>health and learning difficulty)</p> <ul style="list-style-type: none"> <li>What is available varies across the 5 LA's - No consistency</li> <li>More consistent move on approach required</li> <li>Uncertainty about future - supported accommodation review and supported housing</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>Accommodation for people who need support because of complex issues</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships to build/refurbish supported housing</li> <li>Provide more move-on options</li> <li>Improve accessibility</li> <li>Increase qualified support staff and funding (x2)</li> <li>Provide intensive support when placing housing someone</li> <li>Share more detailed informative information (x2)</li> <li>Train staff on people trafficking</li> <li>Provide specialist dual diagnosis accommodation – 'wet house'</li> </ul>	<ul style="list-style-type: none"> <li>Better future planning for someone with a learning disability earlier on, to prevent crisis' if parent(s) pass away</li> <li>Lack of understanding of the statutory 'duty to report' potential victims of trafficking.</li> <li>Lower age of supported (sheltered type) housing as people under 50 are vulnerable also</li> <li>More supported accommodation needed for 24 years</li> <li>Improve access to specialist accommodation e.g. drug/alcohol/mental health</li> <li>Develop new housing options e.g. Nightstop supported Housing</li> <li>MCC are looking at having a new hostel in Chepstow - with disabled facilities downstairs</li> <li>Develop specialised hostel so people "don't fall through the cracks" e.g. could be issues with Mind supporting where there's drug issues as well as mental health</li> </ul>	<ul style="list-style-type: none"> <li>Develop flats with permanent support (x2)</li> <li>More move on options for clients from supported housing</li> <li>Increase flexible housing options (x2)</li> <li>Clear guidance on victim (e.g. safeguarding) identification and support between organisations</li> <li>Another direct access hostel (x2)</li> <li>Introduce more schemes (x3)</li> <li>More spaces in accommodation for NRPF cases</li> <li>Become better equipped to manage growing expectations (x3). Better understanding of needs and requirements to meet demands</li> <li>Accommodation opportunities for couples rough sleeping (x2)</li> </ul>	<ul style="list-style-type: none"> <li>Work more closely with social services</li> <li>Council to provide more information on what is available, i.e. workshops for organisations at local level to look at access criteria/barriers etc.</li> <li>Higher needs/long term, staffed mental health supported accommodation (x2)</li> <li>Improve and extend the link between support schemes and housing schemes</li> <li>Alternative to Hostel/B&amp;B for young people such as supported lodgings</li> </ul>	<ul style="list-style-type: none"> <li>Increasingly develop support around demand</li> <li>Increase small scale supported housing schemes</li> <li>Improve monitoring of vulnerable groups</li> <li>Reduce antisocial behaviour towards staff</li> </ul>

## 6.5.5 Domestic Abuse

What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Police contacts</li> <li>• Leased scheme – domestic abuse refuge – 22 beds</li> </ul>	<ul style="list-style-type: none"> <li>• Early intervention supporting family safety</li> <li>• Joined up multi-agency approach</li> <li>• Easy access to refuge within borough</li> <li>• There are a number of refuges in Caerphilly</li> <li>• Good transport links to provision</li> </ul>	<ul style="list-style-type: none"> <li>• Care line</li> <li>• Staff awareness of different aspects of domestic abuse</li> <li>• From October 2017 Cyfannol instigated closer working relationship with Housing Solutions Team</li> </ul>	<ul style="list-style-type: none"> <li>• Gwent approach – positive</li> <li>• Emergency calls and local accommodation provision</li> <li>• Liaison between BAWSO, Women's Aid and Independent Domestic Violence Advisor (IDVA's)</li> <li>• Multi agency approaches</li> <li>• Multi agency risk assessment conference (MARAC) involvement</li> <li>• Partnership working</li> <li>• Llamau domestic abuse support and services</li> <li>• Joint working around high risk cases</li> </ul>	<ul style="list-style-type: none"> <li>• Access to refuge within the borough</li> <li>• Good referral process to Women's Aid</li> <li>• Staff access to training</li> </ul>	<ul style="list-style-type: none"> <li>• MARAC process is good as long as people engage</li> <li>• Fleeing violence deemed priority need</li> <li>• Use of target hardening as an option and support</li> <li>• Training consortium</li> <li>• Violence Against Women, Domestic Abuse &amp; Sexual Violence strategy</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Service not accepting high risk</li> <li>• Hafan Cymru under-resourced</li> <li>• Limited spaces</li> <li>• Support for males and perpetrators</li> </ul>	<ul style="list-style-type: none"> <li>• Clients have unrealistic expectations</li> <li>• Reimbursements for transport costs to access out of borough refuges</li> <li>• Limited provision for complex needs victims</li> <li>• Lack of provision in borough (x2)</li> <li>• Lack of multi-agency working</li> </ul>	<ul style="list-style-type: none"> <li>• Accommodation not really suitable for families with young children i.e. 'not homely'</li> <li>• Limited spaces available for refuge in Monmouthshire.</li> <li>• Varied practices across 5 Gwent councils</li> <li>• Need more domestic violence services in more areas of Monmouthshire as tenants in rural areas can't access services</li> <li>• More awareness of what's available in Monmouthshire</li> <li>• More accommodation for young families</li> <li>• Arrears can be problematic when fleeing DA and applicants can be excluded from social housing waiting list</li> <li>• Lack of refuge in the South</li> </ul>	<ul style="list-style-type: none"> <li>• Requests to move to nearby area where still at risk</li> <li>• Perpetrator can find property close to victim</li> <li>• Too many repeat transfers for the same person</li> <li>• Lack of action against perpetrator</li> <li>• Council don't provide funding for NRPF cases</li> <li>• Funding limitations</li> <li>• Too much emphasis placed on housing to find solution to a criminal justice problem/issue</li> <li>• Managing support when people move areas</li> <li>• Lack of awareness around domestic abuse in same sex relationships</li> <li>• Need more refuge spaces (x2)</li> <li>• Police resources are too restricted and emphasis is placed on housing providers and services</li> </ul>	<ul style="list-style-type: none"> <li>• Little availability at refuge for emergency case</li> <li>• Not enough one to one support as some people have specific needs and struggle to access centres</li> <li>• Can only cater for low numbers of residents/limited spaced (x2)</li> <li>• Lack of accommodation post refuge</li> <li>• Not accessible if you have a disability</li> <li>• Support worker (who interacts with clients more than other professionals) are not invited to MARAC</li> <li>• Social Care package</li> <li>• Funding for services</li> <li>• Accommodation for those with complex needs</li> <li>• Accommodation for those with older children</li> </ul>	<ul style="list-style-type: none"> <li>• The domestic abuse conference call was not (DACC) phone process was/is not ideal as not everyone is able to pick up phone at the same time. Therefore service users losing out on appropriate support.</li> <li>• DACC duplication between providers and hubs</li> <li>• Complex needs refuge - difficult to access</li> <li>• Concern that lack of supporting people resources will mean that specialist services will start to disappear in preference for more generic support services.</li> <li>• Need a one size fits all Gwent model</li> <li>• Support for complex needs NRPF/modern slavery victims (x2)</li> <li>• More provision for women with complex needs – refuge</li> </ul>

			<ul style="list-style-type: none"> <li>• More accommodation required with support (x3)</li> <li>• Lack of consistency in approaches</li> </ul>		<p>who can accommodate and support multiple needs such as drug, alcohol &amp; mental health</p> <ul style="list-style-type: none"> <li>• Lack of domestic abuse emergency housing</li> <li>• Refuge - communal space does not work for every family, need alternative options – e.g. self-contained units</li> <li>• High rents for those who are fleeing domestic abuse who work and enter a refuge - this can be a massive burden/barrier</li> <li>• Placed out of area - displacing children - affecting school and friendships</li> <li>• Lack of safe accommodation for substance misusers fleeing domestic abuse</li> <li>• Options for those coming out of custody and experiencing domestic abuse</li> <li>• More provision for women with complex needs</li> <li>• Limited refuge availability in each borough</li> <li>• Lack of support for lesbian gay bisexual and transsexual (LGBT) victims of domestic abuse - with specific needs around accommodation</li> </ul>
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**How can we improve?**

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Improve education and training for clients and staff (x2)</li> <li>• Improve communication between agencies</li> </ul>		<ul style="list-style-type: none"> <li>• Develop specific units for women with additional/complex needs</li> <li>• Greater understanding across all agencies around risk management (x3)</li> <li>• Use hard to let properties as temporary accommodation for domestic abuse cases</li> <li>• Be clearer of the potential consequences, if someone</li> </ul>	<ul style="list-style-type: none"> <li>• Increase target hardening</li> <li>• Freedom programme only runs now and then - need more frequent workshops</li> <li>• Courses available for perpetrators of abuse to understand their own behaviour and try to change it rather than onus being on the other party to 'do the hard work'</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the law</li> <li>• More multi-specialist refuges/high and complex needs (x2)</li> <li>• More clamping down on "rogue" landlords in the private rented sector when vulnerable service user leave provision</li> </ul>

			<p>experiencing domestic abuse wishes to remain local</p> <ul style="list-style-type: none"> <li>• Increase availability of accommodation for domestic abuse victims and seamless transfer across areas</li> <li>• Secure more accommodation (x4)</li> </ul>		<ul style="list-style-type: none"> <li>• Individual refuge units for families - very difficult sharing with other families</li> <li>• Refuges that cater for black and multi-ethnic (BME) communities</li> <li>• Have a system that works for DACC conference calls</li> <li>• Refuges to take people from out of area</li> <li>• Increase accommodation/move on lack of stock (x2)</li> <li>• Further education on what healthy relationships are - at an earlier age - at schools to include emerging trends such as shaming/sexting</li> <li>• Communication between all agencies, not just in MARAC</li> <li>• Need to protect the Supporting People funding from being merged as a budget line to protect refuge/move on support services (x2)</li> <li>• Develop a regional hub to counter domestic abuse</li> <li>• Gwent wide domestic violence opportunities for temporary accommodation (MARAC)</li> </ul>
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6.5.6 Mental Health					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Partnership with community mental health team (CMHT) and outreach</li> <li>• Delivery of mental health support schemes in Caerphilly and Bargoed</li> <li>• Large no. of support services available</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent work completed by Gwent Drug and Alcohol Service and Gwent Specialists Substance Misuse Service</li> </ul>	<ul style="list-style-type: none"> <li>• Local authority assistance - positive (x2)</li> <li>• Information sharing with secondary mental health services</li> <li>• Dedicated mental health practitioner in police control room</li> </ul>	<ul style="list-style-type: none"> <li>• Funding available for services</li> <li>• Bespoke help with professional support to aid recovery</li> <li>• Dedicated mental health worker for people who are Homeless</li> </ul>	<ul style="list-style-type: none"> <li>• When services are communicating well, the support is very good</li> <li>• Partnerships and communication between mental health teams and agencies</li> <li>• Veterans - NHS Wales</li> </ul>

	<ul style="list-style-type: none"> <li>• PIE (psychologically informed environments) in scheme</li> </ul>		<ul style="list-style-type: none"> <li>• Range of support service available</li> <li>• Offer of dedicated mental health nurse on a monthly basis via Wallich welfare vehicle</li> <li>• Overall increase in desire for greater agency awareness e.g. PIE training</li> <li>• Partnership working with Community Mental Health Team</li> <li>• Gofal Hospital to Home Scheme (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• Improved communication between service providers re mental health, to try and prevent Homelessness</li> <li>• Partnership working</li> </ul>	
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### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Support closing due to non-engagement</li> <li>• Delay on accessing services</li> <li>• Needs assessment forms</li> <li>• Lack of support agencies</li> <li>• No supported housing for mental health</li> <li>• Not enough community services for mental health</li> <li>• Lack of ownership of mental health</li> <li>• Dual agencies supporting 1 person</li> </ul>	<ul style="list-style-type: none"> <li>• Service acceptance to work with young people with co-existing issues</li> <li>• Lack of low level support services</li> <li>• Lack of health services taking responsibility (x2)</li> <li>• Waiting times for support too long (x5).</li> <li>• Slow referral process</li> <li>• Lack of at home support</li> <li>• Not enough Child and Adult Mental Health Services (CAMHS) support</li> <li>• Psychologically informed homeless needs assessments</li> <li>• Mental health needs masked by ASB, so not picked up</li> <li>• Lack of service consistency</li> <li>• Lack of support for complex needs/dual diagnosis clients</li> <li>• Lack of social services support</li> <li>• Ownership of cases between agencies</li> <li>• GPs reluctance to refer to services</li> <li>• Agencies not communicating/understanding each other</li> </ul>	<ul style="list-style-type: none"> <li>• Difficult for service users to access CMHT</li> <li>• Social workers can be quick to close cases and slow to reopen</li> <li>• Lack of ownership when there's dual diagnosis i.e. mental health/learning disabilities</li> <li>• Lack of compassion and turnover of staff with CMHT means clients/patients are forced to repeat their story many times to new persons</li> <li>• Drug induced psychosis still needs to be treated somewhere</li> <li>• Lack of suitable accommodation: 1 bed flats means it's difficult to move people from supported living in a timely manner.</li> <li>• Waiting times for assessments.</li> <li>• Early intervention with young people needed. Use more money 'upstream'.</li> </ul>	<ul style="list-style-type: none"> <li>• Delayed diagnosis - not recognised until too late (x2)</li> <li>• Lack of support until crisis situation</li> <li>• Poor engagement from health services</li> <li>• Poor discharge planning - leaving housing to pick up issues with limited involvement/support</li> <li>• Lack of supported housing for those leaving hospital (x2)</li> <li>• Lack of ongoing support (x2)</li> <li>• Long term support needs - limited provision (x2)</li> <li>• Poor support and service from NHS (x3)</li> <li>• Lack of understanding around housing pressures from mental health professionals (x2)</li> <li>• Common battle between health and social care around responsibilities</li> <li>• Poor access to mental health services</li> <li>• Lack of resources (x2)</li> <li>• Lack of services</li> <li>• Lack of collective ownership</li> </ul>	<ul style="list-style-type: none"> <li>• Could be in debt but don't connect to mental health easily</li> <li>• Lack of supported accommodation</li> <li>• Resources/supported housing complex needs/crisis accommodation (x3)</li> <li>• Lack of knowledge and understanding of mental health needs</li> <li>• Having to wait for GP referral</li> <li>• Waiting time for counsellor/support</li> <li>• Poor support for mental health from social landlords (x2)</li> <li>• Support for dual diagnosis</li> <li>• Sectors taking on joint responsibility for individuals</li> <li>• Lack of resources to support drug and alcohol addiction and rehab</li> <li>• Requirements when self-referring are unrealistic could result in suicide before someone listens</li> </ul>	<ul style="list-style-type: none"> <li>• Interpretation of 'eligibility/vulnerability criteria' could be a block to access social/supported housing</li> <li>• People slipping through the net because they don't "fit" exactly into a certain criteria, not being picked up</li> <li>• Communication between services</li> <li>• Recognition that mental health issues often emerge after refugees are granted status</li> <li>• Armed Forces - veterans NHS Wales signpost please</li> <li>• Waiting lists for support (x3)</li> <li>• Inconsistent practice and referral arrangements across local authorities</li> <li>• Waiting times support</li> <li>• Responses to referrers and communication with landlords can be poor in some cases</li> <li>• Limited availability creating/influencing lack of engagement</li> <li>• We forget the needs of our clients"</li> </ul>



	<ul style="list-style-type: none"> <li>• Confusion for families due to several agencies involvement</li> <li>• Tenancy sustainability support lacking – mental health support teams don't understand issues of giving tenancy support</li> <li>• Threshold can be too high to access services</li> </ul>	<ul style="list-style-type: none"> <li>• Need 'higher intensity' complex needs accommodation &amp; support.</li> <li>• Lack of funding</li> <li>• Lack of specialist accommodation for mental health sufferers</li> <li>• There's increasing demand for mental health service. There can be complex needs behind the mental health issues e.g. substance misuse</li> </ul>	<ul style="list-style-type: none"> <li>• No services for those who are hoarding</li> <li>• Lack of funding - should consider spend to save initiatives (x2)</li> <li>• Not a great deal of flexibility for those with no forwarding address (NFA) with chaotic lifestyle</li> <li>• Lack of CMHT team awareness and services</li> <li>• Lack of data sharing - health services in particular</li> <li>• Appropriate schemes and availability</li> </ul>	<ul style="list-style-type: none"> <li>• Statutory services not communicating well with voluntary sector</li> <li>• Slow at picking up clients in crisis, poor crisis support (x2)</li> <li>• Not enough support when going into crisis</li> <li>• People may not conform to housing rules, despite all the joint working</li> <li>• Lack of training among statutory and 3rd sectors on modern day slavery and risks of exploitation to vulnerable, including those homeless, with mental health and substance misuse issues</li> <li>• Not enough one to one bespoke support to help with coping skills, working in mental health, many people don't want to attend group sessions, and attend a centre due to stigma</li> </ul>	<ul style="list-style-type: none"> <li>• Consider expanding partnership approach with health board for building (or leasing) properties to help them house people with mental health issues in the community with support</li> <li>• Awareness around referral processes and availability (x2)</li> <li>• "Improved communication between Housing/GP/CMHT's</li> <li>• GP's - seen separate to any multi-agency working, but shouldn't be</li> <li>• Mental health nurse based in housing support team</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Earlier intervention from providers</li> <li>• Mental health service to provide more adequate and robust support (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Improve engagement with communities</li> <li>• More supported accommodation places</li> <li>• Social housing being able to access mental health information</li> <li>• More 24hr supported housing</li> <li>• Dual diagnosis provision</li> <li>• Improve complex needs partnership working</li> <li>• Free training on modern day slavery awareness</li> <li>• More mental health support</li> <li>• Further develop the multi-disciplinary team within the homeless unit e.g. mental health worker</li> </ul>	<ul style="list-style-type: none"> <li>• Need accommodation between hospital (where someone is sectioned) and supported living.</li> <li>• Mental health and substance misuse teams to work together.</li> <li>• More funding awareness and services</li> <li>• Social workers to be more understanding of client's needs and improve communication with other services</li> </ul>	<ul style="list-style-type: none"> <li>• Data sharing with health and social services</li> <li>• Continued monitoring of clients</li> <li>• Step down accommodation needed from hospital to aid transition into community</li> <li>• Health to engage better and develop greater understanding of pressures</li> <li>• Dual diagnosis services and schemes required</li> <li>• Greater flexibility of service to adapt to needs</li> <li>• Statutory mental health services should be easy to access for those in temporary accommodation</li> <li>• More care should be taken when rehousing people so as not to socially exclude</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist housing so individuals can work with 3rd sector, health and social Services and each sector takes a joint responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Be prepared to assess mental health whilst someone is under the influence, instead of turning people away</li> <li>• Dual diagnosis</li> <li>• Refer veterans to veterans NHS Wales</li> <li>• Work with partners to identify/recognise issues of refugees.</li> <li>• Support complex needs of refugees longer-term</li> <li>• Cases of mental health should be looked at individually especially in terms of appropriate housing</li> <li>• Much quicker access to mental health services when required - particularly statutory services</li> </ul>

			<ul style="list-style-type: none"> <li>• More supported housing and specialist accommodation</li> <li>• More of a flexible approach to appointments</li> <li>• Specialist support services needed to maintain independent living</li> <li>• Floating support needs should be identified earlier and lists are too long</li> <li>• Take services out to communities</li> <li>• Should be a framework developed to better co-ordinate services</li> </ul>		<ul style="list-style-type: none"> <li>• Quick link into mental health services for those in receipt of housing related support</li> <li>• One of the biggest problems is agencies closing cases if there's no engagement – try to improve that</li> <li>• Assessments at point of need</li> <li>• Welsh Government develop a updated strategy</li> <li>• Mental health – can be issues around vulnerability at the point of discharge</li> <li>• Mental health – partners need to share information effectively E.g. Wrexham Council go to regular meetings with staff from mental health services.</li> <li>• Sign-posting people to other services that can help is crucial – helping people navigate through services)</li> <li>• Share costs for specialist officer (mental health assessors/mediators).</li> <li>• For people with serious mental illness, with or without co-occurring substance abuse, provide long-term supported housing</li> </ul>
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6.5.7 Drug and Alcohol Misuse					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Transfers between appropriate accommodation</li> <li>• Staff are trained and supportive (x2)</li> <li>• Quick referrals/easy access (x2)</li> <li>• Good communication between police/probation and GDAS</li> </ul>	<ul style="list-style-type: none"> <li>• Good links with other agencies</li> <li>• Good links with GDAS/great support (x2)</li> <li>• Good links with GDAS being continually developed</li> <li>• Received positive feedback regarding the housing</li> </ul>	<ul style="list-style-type: none"> <li>• Positive links across agencies</li> <li>• Good links with GDAS and (Gwent Specialist Substance Misuse Service)</li> <li>• Good support services</li> <li>• Good staff knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Good access to GDAS lighthouse service (x3)</li> <li>• Sign posting to services</li> <li>• Good working links with Integrated Offender Management/Police - multi agency approach</li> </ul>	<ul style="list-style-type: none"> <li>• Better links between statutory and non-statutory services has improved things</li> <li>• Gwent wide provision equals better communication (Single Point of Contact GDAS etc.)</li> </ul>

	<ul style="list-style-type: none"> <li>• Drug and alcohol service delivery in Caerphilly</li> <li>• Partnership working between housing association</li> <li>• Single referral process to GDAS</li> <li>• Reasonable waiting times</li> </ul>	support provided by GDAS at Chepstow Library			
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### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Not working effectively</li> <li>• Not sure who the support providers are for drugs and alcohol</li> <li>• Accessing agencies</li> <li>• Partnership working</li> <li>• Too many social service referrals</li> <li>• Difficult to house</li> <li>• No housing provider specialising in this area</li> <li>• No rehab</li> <li>• More community support</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of social housing for high support needs clients (x2)</li> <li>• Lack of bonds for private sector clients</li> <li>• Waiting times for GDAS doctors</li> <li>• Too many pharmacies refusing to dispense medication</li> <li>• GDAS doctors over stretched</li> <li>• Out of hours support</li> <li>• Home support provision</li> <li>• Lack of rehab beds</li> <li>• Low level support needs not catered for</li> <li>• Evidence base to inform development process</li> </ul>	<ul style="list-style-type: none"> <li>• There's an increasing problem with drugs and mental health and it's difficult to get CMHT involved as it's seen as a drugs problem</li> <li>• Lack of dual diagnosis support worker</li> <li>• Limited funding for bonds</li> <li>• Lack of awareness of Welsh Emerging Drugs and Identification of Novel Substances (WEDINOS) and legal highs</li> <li>• Mental health and drug services need better joint co-ordination re support</li> <li>• Lack of feedback from services</li> <li>• GDAS - a lack of knowledge from frontline staff in terms of understanding the housing/homelessness process</li> <li>• Gap in move on accommodation especially around people who have substance misuse issues or mental health issues</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of funding (x3)</li> <li>• Tenancy sustainment and engagement</li> <li>• Insufficient treatment facilities</li> <li>• Not enough support/rehab centres (x2)</li> <li>• More supported housing required (x4)</li> <li>• Rehab time limited and sometimes leads to quick relapse</li> <li>• Sustainment of tenancies</li> <li>• Lack of emergency night shelter throughout year</li> <li>• Emergency shelter provision for those with drug and alcohol issues - even if under the influence</li> <li>• Housing left to pick up health and social care issues</li> <li>• Lack of policing and joined-up work to address local issues</li> <li>• Drug services liaising with supported housing schemes</li> <li>• Knowing how to access services and provision (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Poor/limited rehab services (x4)</li> <li>• Supported placements</li> <li>• Wait too long on waiting list</li> <li>• Having the resources to respond to a person's needs in a short time frame</li> <li>• People out of area not having prescriptions in time</li> <li>• No rehab services - poor links between CMHS and support agencies</li> <li>• Limited funding for bonds</li> <li>• Take a long time to set up rehab in Torfaen</li> <li>• Resident campaign i.e. 'not in my back yard' (NIMBY). Not helpful</li> <li>• No local a support clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of provision (wet houses) and supported schemes</li> <li>• Local rehab/supported living schemes (small scale)</li> <li>• Rehab accommodation</li> <li>• Government should legalise drugs e.g. see the effect in Portugal</li> </ul>

### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• More support</li> <li>• Offer support package to social/private landlords to help with housing</li> </ul>	<ul style="list-style-type: none"> <li>• Improve engagement with health and continuing health care funding</li> <li>• More GPs</li> </ul>	<ul style="list-style-type: none"> <li>• Improved partnership working between housing teams and other professional agencies e.g. GDAS frontline staff would benefit from a visit from council staff as they</li> </ul>	<ul style="list-style-type: none"> <li>• More staff and funding (x2)</li> <li>• Increase project capacity (x2)</li> <li>• Wet House (x4)</li> <li>• Pathway for services and re-design services to meet needs</li> </ul>	<ul style="list-style-type: none"> <li>• Work towards tackling causes instead of symptoms such as drug and alcohol misuse</li> <li>• Improve partnerships with key players e.g. health</li> </ul>	<ul style="list-style-type: none"> <li>• Much quicker access to substance misuse services at the time people need it. (Provider opportunity to save money in the long run and</li> </ul>

<ul style="list-style-type: none"> <li>• Improve networking between support agencies</li> <li>• More help for those with drink and drug problems</li> </ul>	<ul style="list-style-type: none"> <li>• Direct access/alternative services (wet house)</li> <li>• Reduce threshold to access services</li> </ul>	could give more clarity regarding the process of housing a service user	<ul style="list-style-type: none"> <li>• Detox facilities</li> <li>• More flexible support models required to meet needs in different settings</li> <li>• More police presence on streets/estates</li> </ul>	<ul style="list-style-type: none"> <li>• Development of assessment tools to identify potential victim of modern day slavery (e.g. young person at risk of sexual exploitation) and how to refer them for support</li> <li>• Joined up approach to complex needs e.g. with probation services</li> <li>• Provide rehab services</li> <li>• We need more substance abuse and alcohol misuse services in Torfaen, to complement GDAS and Lighthouse.</li> </ul>	<p>help resolve people's problem)</p> <ul style="list-style-type: none"> <li>• Provide a safe place for addicts to take drugs i.e. self-injection/drug consumption rooms</li> <li>• Rapid access to substance misuse treatments</li> <li>• See Iceland model on encouraging younger people to cut drinking, smoking and drug use (i.e. Project self-discovery)</li> </ul>
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6.5.8 Rough Sleeping					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Night shelters (x2)</li> <li>• Assertive outreach model (x2)</li> <li>• Partnership working</li> <li>• Partnership with private rented sector landlords</li> <li>• Partnership with housing</li> <li>• Partnerships with supported accommodation and night shelters</li> <li>• Churches: Cornerstone run a project – make a lot of referrals, to access emergency beds</li> </ul>		<ul style="list-style-type: none"> <li>• Wallich Rough Sleeper Intervention Team (x5)</li> <li>• Night Shelter (x5)</li> <li>• Newport has a great night shelter and services are linked together</li> <li>• Outreach work</li> <li>• Gateway process and referrals</li> <li>• Rough Sleepers Intervention Team (RSIT)</li> <li>• Financial support available from council during cold weather and to help with move on</li> <li>• Eden Gate Project (x2)</li> <li>• Newport Gateway scheme has provided better access to services, accommodation and support (x2)</li> <li>• Night shelter</li> <li>• Rough sleeper team</li> <li>• Night shelter/Rough Sleeper Intervention Team.</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless hostel for Under 18's</li> <li>• If there's a crisis – e.g. street homeless and no priority need, TCBC has a relationship with Gwalia/Gofal - where we can send people in crisis straight to them for assistance (only TCBC can do this in Torfaen)</li> </ul>	<ul style="list-style-type: none"> <li>• Raising awareness on services available to help someone is good: Facebook, Twitter etc. in times of need</li> </ul>

## What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• No night shelter/no direct access to hostels (x2)</li> <li>• Too many people out in cold</li> <li>• More floor space/provision</li> <li>• Nothing in place</li> <li>• More training to recognise modern day slavery</li> <li>• Sign posting to support services</li> <li>• Housing benefit/LHA rates under for 35</li> <li>• No assertive outreach model</li> <li>• Access to local B and B's</li> <li>• Service users don't want to go to a Newport hostel</li> <li>• No church shelter</li> <li>• Not enough positions available</li> </ul>	<ul style="list-style-type: none"> <li>• Finding landlords to accept clients on housing benefit</li> <li>• No night shelters between March and October (x2)</li> <li>• Slow /little move on from night shelter</li> <li>• No sign posting/not aware of what is available rest of year</li> <li>• Housing under 35's</li> <li>• Daytime/drop in for RS's</li> <li>• No high risk provision for individuals</li> <li>• Diversionary/activity projects</li> <li>• Lack of accurate rough sleeping data</li> <li>• No outreach provision</li> </ul>	<ul style="list-style-type: none"> <li>• Housing single under 35's due to benefit rates</li> <li>• Night Shelters</li> <li>• Knowledge of whether or not the severe weather protocol is working - has it been tested? (x2)</li> <li>• Abergavenny Voice Facebook page - people want to support rough sleepers and are willing to volunteer but don't know how to start</li> <li>• General lack of acceptance of homelessness issues across Monmouthshire</li> <li>• Not knowing the size and the problem - NFA's, sofa surfers – i.e. the 'hidden homeless'.</li> <li>• Night Shelters, direct access shelters &amp; soup kitchens</li> <li>• How to help homeless people understand the risk of modern day slavery and where to seek help</li> <li>• Implementation of most of the recommendations in the 'Understanding &amp; Responding to Modern Slavery within the Homelessness Sector'</li> <li>• No assertive outreach model</li> <li>• Rough sleeper provision beyond shared housing is weak</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of understanding of rough sleeper needs and ignorance of rough sleeping (x2)</li> <li>• Newport Gateway scheme has provided better access to services, accommodation and support</li> <li>• Limited resources restricts positive work undertaken (x3)</li> <li>• Lack of suitable accommodation (x4)</li> <li>• Awareness of how to report instances of rough sleeping</li> <li>• Nowhere to direct them to</li> <li>• Lack of funding</li> <li>• Exclusion zones restricts access to services</li> <li>• Local authority staff removing possessions and disposing of them</li> <li>• Drop in service limited to mornings - should be longer</li> <li>• Nowhere for rough sleepers to store possessions (x3)</li> <li>• Year round night shelter provision (x4)</li> <li>• Floor space provision</li> <li>• Short term accommodation /shelter needed</li> <li>• More outreach - current resources are limited</li> <li>• Lack of easily accessible health care</li> <li>• Housing first project (x2)</li> <li>• Assessment centre</li> <li>• More focused information</li> <li>• No support services</li> <li>• Limited engagement from health (x4)</li> <li>• More support for street homeless</li> </ul>	<ul style="list-style-type: none"> <li>• No hostels in Torfaen (x2)</li> <li>• Need more access to tents &amp; sleeping bags</li> <li>• Lack of night shelters/emergency accommodation (x12)</li> <li>• Crisis accommodation or shelters winter (x3)</li> <li>• No type of Hostel/short stay accommodation in Torfaen</li> <li>• Limited access to Homeless kits (x2)</li> <li>• Lack of drop in to eat/wash/charge phone/internet access</li> <li>• Relying on tents</li> <li>• Impact of UC on 18-21</li> <li>• No rough sleeper support, no B&amp;B or hostel in Torfaen</li> <li>• Housing first principles</li> <li>• Lack of charities/support</li> <li>• Street pastors/agencies for outreach services</li> <li>• Not knowing the size of the hidden homeless, NFA, Sofa surfing etc.</li> <li>• Churches and their role, social groups/soups kitchen etc. outreach</li> <li>• Previously homelessness services could sign-post someone in need to emergency night shelters out of area e.g. operated by churches in the region – due to supporting people funding arrangements that can only be done where there's a local connection now. Can't sign-post someone to services in Cardiff for example</li> <li>• No hostel in Torfaen, based on rough sleeper count</li> <li>• Under 35's and non-priority persons – there's nowhere to</li> </ul>	<ul style="list-style-type: none"> <li>• Armed Forces - ask and signpost</li> <li>• Finding landlords to accept housing benefit clients</li> <li>• Flawed rough sleeper count "skews" the perception of a lower rough sleeper number</li> <li>• No year round night shelter (x4)</li> <li>• Lack of provision of hostels - use of B&amp;Bs not ideal lack of trained staff on site when in B&amp;B</li> <li>• No night shelter for people with NRPF (x2)</li> <li>• Partnership working and people with NRPF (x2)</li> <li>• Housing first (x2) i.e. quick access to permanent housing for people sleeping rough with appropriate support from all required agencies that doesn't give up on people</li> <li>• Understanding needs of housing rough sleepers</li> <li>• Cross boundary House in Multiple Occupation (HMO) provision</li> <li>• Extent escalation of drug misuse</li> <li>• Direct access provision for homeless people – i.e. a place of safety</li> <li>• Develop a regional approach to accessing night shelter(s)/beds in an emergency</li> <li>• Wider reception public - don't necessarily understand what's achievable e.g. when service provider are trying to help someone who won't easily engage off the streets</li> <li>• Lack of long-term, clear and sustainable funding as a</li> </ul>

				sign-post people to, outside of TBG Mind	potential barrier to preventing rough sleeping <ul style="list-style-type: none"> <li>• UC – digital first. Push for digital inclusion could be an issue e.g. homeless person might be unable to charge the battery on their phone. Someone with a Chaotic lifestyle might sell their phone – then isolate themselves further</li> </ul>
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• More outreach workers</li> <li>• Awareness of link with slavery/human trafficking</li> <li>• Homelessness bus</li> <li>• Be more proactive in finding rough sleepers</li> <li>• Drop in centre and other services for homeless people to avoid migration to Cardiff</li> </ul>	<ul style="list-style-type: none"> <li>• Provide all year round provision and support hub</li> </ul>	<ul style="list-style-type: none"> <li>• More awareness of what is available for rough sleepers - 'Street Link'.</li> <li>• Utilise old disused buildings/factories to provide shelter</li> <li>• Community bus offering cafe/food/internet</li> <li>• Support services</li> <li>• Safer environment</li> <li>• Be more proactive in finding rough sleepers</li> <li>• Get more help from the church and charities</li> </ul>	<ul style="list-style-type: none"> <li>• More funding required for outreach teams</li> <li>• More emergency provision</li> <li>• Dedicated community nurse (x2)</li> <li>• Better understanding of the third sector and their role</li> <li>• More emergency accommodation</li> <li>• Secure lockers for belongings</li> <li>• Multi-agency approach required to address complex needs</li> <li>• More linked services and proactive approaches</li> <li>• More emergency beds</li> <li>• Use of empty homes as temporary accommodation</li> <li>• Use of homeless 'pods' as temp accommodation (x2)</li> <li>• Ask individual rough sleepers what would take them off the street</li> <li>• Less punitive measures by Council in moving people on – Public Space Protection Order (PSPO)</li> <li>• Women only provision in an emergency</li> <li>• Funding for drop in centre</li> <li>• Share best practice between local authorities</li> </ul>	<ul style="list-style-type: none"> <li>• More emergency beds</li> <li>• E.g. 'pop up beds' in cold weather Torfaen and Blaenau Gwent Mind building could be used (x2)</li> <li>• Plan support with 3rd sector crisis staff</li> <li>• Crisis accommodation and shelters X2</li> <li>• Acceptance of rough sleepers for housing</li> <li>• Funding from supporting people to prevent homelessness through crisis intervention, co-ordination with housing solutions teams</li> <li>• More joined up working together to support individuals</li> <li>• Communication between services to know what facilities are available to rough sleepers i.e. showers, change of clothes etc.</li> <li>• Develop partnership links – to better identify the need</li> <li>• Provide homes not sleeping bags</li> <li>• Need a homeless hostel (x2)</li> <li>• Be more proactive in finding rough sleepers</li> <li>• Work with partners to facilitate access to direct access beds e.g. service</li> </ul>	<ul style="list-style-type: none"> <li>• More co-ordinated approach between volunteer services, 3rd sector, LA, Police, Health and RSL's</li> <li>• Raise awareness of streetlink.org.uk</li> <li>• Recognising that there is a need for a joined up facility to assist long-term homeless to be "tenancy ready"</li> <li>• Housing first awareness</li> <li>• "More places: for those with NFA, mental health and drug issues</li> <li>• Outreach team focusing on housing</li> <li>• Cross Gwent outreach service 7 days a week</li> <li>• "Sites" for acceptable rough sleepers</li> <li>• Target to end rough sleeping by certain date (e.g. 2028/9)</li> <li>• Cross boundary funding for assertive outreach</li> <li>• Year round night shelter NRPF/partnership working</li> <li>• Day activities</li> <li>• Proactively helping people into housing (with support as required)</li> <li>• Integrate/develop aspects of Ending Rough Sleeping – What Works? An International</li> </ul>

			<ul style="list-style-type: none"> <li>• More night shelter provision – Eden Gate – to run a lot longer (x6)</li> <li>• Be more proactive in finding rough sleepers</li> <li>• Edengate – planning modified all year round night shelter – will probably be able to accommodate about 10</li> <li>• Solas café: social enterprise – Lower Dock Street – prospect of accommodation tied to café</li> </ul>	users could use public transport to get to Newport, paid for by TCBC?	<p>Evidence Review report 2017 where possible</p> <ul style="list-style-type: none"> <li>• Local authorities need to proactively identify and assist people at risk of rough sleeping and those who are already rough sleeping</li> <li>• Specialist schemes (night shelter).</li> <li>• Rapid exit from shelters and hostels and focus on in tenancy support</li> <li>• <i>Offer person-centred support and choice</i></li> <li>• <i>Increase assertive outreach</i></li> <li>• No First Night Out services that are being piloted in London.</li> <li>• <i>Take swift action</i> – interventions such as No Second Night Out (NSNO)</li> <li>• Collaboration and joint commissioning</li> <li>• Also focus on addressing the needs of women, couples, and people with pets</li> <li>• Promote Streetlink Cymru</li> <li>• Emulate Step-by-Step project in Rhondda Cynon Taff</li> <li>• Utilise SHIN project</li> </ul>
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6.5.9 Housing First					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Engaging with clients</li> <li>• Intense support</li> <li>• Piloting Housing First – with private sector support/mediation i.e. “olive branches</li> </ul>			<ul style="list-style-type: none"> <li>• Current work with Wallich is positive but housing first requires more funding and support</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to work together and take risks, think outside the box to make live</li> <li>• Excellent support available to help and no real waiting times for key worker to support</li> </ul>	<ul style="list-style-type: none"> <li>• Some evidence it can help to reduce homelessness and free up resources of other agencies</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional

<ul style="list-style-type: none"> <li>• Funding for six months</li> </ul>	<ul style="list-style-type: none"> <li>• No buy-in from partners</li> <li>• Awareness of the concept and how it works - education</li> </ul>	<ul style="list-style-type: none"> <li>• Not heard of this</li> <li>• No substantial awareness of Housing First in Monmouthshire</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of support for clients and landlords across all sectors re housing first</li> <li>• Lack of any clear plan to develop (x3)</li> <li>• How will the funds be raised to carry out housing first and how will the support work in practice?</li> <li>• More guidance on housing first is needed</li> <li>• Increased access to accommodation will be needed and health should be involved too</li> <li>• Housing can be seen as the sole solution, but homelessness is a lot more complicated</li> </ul>	<ul style="list-style-type: none"> <li>• Not sure what this service is? (x4)</li> <li>• Doesn't happen at the moment (x3)</li> <li>• Very different from the current housing model and culture in Torfaen</li> <li>• Detail – how will housing first principles be transformed into living working practice?</li> <li>• Limited recognition of the complexities of making this work</li> <li>• 'Housing first' won't work for everyone e.g. domestic abuse case – with an underlying drug issue. When housing is secured support can just seemingly drop away, despite multi-agency meetings beforehand. Without support can have a quickly escalating situation</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of implementation to date (x2)</li> <li>• Hasn't happened on a wider-scale</li> <li>• Relationships with mental health and substance misuse services - rapid reaction protocol</li> <li>• If a homeless person is put into unsuitable accommodation/environment, this can escalate and worsen issues for that individual e.g. substance/alcohol misuse, mental health, offending etc.</li> <li>• Housing first – giving someone a house doesn't necessary solve an issue – but there has been a lot of political support for 'housing first' last few years.</li> <li>• Without the right support in place and service user engagement, housing first might not have the hoped for long-term impact</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Promote housing first pilot</li> <li>• Communication and awareness raising and sharing practice with agencies/partners</li> </ul>	<ul style="list-style-type: none"> <li>• Educate to remove fear of unknown i.e. apprehension about taking the housing first approach</li> <li>• Need to emphasise importance of the initiative to partners</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce this approach within Monmouthshire</li> </ul>	<ul style="list-style-type: none"> <li>• Increase housing first projects and provide additional resources and funding</li> <li>• Publicise what housing first is and successes (x2)</li> <li>• Lack of knowledge – pilot first - try it and see how it works - alter and then make it work better</li> <li>• Wallich/Newport – Housing first idea – give incentives to landlords – matching individuals with landlords e.g. 6 month equivalent of rent. Person still there down the line – landlord keeps some of the money</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible working with partners sharing resources - pool funding</li> <li>• Partnership working</li> <li>• Landlords (private &amp; RSL) are becoming more risk averse when allocating their homes. RSL's in particular should be looking at a housing first model (allocating with intensive support rather than refusing those likely to fail)</li> <li>• Improve communication and knowledge of housing first (x2)</li> <li>• More information on housing first, this is unknown to me</li> <li>• Sufficient resourcing is key</li> </ul>	<ul style="list-style-type: none"> <li>• Increase awareness of housing first (x3)</li> <li>• Involvement of RSL's in providing suitable tenancies</li> <li>• Work hard with substance misuse and mental health services to ensure their quick engagement to support people</li> <li>• Work with health board/find enthusiastic health professionals to work with</li> <li>• Implement Welsh Government principles</li> <li>• Get moving on housing first. Don't over deliberate and over plan</li> <li>• There's an informal agreement where someone from Monmouthshire with a</li> </ul>



					<p>chaotic lifestyle would be taken in at Hales House. Is there the chance of expanding this to other councils? Cross boundary housing</p> <ul style="list-style-type: none"> <li>• Develop regional housing first model (x3)</li> <li>• Move on housing e.g. could someone from Monmouthshire use shared housing in Blaenau? Night shelters – Monmouth, Blaenau and Torfaen don't have night shelters. Newport and Caerphilly do. E.g. Caerphilly have specialist housing available, where people with substance misuse issues can go. 'Cross border' flexibility</li> <li>• Focus housing first on those with the most complex support needs (x2)</li> <li>• Welsh Government funding – supply more funding for housing first</li> </ul>
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6.5.10 Discharge for Remand/Custody					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Prison leaver pathway</li> <li>• Initiatives to assist with housing – thinking outside the box</li> <li>• Proactive approach to problem solving</li> <li>• Proactive, offering to set up and fund private rented sector tenancies</li> <li>• Bass project (Bail Assisted Support Service)</li> <li>• Prisoners leaving: tend to get a decent amount of advice</li> </ul>	<ul style="list-style-type: none"> <li>• Less benefit in connection with housing and going to prison – i.e. priority to get a property is gone</li> <li>• Probation service working well in Monmouthshire</li> <li>• Liaison between probation and council</li> <li>• Work has commenced with MCC on incorporating the offender accommodation pathway process which will make the progress of referral and assessment clearer</li> </ul>	<ul style="list-style-type: none"> <li>• Good communication between officers on ground</li> <li>• MAPPA process works well in Newport (x2)</li> <li>• Joint working between Prisoner Release Empowerment Project (PREP), council and other statutory services (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to refer to Wallich e.g. but due to the issue with registered sex offenders, temp accommodation affordable, private rent, the have difficulty placing offenders in Torfaen</li> <li>• Ability to discuss housing issues in MAPPA L2 &amp; L5</li> </ul>	<ul style="list-style-type: none"> <li>• 10M schemes multi agency working</li> </ul>

		<ul style="list-style-type: none"> <li>• BOSS Project with the Wallich (NB: ex-prisoners accessing training - also, someone running a tenancy could demonstrate that as being responsible to their potential employer i.e. could be linked to 'Housing First'</li> </ul>			
<b>What's not Working Well? Where are the Gaps?</b>					
<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>	<b>Regional</b>
<ul style="list-style-type: none"> <li>• Housing options MAPPA cases (x2)</li> <li>• Moving on from temporary accommodation</li> <li>• Delays on risk assessments can create difficulties with social landlords</li> <li>• Sometimes council isn't made aware when a MAPPA case is housed from outside of Blaenau Gwent in Blaenau Gwent</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of planning for some individuals</li> <li>• Last minute referrals from custody, which is too late</li> <li>• Probation not always following discharge process</li> <li>• Lack of sharing information</li> <li>• Details on past referral history</li> <li>• Referral for onward housing support</li> <li>• Communication process - prisons to probation and police</li> <li>• Slow response on property checks</li> <li>• MAPPA cases: temporary accommodation – often won't allow sex offenders, so generally end up in a B &amp; B</li> </ul>	<ul style="list-style-type: none"> <li>• Linkage of services</li> <li>• Prison leaver pathway</li> <li>• No representative from social landlords at MAPPA meetings</li> <li>• MAPPA allocations - very difficult to allocate due to proximity of properties to children</li> <li>• Through the gate resettlement isn't working</li> <li>• Monmouthshire interpret Housing Act unfavourably regarding Intentionally Homelessness. Difficult to challenge as they are the experts on the Housing Act and have more extensive knowledge.</li> <li>• Provision of a clear pathway for all MAPPA eligible offenders</li> <li>• There's limited support in prison – so someone fresh out of prison can easily be tempted to re-offend/"fall down"</li> <li>• Weakness - Prison prep service</li> </ul>	<ul style="list-style-type: none"> <li>• Information sharing not good at times</li> <li>• Probation officers are often reluctant to disclose risk information</li> <li>• Communication poor across agencies - in particular police and probation</li> <li>• Landlords Google clients names and then refuse to house</li> <li>• Lack of private rented housing (x2)</li> <li>• Taking away priority need for prisoners</li> <li>• Lack of help available for sex offenders</li> <li>• Private landlords insisting on guarantors</li> <li>• Persistent offenders are difficult to engage with as often recalled quickly – issues with tenancy sustainment</li> <li>• Lack of connection from custody to community, to help find accommodation</li> <li>• Over reliance on supported housing to resolve accommodation needs when individuals do not engage</li> <li>• Lack of suitable affordable accommodation</li> <li>• More information for offenders</li> <li>• Floating support required (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Short notice provided to council – sometimes day of release</li> <li>• No suitable options for vulnerable people</li> <li>• Lack of temporary accommodation/B&amp;B's - prison leavers do not know where they will be sleeping</li> <li>• Through the Gate isn't working re liaison between local authorities and probation</li> <li>• RSL, offenders in custody</li> <li>• If only option post homeless (assessment) is private accommodation, they can't register and bid pre-release for social housing as – might be better to hold specific properties more – link to public protection i.e. L2/L3 MAPPA cases</li> <li>• Not given a second chance with housing due to history</li> <li>• Not enough done whilst in prison to assist with housing</li> <li>• Not enough one to one support to plan and goal set with person. People feel lost and don't know where to turn</li> <li>• No dedicated support or specialist services</li> <li>• People coming out of prison, housing - can be hard to accomplish. Especially</li> </ul>	<ul style="list-style-type: none"> <li>• No accommodation for women</li> <li>• Lack of supported accommodation for females who pose a risk to others - Women's Aid are unable to assist as they also cater for families and young children</li> <li>• Offender Managers not managing cases whilst in custody - need to check Offender Assessment System (OASys)</li> <li>• Communication information (e.g. risk/support info) can be poor and or inconsistent</li> <li>• Lack of support preparation for release</li> <li>• Discharge with NFA for people with unknown/insecure migration status (and complex needs )</li> <li>• Removal of priority status for offenders</li> <li>• New Photoactive Substance (NPS) – contribute to violence</li> <li>• Registered Sex Offenders (RSO's) - proving extremely difficult for probation to source housing - difficult to manage risk/public protection</li> <li>• No suitable accommodation in community for high risk sex offenders/violent offenders. Specific housing stock to accommodate these service</li> </ul>

			<ul style="list-style-type: none"> <li>• Availability of accommodation lack of options lead to loss of control around allocations made by social landlords</li> <li>• Lack of information provided prior to release - could be better and help to allay fears. Also working with poor information can unnecessarily raise a service users' expectations at times</li> </ul>	<p>higher level cases e.g. MAPPA cases or no priority need, so very difficult to house</p> <ul style="list-style-type: none"> <li>• General issue with prisons not sending referral pathways early enough. We're supposed to get referrals 12 weeks before release. Sometimes TCBC receive them the day before release</li> <li>• Police and Probation – prolific offenders – there can be great difficulty in housing prolific offenders</li> </ul>	<p>users would improve the transition from custody - approved premises - community integration"</p> <ul style="list-style-type: none"> <li>• Very disappointed with Gwent housing as a collective. In relation to a MAPPA level 3 case, not one single property has been put forward</li> <li>• Lack of supported accommodation for vulnerable adults</li> <li>• Charities who engage on the street are acutely aware of relevant issues, housing authorities could improve on this with outreach to homeless people</li> <li>• Housing on release for those at risk from a perpetrator or domestic abuse</li> <li>• Release at short notice - poor planning</li> <li>• Armed forces - lack of liaison with other parties who could support</li> <li>• Discharge of people within secure high status NFA/complex needs</li> <li>• Lack of housing stock - temporary, B&amp;B, affordable private rent</li> <li>• Access to common housing registers whilst still in custody</li> <li>• Access to housing and jobs. Training is offered but getting a job is difficult</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Planned pathway for benefits, accommodation and support</li> <li>• Housing is biggest concern for prison leavers, more support workers needed too</li> <li>• Share information between agencies earlier</li> </ul>	<ul style="list-style-type: none"> <li>• Probation Officers should be more involved in getting offenders housed appropriately</li> <li>• More shared accommodation with increased support</li> </ul>	<ul style="list-style-type: none"> <li>• More supported accommodation required upon release</li> <li>• More affordable accommodation that does not require a guarantor</li> <li>• Better planning before discharge (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Improved pathway for prison leavers - no housing availability re offenders</li> <li>• Better links - access to private rented sector (with disclosure) for offenders</li> </ul>	<ul style="list-style-type: none"> <li>• More properties available for prison leavers. This may involve temporary accommodation with a move on plan</li> <li>• Identify prisoners with a housing need at an early stage. Begin process of</li> </ul>

	<ul style="list-style-type: none"> <li>• Award priority need again to prison leavers</li> </ul>		<ul style="list-style-type: none"> <li>• Stop using B and B's - Newport Hotel</li> <li>• Provide more self-contained accommodation for offenders on release</li> <li>• Multi-agency approach for discharge from custody and not using unsuitable accommodation as placements</li> <li>• Focused joined up approach for offenders needed</li> <li>• More temporary accommodation and move on schemes for offenders in order to break cycle</li> <li>• Support to be available quicker – waiting list too long</li> <li>• Emergency beds should be available in schemes (x2)</li> <li>• More funding required for additional schemes</li> <li>• Housing workers require greater understanding of drug misuse</li> <li>• More HMO's</li> <li>• More work with people pre-release - probation/Community Rehabilitation Companies</li> <li>• Appropriate accommodation for high risk offenders - limited</li> <li>• More assistance for sex offenders on release from custody</li> </ul>		<p>applying for accommodation to decrease role of homelessness among prison leavers</p> <ul style="list-style-type: none"> <li>• Need to get better understanding/ communication between homeless, probation, prisons and clients</li> <li>• Utilise social housing for prison leavers rather than private rented sector</li> <li>• More thought to how Welsh Government contribute to councils to assist with housing offenders – currently can't manage rehab/risk public protection - for NFA violent registered sex offenders</li> <li>• Reinstate priority need for people leaving prison who are homeless</li> <li>• Implement Caerphilly accommodation model throughout Gwent</li> <li>• Reciprocal arrangement between councils for accommodating difficult cases</li> <li>• Utilise Prison Advice and Care Trust, through the gate mentoring, to reconnect people back to councils</li> <li>• Work with partners re people within secure/unknown housing status</li> <li>• Raise awareness training for landlords of schemes to encourage landlords to house</li> <li>• Work with Gwent constabulary and prison service to avoid situations where there's a lack of "tracking" a person</li> <li>• More preparation work pre-release around housing and benefits</li> </ul>
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					<ul style="list-style-type: none"> <li>• Develop bail accommodation – there's none in Gwent</li> <li>• Early identification of release/discharge (not enough forewarning at the moment)</li> </ul>
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## 6.5.11 Access/Discharge from Health and Social Care Services

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Common Allocation Policy allows for use of discretion</li> <li>• Allocations policy recognises urgent needs for discharge</li> </ul>	<ul style="list-style-type: none"> <li>• Working social care services and being place based</li> <li>• Common Allocation Policy awards band 1 to accommodate</li> </ul>	<ul style="list-style-type: none"> <li>• Support in hospital e.g. mental health - helps with resettlement planning</li> <li>• Support from Gofal around discharge planning (x2)</li> <li>• Support from Lighthouse project positive in integrating with services – i.e. housing (x2)</li> <li>• Positive partnership working</li> <li>• Common housing register provides one point of access (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• In one place partnership working well in Torfaen re new schemes for Health linked clients</li> </ul>	<ul style="list-style-type: none"> <li>• When communication is well co-ordinated with a lead identified – process works better</li> <li>• History of services interacting in Gwent – this could help make it easier to develop services in partnership as “it’s not the unknown”</li> </ul>

### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Funding</li> </ul>	<ul style="list-style-type: none"> <li>• Social services only seem to respond in a crisis (x2)</li> <li>• Lack of joint/co-ordinated working from care/health and housing</li> <li>• No multi agency thinking or working</li> <li>• No care plans can be made unless funding is secured</li> </ul>	<ul style="list-style-type: none"> <li>• Older properties in social housing not suitable for people with disabilities</li> <li>• Older sheltered schemes are not attractive</li> <li>• Low turnover of voids for adapted properties</li> <li>• Timescale to see an Occupational Therapist is too long</li> <li>• Social services caseloads are too big</li> <li>• Children who have been trafficked but they receive a 'negative grounds' decision remain very vulnerable - need to review Social Care</li> </ul>	<ul style="list-style-type: none"> <li>• Social Services persistently attending partnership meetings or sharing information (x2)</li> <li>• Hospital staff have a lack of understanding of housing, demand and also role of support staff (x2)</li> <li>• Bed blocking an issue - more support and planning required – pre-emptive help with benefits essential</li> <li>• Hospital discharging without notification and expecting housing to pick up care needs</li> <li>• Lack of suitable accommodation and an</li> </ul>	<ul style="list-style-type: none"> <li>• Delayed discharges due to a need for adaptations (x2)</li> <li>• Unnecessary longer stays in hospital</li> <li>• Residential Placements</li> <li>• Focus on social care to manage a housing solution/situation</li> <li>• Housing often approached at crisis point rather than earlier (patient, homeless &amp; ready for discharge)</li> <li>• Patients given advice on discharge from hospital only to find local health occupational services cannot meet admin. Hence</li> </ul>	<ul style="list-style-type: none"> <li>• Funding issues is it a health issue? Is it a social problem?</li> <li>• Eligibility criteria for access to social services help appear to be getting stricter</li> <li>• Discharge can often occur with little/no communication with landlords and no planning of requirements to ensure tenant can cope (e.g. Support services etc.)</li> <li>• Lack of understanding of duty to notify re modern day slavery</li> <li>• Gwent HaVGHAP action plans - work to be completed</li> </ul>

		<p>support i.e. 24/7 supported accommodation</p> <ul style="list-style-type: none"> <li>• Not enough funding for care</li> </ul>	<p>understanding from health on level of demand (x2)</p> <ul style="list-style-type: none"> <li>• Lack of short term accommodation (x2)</li> <li>• Expectation on support services and housing to solve social care and health problems.</li> <li>• Hospital staff have unrealistic expectations on other services and appear to just want to move the problem rather than find a solution</li> <li>• Lack of ongoing support (x3)</li> <li>• Consistent ongoing support from social services</li> <li>• Gap in the threshold between social care provision and general needs housing - nothing in between</li> <li>• Not enough supported housing to cater for complex needs</li> <li>• Lack of adapted accommodation (x2)</li> <li>• Liaison with the NHS regarding housing, currently things are always at the point of crises if we knew about cases further in advance more provision could be put in place</li> <li>• Lack of health engagement – health and housing are strongly linked (x2)</li> <li>• Developing partnerships e.g. health can be based on every dependent on personalities</li> <li>• Organisational attitudes still cause barriers e.g. health</li> <li>• Lack of discharge planning from hospital</li> <li>• Care cost – rising</li> <li>• Health withdrawing services when accommodation becomes sorted</li> </ul>	<p>vulnerable, disabled people left at risk</p> <ul style="list-style-type: none"> <li>• Health services - passing the issue to social care - then health back off</li> <li>• Work with health/social services/3rd sector for best and most appropriate services</li> <li>• Need accessible temporary options for those who can't return to own home</li> <li>• Properties to support clients with specific or bariatric needs</li> <li>• Access to short term step up/down properties</li> <li>• Lack of short term/temporary accessible housing solutions to enable timely discharge from hospital</li> <li>• Health resources' contribution to prevention services. Including avoiding unnecessary hospital admissions and delayed decisions</li> <li>• Links with health services are not robust enough</li> </ul>	<p>and implemented led by ABUHB and partners</p> <ul style="list-style-type: none"> <li>• Health collects a lot of information is collected that can be used to inform service delivery – although that data doesn't necessarily get used when formulating a service though</li> <li>• Shared history in Gwent could sometimes be a hindrance – i.e. people know each other and may have crossed paths before</li> <li>• Any change to culture, even if possible, would take 5 to 10 years to accomplish – there are no real immediate/easy solutions</li> <li>• Recognition that the Welsh Government should aim to do more to encourage engagement from other services e.g. health</li> <li>• Health – can struggle on occasion to discharge patients from hospital due to homelessness</li> </ul>
<b>How can we Improve?</b>					
<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>	<b>Regional</b>

<ul style="list-style-type: none"> <li>• Temporary accommodation adapted</li> </ul>	<ul style="list-style-type: none"> <li>• Secure a funding stream for ongoing care commitment</li> <li>• Secure social workers' support for ongoing and consistent help</li> <li>• Shorten GP waiting times</li> </ul>	<ul style="list-style-type: none"> <li>• More Wellbeing Support Workers needed</li> <li>• Better discharge care packages with all agencies involved</li> <li>• Early warning from medical professionals, re potential bed blocking cases - enables planning</li> <li>• Occupational Therapists to prioritise assessments for RSL's - understand our priorities</li> <li>• Better relationships between housing and health - mutual understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-agency partnership working required</li> <li>• More partnership working and health must engage more (x4)</li> <li>• Better information sharing arrangements</li> <li>• Dedicated resettlement services, appropriately funded and co-ordinated across agencies</li> <li>• Discharge planning to involve support workers and housing</li> <li>• Step down accommodation to aid resettlement (x3)</li> <li>• Focused training for health and social care professionals on available services, demand and supply etc.</li> <li>• Dedicated health care provided for homeless (x5)</li> <li>• Health should provide a financial contribution to support services and housing in order to provide a more robust discharge service (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• More partnerships work so discharge is a smooth process to get people home faster</li> <li>• Joined-up working</li> <li>• Better communication</li> <li>• Possible supported living, to help improve discharge rates</li> <li>• Better communication between health and housing</li> <li>• Earlier discussions needed across health, social care and housing where discharge from hospital is likely to be problematic</li> <li>• Collaborative working between hospital discharge and homeless prevention</li> <li>• Opportunity to improve links with health services. E.g. build on links with mental health services</li> <li>• Working closer with social care and people living in unsuitable housing at an earlier stage to prevent homelessness happening</li> </ul>	<ul style="list-style-type: none"> <li>• Health and social services need to work much more closely together to reduce contradiction, duplication, wasted time and resources</li> <li>• Communication improvement between health, social care and housing</li> <li>• Free slavery/ human trafficking training</li> <li>• Make sure hospital discharge protocol is shared across councils and followed throughout Gwent</li> <li>• Important of hospital exit strategy reiterated</li> <li>• More needs to be done – cultural change to get health engaged e.g. RCC</li> <li>• More unification needed – health, local authorities and RSLs</li> <li>• Utilise Housing Strategy Network more – meets every 3 months helps provide a platform for free and open discussion</li> <li>• Health - there's too many managers and not enough leaders. Leadership and fostering leadership is essential</li> <li>• Social Services and Wellbeing Act – joint commissioning from pooled funds</li> <li>• Set out a Gwent-wide discharge protocol</li> <li>• Develop better links with health (Gwent region).</li> <li>• Develop a public health framework that places homelessness prevention strategies and activities in a context used by practitioners and policymakers working in a number of areas, including</li> </ul>
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					disease prevention, drunk driving, and youth violence
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## 6.5.12 Leaving the Armed Forces

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>Proactive Armed Forces Covenant worker</li> <li>Armed Forces covenant covered in Allocations Policy</li> </ul>	<ul style="list-style-type: none"> <li>More services being provided</li> </ul>	<ul style="list-style-type: none"> <li>Priority need under homelessness (x5)</li> <li>Great support from social housing providers in cases worked with (x2)</li> </ul>	<ul style="list-style-type: none"> <li>Torfaen housing policy</li> <li>Soldiers, Sailors, Airmen and Families Association (SSAFA) are great</li> <li>SSAFA helps with grants and bonds</li> </ul>	<ul style="list-style-type: none"> <li>The number of agencies working with veterans in Gwent. Armed forces covenant</li> </ul>

### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>Armed forces service users not high priority enough</li> <li>Too many veterans living on the streets</li> <li>Armed forces veterans can be highly vulnerable</li> <li>Need an evidence base to support development of services to assist (x2)</li> </ul>	<ul style="list-style-type: none"> <li>Not reflected in Allocation Policy</li> <li>Lack of support services</li> <li>More support needs to be identified and provided</li> <li>Lack of priority to house</li> </ul>	<ul style="list-style-type: none"> <li>Lack of direct local support for veterans (x2)</li> <li>Lack of support available locally for veterans (x2)</li> <li>Barrier to prisoners/planning – pre-release for housing options.</li> </ul>	<ul style="list-style-type: none"> <li>Specialist properties being made available – none at the moment</li> <li>RSLs provide 'bespoke' units for ex-forces - staffed by veterans</li> <li>Not clear what council do re with stamp probation &amp; the services</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Understanding of covenant with council staff</li> <li>Identifying armed forces veterans</li> <li>Awareness of the needs of armed forces veterans, mental health provision</li> <li>Not enough support - feel they are not a priority. More one to one intense support needed</li> <li>Lack of affordable housing in the private rental market</li> <li>Lack of dedicated housing provision for veterans</li> <li>No services available</li> </ul>

### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>Utilise temporary accommodation to help house</li> </ul>	<ul style="list-style-type: none"> <li>Produce an evidence base to help develop services(x2)</li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Defence taking more responsibility for supporting armed forces veterans</li> </ul>	<ul style="list-style-type: none"> <li>Improve information available provided to generic agencies for veterans - in order to signpost better (x2)</li> </ul>	<ul style="list-style-type: none"> <li>Invest in charities who will support veterans in their voluntary and employability programmes to help veterans</li> <li>Signpost veterans to local furniture charities who will provide affordable furniture at low cost</li> </ul>	<ul style="list-style-type: none"> <li>Robust housing policies - raise awareness - copy Torfaen</li> <li>Identify existing services and develop links. STOHP (custody), Alabare, British Legion etc. Don't reinvent the wheel</li> <li>Clearer signposts for partner - raise awareness</li> </ul>



					<ul style="list-style-type: none"> <li>• Ask the question "are you a veteran of the armed forces"?</li> <li>• Mentoring schemes</li> <li>• Raise awareness of the support that is available for armed forces leavers</li> <li>• More affordable housing</li> <li>• Financial capability training to assist with adjusting to civilian life and the need to pay bills etc.</li> </ul>
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6.5.13 Disability					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Occupational Therapist (OT) referrals and good communication on housing suitability (x3)</li> <li>• Quick OT referral and adaptation process</li> <li>• Specialist accommodation for physical and sensory impairment</li> </ul>		<ul style="list-style-type: none"> <li>• Common register includes accessible housing and assesses needs against this (x2)</li> <li>• Newer build homes are for life</li> <li>• Charities taking ownership</li> <li>• Access to council offices is better</li> </ul>	<ul style="list-style-type: none"> <li>• Direct match process of adapted properties to an extent - still needs improving though</li> </ul>	<ul style="list-style-type: none"> <li>• Physical Adaptation Grant (PAG) to adapt general needs accommodation</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Turn-around times for adaptations (x2)</li> <li>• Lack of suitably adapted properties</li> <li>• Procurement process hampers speed of adaptation services</li> <li>• The connection with health and social services upon hospital discharges</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of suitable accommodation (x3)</li> <li>• Lack of funding for adaptations</li> <li>• Lack of suitable options</li> <li>• Length of time for adaptations to be completed</li> <li>• Lack of disabled accommodation in Monmouthshire</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of good adapted and suitable accommodation (x18)</li> <li>• Lack of resources (x4)</li> <li>• Lack of grant funding for adaptations</li> <li>• Agencies involved not fully joined-up (x3)</li> <li>• Onus put on applicants to provide evidence for adaptation(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of available adapted temporary accommodation</li> <li>• Lack of suitable options/properties (x2)</li> <li>• Where peoples circumstance change needing specific adapted facilities</li> <li>• Existing housing stock not being suitable to adapt</li> </ul>	<ul style="list-style-type: none"> <li>• Methods for allocating social housing to those with disabilities varies across councils in Gwent. Often landlord doesn't know someone has specific needs until it is too late to make adaptations</li> <li>• Many barriers for disabled victims of domestic abuse to</li> </ul>

	<ul style="list-style-type: none"> <li>• Collection of evidence to ensure funding is kept in place</li> <li>• Accommodation that is easier to adapt, as the household's needs change</li> <li>• Lack of accommodation accessible to wheel chairs</li> </ul>		<ul style="list-style-type: none"> <li>• Lack of understanding of demand on housing resources (x2)</li> <li>Lack of adapted properties.</li> </ul>	<ul style="list-style-type: none"> <li>• Disability equipment grants made more accessible/affordable</li> <li>• Not enough independent living skills support</li> <li>• Bed blocking - length of hospital stays and discharge (x2) i.e. can be homeless in hospital</li> <li>• More extra care type options for younger people</li> <li>• Diagnosis of certain disabilities not available to adults e.g. learning disabilities</li> <li>• Poor standards re private sector rental in certain areas of the borough</li> </ul>	<p>access safe accommodation with the support needed</p> <ul style="list-style-type: none"> <li>• Benefit process difficult around "disability" Home assessor sent by Department of Work and Pensions (DWP) has no knowledge of clients disabilities and is refused Personal Independence Payment (PIP)</li> <li>• Assessment and support for Autistic Spectrum Disorder (ASD) - 8 month wait for assessment</li> <li>• Lack of awareness of duty to notify and slavery/trafficking agenda and the link to issues re disability</li> <li>• Support for BME communities</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Improve communication between health and social services</li> <li>• Raise awareness amongst agencies/training</li> <li>• Home visits for the disabled</li> </ul>	<ul style="list-style-type: none"> <li>• More adapted accommodation (x2)</li> <li>• More funding for adaptations</li> <li>• More funding for social care</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a multi-agency approach</li> <li>• OT services should be linked more with housing services (x2)</li> <li>• More adapted houses (x4)</li> <li>• More joined up working (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• Work closely with local charities to assist with furniture removal - too big etc. and obtain smaller more suitable furniture</li> <li>• Work together with social services and 3rd sector to meet needs of community</li> <li>• Work closer with social services</li> <li>• Disabled and homeless – can be a lot harder to find appropriate accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Develop free modern slavery training with relevant case studies</li> </ul>

## 6.5.14 Cultural sensitives i.e. race/religion/Gypsies and Travellers

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Supporting people funded gypsy/traveller service (x3)</li> <li>• Great knowing G &amp; T Service available</li> </ul>		<ul style="list-style-type: none"> <li>• Supported People funded G and T Service working well in other areas. Knowing this service available is helpful (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Good joint working</li> <li>• Supported people funded traveller service (x2)</li> <li>• Welsh Refugee Council (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Supported People funded Gypsy and Traveller service (x5)</li> </ul>	<ul style="list-style-type: none"> <li>• Increased representation at local, regional and national level</li> </ul>

			<ul style="list-style-type: none"> <li>Gwent Police - Liaison Officer - Travellers</li> <li>Established focus groups in place</li> </ul>		
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>Not enough transit sites</li> </ul>	<ul style="list-style-type: none"> <li>Eligibility criteria preventing access to suitable services</li> <li>Hate crimes causing service users to move out of the borough</li> <li>Lack of tolerance for any culturally different householders/service users</li> <li>Lack of understanding about how best to serve culturally diverse communities</li> <li>Training</li> <li>No accountability</li> </ul>		<ul style="list-style-type: none"> <li>Stereotyping of traveller community</li> <li>Speedy removal after being identified as an over-stayer</li> <li>No temporary traveller site (x3)</li> <li>Not enough transit sites (x2)</li> <li>Agency working</li> <li>Lack of awareness of travellers</li> <li>Proper communication</li> </ul>	<ul style="list-style-type: none"> <li>Speedy removal after being identified as an over-stayer</li> <li>Not enough transit sites</li> </ul>	<ul style="list-style-type: none"> <li>Lack of awareness of cultural sensitivities when identifying and supporting potential victims of modern slavery and trafficking</li> <li>Lack of awareness/understanding of traveller communities</li> <li>Police Single Point of Contact (SPOC) needs to be made aware of who to contact on each site - best contacts for the families</li> <li>More holistic approach required to include health</li> <li>Gypsy and Traveller cultural awareness training required by all agencies</li> <li>Hardly ever see support services involved</li> <li>Too much of a divide - not enough training for agencies</li> <li>Lack of conversation/education about domestic abuse (x2)</li> </ul>
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>More equalities impact assessments and equalities analysis of service users</li> <li>Have access to G and T Officer service</li> <li>Improve communication between housing and other services on eligibility</li> </ul>	<ul style="list-style-type: none"> <li>Need a better understanding of G and T in the county</li> <li>Community to have access to G and T service.</li> <li>Increased recognition of hate crime</li> </ul>	<ul style="list-style-type: none"> <li>Transit site for travellers (x2)</li> <li>Training for staff around radicalisation</li> <li>Increase interaction between key community groups and agencies</li> <li>Expand traveller service to include health worker and employment/training</li> <li>Training for all on cultural diversity</li> </ul>	<ul style="list-style-type: none"> <li>More work to improve interaction and understanding in communities</li> <li>Better communication between housing service providers</li> <li>Education for all service providers</li> <li>Council to keep live caravan count up to date</li> </ul>	<ul style="list-style-type: none"> <li>Education/understanding</li> <li>Free modern slavery training – with relevant case studies</li> <li>Need to have more multi-agency communication. To help assist</li> <li>Multi-agency approach</li> <li>Provide support in different languages</li> <li>Improved access to suitable accommodation provision</li> <li>More planning support from council for private sites</li> </ul>

				<ul style="list-style-type: none"> <li>• Improve communication e.g. utilise Google translate to improve understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Further research required for better understanding of community's needs (gypsy and travellers)</li> <li>• Independent agency to complete welfare assessment with unauthorised/roadside encampments</li> <li>• Training on the BME perspective</li> <li>• Better links required between G and T service and police</li> <li>• Need more commitment from "generic" services to work with G and T service and community</li> <li>• More work required re: negotiated stopping places and temporary stopping places (G and T)</li> <li>• Training - aiding understanding of specialist services</li> </ul>
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## 6.5.15 Youth homelessness and Care Leavers

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Young persons – supported living scheme e.g. TyAnnog</li> </ul>	<ul style="list-style-type: none"> <li>• Working together as the wider Caerphilly Team do - housing, Solas and Supporting People</li> <li>• Llamau mediation service based in homeless (x4)</li> <li>• Inter-scheme transfers when there's a crisis</li> <li>• Having a Young Person's Homeless Officer (x3)</li> <li>• Social worker with YP homeless focus based in 16+ team</li> <li>• 4 x good communications and joint working between teams</li> <li>• Llamau, SOLAS supported housing projects</li> </ul>	<ul style="list-style-type: none"> <li>• Allocation Policy priority</li> <li>• Preventing Homelessness – Solas 16 – 24 year old homeless young person's services</li> <li>• Good support for under 18 from social services</li> <li>• Youth Enterprise in Monmouthshire (helping those who could be susceptible to homelessness (aged 11-24)</li> <li>• Llamau - Emphasis Project in Monmouthshire and Caerphilly (NB: engaging, motivating, homeless young</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist support for care leavers (x2)</li> <li>• Llamau specialist services for young people</li> <li>• Mediation works well (x2)</li> <li>• Llamau projects are positive and work well (x3)</li> <li>• Supporting People funded support worker in Social Services (x2)</li> <li>• Housing and Supporting People's positive approaches to pilot new ideas (x3)</li> <li>• Young person Accommodation Support (Pilot Role) in part with supporting people –</li> </ul>	<ul style="list-style-type: none"> <li>• Torfaen Cynnal Project - Young Persons support worker</li> <li>• Young Persons Homeless Officer - links with Torfaen Young Peoples Support Service (TYPPS) (x4)</li> <li>• The young people knowing they can phone for advice about their tenancy or benefits from staff at Hales House - staff always support and welcome</li> <li>• Operating a scheme based approach e.g. Hales House, where young people can stay for 2 years</li> </ul>	<ul style="list-style-type: none"> <li>• Housing someone until 18</li> </ul>

	<ul style="list-style-type: none"> <li>• Prevention efforts in schools and colleges</li> <li>• Llamau - Emphasis Project in Monmouthshire and Caerphilly (NB: engaging, motivating, homeless young people and supporting them (aged 14 +))</li> <li>• 14+ young person protocol in place</li> </ul>	people and supporting them (aged 14 +)	<p>maintaining links between social services and housing needs</p> <ul style="list-style-type: none"> <li>• Structured working – (strong processes) e.g. move on panels/Youth Offending Service panel)</li> <li>• Positive internal relationships (housing benefit/Youth Offending Service /social services.</li> </ul>	<ul style="list-style-type: none"> <li>• Links between partners - e.g. Hales House has good links with Bron Afon, who in-turn run the Own2Feet project</li> <li>• Hales House have a move on Support Worker, who can continue to engage with and help someone who's moved from Hales House into their follow on long-term tenancy</li> <li>• TCBC – young person's mental health support</li> <li>• Torfaen – Bron Afon's Own2Feet helps younger people – but no comparable provision available for older groups in Torfaen</li> </ul>	
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### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• More accommodation</li> <li>• lack of accommodation for substance misuse</li> <li>• More support</li> <li>• Access to the service</li> <li>• Working hours difficult 9-5</li> <li>• Lack of information</li> <li>• Lack of options for under 18's (x2)</li> <li>• Lack of available placements</li> <li>• No placements for 16-18 year olds</li> <li>• Engagement with younger people can be harder</li> <li>• Have access to shared housing/HMOs, but people don't want to necessary live in them. Plus there's the affordability issue – LHA shared room rate for under 35s is £46.00 per week</li> <li>• Under 35's and opportunities they have to rent in the private rented sector</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of single person accommodation to move to (x3)</li> <li>• Support from social services</li> <li>• Not enough supported accommodation for high needs/behavioural issues</li> <li>• One way communication from social services</li> <li>• Poor floating support</li> <li>• Large schemes can be too impersonal</li> <li>• RSLs not providing single-person housing</li> <li>• No 'second chances' in accommodation before eviction</li> <li>• Not enough 1 to 1 support for young people</li> <li>• HB limits affordability</li> <li>• HB rates paid up to 25 for care leavers</li> <li>• Training flats needed (x2)</li> <li>• Training on intensive tenancy support</li> </ul>	<ul style="list-style-type: none"> <li>• Allocations usually to 1 bed flats which can be used in areas with drug/alcohol misuse - can increase vulnerability of tenant</li> <li>• Suitable housing shared accommodation</li> <li>• Communication between agencies (x2)</li> <li>• Lack of consideration for welfare needs</li> <li>• Lack of persistence when working with challenging individuals</li> <li>• All agencies letting people down due to restrictions on engagement.</li> <li>• Halfway Support</li> <li>• Funding</li> <li>• Affordability</li> <li>• Difficulty finding housing, especially under 22</li> <li>• HMOs and struggle to house anyone under 35 who cannot</li> </ul>	<ul style="list-style-type: none"> <li>• Young people pushed into their own accommodation when not ready (x4)</li> <li>• Social Services can pass someone onto housing too soon, leading to tenancy failure and a negative impact on the young person as a result (x3)</li> <li>• Young people not ready for tenancy and responsibilities and left to cope with limited support - need more tenancy training (x4)</li> <li>• Pre-tenancy support and training essential (x2)</li> <li>• Attitude is that housing will provide accommodation through the homeless route (x2)</li> <li>• Funding - more accommodation required</li> <li>• Shared accommodation (x3)</li> <li>• Provision not varied enough and lack of options when someone turns 18 (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• One Homeless Hostel isn't enough</li> <li>• The ability to manage younger people when they do not conform to the rules of housing</li> <li>• More strict house rules in projects</li> <li>• Insufficient provision of accommodation (x3)</li> <li>• Welfare reform</li> <li>• Recognise that not every young person with personal/emotional issues who requires support is a care leaver - there are so many young people who have the same issues, without being care leavers</li> <li>• Supporting accommodation for under 25's rather than hostel, smaller accommodation of 5/6 young people</li> <li>• Benefits</li> <li>• Specialist provision for young people with complex issues</li> <li>• Youth Shelters</li> <li>• Shared accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Housing/support at the 'in between' age</li> <li>• Step down provision and support for care leavers is poor</li> <li>• Lack of support for young people</li> <li>• Understanding link with homelessness and slavery/human trafficking</li> <li>• Care leavers linked to probation - lack of level of support needed on an individual basis to support their needs/offending related issue(s)</li> <li>• Changes to care leave status e.g. priority need up to twenty-one exists, however care leavers will now be up to the ages of twenty-five</li> </ul>

	<ul style="list-style-type: none"> <li>• Preparation prior to leaving care</li> <li>• No high needs accommodation for looked after children (LAC)</li> <li>• Lack of robust homeless provision for high need and vulnerable young people</li> <li>• LHA rates (under 35's)</li> </ul>	<p>afford the rising prices of 1 bed properties</p> <ul style="list-style-type: none"> <li>• More support for earlier intervention especially for young people below the age of 14</li> <li>• For young people and families there is limited or no support services. This means that by the time the young person / family can access service damage has already occurred</li> <li>• Referral routes to homelessness prevention services aren't being utilised effectively by other stakeholders e.g. Monmouthshire Youth Enterprise</li> <li>• Lack of suitable accommodation for young people</li> <li>• Not enough supported housing for young people. Lack a higher intensity support and accommodation, especially mental health and young people with higher needs</li> <li>• Out of county B &amp; B's and placement for young people. People having to move to other areas within the county away from support</li> <li>• Huge turnover in social workers in children's social services</li> <li>• Younger individuals presenting with more and more complex needs – making it harder to secure housing and thereby harder to access support “catch 22”</li> </ul>	<ul style="list-style-type: none"> <li>• Universal credit causing significant hardship for young people (x2)</li> <li>• Social Services restructure has not helped young people - complicated arrangements and focus lost</li> <li>• Planned approach for resolving homelessness</li> <li>• Lack of education on housing - misinformation provided (x5)</li> <li>• Lack of varied accommodation options (x3)</li> <li>• Need more emergency accommodation - night stop scheme</li> <li>• Statutory demand needs to be supported more through Supporting People funding</li> <li>• Move on accommodation from supported housing before accessing permanent option - trainer flats</li> <li>• Maintaining contact - once housed, often left without support and contact - isolation</li> <li>• Social Services support lacking and withdrawn once a person housed unless there is a problem - bad planning (x2)</li> <li>• Affordable accommodation options for young people in work (x2)</li> <li>• Duty ending (temporary accommodation provision) for under 18's (LAC)</li> <li>• Lack of accommodation for young people</li> </ul>	<ul style="list-style-type: none"> <li>• Some young people need extra-long support when they have no family</li> <li>• The debt that service users can have is having an impact e.g. Hales House – where there's previous debt they're finding occupants can't move on</li> <li>• The level of transitional support for care leavers</li> <li>• Lack of understanding and perceptions about what housing and the tenure that's available i.e. people still present “expecting to be given a council house”</li> <li>• People who are single and under 35 – we don't have a lot of house shares and that's often all they can afford if they're not working – much more at risk of street homeless, if their sofa-surfing options have run out</li> <li>• Unlike TYPPS in Torfaen, there's no similar support for individuals aged 25 to 35</li> <li>• No supported accommodation that meets the needs of the more vulnerable young people that we work with - haies can't house and if not able to manage their own accommodation – no options for those young people</li> </ul>	
<b>How can we Improve?</b>					
<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>	<b>Regional</b>

<ul style="list-style-type: none"> <li>• More supported accommodation</li> <li>• Improve support for 16-18 year olds</li> <li>• Fund for under 35s affected by Bedroom tax</li> </ul>	<ul style="list-style-type: none"> <li>• More supported placements needed</li> <li>• Priority applied to care leavers extended to 25 as social services support has been</li> <li>• Homelessness support worker needed</li> <li>• Mote housing first provision</li> <li>• Prevent more young person homelessness - can't keep building more support/provision</li> <li>• Use sensitive lettings and intensive move-on support package</li> <li>• Provide training flats</li> <li>• More support for younger people</li> </ul>	<ul style="list-style-type: none"> <li>• Education - life skills e.g. budgeting etc.</li> <li>• Pre tenancy training - savings; How to be a good tenant. How to budget and how much things cost</li> <li>• Better assessment of underlying issues</li> <li>• Higher age brackets for engagement/support</li> <li>• Supporting People will fund a Young Persons Accommodation Officer Post – from April 2018 (x3)</li> <li>• Under 35 accommodation</li> <li>• Smaller units for young people in crisis</li> <li>• Opportunity - Improving quality of information – e.g. web pages – bespoke information for young people</li> <li>• Opportunity - Greater alignment with social care and children services</li> <li>• Trainer flats for young people</li> </ul>	<ul style="list-style-type: none"> <li>• More joint working between social services and youth service.</li> <li>• Awareness raising required (x4)</li> <li>• Education required in schools - needs co-ordinating (x5)</li> <li>• Ring-fenced funding for key services so that services can be developed effectively</li> <li>• Specialist accommodation for young people with complex needs (x2)</li> <li>• Greater financial support required (x2)</li> <li>• Support should be offered up to 25</li> <li>• Supported housing – would be good to have 'step down' supported housing – stepping stone before going into general needs housing</li> <li>• Dewson Parks Road – 24 hr project – share kitchens and bathroom. Stepping stone for younger people</li> <li>• Newport Council employed a Housing Pathways Development Officer to consider how to help house under 35s (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• More practical support and extra support for those with greater needs</li> <li>• Better links between housing and social care</li> <li>• More supported accommodation needed (x4)</li> <li>• Move on support from hostel provision (x2)</li> <li>• Improve links between social care and education</li> <li>• We're working with social services more - looking at suitable properties to place care leavers</li> <li>• Young people in tenancies not manging – fund Gofal to set up a pilot to target this issue?</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of 'county lines' and criminal exploitation and sexual exploitation</li> <li>• Modern slavery training</li> <li>• Promote the national referral mechanism (slavery)</li> <li>• Specialist supported schemes for care leavers / young homeless people</li> <li>• Greater links between more agencies</li> <li>• Social service support has been extended to the age of 25 for care leavers- extend priority need for care leavers</li> <li>• Affordable housing i.e. more private landlords who will accept single young people</li> <li>• Continue to focus on prevention e.g. schools/education on housing and homelessness (x2)</li> <li>• Leaving care links</li> <li>• Set up regional spare room scheme</li> <li>• Newport Council employing a Housing Pathways Development Officer to consider how to help house under 35s – opportunity for regional working? (x2)</li> </ul>
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6.5.16 Older Persons					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• There are lots of older person properties</li> <li>• Good relationship with housing</li> <li>• Night shelters available</li> <li>• Good move on process and support available</li> </ul>	<ul style="list-style-type: none"> <li>• Hard to lets in sheltered schemes can quickly alleviate older persons homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Support services (x2)</li> <li>• Great support and schemes across Newport (x2)</li> <li>• Access to range of sheltered schemes through home options is positive (x3)</li> <li>• Knowledgeable staff in RSL's and Council (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• Advice and support from 3rd sector to avoid this happening</li> <li>• No of single units available</li> </ul>	

What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Quick support not always available</li> <li>• Older people don't have time to sit on waiting lists</li> <li>• Definition of 'older persons' in today's society</li> <li>• No night shelter provision for most of year</li> <li>• Data on why older people are becoming homeless later in life</li> </ul>	<ul style="list-style-type: none"> <li>• Some older homeless not suitable for sheltered e.g. alcohol issues</li> <li>• Re-designation of older persons flats has resulted in a decrease of older persons accommodation</li> <li>• Bungalows in high demand across county - homeless in competition with under occupiers</li> <li>• Increasingly aging population</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of support for those that are 'older' but not deemed 'old'</li> <li>• Lack of information and signposting available (x4)</li> <li>• More support services required (x2)</li> <li>• Social Services rely on social care by RSL's for sheltered housing - avoiding costs (x3)</li> <li>• Emergency units in sheltered schemes for housing older people (x2)</li> <li>• More support for those older people who are homeless or at risk of homelessness (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Adapted facilities within sheltered housing stock</li> <li>• Low support availability</li> <li>• Need for supported/supportive options</li> <li>• Linked to older offenders leaving custody - is there enough provision?</li> <li>• Torfaen – Bron Afon's Own2Feet helps younger people – but no comparable provision available for older groups in Torfaen</li> </ul>	<ul style="list-style-type: none"> <li>• Consider 'risk' and impact of welfare reforms on vulnerable older people along with lack/reduction of council funds to provide support</li> <li>• Lack of engagement with this group</li> <li>• In house support for elderly</li> <li>• BME older generation lose on a lot of benefit offered because of lack of knowledge on what is available and lack of communication/language barriers</li> <li>• Lack of awareness of vulnerabilities associated with homeless modern slavery</li> </ul>
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Use under-utilised sheltered accommodation</li> <li>• more strategic approach to older persons schemes, equipped for 21st C</li> <li>• focused prevention learned from collection of data on reasons for homelessness</li> <li>• decommissioning of sheltered stock and deliver bespoke community housing</li> <li>• more social housing</li> </ul>		<ul style="list-style-type: none"> <li>• More of what is already in place</li> <li>• More older persons accommodation, with services (x5)</li> </ul>	<ul style="list-style-type: none"> <li>• Communication from housing O.T staff</li> <li>• Affordable retirement with care options, incorporating the use of technology</li> <li>• We're working with social services more - looking at suitable properties to place vulnerable adults</li> </ul>	<ul style="list-style-type: none"> <li>• Implement some of the recommendations in the Understanding and Responding to Modern Slavery within the Homelessness Sector report by the Independent Anti-Slavery Commissioner, 2017</li> <li>• More retirement communities with suitable accommodation and facilities on site</li> <li>• Increase awareness of what help is available, provide mentoring services and link with veterans group</li> <li>• More links with extra care services as an option for housing for older homeless people</li> <li>• More communication between statutory services e.g. O.T's and social services</li> </ul>



## 6.5.17 Poverty and Welfare Reforms

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• DHP</li> <li>• Early intervention/advise</li> <li>• Rent in advance</li> <li>• Support from foodbanks</li> <li>• Underspend on previous DHP spend in previous financial year – change were made and this improved</li> <li>• Close working relationship with housing benefit team</li> </ul>	<ul style="list-style-type: none"> <li>• Tenancy support for income maximisation</li> </ul>	<ul style="list-style-type: none"> <li>• Additional funding - universal credit (dedicated staff)</li> </ul>	<ul style="list-style-type: none"> <li>• Universal credit (UC) - trusted partner portal/status</li> <li>• Relationship with DWP and other RSL's</li> <li>• Financial Inclusion workers funded by Supporting People (x3)</li> <li>• Partnership working and information sharing (x2)</li> <li>• Close working relationship between housing benefit and housing needs (e.g. discretionary housing payment)</li> </ul>	<ul style="list-style-type: none"> <li>• Staff based on-site, to offer early intervention and advice</li> <li>• Recognition of delays with UC claims and support through DHP for claimants</li> <li>• Online UC journal to communicate with work coach and online statement showing payment</li> <li>• Support from Wallich</li> <li>• Homeless Officers have access to housing benefit and council tax portal</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunity - working together with RSLs / sharing knowledge</li> <li>• Work together - longer term planning (positive pathways)</li> </ul>

### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Lack of understanding of welfare reforms and benefit sanctions (x3)</li> <li>• Impact of UC/benefit cap</li> <li>• Accessing personal budgeting support</li> <li>• Communication</li> <li>• Advice on advance payments</li> <li>• Access to technology for those on UC</li> <li>• Advice for private landlords</li> <li>• Earlier support before crisis point</li> <li>• Everyone wanted a two/three bed house prior to the bedroom tax. Now there's increased issues with hard to lets</li> </ul>	<ul style="list-style-type: none"> <li>• Delays in benefits being received</li> <li>• Lack of preparation and support for UC, benefit cap and delays</li> <li>• Lack of understanding around sanctions</li> <li>• UC complex, confusing and lengthy delays</li> <li>• Options for social and private rental house sharing to overcome affordability</li> <li>• Waiting time between claim and payment</li> </ul>	<ul style="list-style-type: none"> <li>• High private rent, in poor quality homes means households trapped in a cycle of poverty – especially fuel poverty</li> <li>• Lack of training for staff</li> <li>• LHA/UC levels not reflective of housing costs</li> <li>• 16 to 22 year olds - housing costs</li> <li>• UC - lack of knowledge, lack of preparation and savings</li> <li>• Unable to prepare to move on effectively whilst in expensive private sector leases</li> <li>• DAF grants too slow in being paid</li> <li>• No Wi-Fi in some areas – risks of vulnerable people not being able to complete UC claims online</li> <li>• Accommodation/affordability – the difference between LHA rates and rents</li> </ul>	<ul style="list-style-type: none"> <li>• Too long waiting for welfare benefit payments (x9)</li> <li>• Lengthy sanctions - causing hardship</li> <li>• UC (x12)</li> <li>• UC and vulnerable households - creating hardship (x4)</li> <li>• Online process for UC is a barrier for some people (x6) i.e. 'digital exclusion'</li> <li>• Lack of support for application for UC (x4)</li> <li>• No clear strategy on debt, welfare reform and poverty (x3)</li> <li>• Lack of co-ordinated advice on debt advice and welfare reform (x4)</li> <li>• Inconsistencies with claims through UC</li> <li>• DWP – Limited empathy and understanding (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Delays in the process of claims (x6)</li> <li>• Welfare reforms are complex - vulnerable people might not understand the impact on them until they are left with no money - leading to hunger, poverty, homelessness as system does not meet their needs (x2)</li> <li>• Impact of benefit changes</li> <li>• Sometimes making certain clients groups less attractive to social landlords</li> <li>• Need to prepare tenants in a way that will help them prepare for UC</li> <li>• Increase in housing element paid straight to tenant</li> <li>• UC online - some people are not computer literate, often need help (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• UC is putting more people at risk of homelessness</li> <li>• Lack of consistent approach with DHP's - postcode lottery (x2)</li> <li>• DHP's 'propping up' a lot of tenancies</li> <li>• Inconsistent approach to administering homeless prevention funds</li> <li>• Lack of engagement even when in a crisis (x2)</li> <li>• Lack of awareness of impact of benefit cap</li> <li>• People in and out of work - difficult to budget on UC</li> <li>• Assess risk/impact of reforms on vulnerable people - provide step by step "what to do next"</li> <li>• Under UC housing element paid to claimant</li> <li>• More vulnerable people than ever accessing food banks,</li> </ul>

			<ul style="list-style-type: none"> <li>• Lack of help for low income families</li> <li>• Universal Credit – issues/affordability.</li> <li>• Universal credit prevents out of area placements – the housing element won't be paid.</li> </ul>	<ul style="list-style-type: none"> <li>• UC discriminates against families and people with disabilities</li> <li>• Impact of UC and benefit cap on Gypsy and Traveller communities</li> <li>• Information, Advice and Assistance (IAA) services and financial inclusion debt advice</li> <li>• LHA rates have a massive impact on accessing the PRS in Torfaen</li> </ul>	<p>often through circumstances beyond their control</p> <ul style="list-style-type: none"> <li>• Benefit cap - people have other challenges like domestic abuse, chaotic lifestyles etc. – so can bury their head re benefit cap</li> <li>• UC is increasing demand on services, particularly mental health, as more people are anxious due to finances</li> <li>• Long waiting times – UC potentially 10 weeks - unacceptable</li> <li>• Welfare reform, UC delays and government approach</li> <li>• Support given to private sector landlords</li> <li>• Need more consistent information from Jobcentre Plus</li> <li>• Poverty and welfare reform, social service support has been extended to the age of 25 for care leavers. Will people be affected by single room rate earlier or at 25?</li> <li>• For those people granted status as a result of an asylum claim, with the introduction of Universal Credit they could easily experience serious issues/delays</li> <li>• Private Rented Sector - landlord insurance might be invalidated by payment agreements</li> <li>• Poorer relationship with Department of Work and Pensions compared to current housing benefit service</li> <li>• Lack of clarity around registration and requirements from FSA might lead to degree of risk in offering certain types of advice to client groups</li> <li>• LHA and UC</li> </ul>
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How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Use trusted partnership statuses to help most vulnerable receiving UC</li> <li>• Do not include housing element in sanctions</li> <li>• More support to access services</li> </ul>	<ul style="list-style-type: none"> <li>• Promote automatic UC housing payments direct to private landlords (x2)</li> <li>• Assist zero hours contract applicants with real-time changes – Universal Credit</li> </ul>	<ul style="list-style-type: none"> <li>• Increase LHA in line with rents not 30%</li> <li>• Train staff</li> <li>• Promote housing element paid direct to landlord option</li> <li>• Provide welfare reform information (especially UC) to homelessness households whilst in temporary accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• More support for those who need assistance in claiming for UC (x5)</li> <li>• Promote direct payments to landlords (x3)</li> <li>• Job Centre (work coaches) to work more collaboratively (x2)</li> <li>• Improve links between council and DWP (x3)</li> <li>• Allow support services to have a greater role to play in the claims for vulnerable people</li> <li>• More publicity and advice required on applying for benefits (x3)</li> <li>• More creative ways of using DHP to enable people to secure and sustain accommodation (x2)</li> <li>• Increase specialist teams for welfare reform/debt advice (x4)</li> <li>• Fund more support services targeted at income maximisation and debt management</li> <li>• Appropriate use of housing element of UC paid directly to private sector tenants and social landlords for vulnerable tenants</li> </ul>	<ul style="list-style-type: none"> <li>• Help households to budget well in advance and provide support</li> <li>• Rent direct to the Landlord (x2)</li> <li>• Better communication on how systems will work - nationally and locally, consider vulnerability of the clients that are affected</li> <li>• Major issues for offenders leaving custody re UC - ability to secure bond/rents etc., the rents in Torfaen are unaffordable</li> <li>• More support for those switching to UC</li> <li>• Immediately accessible support - no waiting lists</li> </ul>	<ul style="list-style-type: none"> <li>• Fuel poverty - creation of "fuel banks" alongside food banks</li> <li>• Benefit cap - case review meetings to discuss cases at risk of homelessness works well in Torfaen</li> <li>• More emphasis on rent first culture to prevent evictions</li> <li>• Invest in those affected by welfare reforms to preserve dignity and health and wellbeing of those who are no longer able to get benefits</li> <li>• More information about UC and how it will affect people e.g. digital by default and claimant commitment</li> <li>• Utilise/commission RSL's to provide place based support (PBS) for their tenants (also private rented sector tenants)</li> <li>• Budgeting and money management, IT skills, employability training and skills training, discretionary payments</li> </ul>

6.5.18 Employment, Education, Volunteering and Training					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Options for younger people</li> </ul>	<ul style="list-style-type: none"> <li>• POBL Cre8 opportunities</li> <li>• Lead contact for young person's engagement /opportunities</li> </ul>		<ul style="list-style-type: none"> <li>• Stricter claimant commitments (x2)</li> <li>• Good transport links</li> </ul>		

	<ul style="list-style-type: none"> <li>• HMO for u35s with employment, education and training focus</li> <li>• On scheme qualifications</li> </ul>				
<b>What's not Working Well? Where are the Gaps?</b>					
<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>	<b>Regional</b>
<ul style="list-style-type: none"> <li>• Barriers to work due to rent affordability</li> <li>• Need HMO's for those who work</li> <li>• Lack of employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Delays in finding work based placements</li> <li>• Lack of long-term sustainable employment &amp; training opportunities on housing developments</li> <li>• Young people unable to work whilst in temporary/supported schemes due to high rent costs (x2)</li> <li>• No fixed address - barrier to employment</li> <li>• Construction, Skills and Certificate Scheme (CSCS) funding needed</li> <li>• Affordable housing</li> <li>• lack of access to schemes, funding and mentoring</li> <li>• Zero hour contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of opportunity within Monmouthshire due to the rural areas and lack of transport and funding</li> <li>• Lack of incentive to encourage employment as clients aware job equals no benefits; unaffordable housing and homelessness</li> <li>• Need HMO's for those with employment, education and training focus</li> <li>• Affordable housing</li> <li>• Lack of Jobcentre Plus (JCP) provisions in rural areas (x3)</li> <li>• Employment and training opportunities for young people are limited</li> <li>• Uncertainty – potential employment legislation change linked to BREXIT</li> <li>• Geography – work opportunities/transport /costs</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of co-ordination on information available and how to access services (x4)</li> <li>• Closer links needed between DWP and third sector to provide more training and awareness raising (x2)</li> <li>• No address, no job - no job equals no housing</li> <li>• In work poverty - need to help families</li> <li>• Lack of collaborative working and resources (x3)</li> <li>• Services often related to postcode and as such opportunities restricted</li> <li>• Social enterprises need to be used more</li> <li>• More apprentices</li> <li>• Lack of awareness of options (x4)</li> <li>• Need for more interventions around financial issues/pressures</li> <li>• Encouragement into work (e.g. NEET schemes for work)</li> </ul>	<ul style="list-style-type: none"> <li>• Need closer working between JCP &amp; voluntary sector to provide hands on work experience and volunteering opportunities</li> <li>• Lack of funding and awareness (x2)</li> <li>• CSCS training needed as blockage for work (funding needed)</li> <li>• Advice and information built into school/college curriculum</li> </ul>	<ul style="list-style-type: none"> <li>• Paid training related work placements impacting substantially on benefits payments – reduces incentive</li> <li>• Pockets of good work, but no large-scale co-ordinated approach across Gwent</li> <li>• Too many employment services but not enough employment support for homeless</li> <li>• Affordable housing</li> </ul>
<b>How can we improve?</b>					
<b>Blaenau Gwent</b>	<b>Caerphilly</b>	<b>Monmouthshire</b>	<b>Newport</b>	<b>Torfaen</b>	<b>Regional</b>
	<ul style="list-style-type: none"> <li>• Improve partnership working between JCP and voluntary sector</li> <li>• Encourage housing providers to link people to employment</li> <li>• Link with RSL's for training programmes on new developments</li> </ul>	<ul style="list-style-type: none"> <li>• More transport</li> <li>• More funding</li> <li>• More understanding of effects on benefit and being able to volunteer etc.</li> <li>• Increasingly encourage new schemes/developments to take on locals people as part of training packages, as part of contracting process</li> </ul>	<ul style="list-style-type: none"> <li>• Greater partnership working (x5)</li> <li>• Incentivise private companies to secure more placements</li> <li>• More suitable placements required</li> <li>• Better understanding of mental health</li> <li>• More pre-vocational courses and programmes for all</li> </ul>	<ul style="list-style-type: none"> <li>• People aged 16-25 need more financial help to get into the work-place</li> <li>• Improve links with education</li> <li>• If people are in low paid jobs, they can't get the help to grants like DAF to buy items for their flats</li> <li>• More job fayres employment support and advertising more</li> </ul>	<ul style="list-style-type: none"> <li>• More understanding of mental health issues impacting on attending work, training and employment placements i.e. effects of medication etc.</li> <li>• More support/information to self-employed; those working part-time; those on zero hour contracts etc. around impact</li> </ul>

	<ul style="list-style-type: none"> <li>• Work taster days and reward scheme to encourage/inspire young people</li> <li>• Limit rents on schemes so employment can be taken up</li> <li>• Free/cheaper child care places to support re-entering the job market</li> <li>• Take mental health into account</li> <li>• Work incentives - without sanctions</li> <li>• Self-build schemes with armed forces and homeless people</li> </ul>	<ul style="list-style-type: none"> <li>• More volunteering opportunities</li> <li>• Scope to better target individuals</li> </ul>	<ul style="list-style-type: none"> <li>• More community led training</li> <li>• Develop more volunteering roles with greater chances of securing employment</li> <li>• Pobl – (café social enterprise in Newport)</li> <li>• Opportunity to secure employment – ‘city on the rise’</li> </ul>	<p>effectively e.g. liaise with support workers</p> <ul style="list-style-type: none"> <li>• Advertising e.g. social media</li> <li>• Closer working &amp; collaboration with employment programmes and Supporting People/Housing Solutions Services (both planning strategy and operationally)</li> </ul>	<p>of changes in working hours and on benefits</p> <ul style="list-style-type: none"> <li>• Make it easier for people to engage e.g. child care - free places</li> <li>• Invest in charities who are offering employability and voluntary opportunities to give a lifeline to those affected by welfare reforms</li> <li>• More support to get into sustainable employment</li> <li>• Suitable working hours for single parents</li> <li>• Councils and partners to develop more apprenticeship schemes</li> <li>• Skills education – start at school</li> <li>• Employment links with access to ongoing support</li> <li>• Job training, continuing education, skill development</li> <li>• Literacy, adult basic education, English as a second language</li> </ul>
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## 6.5.19 Lesbian, Gay, Bisexual and Transgender (LGBT) Plus

### What’s Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Not judgemental and support equal access to all services</li> <li>• Education, creativity and understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Equal Rights</li> </ul>	<ul style="list-style-type: none"> <li>• Services are more aware than previous years (x2)</li> </ul>		

### What’s not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Lack of support services</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of engagement with LGBT community - focus is on other areas such as mental health or substance misuse</li> <li>• Unaware of what support, if any, is active in borough</li> </ul>	<ul style="list-style-type: none"> <li>• More of an understanding from staff, to be able to offer the correct support</li> </ul>	<ul style="list-style-type: none"> <li>• Engagement with community is poor - do they know about the services available? (x3)</li> <li>• Unsure of the gaps due to lack of data held (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of resources and/or information on services. I think there are none</li> <li>• We do not know the availability of any dedicated service(s)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of information - we don't always know characteristics of those presenting, if someone doesn't disclose</li> <li>• Not enough support and understanding of needs</li> </ul>

			<ul style="list-style-type: none"> <li>• Dedicated support and accommodation service required - Gwent wide perhaps</li> <li>• Dedicated LGBT support service required (x2)</li> </ul>		<ul style="list-style-type: none"> <li>• Low engagement of LGBT community with domestic abuse services - is this due to lack of awareness or identifying at point of accessing housing advice?</li> <li>• Need to carry out research into needs</li> <li>• Potential for discrimination from landlords</li> </ul>
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Stop labelling people</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of sources available</li> <li>• Training</li> </ul>	<ul style="list-style-type: none"> <li>• Education needed (x3)</li> <li>• Training required on awareness</li> <li>• Develop more experience of diversity issues</li> </ul>	<ul style="list-style-type: none"> <li>• Raise education &amp; awareness</li> <li>• Education through schools</li> <li>• Education to service providers</li> <li>• Encourage all partnership agencies to consider</li> <li>• Further networking with other agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional policy developed and disseminated</li> </ul>

6.5.20 Refugees/Asylum Seekers					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Housing partnership in place with private rented sector - leasing and support provision (Syrian)</li> </ul>	<ul style="list-style-type: none"> <li>• Support is available</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated nurse for refugees and asylum seekers (x3)</li> <li>• Supported housing and joint approach with social services and housing (x3)</li> <li>• Welsh Refugee Council work well (x2)</li> </ul>		
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Training on modern slavery</li> <li>• Duty to report and knowledge/support of trafficking (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of awareness of statutory and 3rd sector around trafficking of asylum seekers and refugees</li> <li>• Understanding of legislation and refugee status application</li> </ul>	<ul style="list-style-type: none"> <li>• Communication and awareness</li> <li>• Support for those who are appealing their status, as they will not have recourse to public funds.</li> </ul>	<ul style="list-style-type: none"> <li>• Translation services are restrictive and limited (x2)</li> <li>• More scrutiny needed around no recourse to public funds (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of understanding i.e. slavery/human trafficking patterns and trends involving Asylum seekers and refugees - in particular those forced to complete domestic services etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Local awareness</li> <li>• Potential for discrimination from landlords</li> <li>• Immigration legislation and policy. Welsh Refugee Council (pre-support - anticipating end of service).</li> </ul>

		<ul style="list-style-type: none"> <li>• Lack of community engagement for those being housed</li> <li>• No specialist support available</li> <li>• No community for refugees or asylum seekers</li> <li>• No support for accommodation for those who are appealing - National Asylum Support (NASS) stops support for accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• No recourse to public funds - verification before applying for housing</li> <li>• Translation issues and lack of access to support (x2)</li> <li>• Pre-tenancy support is 'hit and miss' (x2)</li> <li>• Lack of awareness in communities around housing process and issues (x3)</li> <li>• Halal shops in limited areas x2 in Newport, as well as Mosques</li> <li>• Unaccompanied asylum seeking children schooled out of area aspire to live in the area they go to school in, but don't have local connection (hubs/community)</li> <li>• Catholic schools catchment area</li> <li>• Notice period from National Asylum Support Service accommodation</li> <li>• Lack of awareness from RSL's re need for refugees to timely apply for resettlement after 5 years</li> <li>• Provision for people with no recourse to public funds</li> </ul>		<ul style="list-style-type: none"> <li>• The Welsh Destitution/NRPF Forum is concerned with the public and third sector response to destitute people from abroad with no recourse to public funds</li> <li>• Assessment of vulnerability for refugees and slow processing of Home Office applications</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Training on modern day slavery</li> </ul>	<ul style="list-style-type: none"> <li>• Better information sharing across agencies</li> <li>• Training for staff</li> </ul>	<ul style="list-style-type: none"> <li>• By providing accommodation which stops homelessness for families who have children and fall into the trap of rogue landlords</li> <li>• Educate communities and asylum seekers/refugees about services (x2)</li> <li>• Share information and communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Greater awareness required (x3)</li> <li>• Longer transfer time from NASS accommodation required, in order to better plan settlement</li> </ul>	<ul style="list-style-type: none"> <li>• Education for service providers</li> <li>• Communication - use Google translate to communicate (x2)</li> <li>• Free modern slavery training</li> </ul>	<ul style="list-style-type: none"> <li>• People moving through the asylum process are most likely to be located in Newport. The Welsh Destitution/NRPF Forum - disseminate guidance on what 'culturally and gender appropriate and safe' provision looks like in emergency accommodation and food banks</li> <li>• Address negative stigma</li> <li>• Work in partnership with agencies like the British Red Cross</li> <li>• Disseminate Tai Pawb 'Open Doors' guidance</li> </ul>

## 6.5.21 Families and Pregnancy

### What's Working Well?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• 14+ Team and FIPP providing family support</li> </ul>	<ul style="list-style-type: none"> <li>• Family units which provide intense daily support</li> <li>• Instant priority need for social housing</li> <li>• Floating support for families</li> <li>• Seamless support from hostel into housing</li> </ul>	<ul style="list-style-type: none"> <li>• Floating Support</li> <li>• Llamau family mediation</li> </ul>	<ul style="list-style-type: none"> <li>• Pro-active support available for families</li> <li>• Prevention work by council is positive in finding accommodation and preventing loss of accommodation (x3)</li> <li>• Common housing register provides information on housing options and directs people to what is available (x3)</li> <li>• Online advice guide provides some useful information for all families (x2)</li> </ul>		<ul style="list-style-type: none"> <li>• Family mediation – good example of regional working</li> </ul>

### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Prevention work carried out by council</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of local placements, out of county</li> <li>• Managing massive expectation of social housing provision (x2)</li> <li>• Placing vulnerable families into B and B's (x2)</li> <li>• Lack of suitable temporary and emergency accommodation for families</li> <li>• Tenancies sometimes fail too easily</li> <li>• Lack of parenting education for young mums</li> </ul>	<ul style="list-style-type: none"> <li>• Placing Families in B &amp; B's</li> <li>• Placing families out of area when school and support network is close by</li> <li>• Poor living conditions in hostels, e.g. mould; fleas and might be filthy</li> <li>• Hostels not local, but out of area away from support</li> <li>• Lack of education – people thinking if you're pregnant will be able to get social housing where you want</li> <li>• More family hostels and support for young parents</li> <li>• Increase education around housing and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Moving people into accommodation too soon and not ready for tenancy - young parents (x2)</li> <li>• Not being tenancy ready (x4)</li> <li>• Benefit cap and increase in rent arrears (x2)</li> <li>• Customer expectations - when overcrowded, expect to move immediately</li> <li>• Lack of generic family and single parent support (x2)</li> <li>• Lack of specific supported housing for young families (x2)</li> <li>• Mother and baby supported housing required</li> <li>• Lack of 2 bed houses</li> <li>• Lack of family housing that is affordable (x4)</li> </ul>	<ul style="list-style-type: none"> <li>• Placing families out of area when school and support network is close by</li> <li>• Keeping people within the borough they have links with and support</li> <li>• Children are hungry - they are the victims of welfare reforms where parents are unable to understand process</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting people to be able to remain near family/friends</li> <li>• Benefit cap and 2 children limit (tax credits), a big risk. Benefit cap cases being propped up by DHP's</li> </ul>



			<ul style="list-style-type: none"> <li>• Running out of family accommodation. Brokering agreements with social landlords, letting agencies etc.</li> <li>• Lack of larger properties for larger families</li> </ul>		
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• More suitable emergency accommodation needed</li> <li>• More work to provide budgeting skills, address previous tenancy failures</li> <li>• Smoother transition for families</li> <li>• More in county placements including for male parents</li> </ul>	<ul style="list-style-type: none"> <li>• Support for young mums.</li> <li>• More family hostels. In each area of Monmouthshire.</li> <li>• Provision of more homeless family accommodation</li> <li>• Need emergency family accommodation in south of county</li> </ul>	<ul style="list-style-type: none"> <li>• Tailored support for families experiencing homelessness</li> <li>• Single parent support for young mums (x3)</li> <li>• More support and assistance around cases affected by benefit cap (x3)</li> <li>• Enhance prevention activity and build on positive work (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Invest in schemes to keep families together</li> <li>• Torfaen instigating a hostel arrangement in Torfaen – could help to free up family accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• More family places so families don't have to move out of area and away from extended family support</li> </ul>

6.5.22 Single People					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Hostels</li> <li>• Temporary accommodation exemption to bedroom tax</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent liaison with Housing Solutions Team and RSL's in assessing needs</li> <li>• Assertive outreach with rough sleepers</li> </ul>	<ul style="list-style-type: none"> <li>• Support is available</li> <li>• Under-occupying allowed in rural properties thanks to Rural Allocations Policy</li> <li>• Shared housing</li> </ul>	<ul style="list-style-type: none"> <li>• Llamau supported housing schemes (x4)</li> <li>• Solas projects (x4)</li> <li>• Excellent partnership working with RSL's in voluntary sector and Newport (x3)</li> <li>• Common housing register provides easier access (although limited) (x3)</li> <li>• Cold Weather Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Not enough accommodation, not getting specialist help they need</li> <li>• Torfaen Young Persons Support Service</li> </ul>	<ul style="list-style-type: none"> <li>• Prevention of homelessness for everyone now under the Housing Act 2014</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional

<ul style="list-style-type: none"> <li>• Council is seeing less families and more single people presenting. But there's a massive shortage of single person housing though</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of suitable accommodation (x2)</li> <li>• Increased openness to one sized solution doesn't suit everyone</li> <li>• Limited awareness about lack of housing</li> <li>• High expectations can't be fulfilled</li> <li>• Funding investment for single person accommodation is very expensive</li> <li>• Lack of affordability and availability (x2)</li> <li>• Housing not seen as a priority</li> <li>• Private rented sector not accepting people on benefits</li> <li>• Lack of appropriate accommodation (1 bed accommodation)</li> <li>• Lack of H.M.O's</li> <li>• Local mentality – e.g. house shares viewed negatively</li> <li>• Stock profile does not match client profile – lack of 1 bed properties</li> </ul>	<ul style="list-style-type: none"> <li>• Shared properties not suitable for everyone</li> <li>• People moved out of local area to B and B temporary accommodation</li> <li>• Not enough accommodation for single people</li> <li>• Lack of affordable properties</li> <li>• Lack of affordable private rented</li> <li>• On the 'shop floor' it is difficult to see where 'early intervention' is working. Most persons need to be at crisis point before any remedial works are undertaken, increasing mental health issues in a negative way</li> <li>• Under supply of smaller accommodation throughout rural Monmouthshire</li> <li>• Housing under 25's</li> <li>• Shared housing is expensive</li> <li>• They are not considered a priority</li> <li>• Affordability/availability</li> <li>• Lack of private rented accommodation accepting people receiving housing benefit/UC</li> <li>• Cases not considered individually</li> </ul>	<ul style="list-style-type: none"> <li>• Under 35 rule (x2)</li> <li>• Use of B and B's (x4)</li> <li>• Unsure of the level of demand (2)</li> <li>• Lack of support for those with no connection to Newport</li> <li>• Concentration of single person accommodation in certain locations</li> <li>• Registered sex offenders (RSO's) not being accommodated</li> <li>• HB/LHA/UC changes prohibit access more now (x3)</li> <li>• Lack of affordable accommodation (x18)</li> <li>• Lack of emergency provision - night shelter - direct access (x4)</li> <li>• Lack of storage for rough sleepers (x3)</li> <li>• Lack of support and funds for single people working to set up home (x2)</li> <li>• Lack of general options (x2)</li> <li>• Lack of guarantors for private rented sector (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Limited duty owed</li> <li>• General lack of single person housing</li> <li>• Single rough sleeper with no issues around mental health, substance misuse, probation are 'bottom of pile'</li> <li>• Not enough accommodation available for single people, long wait for Homeseeker</li> <li>• Lack of awareness and understanding of modern slavery and how to report concerns</li> <li>• Affordability/availability</li> <li>• Nowhere that they can access, homeless kit in a central location</li> <li>• Lack of shelter, homeless provision by councils/RSLs</li> <li>• Under 35's limited HB/LHA/UC, lack of accommodation</li> <li>• Help for under 22/35's</li> <li>• Lack of emergency accommodation, lots of hidden homelessness - sofa surfing</li> <li>• Lack of shared housing for single people who are unable to afford self-contained housing</li> <li>• Hostels &amp; emergency beds</li> <li>• Attitude towards single tenants – may be more prone to eviction</li> <li>• Anecdotally know there's a lot of 'sofa surfing' in Torfaen</li> <li>• Rough sleepers – don't want to engage generally in Torfaen – tend to be single males we don't have priority to house</li> <li>• Torfaen – don't have an emergency service for single males; there's no real contingency plan</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of single person accommodation</li> <li>• Not seen as a priority</li> <li>• Lack of affordable rental (private/RSL) for young single people</li> <li>• More HMO's</li> <li>• Priority need for different households should be removed (x2)</li> </ul>
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How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Increase delivery of single persons accommodation on mixed tenure developments (x2)</li> <li>• Housing providers need to supply house sharing options to solve affordability issues</li> <li>• Provide affordable housing (x2)</li> <li>• Utilise empty buildings</li> <li>• Prioritise 1 beds in development programmes</li> <li>• More single person housing stock needed (x2)</li> <li>• SPOC for 1 bed properties</li> </ul>	<ul style="list-style-type: none"> <li>• More funding</li> <li>• More single person accommodation needed</li> <li>• Making use of old buildings / factories etc. for rough sleepers</li> <li>• Housing associations building more properties</li> <li>• More private landlords accepting HB/LHA/UC</li> </ul>	<ul style="list-style-type: none"> <li>• More joint-working and initiatives</li> <li>• Awareness raising and education required (x4)</li> <li>• More shared accommodation (x2)</li> <li>• More pre-tenancy training and support (x3)</li> <li>• More emergency beds (x4)</li> <li>• More resettlement support to provide a positive starting point</li> <li>• More flexible housing solutions</li> <li>• More 1 bed accommodation (x5)</li> <li>• More support for RSO's on release and more dedicated interim supported housing (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• More Properties</li> <li>• More suitable accommodation for single people - shared accommodation (x2)</li> <li>• Limited access to wash, eat, charge phone, internet e.g. rough sleepers</li> <li>• More available affordable shared accommodation</li> <li>• Partnership working to sign-post. Single people to join in programmes where they will meet and befriend others</li> <li>• Take an imaginative approach to accommodation for single people and use difficult to let areas/low demand 2 beds for single people</li> </ul>	<ul style="list-style-type: none"> <li>• A co-ordinated approach across Gwent to pre-tenancy training/"passport" to housing schemes</li> <li>• Invest in befriending programmes to help single people and avoid deprivation and improve quality of life</li> <li>• Single people - lack of shared housing options. Offer support packages advice and employment</li> <li>• I feel educating people from a younger age could assist for the long term</li> </ul>

6.5.23 Gender					
What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
			<ul style="list-style-type: none"> <li>• Llamau Women's Services (x3)</li> <li>• Women's Aid refuge and services (x4)</li> </ul>	<ul style="list-style-type: none"> <li>• We have gender specific schemes for Homelessness households</li> </ul>	<ul style="list-style-type: none"> <li>• Not aware of any homeless, housing and gender issues in Gwent - working well</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
		<ul style="list-style-type: none"> <li>• If homeless female housed into social housing, chances are that a single woman would be in a block with majority male tenants - can be intimidating</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of awareness and understanding (x2)</li> <li>• Gender specific accommodation (x3)</li> <li>• Lack of male only provision (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Men seen as less vulnerable than women in regards to emergency housing</li> <li>• Lack of provision for more under 35's</li> </ul>	<ul style="list-style-type: none"> <li>• Provision in general for single people - bedroom tax etc.</li> <li>• Males generally have low priority for housing</li> </ul>

		<ul style="list-style-type: none"> <li>No awareness of gender issues affecting housing</li> </ul>			
How can we Improve?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
		<ul style="list-style-type: none"> <li>More specific gender appropriate housing accommodation for single people</li> </ul>	<ul style="list-style-type: none"> <li>Greater understanding of gender specific support needs (x3)</li> <li>Develop male supported housing scheme (x2)</li> <li>Support single males</li> </ul>	<ul style="list-style-type: none"> <li>Invest more in pre-tenancy gender specific schemes</li> </ul>	<ul style="list-style-type: none"> <li>Gender specific schemes</li> </ul>

## 6.5.24 Early Intervention, Advice and Support

What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>Great advice given via Housing Solutions Team</li> <li>Housed in T/O (x2)</li> <li>Prevention fund - DHP</li> <li>Officers based onsite</li> <li>Wallich is really proactive</li> <li>The council building in Church Street Ebbw Vale provides opportunities for service users to drop in for support and advice. Partners agencies use too</li> <li>Have specific support helping different groups that could be at risk e.g. Gwent pathways for offenders/gypsy travellers/older person's schemes</li> <li>Supporting People funded mediation worker</li> <li>Regular forums council holds with supporting people providers</li> <li>Having smaller teams that work together and know what their strengths are – close working teams</li> </ul>	<ul style="list-style-type: none"> <li>Good quality support available throughout borough</li> <li>Good quality support available pre-crisis (x2)</li> <li>Supporting People funded GOFAL prevention officers in post – Chartered Institute of Housing (CIH) innovation award winners 2017</li> <li>Council's Housing and Homeless Support: Good spread of support</li> <li>Multi-agency working (x2). Positive working relationships with partner agencies. Multi agency teams e.g. domestic violence support, children services and mediation working within homeless team 16 + team</li> </ul>	<ul style="list-style-type: none"> <li>Being place based means being there to advice and get in early</li> <li>Early intervention with services working well</li> <li>Support is available and funded</li> <li>Monmouthshire's Gateway – fast access for service users (x3)</li> <li>Providers have good relationships with other agencies e.g. police, health, social services etc.</li> <li>Mediation services/family mediation – helping to keep people housed (NB: service users can still access mediation in hostels)</li> <li>Providers increasingly advertise the services they provide e.g. help with rent arrears – so there's more encouragement to get help before a section 21 notice is served to evict</li> </ul>	<ul style="list-style-type: none"> <li>Information provided is positive and readily available</li> <li>Prisoner support works well</li> <li>Homeless prevention fund effective and flexible (x5)</li> <li>DHP use positive with Housing Team (x3)</li> <li>Homeless prevention work really positive (x5)</li> <li>Llamau mediation</li> <li>Positive work across agencies</li> <li>Good partnership between RSL's and councils with support agencies (x2)</li> <li>Financial Inclusion workers positive (x2)</li> <li>Lighthouse Project</li> <li>Support hoarding – Mind</li> <li>Close links with third sector businesses – Llamau/Pobl/Solas etc. via Newport Gateway housing support</li> <li>More support services accessed through one route</li> <li>Newport is a central location – accessible service</li> </ul>	<ul style="list-style-type: none"> <li>Drop in advice surgeries - accessible across the borough re appointments &amp; locations</li> <li>Being based on site giving immediate intervention Access to present as homeless and response assessment</li> <li>Meetings held between service providers for contingency planning</li> <li>First contact services - Crisis support</li> <li>Operating a placed based approach – better for service users and for providers to co-ordinate/collaborate</li> <li>Supporting People Housing Related Support Worker in Torfaen – sits with the Families First programme - has raised profile of homelessness</li> <li>There are specialist providers operating in Torfaen to meet clients'</li> </ul>	<ul style="list-style-type: none"> <li>Housing Wales Act – supporting early prevention</li> <li>Regionally the supporting people scheme</li> <li>Multi-agencies working together – supporting specialist services, as well as ones that provide more generic ones</li> <li>SP networks and forums provide excellent opportunities for sharing knowledge/networking</li> <li>Cyffanol Provide crisis support/intervention to help women remain in their own home</li> <li>Providers operating a placed based approach</li> </ul>

<ul style="list-style-type: none"> <li>• Wallich – help to signpost help/register and support someone who's homeless, support workers, prep worker for ex-offenders</li> <li>• Supporting People providers signed up to Abris – that's making the sharing of information easier</li> </ul>		<ul style="list-style-type: none"> <li>• Homeless Team can access sprint notes to review support that's been previously provided</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership working - Information station. Lighthouse project. Bond scheme. Prevention approach</li> </ul>	<p>specific needs; Vibrant 3<sup>rd</sup> sector provision</p> <ul style="list-style-type: none"> <li>• Torfaen developed/maintain good relationships with other teams/providers. (Housing Solutions &amp; SP Team) Joint chairing of the Torfaen SP and Providers Forum</li> <li>• Torfaen – SP funding allocation – based on solid data/research. Well planned and what emerges is the commissioning for the coming year</li> <li>• People being much closer to the communities they work in e.g. placed based approach</li> </ul>	
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### What's not Working Well? Where are the Gaps?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Informal approach</li> <li>• Lack of written notification letters</li> <li>• Lack of education</li> <li>• Lack of support with budgeting</li> <li>• Lack of intervention with coping skills</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of information on referrals and risk assessments not completed or not thorough (x2)</li> <li>• Agencies raising service users expectations of what housing can deliver</li> <li>• Lack of understanding about what help is available</li> <li>• Lack of communication/ messages to alert people to seek advice earlier so action can be taken earlier</li> <li>• Pre-crisis work needed</li> <li>• Not enough drop in centres for advice</li> <li>• Continuity in funding to plan and maintain support services</li> <li>• Can be harder in rural areas to cover services</li> <li>• Not enough robust high support need provision</li> </ul>	<ul style="list-style-type: none"> <li>• Services around prison preparation</li> <li>• Consistent information from Housing Solutions Team</li> <li>• Lack of information on referrals and incorrect information</li> <li>• Lack of risk information on risk assessment</li> <li>• More support based on the level of demand</li> <li>• Lack of services</li> <li>• Lack of access to digital poor broadband/reception</li> <li>• Less time spent on referral process and waiting lists</li> <li>• Not enough place based services</li> <li>• How will place based services (PBSs) be delivered?</li> <li>• Time between assessment and allocation of support</li> <li>• Lots crisis support but not enough prevention support</li> <li>• Monmouthshire – makes preventing homelessness harder - travel links (x2) –</li> </ul>	<ul style="list-style-type: none"> <li>• Prisoner support works well but probation gaps</li> <li>• New act leaves offenders more vulnerable</li> <li>• High and increasing caseload for officers (x2)</li> <li>• Delivering Housing Wales Act - level of bureaucracy in process - too complex for staff and clients (x2)</li> <li>• Signing process is rushed at times - applicants are not always aware of what is required</li> <li>• Lack of resources and competing pressures around organisation unhelpful (x2)</li> <li>• Message of rent in advance for RSL still not getting across to all agencies and clients (x3)</li> <li>• Council waiting 56 days and making an intentional decision</li> <li>• Clear understanding of present rules and how to access support (x2)</li> <li>• Lack of funding for projects doing work (x3)</li> </ul>	<ul style="list-style-type: none"> <li>• Clients not referred to debt services quickly enough</li> <li>• A 'revolving door' is created when communication is lost and support is limited</li> <li>• When too many agencies are involved with one client because of different problems, service user can get lost and confused</li> <li>• Joined-up services good, but could be improved</li> <li>• Lack of information to those who do not understand the impact of welfare reforms e.g. UC on their benefits</li> <li>• Sign postings to appropriate intervention agency</li> <li>• Homeless services – service user contact predominantly via the web or phone</li> <li>• Service users can prefer working with one person so they don't have to repeat themselves</li> <li>• Communities are having to pick up more slack e.g. responding with food banks</li> </ul>	<ul style="list-style-type: none"> <li>• Poor engagement - no magic solution</li> <li>• Prevention advice/support offered by Housing Solutions Team can vary greatly between Gwent councils</li> <li>• We are still seeing examples of council effectively 'gatekeeping'</li> <li>• More preventative, community based support for those experiencing domestic abuse - not just when there is a known housing related problem. This could assist with a more safe and planned exit</li> <li>• Shelter Cymru workers not co-ordinating well with other agencies across all sectors</li> <li>• Joint co-ordination/working with some SP providers – e.g. where there's a joint tenancy and two different support services in place</li> <li>• Partner organisations' lack of knowledge about SP and</li> </ul>

		<p>training and volunteering opportunities are sometimes difficult for clients to access because of poor transport links</p> <ul style="list-style-type: none"> <li>• Can be difficult to reach out to everyone over the rural authority</li> <li>• Availability of options with regard to move on accommodation</li> <li>• Access to Monmouthshire County Council's housing support services are offered via the telephone – rather than being place based (x2)</li> <li>• There's not enough of a 'joined up' approach between providers and other statutory agencies: e.g. health; education etc.</li> <li>• Providers aren't necessarily aware/entirely up to date with each other's services to support a more 'joined up' approach</li> <li>• Risk assessments – service providers can sometimes try to "pass the buck" onto other providers by being too measured in the information that's provided</li> <li>• Gap in provision of intensive/higher level support accommodation (i.e. mental health, drugs, young people)</li> <li>• Supporting People services don't link well to homeless services</li> <li>• Supporting People has too many non-housing priorities</li> <li>• Housing Solutions Team/gateway link. Not 1 consistent database. Creates a duplication for customer/client</li> <li>• Some people keep coming back through. Some people</li> </ul>	<ul style="list-style-type: none"> <li>• Advice and support should be more consistent (x5)</li> <li>• Understanding of support and risk assessments</li> <li>• Lack of communication and joint working (x4)</li> <li>• Lack of pre-tenancy work and education around saving for a tenancy (x7)</li> <li>• Lessen the criteria for homeless, more tolerance needed/ multi agency approach/ more outreach worker</li> <li>• Improve advertising of the support available</li> <li>• Advice available on weekends at the council</li> <li>• Housing can often be suitable but families lose id use to failures to engage with services and maintain rents</li> <li>• Problem with people presenting with little warning e.g. range of causes – burying head in the sand, domestic violence, discharge from hospital</li> <li>• More joined-up working – partnership working (e.g. missing persons/high-risk/child sexual exploitation) and Community Safety</li> <li>• Financial/staffing (cases-loads)/support time per person</li> <li>• Managing expectations - (pathway) route has changed</li> <li>• Lack of education/understanding about a lot of support etc., then someone hits 18'</li> <li>• Breaking-down of the one stop shop at Newport</li> <li>• Lack of understanding on homelessness, despite education</li> <li>• Aspirations are outdated</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless Officers assist someone presenting as homeless or threatened with homelessness over the phone – we may not get as much info over the phone for assessment as we do face-to-face</li> <li>• Common for the same people to keep re-presenting, People tend to 'bounce' back through, due to chaotic lives and because they don't engage with support to solve things first time around.</li> <li>• In Torfaen when someone is referred to TVA – it takes 2 to 3 months waiting to get them support (TVA will provide with standard advice over the phone though).</li> <li>• SP – avoidance of double funding - if someone's getting support in temporary accommodation for mental health and they lose the old SP funded support and new service is taken up, can make it harder for the individual – lose the rapport/support they had (don't think this has much of an impact in Torfaen though).</li> <li>• Reasonable steps – dependent on the part that the person who's homeless or threatened with homelessness plays i.e. the responsibility they take for helping themselves. Can be real problem with complex cases – keep coming back through the system. That can be an acute problem in regards to re-housing, where people have 'burnt bridges' previously with social landlords.</li> </ul>	<p>accessing homelessness services</p> <ul style="list-style-type: none"> <li>• Available support for non-priority people experiencing homelessness</li> <li>• Data protection/information sharing between regions</li> <li>• Differences in client management systems, differences in Gateway systems and different approaches in assistive technology</li> <li>• Early intervention – but sometimes it's not early enough (x2). There's not enough intervention taking place earlier on to prevent crisis e.g. mental health or budgeting support</li> <li>• Officers working regionally - key problem to surmount is there's different employer terms and conditions</li> </ul>
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		<p>are too ill/lives too chaotic to seemingly help effectively</p> <ul style="list-style-type: none"> <li>• Can be difficult to get people who need help to disclose their full circumstances</li> <li>• Unless a case if urgent there can be a significant waiting time to get support</li> <li>• If someone presenting as homeless needs specialised support, but there's none available, 'everything stops'</li> <li>• Council and partners use different IT systems. Including internal departments at the council</li> <li>• Training/understanding of housing legislation amongst providers</li> </ul>	<ul style="list-style-type: none"> <li>• Serious case reviews due to lack of resources – leads to legal action</li> <li>• Social Services financial thresholds/budget planning – difficult because of increase demand</li> <li>• Funding – SP funding risks – service cuts</li> <li>• Other local authorities placing high risk cases in Newport and not letting the local authority know</li> <li>• Specialist provision for certain groups (i.e. trafficking)</li> <li>• Hard to reach cases (options limited)</li> <li>• Information sharing issues</li> <li>• Gap between systems (CCM – Civica).</li> <li>• Mediation services</li> </ul>	<ul style="list-style-type: none"> <li>• Relying on IT more and more, but than can be an issue for some service users (x3)</li> <li>• Training and best practice information - wide provider network in Torfaen – can share knowledge e.g. drug training</li> </ul>	
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Continuing SP funding</li> <li>• Review referral to temporary accommodation paperwork</li> <li>• Keep in regular contact service users and provide the right information</li> <li>• Provide more floating support e.g. the Wallich</li> <li>• More joined up working</li> <li>• More promotion of supporting people – service user website, which service users can also use to provide feedback</li> <li>• Increasingly getting councillors on board with the work is key – need to raise the political profile of homelessness</li> <li>• There's potential for the restructuring of teams to support improved working e.g. Supporting People work in Social Services. Housing</li> </ul>	<ul style="list-style-type: none"> <li>• More publicity to encourage people to act sooner if at risk of homelessness (x3)</li> <li>• Improve understanding of welfare reforms/benefits</li> <li>• Better marketing of Shelter Cymru, Mind, drug and alcohol support and foodbanks</li> <li>• Better marketing and helping churches more, to open their doors to the homeless</li> <li>• Education and more compassion</li> <li>• Better marketing of services available</li> <li>• Need to support applicants to use technology to access benefits etc.</li> <li>• Use the data we collect to improve the way we work</li> <li>• Common databases e.g. Civica used across services and local authority areas</li> </ul>	<ul style="list-style-type: none"> <li>• Better advertising - promotion</li> <li>• More joined up working within council and support agencies to plug gaps</li> <li>• More communication and continuation of supporting people funding</li> <li>• Drop in surgeries needed</li> <li>• Greater alignment between Supporting People and Providers</li> <li>• Better training for staff on UC (x2)</li> <li>• Improve the financial advice/support given</li> <li>• Advice on display in the library (leaflets like Turn2Us without having to speak to advisor first)</li> <li>• Priorities – preventing homelessness - greater support mechanisms around emotional support;</li> </ul>	<ul style="list-style-type: none"> <li>• Intervention is only effective if there are clear communication lines. Open up communication lines and reduce issues around information sharing</li> <li>• Support needs to be identified quicker</li> <li>• Raise awareness of costs associated with housing (x4)</li> <li>• Continuous funding needed for projects</li> <li>• More education required in schools - part of curriculum (x4)</li> <li>• Improve links across all agencies in delivering advice - clearer message needed</li> <li>• More work with chaotic clients</li> <li>• More early intervention work (x3)</li> <li>• More hostel/temporary accommodation spaces and more intervention</li> </ul>	<ul style="list-style-type: none"> <li>• Education in schools</li> <li>• Better joined-up working and improved strategy to I/D people before crisis occurs</li> <li>• Accessible front facing services</li> <li>• More funding for additional working</li> <li>• Continuation of Supporting People funding</li> <li>• Crisis support</li> <li>• Having a place, accessible during weekdays &amp; weekends for face-face homeless support from the council</li> <li>• Help with debt and money advice (x5)</li> <li>• Civica – is still being rolled out. Enables better co-ordination, monitoring and sharing of information (x2). SP are going to be able to increasingly use the data as</li> </ul>	<ul style="list-style-type: none"> <li>• Education on homelessness - Follow Caerphilly's example - going into schools early intervention</li> <li>• Commission RSL's to provide place based services/support</li> <li>• Access to emergency housing advice in crisis</li> <li>• Landlords to identify tenants at very early stages of any issues and involve Housing Solutions Teams</li> <li>• Make sure there is a consistent message across Gwent about where to go for help and advice - ensure help and advice is always available - continue to fund Supporting People</li> <li>• Joint working with Shelter Cymru, cross referrals and embedded workers</li> <li>• Improve help when there's no priority need (x2)</li> </ul>

<p>Options/Solutions in the Environmental Department – but in Public Protection. Housing Strategy in Environmental – but in regeneration. Blaenau are currently going through a management restructure that could change things</p>	<ul style="list-style-type: none"> <li>• Virtual meetings, email, interviews</li> </ul>	<p>substance misuse; relationship issues; financial advice; mental health NEETS</p> <ul style="list-style-type: none"> <li>• Introducing P.I.E. (Psychologically Informed Environment) with its 5 elements e.g. Solas</li> <li>• Utilise technology e.g. Skype (x2)</li> <li>• Re-introduce SP provider forum in Monmouthshire to share information/best practice – consider different models to solve problems in the forum</li> <li>• Opportunity - Use of voluntary sector e.g. Gateway Church and Monmouth Churches and Foodbanks</li> <li>• Improve council/Homesearch website – more self-help options</li> <li>• SP – opportunity to pilot schemes where there's possible gaps</li> <li>• Opportunity - Supporting People and Homeless Planning Group... Greater alignment with supporting people</li> </ul>	<ul style="list-style-type: none"> <li>• More officers focused on Financial Inclusion work</li> <li>• Better training for local authority staff</li> <li>• Early intervention and more knowledge from external agencies</li> <li>• Outreach workers providing pathway info and quick access to supported housing/ multi agency approach</li> <li>• Give accurate advice and support</li> <li>• New MASH facilities are operating quicker</li> <li>• Sharer scheme - opportunities to develop</li> <li>• Personal Housing Plan (not just for housing officers)</li> <li>• Private landlords could utilise supporting people referral portal</li> <li>• Education regarding housing and budgeting – manage expectations</li> </ul>	<p>live intelligence, for where the demands/gaps are – to help with planning services</p> <ul style="list-style-type: none"> <li>• Opportunity for providers to expand successful schemes 2018/19 e.g. Gwalia – TVA in Pontypool – drop in service. Eventually expand to different venues in Torfaen? Cwmbran etc.</li> <li>• 'Shelter protocol' in Torfaen – worked on for three years – homeless network promoted too and there's only been a couple of meetings e.g. person from Shelter attending TCBC Offices once a month for example</li> <li>• TCBC will be holding surgeries in different areas of Torfaen – piloted from the beginning of 2018, so Homeless Officers will meet people presenting face-to-face. Better opportunity to find out more info on someone's case – anecdotally people tend to disclose more face-to-face. If we get a lot of people coming to surgeries with general housing queries, could ask Homeseecker Officer to attend if there's a need too, potentially offering additional advice</li> <li>• Shelter representative sit in Pontsychan once a week to discuss issues and resolve them before a situation escalates?</li> <li>• There's no arrangement with a taxi company to help someone for transport out of area for emergency accommodation – is that an option? Is there a need?</li> </ul>	<ul style="list-style-type: none"> <li>• Less paperwork to fill in (x2)</li> <li>• Make sure approaching services is as less intimidating as possible</li> <li>• Make sure private landlords are well aware of all the support opportunities in place</li> <li>• Further publicise the positive impact of earlier engagement to private landlords</li> <li>• Increased use of DEWIS website</li> <li>• Digital channel shift - impact on the way services interact with customers 'E surgeries'</li> <li>• Develop the effectiveness of early preventative measures e.g. the fire brigade managed to see a 70% reduction in fires after taking more of a preventative approach</li> <li>• Standardise approach, practice, info and advice as much as possible</li> <li>• Use Renting Homes Act – ease the way for sharing/joint tenancies</li> <li>• Shelter could do more in local council offices to help prevent new cases</li> <li>• Greater understanding of impact of gambling in Gwent</li> <li>• Incorporate Shelter's 'Equal Ground' standard</li> <li>• Sharing data around families/individual accessing services across region – reasons for failures/successes. Mapping families/individual journey through the system and need for interventions – shared outcomes database</li> <li>• Access to cognitive and resilience building therapies</li> <li>• It is important to continue to harness the goodwill of</li> </ul>
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					<p>volunteers and the Faith community</p> <ul style="list-style-type: none"> <li>• Make better use of websites to help manage demand and improve the range, quality and coverage of web based information – pool resources</li> <li>• Provide longer term and on-going support i.e. “door always open”, to help prevent deterioration/revolving door scenarios</li> </ul>
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## 6.5.25 Homeless Prevention Funds/Discretionary Housing Payments

What's Working Well?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• Available funding</li> <li>• Very responsive</li> <li>• Good partnership working</li> <li>• Success working with councils to help people</li> </ul>	<ul style="list-style-type: none"> <li>• Useful for prevention –acts as a useful reasonable steps tool as well</li> <li>• DHP easy to access and accessible application forms</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible and innovative approach e.g. rent guarantees</li> <li>• Housing Solutions Team routinely utilise homeless services grant to pay interim rent arrears where there's delayed housing benefit/universal credit payments</li> <li>• Flexible in how council uses the 'spend to save fund', to support prevention</li> </ul>	<ul style="list-style-type: none"> <li>• Preventing more evictions than before - positive prevention – working (x2)</li> <li>• Positive links between council and RSL's - good outcomes (x2)</li> <li>• Good communication and understanding – Housing Solutions Team engage well to try to avoid eviction at all costs (x2)</li> <li>• Prevention fund positive in stopping evictions – council uses flexibly and creatively (x9)</li> <li>• DHP works well when people have guidance and help (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• TCBC ( and MCC) Positive DHP Policy - best expenditure in Wales - this should be replicated across Wales</li> <li>• DHP helps with arrears</li> <li>• Administration &amp; awards</li> <li>• Understanding of utilisation of DHP by Finance teams</li> <li>• Time waiting for applications to go through</li> <li>• Evictions are prevented via DHP awards</li> <li>• Brilliant DHP and Homeless prevention</li> <li>• Excellent access DHP</li> </ul>	<ul style="list-style-type: none"> <li>• Prevention fund is very useful in preventing homelessness and helping people into secure accommodation. More focus needed.</li> <li>• Evictions prevented by paying arrears</li> <li>• Shelter Cymru excellent at challenging decision by councils - given the varying interpretation of the housing legislation</li> </ul>
What's not Working Well? Where are the Gaps?					
Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
<ul style="list-style-type: none"> <li>• DHP decisions - quicker response needed</li> <li>• Constraints on budgets and ongoing cuts every year. Overspending of certain areas in the council e.g. social services is over spent</li> </ul>	<ul style="list-style-type: none"> <li>• Takes too long to process</li> <li>• Don't know how long it will be available</li> </ul>	<ul style="list-style-type: none"> <li>• Funding awareness</li> <li>• Encouraging people to downsize - not engaging with the allocation process to move</li> <li>• Lack of awareness of homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• DHP could be used more targeted and not left to rush spend at year end (x2)</li> <li>• Awareness of what is available (x3)</li> <li>• DHP seen as a solution and it is not a long-term solution (x4)</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of awareness of options to help</li> <li>• Timescale in processing awards (x3)</li> <li>• Impact of new welfare reforms are having a direct</li> </ul>	<ul style="list-style-type: none"> <li>• Some councils still not spending all their DHP budget. Could do more to assist tenants</li> <li>• Time delays</li> <li>• Inconsistent practice across councils in the administration</li> </ul>

<p>every year, but planning is difficult as – numbers needing support have doubled in the last 18 months</p>		<ul style="list-style-type: none"> <li>• DHP awards are too low; not sufficient funding</li> <li>• Lack of housing around Monmouthshire</li> <li>• Not enough suitable accommodation</li> <li>• Affordability of private rent</li> <li>• Duplication of roles in separate teams? (i.e. Financial Inclusion and Young Persons) - not clear for client/who they are dealing with. Double approach - client sometimes contacted by separate agencies following homelessness application</li> <li>• Large geographical area – support workers have to travel distances between clients</li> <li>• Funding threat - Homelessness – not sympathetic to client group compared to other areas such as children's services</li> <li>• Lack of resources - both financial and staffing (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• More funding needed (x5)</li> <li>• Slow responses and delays</li> <li>• Process too complicated at times (x2)</li> <li>• Lack of assistance from DHP for RSO's</li> <li>• Support workers unaware of DHP in some instances (x2)</li> <li>• Inconsistent approach in decision making for DHP in Newport - seems dependant on year applied for (x2)</li> </ul>	<p>impact on non-payment leading to Homelessness</p> <ul style="list-style-type: none"> <li>• Takes too long if there are emergencies</li> <li>• Councils being prepared to top -up/contribute to the fund</li> </ul>	<p>of DHP's and homeless prevention funds</p> <ul style="list-style-type: none"> <li>• Single pot available</li> <li>• Homeless legislation indicates "duty to prevent" doesn't fund accommodation in some cases. Reduces prevention for NFA?</li> <li>• Consistent 3 year homeless prevention funding</li> <li>• Lack of consistency of administration of funds</li> <li>• Uncertainty over SP funding – the super-grant and the removal of ring-fencing on support people funding. Could money that's been used for homelessness services end up being used elsewhere for projects that are politically more popular?</li> </ul>
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### How can we Improve?

Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Regional
	<ul style="list-style-type: none"> <li>• Interim short term financial support whilst adjusting to benefit cap</li> </ul>	<ul style="list-style-type: none"> <li>• More awareness of DHP; more funding</li> <li>• Affordability of private rent sector and private sector leases</li> </ul>	<ul style="list-style-type: none"> <li>• More in-depth approach required from council HB team (x2)</li> <li>• Better understanding of DHP budget (x2)</li> <li>• Should move DHP budget to Housing Solutions Team to make best use of pot available and seek to increase DHP in future years</li> <li>• Move fund to Housing Team and blend funding with prevention resources - make better use of funding (x5)</li> </ul>	<ul style="list-style-type: none"> <li>• Need to consider allocation of DHP to subsidise low demand 2 bed housing for single/couples affected by bedroom tax</li> <li>• Offer discretionary housing payments to prevent eviction</li> <li>• Promote awareness of DHP (x2)</li> </ul>	<ul style="list-style-type: none"> <li>• Homelessness services across Gwent need continuity funding to ensure all good prevention work can become a permanent service not ad-hoc when extra cash allows</li> <li>• Increase awareness of what is available</li> <li>• See Shelter Cymru report on DHP spend 2017/18 and 'waste not want not' campaign</li> </ul>

			<ul style="list-style-type: none"> <li>• More information on DHP from council (x4)</li> <li>• More awareness of DHP for all</li> <li>• Support Workers should have more training around DHP and prevention fund use/options (x3)</li> <li>• Funding should be added from health and other agencies - seen as a housing issue (x3)</li> </ul>		
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### 6.6 Key Points:

- Section 6, added to the previous sections offers a clear picture on the issues facing delivery of homeless services, gaps on the ground and potential solutions – at a more local level.
- All of the consultation has been condensed into Section 6 to make it easier to digest and make it easier for local authorities to focus on priorities, to help drive viable actions forward over the coming years.

## 7. Local Analysis: Use of Statutory Funding by Local Authorities

7.1 Section 7 considers the use of funding in each of the local authorities and how this has been used to deliver statutory homelessness services. Protection of homeless funding was brought up numerous times during consultation. The service user survey in particular emphasises why investment in statutory homeless services is so important – 132 out of 165 said they would approach the council first for help, above any other agency.

7.2 Table 7.2.1 below provides a summary of the ways local authorities have used statutory funding the last 2-3 years:

<b>Blaenau Gwent</b>	<ul style="list-style-type: none"><li>• <b>2015 to 16:</b> Housing Solutions and Supporting People engaged in a regional partnership with Torfaen and Monmouthshire for a 1 year pilot, to support a regional project that works with prisons, probation and local services to help secure a transition from prison to accommodation for prisoners.</li><li>• <b>2015 to 16:</b> Procured a new ICT system that will provide the Housing Options Team with a case management system.</li><li>• <b>2015 to 16:</b> Increased Homeless Prevention Fund.</li><li>• <b>2015 to 16:</b> Shared Housing/Training Programme - SP and Gwalia jointly funded an officer to develop the Shared Housing Scheme for one year.</li><li>• <b>2015 to 16:</b> Private Rented Sector (PRS) / Tenancy Support<sup>1</sup> FTE Post - To develop relationships with PRS landlords to secure alternative housing solutions for all households seeking assistance.</li><li>• <b>2015 to 16:</b> Training – Housing Act 2014.</li><li>• <b>2015 to 16:</b> Other staff and management costs.</li><li>• <b>2016 to 17:</b> Temporary Accommodation Officer - to fund a temporary accommodation post via Gwalia that will be integrated within the Housing Solutions Team.</li><li>• <b>2016 to 17:</b> Provided additional resources to the homelessness prevention agenda.</li><li>• <b>2016 to 17:</b> Temporary Accommodation Officer.</li><li>• <b>2016 to 17:</b> 1 FTE post – working with prisons, probation and local services to secure a transition from prison to accommodation.</li><li>• <b>2016 to 17:</b> Housing and Health Safety Rating System (HHSRS) Training<sup>3</sup> x Officers.</li><li>• <b>2016 to 17:</b> Training – Housing Act 2014. Mindfulness Training.</li><li>• <b>2016 to 17:</b> Update Housing Allocation Policy and Working Procedures.</li><li>• <b>2016 to 17:</b> Software development of a new module to support the links between Housing Solutions and supporting people and additional software upgrade with associated training.</li><li>• <b>2016 to 17:</b> Other staff and management costs.</li></ul>
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	<ul style="list-style-type: none"> <li>• <b>2017 to 18:</b> Discretionary Housing Payments (DHP) to provide HB top-up payments to PRS tenants who have a shortfall in their rent.</li> <li>• <b>2017 to 18:</b> Prevention Fund to provide additional resources to the homelessness prevention agenda.</li> <li>• <b>2017 to 18:</b> Cold Weather Protocol to ensure that the Council takes the necessary steps to avoid deaths on the streets by carrying out prompt action.</li> <li>• <b>2017 to 18: Research Officer</b> 1 FTE – Regional project in partnership with Torfaen, Monmouthshire, Caerphilly and Newport) to develop a joint homelessness strategy.</li> <li>• <b>2017 to 18:</b> Bespoke training.</li> <li>• <b>2017 to 18:</b> Other staff and management costs.</li> </ul>
Caerphilly	<p><b>2016 to 17:</b> Transitional funding availability was £184,446 and this was primarily used to increase access into the PRS for homeless prevention activities and other supplementary activities – similar to 2017-18 below.</p> <p><b>2017 to 18:</b> Transitional Funding was £172,200, over half of which was used to assist households to either remain or access private rented accommodation and thus prevent homelessness.</p> <p><b>2017 to 18:</b> Staff costs.</p> <p><b>2017 to 18:</b> Training.</p> <p><b>2017 to 18:</b> Rough sleeper winter support.</p> <p><b>2017 to 18:</b> Development of a shared-housing scheme.</p> <p><b>2017 to 18:</b> PRS landlord incentives and promotion of the PRS.</p> <p><b>2017 to 18:</b> Supporting People funding has been vital to maintain support provision at the emergency and temporary accommodation schemes and the Housing General Fund budget for homeless services remained constant, rather than being reduced due to austerity.</p> <p><b>2018 to 19:</b> The homeless prevention service has become part of the Authority’s core funding arrangements to enable Caerphilly to continue to develop and expand on wider housing options and focus on the necessary resources they need to ensure to provide a full and responsive service.</p>
Monmouthshire	<p><b>2015/16 –</b> Transitional funding money available £127,873. Housing Solutions and Supporting People engaged in a regional partnership with Torfaen and Blaenau Gwent for a 1 year pilot, to support a regional project that works with prisons, probation and local services to help secure a transition from prison to accommodation for prisoners. (Prep Worker).</p> <p>Joined the same ICT system as TCBC to provide the Housing Options Team with a case management system.</p> <p>Increased Homeless Prevention Fund</p> <p>Financial Inclusion Officer appointed</p> <p>Accommodation Assistant appointed</p> <p><b>2016/17 –</b> Transitional Funding money availability £73,737</p> <p>Prevent homelessness by making available bonds and rent in advance to households at risk of homelessness, or to</p>

	<p>clear debts and arrears to enable households to remain in their own homes.  Jointly fund a PREP worker to work with and resettle prison leavers.  Accommodation Assistant  Financial Inclusion Officer  New ICT system – Homelessness and Prevention Model.  Social Letting Agency promotion and set up and incentives.  Housing Act Training.  Rent Smart Wales Training  <b>2017/18</b> – Transitional funding money available £94,731  Social Letting Agency promotion  Accommodation Assistant  Family Hostel upgrade  Houseshare set up and promotion  Severe Weather Emergency Protocol  PRS landlord incentives  Promotion of social letting agency and incentives  Rough Sleeper Count  Young Person Accommodation Officer</p>
<p><b>Newport</b></p>	<p><b>2015/16</b> –  Transitional Funding Available - £243,789  <b>Schemes Established/Funded</b>  Working with the private rented sector  Increase in financial resources for homeless prevention  Additional Financial Support to mediation services (Llamau)  Improvements to ICT  Additional Assessment Worker for Gateway Project  Family Intervention worker (Solas)  Prison Resettlement Empowerment Project (PREP – Wallich)  <b>2016/17</b>  Transitional Funding Available - £149,400  <b>Schemes Established/Funded</b>  Working with the private rented sector  Increase in financial resources for homeless prevention  Additional Financial Support to mediation services (Llamau)  <b>2017/18</b>  Transitional Funding Available - £139,440  In Year Funding Available - £199,615 (Approx £99k Capital Funding)  <b>Schemes Established/Funded</b>  Working with the private rented sector  Increase in financial resources for homeless prevention  Additional Financial Support to mediation services (Llamau)  Development of Youth Accommodation Pathway (RSL Partners)  Development of Gwent Homelessness Strategy  Rough Sleeper Interventions (Eden Gate)  Development of Supported Lodgings Project (Llamau)  Additional Support for Rough Sleeper Outreach Services (Wallich)  Social Enterprise (Solas Café Project)</p>

	Development of all year round Night Shelter Project (Eden Gate)
<b>Torfaen</b>	<p><b>2016/17</b> – Transitional Funding availability was £91,800 and this was used primarily to prevent homelessness by making available bonds and rent in advance to households at risk of homelessness, or to clear debts and arrears to enable households to remain in their own homes. Grant money was also used to jointly fund a PREP worker to work with and resettle prison leavers.</p> <p><b>2017/18</b> - Transitional Funding availability was £85,680, followed by an additional £94,500 which was made available later in the year. Funding was used to assist households to either remain or access accommodation and prevent homelessness, as well as improving IT systems, carry out staff training and improve temporary accommodation provision to reduce the use of Bed and Breakfast accommodation.</p>

Table 7.2.1 Summarised information provided by each of the local authorities.

### 7.3 Key Points:

- As summarised in the 2016 COG, *“local authority homelessness budgets will need to continue to be set to ensure they can meet their statutory homeless duties, factoring in commitments from other service providers”*.
- The five councils increasingly working together/with their partners to deliver statutory homeless services is essential. All are facing ongoing austerity and homelessness and SP funding uncertainties. This is a key element underlying the new Gwent homeless strategy and actions that stem from it.

## Gwent Homelessness Strategy 2018 – 2019: MCC Action Plan

Vision: Everyone in Gwent has a home to live in and the right support if they need it, to lead a fulfilling life

Mission: Work together to overcome homelessness in Gwent

**Priority 1:** Help improve access to suitable and affordable housing

**Priority 2:** Offer fast and effective advice and support, working with partners to help vulnerable people

**Priority 3:** Minimise homelessness and prevent it through early intervention

**Priority 4:** Ensure fair, equal and person-centred homeless services

Use H.O.M.E for infographic

### Strategic Objectives:

- Increase prevention work to maximise successful outcomes
- Raise awareness of homelessness and services, encouraging self-help and resilience
- Work with social and private rented sector landlords to sustain tenancies and increase access to housing
- Reduce the number of 'repeat presenters' and rough sleeping
- Reduce homelessness for younger people and support their wellbeing
- Increase joint planning, commissioning and delivery of services
- Maximise access to a range of support
- Increase opportunities training and employment for vulnerable people
- Recording and sharing information between partners as appropriate to help service-users
- Modernise services to embrace new technologies and ways of working

### Values:

Listening; Collaboration; Innovation; Accountability



Interim Actions						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Establish a project group to steer and move forward the homeless strategy and actions, ensuring that monitoring mechanism are in place and that links are sustained with key strategic groups and forums across each area and the region as a whole	Provide a strategic steer to homelessness services across the region and then locally	Establishment of regional steering group	All Homeless Leads (Regional)	January 2019	Lack of overall co-ordination of service development with the risk of duplication of work, ineffective use of resources and reduction in effectiveness of interventions	
		Secure appropriate chair in order to raise profile of groups	All Homeless Leads (Regional)	January 2019		
		Establishment of local steering groups	MCC	January 2019		
		Establish reporting mechanisms and links with relevant groups including PSB	All Homeless Leads (Regional)	March 2019		

<b>Increase prevention work to obtain successful outcomes</b>						
<b>Actions</b>	<b>Welsh Government /Review Priorities</b>	<b>Tasks</b>	<b>Lead Officer</b>	<b>By When</b>	<b>Risk</b>	<b>Comments</b>
Undertake a review and benchmarking exercise of individual homeless services to compare approaches, identify opportunities to improve, increase consistency and replicate good practice	Increase consistency in service delivery across Wales	Agree key areas to be considered from the review  Set work plan based on key areas to be delivered	All Homeless Leads (Regional)  All Homeless Leads (regional)	March 2019  May 2019 & Ongoing review	Inconsistent application of legislation and inequality of services	
To introduce a hospital discharge framework across Gwent		Establish Regional hospital discharge framework across Gwent	All Homeless Leads, Social Care and ABUHB (Regional)	Dec 2020	Individuals discharged from hospital inappropriately and placed at significant risk  Increased rough sleeping	
To increase the level of engagement of service users in addressing homelessness	Increase in homeless prevention activities and services	Consider the information as to why people disengage from services  Review existing process/procedure in light of revised code of guidance issued by Welsh Government and information around disengagement Implement revised process/procedure based on finding and review	All Homeless Leads (Regional)  MCC  MCC	June 2019  Sept 2019  February 2020	Dissatisfaction with services  Services not meeting needs	

Benchmark and compare prevention approach by each local authority and identify good practice focusing on relationship breakdown, rent arrears and tied accommodation	Increase in homeless prevention activities and services	Analyse information and identify opportunities for improvement  Implement identified opportunities as appropriate	All Homeless Leads (Regional)  All Homeless Leads (Regional)	June 2019  July 2020	Presentations continue to increase  Clients won't get the right services at the right time	
To actively seek to ensure that there is appropriate provisions for households with disabilities	Improve access to services for all service users	Analyse current provision and demand for adapted temporary and permanent accommodation  Identify gaps and develop options for development, reviewing annually  Consider development of regional approach to ensure that there is adequate provision of suitable temporary accommodation for households with disabilities	Housing Needs Manager – Newport City Council (Local)  Housing Needs Manager – Newport City Council (Local)  All Homeless Leads (Regional)	Dec 2019  April 2020 & Ongoing  April 2021 & Ongoing	Inappropriate accommodation provided  Risk of harm to households	
Benchmark and compare financial assistance approaches in each local authority used for homeless prevention	Increase in homeless prevention activity and options	Benchmark and compare DHP approach  Explore common themes, best practice and take forward recommendations around DHP use	All Homeless Leads (Regional)  All Homeless Leads (Regional)  All Homeless Leads (Regional)	June 2019  Dec 2019  June 2019	Presentations continue to increase  Clients won't get the right services at the right time	

		<p><b>Benchmark and compare Prevention Fund and Supporting People Programme Grant</b></p> <p>Explore common themes, best practice and take forward recommendations around Prevention Fund use</p> <p><b>Benchmark and compare Bond Scheme services</b></p> <p>3<sup>rd</sup> sector provision</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>Dec 2020</p> <p>June 2020</p> <p>June 2020</p>		
Benchmark and compare early intervention, advice and support by each local authority and to identify good practice	Increase in homeless prevention activity and options	<p>Analyse information and identify opportunities for improvement</p> <p>Implement identified opportunities as appropriate</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>Sept 2019</p> <p>April 2020</p>	<p>Presentations continue to increase</p> <p>Clients won't get the right services at the right time</p>	
Strengthen the link and alignment between homeless prevention and Supporting People	Increase in homeless prevention activity and options	Continue to develop the Supporting People & Homeless Planning Group and consider homeless related evidence to inform Supporting People Commissioning	Housing & Communities Manager (MCC)			
Ensure allocation policies are aligned with homeless related priorities		Review allocation policy	Housing Options Team Manager (MCC)	April 2019		

## Raise awareness of homelessness and services, encouraging self-help and resilience

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
<p>To provide clear information on homelessness, homeless prevention, access to accommodation and access to services</p>	<p>Develop effective communications and information for households seeking accommodation</p>	<p>Consult with service users/former services users and partners over the information provided and review information</p> <p>Review information provided and produce appropriate information based on findings in conjunction with service users and key stakeholders</p> <p>Consider opportunities for delivery of regional information and guides on homelessness through the Steering Group</p> <p>Establish bespoke and accessible information for young people</p>	<p>MCC</p> <p>MCC</p> <p>All Homelessness Leads (Regional)</p> <p>MCC</p>	<p>July 2019</p> <p>February 2020</p> <p>June 2020</p>	<p>Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result</p>	
<p>To ensure that front line services are responsive and co-ordinated to meet the needs of service users</p> <p>Operating effective 'triage' type systems in providing homeless services and also securing as many successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75</p>	<p>Increase in homeless prevention activity and options</p>	<p>Review existing provision within Newport across Council services, involving service users where appropriate</p> <p>Explore available options and provide recommendations for implementation of changes as appropriate with key services</p>	<p>MCC</p> <p>MCC</p>	<p>July 2019</p> <p>October 2019</p>	<p>Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result</p>	

duties is going to be increasingly essential		Implement preferred changes	MCC	February 2020 & review annually in April each year		
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Work with social and private rented sector landlords to sustain tenancies and increase access to housing						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Develop effective mechanisms to maximise the access to affordable housing schemes for households either homeless or faced with homelessness	Development of affordable housing across the region to meet the increased demand in line with projected population growth	<p>Review Homesearch Allocation Policy</p> <p>Engage with local RSL's individually and collectively to best meet the identified housing needs in Monmouthshire</p> <p>Work across region to identify regional development requirements and opportunities</p>	<p>MCC</p> <p>MCC</p> <p>All Housing Strategy Leads (Regional)</p>			
Co-ordinating access to more temporary accommodation in the region	Reduction In the use of B&B accommodation	<p>Review existing provision in each local area</p> <p>Consider local and regional requirements based on review</p> <p>Develop alternative and additional options locally</p>	<p>MCC</p> <p>All Homeless Leads (Regional)</p> <p>MCC</p>	<p>Ongoing – Annual Review in January</p> <p>Ongoing – Annual Review in January</p>	<p>Lack of supply of suitable temporary accommodation</p> <p>Continued use of B&amp;B accommodation and increased costs to Local Authorities</p> <p>Increased negative impact on the</p>	

		<p>and regionally based on requirements</p> <p>Develop regional agreement for temporary accommodation provision and access</p> <p>Establish hostel provision for South Monmouthshire</p>	<p>All Homeless Leads (Regional)</p> <p>MCC</p>	<p>Ongoing – Annual Review in January</p> <p>April 2020</p>	<p>health, wellbeing and life chances of households faced with homelessness</p>	
<p>To increase the supply of good quality affordable private rented sector accommodation</p>	<p>Increase in homeless prevention and housing options for households faced with homelessness</p>	<p>Develop work across Gwent region with PRS following review to increase Gwent wide engagement and options with the private rented sector</p> <p>Continue to develop Monmouthshire Letting Service</p> <p>Establish a MLS Landlord Welcome Pack</p> <p>Investigate accommodation opportunities with the church community</p>	<p>All Homeless Leads (Regional)</p> <p>MCC</p> <p>MCC</p> <p>MCC</p>	<p>June 2020</p>	<p>Reduction in positive homelessness interventions</p> <p>Increase in homelessness and demand for temporary accommodation</p> <p>Increased costs to Local Authorities</p>	

<p>To develop effective strategies, practices and services to tackle evictions from the private rented sector</p>	<p>Increase in homeless prevention and housing options for households faced with homelessness from the private rented sector</p>	<p>Consider work already undertaken across each Local Authority area and review effectiveness, duplication of work and outcomes</p> <p>Consult with private landlords and letting agents around their views and opinions</p> <p>Develop local and potential regional options for greater intervention services and consistency of approaches</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>June 2020</p> <p>October 2020</p> <p>February 2021</p>	<p>Reduction in positive homelessness interventions</p> <p>Increase in homelessness and demand for temporary accommodation</p> <p>Increased costs to Council in provision of temporary accommodation services</p>	
<p>To provide appropriate accommodation options for homeless households with physical disabilities</p>	<p>Development and delivery of accessible emergency accommodation for homelessness households</p>	<p>Review current emergency accommodation provisions and assess likely needs based on trends and demands</p> <p>Consider options available for sourcing additional emergency accommodation to meet the needs of households with physical disabilities</p> <p>Review provision across the region and consider options for shared</p>	<p>MCC</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>May 2019</p> <p>Dec 2019</p> <p>April 2020</p>	<p>Lack of supply of suitable temporary accommodation</p> <p>Delayed discharge for hospital or potential unsafe discharges</p> <p>Increased costs to Council in provision of temporary accommodation services</p>	



		<p>resources to meet needs across Gwent</p> <p>Identify gaps in provision and develop plan to secure appropriate accommodation to meet needs</p> <p>Increase the availability of homeless accommodation in Monmouthshire for applicants with mobility needs.</p> <p>Improve hostel facilities for applicants with mobility needs</p>	<p>MCC</p> <p>MCC</p>	<p>Sept 2020 &amp; review annually</p>		
<p>To seek to widen housing options and choices for all single people seeking accommodation across a range of tenures, both emergency and temporary</p>	<p>Reduce number of single homeless people</p> <p>Reduce level of rough sleeping</p>	<p>Examine review findings and extract options presently available to identify gaps</p> <p>Consider the gaps and explore the options available to address these gaps</p> <p>Develop options based on this seeking funding where appropriate and involving key partners and stakeholders across Newport</p> <p>Continue to develop the Monmouthshire shared housing scheme</p>	<p>Housing Needs Manager – Newport City Council (Local)</p> <p>Housing Needs Manager – Newport City Council (Local)</p> <p>Housing Needs Manager – Newport City Council (Local)</p> <p>MCC</p>	<p>May 2019</p> <p>Oct 2019</p> <p>Feb 2020 &amp; ongoing</p> <p>Dec 19</p>	<p>Increase in rough sleeping</p> <p>Increase in homelessness</p>	

		Establish a pilot supported lodgings scheme for Monmouthshire	MCC			
		Identify options for those with complex needs	MCC			

### Reduce the number of 'repeat presenters' and rough sleeping

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To improve the availability and access to emergency accommodation provision to address rough sleeping in each local area and across the region as a whole	Reduction in rough sleeping	<p>Review the existing emergency provision across each Local Authority area and identify shortfalls/demand</p> <p>Explore options available for expanding services to meet the demands in each Local Authority area</p> <p>Consider regional approaches to address increased rough sleeping where appropriate</p> <p>Establish a pop-up night-shelter with the church community</p> <p>Seek to develop links with the Monmouthshire church community to increase provision and/or support</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>April 2019</p> <p>July 2019</p> <p>July 2020 and Ongoing</p> <p>Dec 2019</p>	Increase in rough sleeping	

		Explore scope for pop-up beds being provided by other providers				
To ensure Extreme Weather Plans are reviewed and are fit for purpose	Reduction in rough sleeping in inclement weather	Review local extreme weather plans in partnership with key stakeholders  Actively promote the facility of the Severe Weather Policy	All Homelessness Leads (Regional)	June 2019 and annually thereafter	Increase in rough sleeping  Increased risk of harm due to adverse weather to rough sleepers	
To develop independent accommodation based projects aimed at addressing the needs of chaotic clients and those rough sleeping	Reduction in rough sleeping	To establish a regional working group on developing projects based on the key principles of Housing First linked to the Housing First Network  Develop and deliver models across each region in partnership with RSL partners to deliver "Housing First" projects  Evaluate impact of projects and revise projects as appropriate and required	All Homelessness Leads (Regional)  All Homelessness Leads (Regional)  All Homelessness Leads (Regional)	February 2019  April 2019  April 2020 and ongoing	Increase in rough sleeping	
To research repeat homeless presentations in order to enable services to respond to the identified issues	To ensure equality of access to service and improve service quality and outcomes	To research repeat presentations and identify local trends and issues	MCC	June 2020	Increase in homelessness  Increase in rough sleeping	

		<p>Examine local trends across the 5 Gwent areas and to consider options for addressing repeat homeless presentations</p> <p>Implement options where appropriate and review effectiveness of changes/options</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Dec 2020</p> <p>February 2021 and annual review</p>	<p>Increase in tenancy failures</p>	
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Reduce homelessness for younger people and support their wellbeing						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Develop education packages and information for young people around housing and homelessness	Reduction in youth homelessness through the Youth Pathway model	Review existing provision across each Local Authority area  Consider options for developing packages that create consistency across the region	MCC  All Homelessness Leads (Regional)	March 2019  June 2019 & Review in June 2020  June 2021	Lack of awareness around housing and homelessness issues leading to increases in homelessness presentations and young people not being aware of their rights and responsibilities	
<i>Develop effective pre-tenancy training for young people in order to prepare young people for independent living</i>	<i>Reduction in youth homelessness through the Youth Pathway model  Reduction in tenancy failures from young people</i>	<i>Review existing pre-tenancy training available in local area  Consider options available for reviewing existing provision and in partnership, implement revised programme across Newport area</i>	<i>Housing Needs Manager – Newport City Council (Local)  Housing Needs Manager – Newport City Council (Local)</i>	<i>March 2019  June 2019 &amp; annual review</i>	<i>Increase in youth homelessness and tenancy failures amongst young people</i>	
Develop clear pathways for young people leaving care	Reduction in homelessness in care leaving population	Review existing process and procedure, considering guidance, best practice, service user input and relevant legislation	MCC	Sept 2019	Increase in number of care leavers becoming homeless  Failure to meet corporate parenting objectives and	

		Develop and implement revised pathway and identify gaps in best practice to be taken forward	MCC	January 2020 & Ongoing	responsibilities for care leavers	
Ensure that appropriate support and interventions are in place to help young people to remain in appropriate accommodation	Reduction in youth homelessness through the youth pathway model  Reduction in tenancy failure through the youth pathway model	Review current support and intervention provisions across each Local Authority area  Consider options in light of review and how these could be better joined together and more effective in delivery  Evaluate Young Persons Accommodation Service	All Homelessness Leads (Regional)  All Homelessness Leads (Regional)  MCC	Sept 2019  January 2020  Dec 2019	Increase in youth homelessness	

Increase joint planning, commissioning and delivery of services						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To consider the methods and potential benefits of joint funding arrangements linked to the Funding Flexibility arrangements in the development and funding of services	To make best use of resources to tackle homelessness and related issue	Consider the findings resulting from the Flexible Funding pilots	All Homelessness Leads (Regional)	Sept 2020	Ineffective use of funding	
		Develop possible options for considering joint funding across the region for services provided	All Homelessness Leads (Regional)	April 2021	Duplication of services and work	
		Seek to secure funding and develop preferred pilot options where appropriate	All Homelessness Leads (Regional)	April 2022		
To deliver joint training around homelessness, homeless prevention and related services across a range of partner agencies	To deliver more joined up, consistent and connected services that meet the needs of service users	Establish Gwent wide training programme for key services and stakeholders	All Homelessness Leads (Regional)	March 2019	Advice and Information provide to service users is not accurate	
		Deliver training on homeless process across region and locally as required	All Homelessness Leads (Regional) MCC	June 2019 and ongoing	Increase in homelessness and reduction in effective preventative services	
		Deliver specific training in Monmouthshire on process, service access and signposting		June 2019 and ongoing		
		Obtain feedback from agencies and review training programmes	All Homelessness Leads (Regional)	March 2020 & ongoing		

<p>To develop greater co-operation arrangements under Section 95 of the Housing (wales) Act 2014</p>	<p>To deliver more joined up, consistent and connected services that meet the needs of service users</p>	<p>To explore opportunities with local RSL#s</p> <p>To develop partner arrangements with Health across the region in relation to homelessness and its prevention</p> <p>To develop partner arrangements with Health across the region in relation to homelessness and its prevention</p>	<p>MCC</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Nov 2019</p> <p>June 2020</p> <p>June 2020</p>	<p>In effective working practices</p> <p>Increase in homelessness</p> <p>Unsafe discharges from hospital</p> <p>Inappropriate accommodation placements and risks resulting to either the individual or the public</p>	
<p>To provide greater understanding of the journey through homeless services</p>	<p>To deliver more service user focused services addressing that are more consistently applied</p>	<p>Review agreed cohorts and methodology for tracking journey across each Local Authority area through services</p> <p>Assess effectiveness of this, identifying gaps, duplication and cost effectiveness of services</p> <p>Develop options for different models of service delivery and pilot these in each area or as appropriate</p> <p>Investigate the Carers Support Team model to help applicants overcome the stigma associated with homelessness by better understanding the experience of applicants</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>MCC</p>	<p>March 2021</p> <p>June 2021</p> <p>August 2021</p>	<p>Ineffective use of funding</p> <p>Duplication of services and work</p>	



<p><i>To ensure that relevant legislation is fully integrated and taken into account in homelessness assessment policies and procedures</i></p>	<p><i>To ensure services are legally compliant</i></p>	<p><i>Review homelessness procedures and processes to ensure compliance</i></p> <p><i>Implement revisions and provide appropriate training for staff with an annual review as required</i></p>	<p><i>Housing Needs Manager – Newport City Council(Local)</i></p> <p><i>Housing Needs Manager – Newport City Council(Local)</i></p>	<p><i>Feb 2020</i></p> <p><i>April 2020 &amp; ongoing</i></p>	<p><i>Advice and Information provide to service users is not accurate</i></p> <p><i>Increased legal challenge on decision issued leading to increased staff time being diverted to reviews of decisions</i></p> <p><i>Increased use of temporary accommodation and associated costs</i></p>	
<p><b>To review and develop working practices and processes with key partner agencies – Health, Probation, Social Services, RSL’s</b></p>	<p><b>To increase partnership working and improve access to services for homeless households</b></p>	<p><b>Explore opportunities with RSL partners around homeless prevention and associated activities linked to securing accommodation</b></p> <p><i>Develop agreements with Probation around homeless prevention, assessment and interventions for individuals leaving the secure estate in line with the National Offender Pathway</i></p> <p><i>Explore new local working arrangements with Social Services</i></p>	<p><b>MCC</b></p> <p><b>Housing Needs Manager – Newport City Council(Local)</b></p> <p><b>MCC</b></p>	<p><b>Sept 2019</b></p> <p><b>Sept 2019</b></p> <p><b>Sept 2019</b></p>	<p><b>Increased tenancy failure from Social Housing</b></p> <p><b>Increased homelessness</b></p> <p><b>Increased community risk</b></p>	

		Review local agreements across Gwent and consider options for merging arrangements where appropriate	All Homelessness Leads (Regional)	April 2020 & ongoing		
To review and develop Multi Agency Public Protection Arrangements across Gwent in partnership with statutory agencies and agencies with a duty to co-operate	To deliver effective multi agency working arrangements for high risk offenders	Review MAPPA working arrangements across Gwent and implement these as appropriate	All Homelessness Leads (Regional)/ Gwent MAPPA Co-ordinator	April 2020	Increased community risk from/towards MAPPA offenders	
<b>Maximise access to a range of support</b>						
<b>Actions</b>	<b>Welsh Government /Review Priorities</b>	<b>Tasks</b>	<b>Lead Officer</b>	<b>By When</b>	<b>Risk</b>	<b>Comments</b>
To enhance the work of voluntary groups and services across Gwent that is provided to vulnerable households	To maximise the support and services available to individuals faced with homelessness	Develop a greater understanding of all local services provided for vulnerable households, what services are delivered and how they are funded  Review this information across Gwent and explore options for how this could be better co-ordinated and supported  Produce a directory of voluntary services for use across Gwent  Engage with the Monmouthshire church	MCC  All Homelessness Leads (Regional)  All Homelessness Leads (Regional)  MCC	Dec 2019  February 2020  Sept 2020	Duplication of work  Ineffective use of resources	

		community to identify opportunities				
To seek to manage and mitigate against the impacts of Universal Credit	To seek to reduce poverty, hardship and homelessness	<p>Review demand for financial inclusion/debt advice services across Gwent</p> <p>Examine options for increasing capacity and joint working across Gwent</p> <p>Pilot possible options and evaluate outcomes and benefits</p> <p>Ensure homelessness is raised as a key issue in Anti-Poverty work in each Local Authority</p> <p>Review the dedicated UC Housing Support Officer post</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>MCC</p>	<p>Sept 2020</p> <p>Dec 2020</p> <p>April 2021 &amp; annual review</p> <p>Dec 2019 &amp; ongoing</p> <p>April 2019</p>	<p>Increased homelessness presentations</p> <p>Increased cost to Local Authorities</p>	
To seek to further integrate Supporting People services at the heart of homeless prevention provision	To create greater connectivity between Support and homeless prevention, increasing the effectiveness of services overall	<p>Develop specific training around homeless prevention for support workers in each local authority area</p> <p>Seek to develop local information sharing arrangements in line with GDPR in order to aid the facilitation of greater joint</p>	<p>All Homelessness Leads (Regional)</p> <p>MCC</p>	<p>July 2019 &amp; ongoing</p> <p>May 2019</p>	<p>Increased homelessness presentations</p> <p>Potential loss of funding to SP programme through lack of evidence in homeless prevention agenda</p>	

		<p><b>working and integration of services/outcomes</b></p> <p>To examine models of co-working/co-funding to deliver services more effectively</p>	<b>MCC</b>	February 2020 & ongoing		
To provide easy access to debt and money management services	To seek to reduce poverty, hardship and homelessness	<p>Review current provision and access arrangements</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<b>MCC</b>	<p>Dec 2019</p> <p>March 2020</p> <p>Sept 2020</p> <p>May 2021</p>	Increase in homelessness presentations	
To provide an appropriate range of support services for individuals with mental health issues	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<b>MCC</b>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p>	<p>Increase in homeless presentations from individuals with mental health issues</p> <p>Increased costs to agencies in addressing acute mental health issues</p>	

							June 2020	
To provide an appropriate range of support services for individuals with drug and alcohol issues	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements  Consider the services across each Local Authority and how these could be better integrated	MCC  All Homelessness Leads (Regional)	March 2020  Sept 2020  February 2020	Increase in homelessness presentations  Increased costs to statutory agencies in addressing health and wellbeing issues as a result of chronic alcohol/drug abuse		June 2020	
To provide an appropriate range of support services for individuals fleeing domestic abuse	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements  Consider the services across each Local Authority and how these could be better integrated	MCC  All Homelessness Leads (Regional)	March 2020  Sept 2020  February 2020	More significant adverse effects on individuals feeling domestic abuse  Increased risk of harm to victims of abuse			

				June 2020		
To provide an appropriate range of support services for individuals being discharged from custody	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements including partnership with Cornerstone</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>MCC</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p>	<p>Increase in homeless presentations</p> <p>Increase in rough sleeping</p> <p>Increased community risks and impact on wider community</p>	
To ensure that services are accessible to all households irrespective of their particular needs and backgrounds	To provide equality of access to services	<p>To undertake a review of services and how these are accessed, including a potential mystery shopper survey</p> <p>Explore findings and make recommendations across each area for service improvements where required</p>	All Homelessness Leads (Regional)	<p>June 2020</p> <p>Dec 2020</p> <p>June 2021</p>	<p>Increase in homeless presentations</p> <p>Ineffective use of resources</p> <p>Inequality in service delivery</p>	

<p>To provide access to appropriate mediation services to prevent homelessness and tenancy failure</p>	<p>Increase in the homeless prevention activity and positive outcomes</p>	<p>To undertake a review of the mediation services provided and explore possibilities for different delivery models, taking into account the funding used for schemes</p> <p>Consider options and make recommendations in light of findings</p> <p>Implement preferred option</p> <p>Undertake mediation training for key staff</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Sept 2020</p> <p>Feb 2021</p> <p>June 2021</p>	<p>Increase in youth homelessness</p> <p>Ineffective use of funding</p> <p>Duplication of services</p>	
<p>To provide an appropriate range of support services for refugees and asylum seekers</p>	<p>To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness</p>	<p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>Increase in homeless presentations</p> <p>Increase in rough sleeping among refugees</p> <p>Lack of community cohesion and impact on wider community</p>	

<p>To provide an appropriate range of support services older persons at risk of homelessness</p>	<p>To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness</p>	<p>Review current provision and access arrangements</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>MCC</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>Increase in homeless presentations</p> <p>Increase in risk to health and wellbeing of older persons</p> <p>Increased costs in health care</p>	
<p>To provide a co-ordinated approach to delivering support to families and expectant parents</p>	<p>To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness</p>	<p>Review current provision and access arrangements</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>MCC</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>Increase in homelessness presentations</p> <p>Increased costs to Local Authorities in provision of services</p> <p>Adverse impact on children's health, wellbeing and education</p>	



To ensure homelessness services are aligned with the expectations of Gwent Safeguarding Board.	To ensure appropriate support and safeguards are in place to a range of households in order to prevent or relieve homelessness	Review existing safeguarding procedures within each Local Authority and Gwent protocols  Ensure staff are provided with appropriate training	All Homelessness Leads (Regional)  All Homelessness Leads (Regional)	Aug 2019  Aug 2019 and ongoing	Adverse impact on children's health, wellbeing and education	
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Increase opportunities for training and employment for vulnerable people						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To create opportunities for training and employment for the most vulnerable in society including those who are homeless or at risk of being homeless	To increase training, education and employment opportunities to reduce poverty and increase financial capacity of households	Examine current provisions and to establish the gaps in services alongside opportunities	MCC	April 2020	Increased social exclusion	
		Develop local partnerships to increase capacity and to increase opportunities	MCC	July 2020 & Ongoing	Increase in homelessness	
Recording and sharing information between partners, as appropriate, to help service-users						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure that services comply with the requirements of GDPR in day to day service delivery	To ensure services are legally compliant	Review existing arrangements in place under WASPI and make appropriate changes to ensure compliance	MCC	May 2019	Failure to meet legal requirements and obligations	
To ensure that case recording systems and subsequent performance information are robust	To ensure the data provided and case recording systems are robust and can be	Review case recording system, database information and reporting system	MCC	April 2020	Failure to meet legal requirements and obligations	

	used to inform service delivery, shape policy and inform demand	<p>Consider outcomes of review and implement recommendations</p> <p>Compare systems and data recording across Gwent in order to develop common frameworks and consistency in recording including supporting people funding services</p> <p>Provide training to staff and implement framework</p>	<p>MCC</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>October 2020</p> <p>January 2021</p> <p>April 2021</p>	<p>Failure to be able to accurately record outcomes and data required by Welsh Government</p> <p>Inability to accurately assess demand for services</p>	
To develop local information on service demands, performance and delivery to demonstrate service pressures and effectiveness of provision	Increase the local knowledge of service demands and pressure to inform future service delivery	Develop key reports and information from Newport City Council's database relating to Home Options Newport, Homelessness, Support and Temporary Accommodation	Housing Needs Manager – Newport City Council (Local)	Dec 2020	<p>Failure to be able to accurately record outcomes required by Welsh Government</p> <p>Inability to accurately assess demand for services</p>	
<b>Modernise services to embrace new technologies and ways of working</b>						
<b>Actions</b>	<b>Welsh Government /Review Priorities</b>	<b>Tasks</b>	<b>Lead Officer</b>	<b>By When</b>	<b>Risk</b>	<b>Comments</b>
<i>To ensure services are responsive and effective in addressing local needs through embracing new working practices and technology</i>	<p><i>Increase the effectiveness and resilience of statutory services provided to homeless households</i></p> <p><i>To provide connected customer service information systems</i></p>	<p><i>To review and develop information sharing agreements across partner agencies in line with GDPR</i></p> <p><i>To examine IT system usage and how data/information could be</i></p>	<p><i>Housing Needs Manager – Newport City Council (Local)</i></p>	<p><i>April 2019</i></p> <p><i>May 2020</i></p>	<p><i>Increased social exclusion</i></p> <p><i>Increase in homelessness</i></p> <p><i>Lack of community cohesion and potential negative</i></p>	

	<i>in line with the requirements of GDPR</i>	<i>shared to enhance service provision, to improve the effectiveness of service and improve customer experience</i>	<i>Housing Needs – Manager – Newport City Council (Local)</i>	<i>May 2021</i>	<i>impact on wider community</i>	
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## Summary/Headline Homeless Overview – 2018/19 Q2

### General Demand

- At the end of October 2018 there were 3,068 live housing applications on the Homesearch register. At the end of September 2017 there were 3,159 live applications.
- In the 17/18 financial year there were 405 social housing allocations, which includes OAP allocation (the number of older people who typically need homeless assistance is very small). There were a total of 80 lets to homeless applicants, which was an increase by 6.74% from the previous year.
- 56 homeless households have been rehoused through the Housing Register since April 18 to the end of Q2.
- The number of contacts to the Council about homelessness has reduced. The Council received 719 contacts in 16/17, 533 in 17/18 and 233 by the end of Q2 (466 contacts are projected by the end of the 18/19) about homelessness and determined the following applications:

	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19 Q2</b>
○ S.66 (at risk of becoming homeless within 58 days)	248	183	255	156
○ S.73 (actually homeless)	95	217	228	113
○ S.75 (actually homeless)	37	37	31	24
○ <b>Total</b>	<b>380</b>	<b>437</b>	<b>514</b>	<b>293</b>

### Homeless Successfully Prevented

- 65% and 70% of S.66 applications have been successfully prevented in Q1 and Q2 (16/17 performance was 58% and 17/18 was 61%). Accommodation provided through Monmouthshire Lettings will have contributed to the increased performance.
- 74% and 52% of S.73 were successfully relieved of homelessness in Q1 and Q2 respectively. (16/17 performance was 50% and 17/18 performance was 50%). Again, this would have included the relief of homelessness utilising Monmouthshire Lettings stock.

### B & B Placements

	<b>16/17</b>	<b>17/18</b>	<b>18/19 Q2</b>
○ <b>Non-families</b>	16	33	13
○ <b>Families</b>	12	8	6

**Evaluation Criteria – Cabinet, Individual Cabinet Member Decisions & Council**

<b>Title of Report:</b>	Gwent Homelessness Strategy
<b>Date decision was made:</b>	1 <sup>st</sup> November 2018
<b>Report Author:</b>	Stephen Griffiths

<b>What will happen as a result of this decision being approved by Cabinet or Council?</b>
<p>The Homelessness Strategy aims to:</p> <ul style="list-style-type: none"> <li>• Prevent homelessness;</li> <li>• Ensure there is sufficient suitable, affordable accommodation available for households who are, or who may become homeless; and</li> <li>• Ensure there is appropriate and timely support to households that will prevent them from becoming homeless or to households who are experiencing homelessness.</li> </ul>

<b>What benchmarks and/or criteria will you use to determine whether the decision has been successfully implemented?</b>
the following will be monitored:

- Reduction in the number of homelessness applicants applying for assistance
- An increase in the number of applicants prevented from becoming homeless;
- A decrease in the number of applicants who go on to make a full homelessness application;
- A decrease in the number of applicants owned a full homelessness duty;
- A decrease in the use of emergency accommodation, ie, Bed & Breakfast hotels use;
- An increase in the use of the Private Rented Sector accommodation, ie, through Monmouthshire Letting Service (MLS);
- A reduction of and better longer term outcomes for rough sleepers;

The above will be reviewed & monitored through the following means:

- 1) By the Supporting People & Homelessness Planning Group (SP&HPG),
- 2) By scrutiny committee,
- 3) By the updating of the Action Plan annually.

**What is the estimate cost of implementing this decision or, if the decision is designed to save money, what is the proposed saving that the decision will achieve?**

12 month appraisal

Any other comments





## Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

<p><b>Name of the Officer</b> completing the evaluation Stephen Griffiths</p> <p><b>Phone no:</b> 01633 644455 <b>E-mail:</b> stephengriffiths@monmouthshire.gov.uk</p>	<p><b>Please give a brief description of the aims of the proposal</b></p> <p>Gwent Homelessness Strategy</p> <p>The proposal aims to prevent and alleviate homelessness in Monmouthshire and across the five Local Authorities of South East Wales (Gwent).</p>
<p><b>Name of Service</b></p> <p>Housing &amp; Community Services</p>	<p><b>Date Future Generations Evaluation</b> form completed</p> <p>30<sup>th</sup> October 2018</p>



**1. 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.



Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>Neutral Contribution.</p>	




<p><b>A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>Neutral Contribution</p>	
<p><b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>Research shows homelessness has a detrimental effect on those who are homeless in terms of their physical and mental wellbeing.</p> <p>The Strategy positively contributes to this Wellbeing goal by preventing and alleviate homelessness where possible.</p>	
<p><b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected</p>	<p>It positively contributes to this goal as it removes the stigma of homelessness from local communities and reduces social exclusion. To be able to access stable and secure accommodation enables households to become part of their community.</p>	
<p><b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing</p>	<p>A healthier Wales and a Wales of cohesive communities translates into a globally responsible Wales.</p>	
<p><b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation</p>	<p>A neutral contribution</p>	

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

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Balancing short term need with long term and planning for the future</p>	<p>The short-term need of household who present as homeless or are potentially homeless is either to remain in their current accommodation or have alternative accommodation in which they can access immediately. The Strategy is able to meet this need through strengthening current initiatives around advice and assistance, eg, financial advice; family mediation and temporary accommodation. The Strategy balances this with long-term need and planning for the future through strengthening such objectives as working with both the Private and Social Rented Sectors (Monmouthshire Letting Service and RLS's) as well as other objectives contained in the Strategy.</p>	
 <p>Working together with other partners to deliver objectives</p>	<p>The prevention and alleviation of homelessness has always been very depended upon working together with partners, for example, bond schemes, housing support schemes, RSL's, financial inclusion services and family mediation services, to name but a few.</p>	<p>Consultation with partners has been central to the development of the homelessness reviews and strategy. This will continue to be a very important element, as homelessness action plans develop over the coming years</p>

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Involving those with an interest and seeking their views</p>	<p>A wide ranging consultation exercise took place to ensure we consulted as broadly as possible including focus groups and group discussions with key internal staff and service users;</p> <p>A regional event took place to collect feedback from service providers, partners and other stakeholders (over 400 individuals from representative organisations across Gwent were invited and 140 people attended the event. The event covered 25 themes.</p> <p>The themes explored included gender, LGBT, domestic violence, gypsy and traveller communities, older people, young people and care leavers, mental health, drug and alcohol use, armed forces, offenders, disability, cultural diversity, ethnicity, refugee and asylum seekers.</p> <p>The use of surveys ascertained the views of people who have experienced homelessness and related services first hand across Gwent – factoring in equality and diversity, vulnerabilities and varying support needs (there were 165 respondents).</p>	
 <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Through regular monitoring and reviewing of services that provide support, advice and accommodation to ensure, they are 'fit for purpose'.</p>	

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p data-bbox="232 395 380 427">Integration</p> <p data-bbox="409 260 566 507">Positively impacting on people, economy and environment and trying to benefit all three</p>	<p data-bbox="600 260 1290 464">The provision of suitable, affordable and sustainable accommodation increases the employability of households experiencing homelessness. This has a positive impact on the economy.</p>	

**3. Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the 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	<p data-bbox="465 847 1021 992">The strategy is committed to address the needs of those young people between the 16 – 24 year olds and single households below the age of 35.</p>	<p data-bbox="1061 847 1137 879">None</p>	
Disability	<p data-bbox="465 999 1028 1257">The strategy is committed to working with specialist accommodation providers and Registered Social Landlords in providing accommodation suitable to meet the needs of those with a disability, alongside an appropriate package of support.</p>	<p data-bbox="1061 999 1144 1031">None.</p>	

<b>Protected Characteristics</b>	<b>Describe any positive impacts your proposal has on the protected characteristic</b>	<b>Describe any negative impacts your proposal has on the protected characteristic</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>
Gender reassignment	None	None	
Marriage or civil partnership	None	None	
Race	None	None	
Religion or Belief	None	None	
Sex	None	None	
Sexual Orientation	None	None	
Welsh Language	None	None	

- 4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities?** For more information please see the guidance note <http://hub/corporatedocs/Democratic%20Services/Equality%20impact%20assessment%20and%20safeguarding.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	<b>Describe any positive impacts your proposal has on safeguarding and corporate parenting</b>	<b>Describe any negative impacts your proposal has on safeguarding and corporate parenting</b>	<b>What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?</b>
Safeguarding	None	<i>No negative impacts</i>	
Corporate Parenting	None	No negative impacts	

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

The drafting of the Strategy followed on from an evidence review on the state of homelessness in the Gwent area and through desktop exercises and consultation with key partners and stakeholders, including internal departments and teams of the five local authorities.

**6. 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?**

The main positive impacts of the proposal are:

- Improves the health and wellbeing of households;
- Creates resilience within households experiencing homelessness;
- Creates stronger communities;
- Creates a prosperous Monmouthshire.

The main negative impacts are: None identified to date

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

<b>What are you going to do</b>	<b>When are you going to do it?</b>	<b>Who is responsible</b>	<b>Progress</b>
Submit to Cabinet/ Full Council	December 2018	Stephen Griffiths	
Review the Policy and submit to Select	December 2019	Stephen Griffiths	

**8. Monitoring: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.**

<b>The impacts of this proposal will be evaluated on:</b>	During May – June 2019 and submitted to Select
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## Consultation Comments and Replies

### Comment:

Monmouthshire County Council, Lead Commissioner Quality Assurance: “there are too many priorities and the action plan is too long”

Monmouthshire County Council, Well-Being Manager: “there are too many priorities and the action plan is too long”

### Response:

These points were raised with the other participating Councils through the Strategy working group. The group decided that the number of priorities was appropriate and that the action plan was manageable

### Comment:

Monmouthshire County Council, Principal Officer Inclusion; ‘3.10. Refers to families, we have had recent experience of families being homeless and being accommodated and the impact that this has had on children’s ability to access education provision. Could the strategy highlight the potential impact upon young people and their ability to access education?

### Reply:

This will be addressed by updating the current Bed & Breakfast Policy.

### Comment:

GWALIA; What is not working well in Monmouthshire:

People who are homeless with pets, no available accommodation for this. This can greatly impact a person’s mental health and causes a lot of dis-engagement with homeless services. Many people would rather sleep rough than have to lose their pet. I think managing expectations and being sensitive to this would go a long way.

In relation to the strategy action plan:



A regional directory and referral process for all the supported housing accommodation in all Borough's would be useful for people working in homelessness to utilise.

I also believe that a regional advertising campaign of supporting people services and how this can help people threatened with homelessness will help with early intervention and homeless prevention. Most people only find out about the services when in crisis, by which time it is too late. I believe that most people are not aware of help available to them prior to getting to crisis.

**Reply:**

Your concerns around pets can be addressed through the Supporting People & Homelessness Planning Group (SP&HPG - our regional group that is responsible for monitoring our local action plan and the regional strategy in general – with a view of drafting policy and procedures.

With regard to a regional directory, Regional Monitoring Group will address this as an action to the regional plan.

Both the regional and local action plans are 'live' documents that will evolve to meet any challenges that arise over the lifetime of the strategy.