City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Cabinet

At:	**Council Chamber, Guildhall, Swansea**
On:	**Thursday, 15 November 2018**
Time:	**10.00 am**
Chair:	**Councillor Rob Stewart**

Membership:
Councillors: M C Child, W Evans, R Francis-Davies, D H Hopkins, A S Lewis, C E Lloyd, J A Raynor, M Sherwood and M Thomas

Also Invited: J E Burtonshaw, E J King,

The use of Welsh is welcomed. If you wish to use Welsh please inform us by noon on the working day before the meeting.

Agenda

Page No.

1. **Apologies for Absence.**

2. **Disclosures of Personal and Prejudicial Interests.**
   www.swansea.gov.uk/disclosuresofinterests

3. **Minutes.**   1 - 4
   To approve & sign the Minutes of the previous meeting(s) as a correct record.

4. **Leader of the Council's Report(s).**

5. **Public Question Time.**
   Questions must relate to matters on the open part of the Agenda of the meeting and will be dealt with in a 10 minute period.

6. **Councillors' Question Time.**

7. **Pre-Decision Scrutiny Feedback - Homelessness Strategy & Action Plan 2018-2022.**

8. **Homelessness Strategy and Action Plan 2018-2022.**   5 - 142

Next Meeting: Thursday, 20 December 2018 at 10.00 am

Huw Evans
Head of Democratic Services
Tuesday, 6 November 2018

Contact: Democratic Services - Tel: (01792) 636923

City and County of Swansea

Minutes of the Cabinet

Council Chamber, Guildhall, Swansea

Thursday, 18 October 2018 at 10.00 am

Present: Councillor R C Stewart (Chair) Presided

Councillor(s)	**Councillor(s)**	**Councillor(s)**
M C Child	W Evans	R Francis-Davies
D H Hopkins	A S Lewis	C E Lloyd
J A Raynor	M Sherwood	M Thomas

Apologies for Absence
Councillor(s): None

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70. **Disclosures of Personal and Prejudicial Interests.**

In accordance with the Code of Conduct adopted by the City and County of Swansea, the following interests were declared:

1) Councillor J A Raynor declared a Personal and Prejudicial Interest in Minute 76 "Local Authority Governor Appointments" and withdrew from the meeting prior to its consideration.

71. **Minutes.**

Resolved that the Minutes of the meeting(s) listed below be approved and signed as a correct record:

1) Cabinet held on 20 September 2018.

72. **Leader of the Council's Report(s).**

The Leader of the Council made no announcements.

73. **Public Question Time.**

No questions were asked.

74. **Councillors' Question Time.**

No questions were asked.

75.   Annual Review of Performance 2017/18.

The Cabinet Member for Business Transformation & Performance presented a report, which sought to publish the Annual Review of Performance 2017-2018. The report sets out the progress undertaken to meet the Council's Well-being Objectives as described in the Corporate Plan and to meet other requirements set out within statutory guidance concerning the Well-Being of Future Generations (Wales) Act 2015 and Local Government (Wales) Measure 2009.

Resolved that:

1)   The Annual Review of Performance 2017-2018 be approved.

76.   Local Authority Governor Appointments.

The Local Authority Governors Appointment Group submitted a report, which sought approval of the nominations submitted to fill Local Authority (LA) Governor vacancies on School Governing Bodies.

Resolved that:

1)   The following nominations recommended by the Chief Education Officer in conjunction with the Cabinet Member for Education Improvement, Learning & Skills be approved:

1)	Clase Primary School	Lesley Evans
2)	Cwmglas Primary School	Joanne Hershell
3)	Knelston Primary School	Ronald Grove
4)	Llanrhidian Primary School	Laura Jarvis
5)	Sketty Primary School	Suzanne Berry
6)	Trallwn Primary School	Cllr Penny Matthews

77.   21st Century Schools Programme – Contract Award and Capital Programme Authorisation for New Build for Education Other Than At School (EOTAS) at Cockett.

The Cabinet Member for Education Improvement, Learning & Skills presented a report, which sought to approve the scheme for the new build for Education Other Than At School (EOTAS) at Cockett subject to confirmation of grant and contract with the Welsh Government.

The report also sought authorisation to award the Contract for the works to Tender Number 2, subject to confirmation of grant and contract with the Welsh Government.

Resolved that:

1)   The Contract for the design and construction of a new build for Education Other Than At School (EOTAS) on land in the ownership of the Council at Cockett Road be awarded to Tender Number 2, subject to confirmation of grant and contract with the Welsh Government;

2)   The capital scheme as detailed together with the financial implications be approved, subject to confirmation of the grant and contract with the Welsh Government.

78.   Swansea Vale Development Strategy Review FPR7.

The Cabinet Member for Investment, Regeneration & Tourism presented a report, which sought to agree a programme of works in relation to the Swansea Vale Development Strategy Review in line with the Council's Financial Procedure Rule 7 "Capital Programming and Appraisals".

Resolved that:

1)   This new FPR7 and its financial implications be agreed, in line with the Swansea Vale Development Strategy Review (2013) and that this anticipated spend be reflected in the Council's Capital Programme for 2018-2019, 2019-2020 & 2020-2021.

2)   Authorisation be granted for the submission of any applications for statutory consent required to deliver the project.

79.   Exclusion of the Public.

Cabinet were requested to exclude the public from the meeting during consideration of the item(s) of business identified in the recommendations to the report(s) on the grounds that it / they involve the likely disclosure of exempt information as set out in the exclusion paragraph of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 relevant to the items of business set out in the report(s).

Cabinet considered the Public Interest Test in deciding whether to exclude the public from the meeting for the item of business where the Public Interest Test was relevant as set out in the report.

Resolved that the public be excluded for the following item(s) of business.

(Closed Session)

80.   FPR7 - Hafod Copperworks Powerhouse Redevelopment Project – Heritage Lottery Funded Stage 2 Grant Application.

The Cabinet Member for Investment, Regeneration & Tourism presented a report which sought to comply with Financial Procedure Rule 7 "Capital Programming and Appraisals", to commit and authorise a variation to an existing capital scheme in the Capital Programme.

Resolved that the recommendations as detailed in the report be approved.

81.   Disposal of Land at Parc Felindre, Llangyfelach, Swansea.

The Cabinet Member for Investment, Regeneration & Tourism presented a report which sought approval for the disposal of land at Parc Felindre to facilitate the development of a new distribution facility in line with the Council Constitution for asset disposals.

Resolved that the recommendations as detailed in the report be approved.

The meeting ended at 10.20 am

Chair

Call In Procedure – Relevant Dates	
Minutes Published:	**18 October 2018**
Call In Period Expires (3 Clear Working Days after Publication):	Midnight on 23 October 2018
Decision Comes into force:	24 October 2018

**Cyngor Abertawe
Swansea** Council

Report of the Cabinet Member for Homes & Energy

Cabinet – 15 November 2018

Homelessness Strategy and Action Plan 2018-2022

Purpose:	To seek Members approval for the Homelessness Strategy and Action Plan 2018 - 2022, which has taken into account feedback from the consultation.
Policy Framework:	Local Housing Strategy (2015 -2020).
Consultation:	Finance, Legal, Access to Services. Public consultation exercise between 1st September 2018 and 30th September 2018.
Recommendation(s):	It is recommended that Cabinet:

1) Note the consultation responses.

2) Approve the Homelessness Strategy and Action Plan for implementation by 31 December 2018.

Report Authors:	Rosie Jackson / Steve Porter
Finance Officer:	Aimee Dyer
Legal Officer:	Lyndsey Thomas
Access to Services Officer:	Rhian Millar

1.   Background

1.1   The Housing (Wales) Act 2014 places a responsibility on all local authorities to produce a homelessness strategy by the end of 2018 to set out how the Council plans to tackle homelessness in its area over a four year period. The strategy must have a detailed action plan to address gaps in service provision and must include plans for:

- The prevention of homelessness
- Securing accommodation for people who are homeless or are threatened with homelessness

- Provision of support for people who are homeless or are threatened with homelessness

1.2 The Homelessness Strategy has a clear link with the Council's poverty agenda and Swansea's Wellbeing Strategy as it has a significant role in contributing to the achievement of the objectives to ensure that children have the best start in life, and building stronger communities through the early intervention and prevention of homelessness.

1.3 It also supports the Wellbeing of Future Generations (Wales) Act 2015, as the Act requires public bodies to carry out their functions in a sustainable way, which improves the economic, social, environmental and cultural well-being of an area. Homelessness Prevention is a Wellbeing of Future Generations national indicator therefore is a key contributor to the Welsh Government's national goals. The five ways of working set out in the Act will be incorporated into the key principles of the Homelessness Strategy (see paragraph 4.2) these are:

- Preventing problems from occurring or from getting worse
- Addressing long-term challenges
- Working in partnership with others
- Avoiding conflicts between public body objectives
- Involving people

2. Homelessness Review

2.1 The strategy must be developed as a result of a review of homelessness in the area, which requires analysis of:
a) The levels and likely future levels of homelessness
b) The activities carried out to:
- Prevent homelessness
- Ensure suitable accommodation is available
- Ensure that satisfactory support is available
c) The resources available to carry out the above

2.2 The key findings from the Homelessness Review are included in the strategy.

3. Structure of the Strategy

3.1 The strategy is attached at appendix A. It is structured around the following sections:
- Purpose of the strategy
- Aims and objectives
- Key principles
- National and local strategic context
- How homelessness services are delivered in Swansea and key achievements
- The Homelessness Review
- Future levels of homelessness

- Key priorities
- The way forward
- Monitoring, evaluation and review
- Equalities

4. Strategic Aim, Key Principles and Objectives of the Strategy

4.1 Strategic aim

The aim of Swansea's Homelessness Strategy is to ensure every person has access to good quality advice, accommodation and support at the earliest possible opportunity in order to prevent homelessness.

4.2 Key principles

In order to successfully deliver this Strategy we will:

- Safeguard people from harm.
- Ensure equality of access to services and promote social inclusion and community cohesion.
- Maximise the resources available to deal with homelessness.
- Continue to encourage and promote local partnership and regional working, where appropriate, in order to make the best use of resources.
- Work in line with the five ways of working set out in the Future Generations Wellbeing Act.
- Uphold the United Nations Convention on the Rights of the Child.

4.3 Objectives

The following objectives have been developed:

- Objective 1: Ensuring service users are at the centre of service delivery.
- Objective 2: Prioritising early intervention and prevention of homelessness.
- Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless.
- Objective 4: Ensuring appropriate support is available for people who are or may become homeless.
- Objective 5: Providing robust responses to support rough sleepers and end the need for individuals to sleep rough.

4.4 Action plan

A detailed series of actions to achieve the objectives has been developed and the full action plan is attached at appendix B. The actions have been developed with reference to the following key pieces of evidence:

- Findings from the Homelessness Review
- Consultation with providers of homelessness, support, and housing services

- Consultation with service users
- Consultation with other Council services such as Supporting People, Domestic Abuse Services, Poverty and Prevention
- Welsh Government Ten Year Homelessness Plan for Wales
- Welsh Government Rough Sleeping Action Plan 2018-20
- Wales Audit Office report "How Local Government manages demand – Homelessness"

5   Consultation Feedback and Analysis

5.1   Stage One Consultation

Consultation for the Homelessness Strategy took place in two stages. The first stage was a key part of the Homelessness Review and involved extensive consultation with stakeholders during 2017. It included the following:

- *Service users* – via a survey distributed by service providers, which was also available on-line (131 responses received). In order to ensure that the survey was accessible, support and housing providers were asked to support and encourage their service users to complete the survey and support and assistance was also offered by council officers on request.

- *Four service user focus groups* – Service users from a range of Wallich Services; Service users from Crisis; Young People engaged with homelessness and support services; and women currently receiving support from Women's Aid and BAWSO (Black Association of Women Stepping Out).

  In order to ensure that the focus groups were accessible an open offer was made to all members of the Supporting People and Homelessness Forum (which consists of all support and housing providers along with key homelessness organisations) to hold focus groups with their service users.

- *Service Providers* – via a survey and prioritisation exercise with the Supporting People and Homelessness Forum.
  An on-line survey was undertaken with providers of homelessness, support and advice services during March 2017 to gather their views on the issues and priorities that should be addressed by Swansea's Homelessness Strategy. 28 responses were received.

- *The general public* – via an on-line survey (116 responses received)

A summary of the stage 1 consultation findings is included in the strategy document and strongly influenced the development of the objectives and action plan.

5.2 **Stage 2 Consultation**

The second stage was the formal consultation process on the draft Strategy and Action Plan. This took place between 1st September and 30th September 2018, and involved the following elements:

- *Survey* – an on-line survey (hard copies were also available) was open to all stakeholders (24 responses received). The survey was widely promoted with stakeholders.

- *Email responses* – a number of stakeholders chose to respond via email, including Shelter and Crisis.

- *Drop in sessions* - Two drop in sessions were held during September, which were open to the public and partner organisations.

- *Scrutiny*
  i) A Scrutiny Working Group was held during August 2018 to look at the Homelessness Service.
  ii) A special meeting of the Scrutiny Programme Committee was held on 1st October in order to feed directly into the consultation process.

- Poverty Reduction Policy Development Committee – the Committee considered the development of the Strategy and Action plan in March and August 2018 and were supportive of the proposals.

5.3 **Summary**

Overall, the consultation responses to the Strategy and Action Plan have been positive. There is general agreement to the Council's proposals and vision for the delivery and improvement of Homelessness Services over the next four years. A number of suggestions have been made to create some additional actions and modify a small number of the draft actions, and where possible these suggestions have been incorporated into the final documents. An additional key principle has also been included to confirm commitment to uphold the United Nations Convention on the Rights of the Child, this has also been strengthened by an additional action as part of the development of a Homelessness Charter to develop a separate charter for children and young people.

A summary of the Stage 2 consultation responses is attached at appendix C, along with the Council's response to the comments and details of any changes made to the Strategy and Action Plan as a result.

5.4 **Results from the Consultation Survey**

The survey provided the opportunity for people to have their say on the aims, objectives, key principles and areas for development. There was also the opportunity to provide further comments on each section of the

Strategy. The full results from the survey can be found in appendix C. However the summary of the results were as follows;

➢ 90% felt that the Strategy is easy to read
➢ 89% felt that the objectives are clear
➢ 74% felt that the key priorities of the Strategy are clear.

6.   Equality and Engagement Implications

6.1   The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of its functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

6.2   Our Equality Impact Assessment process ensures that we have paid due regard to the above.

6.3   An EIA screening form was completed in March 2018 and identified that a full EIA was required. This has been completed and is attached at appendix D.

6.4   The EIA indicated that the Strategy will have a positive effect on protected groups. No negative impacts were identified. However, whilst the Homelessness Service collects the demographic and equalities information that is required by the Welsh Government the EIA has identified that this does not necessarily cover all relevant protected groups. Therefore, an action has been included in the Action Plan to review Housing Options equalities monitoring systems, which will include carrying out consultation with equalities representative groups regarding best use of equalities monitoring data.

7.   Legal Implications

7.1   The Housing (Wales) Act 2014 places a responsibility on all local authorities to produce a homelessness strategy by the end of 2018 (i.e. 31st December) to set out how the Council plans to tackle homelessness in its area over a four year period.

7.2   The Act replaces Part VII of the Housing Act 1996, the Homeless Persons (Priority Need) (Wales) Order 2001, the Homelessness Act 2002 and the Homelessness (Suitability of Accommodation) (Wales) Order 2006.

7.3   The legislation has changed the law on homelessness in Wales and provides a different framework for homelessness to the rest of the United Kingdom. For example, whilst local authorities in England and Northern

Ireland are encouraged to focus on preventing homelessness where possible, their duties in respect of homelessness are not framed around prevention as the primary driver.

8. Financial Implications

8.1 The Strategy and Action Plan will be delivered through existing Homelessness and Supporting People budgets.

Appendices
Appendix A – Homelessness Strategy
Appendix B – Action Plan
Appendix C – Consultation analysis and survey results
Appendix D – Equality Impact Assessment

Swansea Council

Homelessness Strategy
Final for Cabinet Approval

2018-2022

Contents

List of tables and charts

Introduction from Cabinet Member for Homes & Energy, Councillor Andrea Lewis

A fundamental belief running through all my work as Councillor and Cabinet Member is that everyone in Swansea should be able to live in a good quality, affordable home and that this is needed in order for people to realise their personal ambitions for themselves and their families. Many people who are threatened with homelessness are able to find housing for themselves, however some can find themselves excluded from society, unable to secure employment or training, unable to secure vital services and at risk of ill health.

This is Swansea's Homelessness Strategy and it is a framework for tackling and preventing homelessness in the area. Although the responsibility to publish this strategy lies with the Council, there are a wide range of partners involved, including: support and accommodation providers, service users, advice agencies, Health Board, GPs, the Police, the third sector and local authority services such as Housing, Social Services, Supporting People, Education and Poverty & Prevention. This strategy is the result of the commitment of the homelessness sector to tackling homelessness in Swansea and I extend my gratitude to all the organisations and individuals that have contributed.

The extent and complexity of the issues that face the Council and its partners over the next four years should not be under-estimated. However, we will strive to address these challenges in partnership, ensuring that the people of Swansea are able to access safe, secure and sustainable accommodation. The strategy seeks to further strengthen the partnership approach to tackling homelessness in Swansea and to continue to make significant improvements across homelessness services.

However publishing a strategy is the easy bit. Its success will depend on the commitment of the homelessness sector to delivering the vision it puts forward. I believe that if we, as a sector, remain committed to achieving the aims and objectives contained within this strategy, we can make a noticeable impact in terms of preventing homelessness and reducing the effect an episode of homelessness can have on a person's life.

Of course, homelessness cannot be solved by simply securing housing. Tackling homelessness is the responsibility of the Council as a corporate body and has major implications for us delivering on our corporate goals to safeguard vulnerable people and children and to tackle poverty. We will ensure that homelessness continues to hold a high priority at a corporate level and is recognised by other plans and strategies that affect the lives of homeless people.

Making this strategy work is vitally important. The impact of homelessness is not confined to just homeless people, it affects their families, children and everyone in our communities and I am pleased that the Council is able to continue to play its part in seeking solutions.

1. Purpose of the Strategy

This Strategy sets out the guiding principles for the development and delivery of homelessness services in Swansea over the next four years. It will ensure that the services and support in place for those at risk of, or experiencing homelessness are as effective and accessible as possible. It also aims to inform stakeholders of the levels of homelessness in Swansea and provide a baseline to measure future progress and performance.

This Strategy and the accompanying Action Plan have been developed in response to the findings of the Homelessness Review 2017, which provided a comprehensive understanding of homelessness across Swansea. The review identified issues and gaps in service provision, which the Strategy will seek to address. The main findings of the review are summarised in section 9. This strategy has also been developed as a result of extensive consultation with service users and stakeholders to ensure that it accurately captures the needs and aspirations of all those involved with and experiencing homelessness in Swansea.

2. Aims and Objectives

2.1 Strategic aim and objectives

The aim of Swansea's Homelessness Strategy is to ensure that every person has access to good quality advice, accommodation and support at the earliest possible opportunity in order to prevent homelessness.

This Strategy is intended to increase the ability of the Council and its partners to prevent homelessness wherever possible. Prevention through early identification and intervention, as well as equitable and easy access to services, will reduce homelessness. Where it cannot be prevented, the Strategy aims to minimise the distress of the experience through rapid and robust service responses. This will be achieved through adoption of the following five objectives:

Objective 1: Ensuring service users are at the centre of service delivery

Objective 2: Prioritising early intervention and prevention of homelessness

Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless

Objective 4: Ensuring appropriate support is available for people who are or may become homeless

Objective 5: Providing robust responses to support rough sleepers and eliminating the need for individuals to sleep rough

3. Key Principles

In order to successfully deliver its objectives and aims this strategy will:

- Safeguard people from harm
- Ensure equality of access to services and promote social inclusion and community cohesion
- Maximise the resources available to deal with homelessness
- Encourage and promote local partnership and regional working, where appropriate, in order to make the best use of resources
- Work in line with the five ways of working set out in the Future Generations Wellbeing Act
- Uphold the United Nations Convention on the Rights of the Child

4. Definitions

4.1 Definition of homelessness

The legal definition of homelessness is set out in Section 55 of Housing (Wales) Act 2014. It states that a person is homeless if they, together with anyone who normally resides with them, have no accommodation in the UK or elsewhere, which they have a legal right to occupy. A person is also homeless if he or she has accommodation but cannot secure entry to it, or the accommodation is a moveable structure, vehicle or vessel adapted for human habitation (such as a caravan or houseboat) and there is no place where it can be placed in order to provide accommodation. A person shall not be treated as having accommodation unless it is accommodation that it would be reasonable for that person to continue to occupy. A person is threatened with homelessness if it is likely that the person will become homeless within 56 days.

It is essential that there is consensus between partners on a common definition of homelessness and it is also important that this definition is broad and encompasses all possible forms of homelessness. Therefore, for the purpose of this Strategy, the broader Welsh Government definitions of homelessness and rough sleeping have been adopted:

> *"Where a person lacks accommodation or where their tenure is not secure"*

This includes:
- *Sleeping rough/squatting*
- *Living in insecure/temporary housing (excluding assured/assured short-hold tenants)*
- *Living in short term hostels, night shelters, direct access hostels*
- *Living in bed and breakfasts*
- *Moving frequently between relatives/friends*
- *Unable to remain in or return to housing due to poor conditions, overcrowding, unaffordability, domestic abuse, harassment, mental, physical and/or sexual abuse*
- *Accommodation does not meet the needs of people with; physical or learning disabilities, sensory impairments or mental health conditions*
- *Threatened with losing their home without suitable alternative accommodation for any reason e.g. domestic abuse*
- *Leaving hospitals, police custody, prisons, the armed forces and other institutions or supported housing without a home to go to*
- *Required to leave by family or friends or due to relationship breakdown*
- *Within 56 days of the end of tenancy, facing possession proceeding or threat of eviction.*

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4.2 Definition of rough sleeping

> *"People who are sleeping or bedded down, in the open air; people in buildings or other places not designed for habitation"*

This includes:
- *Sleeping on the streets or in doorways, parks, bus shelters*
- *Sleeping in buildings not designed for habitation such as squats, tents, makeshift shelters, cars, sheds, barns, derelict boats, stations or car parks.*

5. National Context

5.1 The Housing (Wales) Act 2014

The Housing (Wales) Act 2014 is Wales' first piece of housing legislation and its purpose is to improve the supply, quality and standards of housing in Wales. This included a reform of homelessness law, which placed a stronger duty on local authorities to prevent homelessness (within 56 days) and allowed the use of the private rented sector to discharge statutory homelessness duties. The Act also places a responsibility on all local authorities to produce a Homelessness Strategy in 2018, which will set out how they plan to tackle homelessness in their area over a four year period.

5.2 Other relevant plans

Other relevant plans, which have been considered as part of the development of the strategy include:
- The Ten Year Homelessness Plan for Wales 2009-2019
- Welsh Government Rough Sleeping Action Plan 2018-20
- National Housing Strategy – Improving Lives and Communities – Homes in Wales
- Social Services & Wellbeing (Wales) Act 2014
- Wales Audit Office Report "How Local Government manages demand – Homelessness" January 2018

The Welsh Government has identified the following key priorities for tackling homelessness in Wales:
- Rough sleeping – with a particular emphasis on following a Housing First approach.
- Youth homelessness
- Improving use of the private rented sector
- Mental health

These are issues that have also been identified by Swansea's Homelessness Review. The objectives of the Strategy are intended to be broad and to cover all household types and equalities groups, therefore they do not reference specific groups. However, the accompanying Action Plan contains a range of measures intended to address the key homelessness issues identified by Welsh Government, in addition to the specific local needs identified by the review, and to ensure that services are accessible, appropriate and responsive to all groups.

5.3 Well-being of Future Generations (Wales) Act 2015

The Act requires public bodies to carry out their functions in a sustainable way which improves economic, social, environmental and cultural well-being. Tackling

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homelessness is an essential element in achieving the well-being of future generations. Homelessness prevention is a Well-being of Future Generations national indicator therefore is a key contributor to the Welsh Government's national goals. These are: a prosperous Wales; a resilient Wales; a more equal Wales; a Wales of more cohesive; communities; a Wales of vibrant culture and thriving Welsh language; a healthier Wales; a globally responsible Wales. The Act also sets out five ways of working:

- **Preventing problems from occurring or from getting worse**: the introduction of the Housing (Wales) Act 2014 has placed a firm emphasis on the prevention of homelessness. The Homelessness Service has adapted well to meet the new requirements and the strategy reinforces this with an objective to prioritise early intervention and prevention of homelessness.

- **Addressing long-term challenges:** The Strategy ensures an emphasis on helping households to secure long term, sustainable accommodation appropriate for their needs and maintain their tenancies through effective support. The Strategy also has a specific focus on rough sleeping which is the most extreme form of homelessness.

- **Working in partnership with others:** Partnership working is fundamental to this Strategy. Many people have multiple needs that extend beyond the basic need for a home. It is not possible for the Council to meet those needs in isolation. It is therefore essential to work in partnership in order to prevent homelessness and offer sustainable housing solutions.

- **Avoiding conflicts between public body objectives:** The Council is aware that any changes to its services may have an impact on its partners and other public bodies. The consultation process undertaken to develop the strategy provided partners with the opportunity to advise whether the Strategy would have a positive, negative or neutral impact on their own objectives.

- **Involving people:** The Strategy recognises the importance of involvement through a specific objective to establish service users at the centre of service delivery, and a commitment to ensure that principles of co-production are incorporated in the design and delivery of services.

6. Local Strategic Context

6.1 Swansea Public Service Board and Local Well-Being Plan

As part of the Well-being of Future Generations (Wales) Act 2015, every council in Wales is legally required to have a Public Services Board, a partnership of public service agencies, whose purpose is to work collectively to improve local social, economic, environmental and cultural well-being. Each Public Service Board is required to carry out an Assessment of Well-being to understand current levels of well-being and what matters most to local communities and to produce a plan in order to improve well-being.

Following the Assessment of Well-being in Swansea, the Local Well-being Plan has been produced which contains the high-level priorities that the Swansea Public Service Board has identified as being the most important, these are:
- **Early Years** – To make sure children have the best start in life to be the best they can be

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- **Live Well, Age Well** – To make Swansea a great place to live and age well
- **Working with Nature** – To improve health, enhance biodiversity and reduce our carbon
- **Strong Communities** – To empower communities promoting pride and belonging

Housing is a key theme within the plan and the Homelessness Strategy supports the delivery of some of the drivers identified to achieve the Well-being objectives, including:
- Ensuring children have the best start in life by enabling families to live in a good standard of housing
- Contributing to ensuring that people live well and age well by enabling people to live in safe, good quality homes and providing support so that people can get information, advice and help.

6.2 Corporate Vision and Priorities
Preventing homelessness is a fundamental function of the Council and an essential element of achieving Swansea's vision *"To create a safer, greener, smarter, fairer, healthier and richer Swansea."* The strategy reflects the corporate priorities of:

- **Safeguarding** people from harm - so that our citizens are free from harm and exploitation
- Improving **Education and Skills** - so that every child and young person in Swansea gains the skills and qualifications they need to succeed in life
- Transforming our **Economy and Infrastructure** - so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens
- **Tackling Poverty** - so that every person in Swansea can achieve his or her potential
- Maintaining and enhancing Swansea's **natural resources and biodiversity** - so that we maintain and enhance biodiversity, reduce our carbon footprint, improve our knowledge and understanding of our natural environment and benefit health and well-being
- **Transformation and Future Council** development - so that we and the services that we provide are sustainable and fit for the future

In particular, the Strategy contributes to tackling poverty and safeguarding people from harm. It is essential that the Council provides a high quality homeless service so that it is able to protect the most vulnerable people in Swansea.

6.3 Links to local plans & strategies
There are a number of key local strategic links that the Homelessness Strategy needs to make in order to be fully effective including:
- Local Housing Strategy 2015-20
- Local Housing Market Assessment 2015
- More Homes Strategy
- Supporting People Regional Strategic Plan 2017-18
- Supporting People Regional Substance Misuse Plan.
- Western Bay Area Plan 2018-23
- Health of Homelessness & Vulnerable Groups Action Plan 2017/18
- Prevention Strategy 2018-21

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- Poverty Strategy 2018-20
- Violence Against Women, Domestic Abuse & Sexual Violence Strategy 2018-22
- Safer Swansea Strategy 2018 -2021

The Strategy and Action Plan have been developed in partnership with the stakeholders responsible for these strategies and plans and the Action Plan reflects needs and priorities they have identified.

7. How Homelessness Services are Delivered in Swansea

7.1 Funding

The numbers of households requiring homelessness advice and assistance is unlikely to reduce in the coming years and recently the Homelessness Service has been under considerable pressure in implementing the Housing (Wales) Act 2014 and adapting to the changes in service, which are required. The service is funded via the Council's General Fund and has therefore been under the same financial pressures as all other areas of the Council, and has been required to make savings, whilst continuing to manage high levels of demand and maintain a high quality service. However, as part of the implementation of new Act, the Welsh Government provided Transitional Funding to local authorities in recognition of the increased resources required to meet the new duties.

This funding has been fundamental in enabling the Council to achieve high levels of homelessness prevention and to develop innovative solutions to tackle homelessness. The funding has been used to provide the following:
- Prevention Fund – e.g. to provide rent in advance, admin fees, rent guarantees, cash bonds and to cover debt and arrears.
- Prevention Caseworker post
- Rough Sleeper research
- Youth Homelessness research
- Private rented sector tenancy support

The Welsh Government has committed to providing additional funding for the prevention of homelessness for 2018/19 and 2019/20. This money is essential to the Council's achievement of the aims, objectives and actions set out in this strategy and to sustain the high levels of homelessness prevention work.

7.2 Housing Options

The Council fulfils its statutory homelessness duties through the provision of Housing Options. This is the Council's Housing Advice Service, which provides free advice and information including: homelessness, access to temporary accommodation for qualifying households, applying for council housing, renting privately, debt/money advice, access to housing association accommodation and specialised accommodation for people with disabilities. The service identifies support needs and refers to the Tenancy Support Unit to ensure vulnerable households are able to maintain their tenancies. The Homeless Service is provided by a team of homelessness officers, plus specialists in areas such as money advice, ex-offenders and refuges.

7.3 Youth Homelessness

Services for young people are provided through a collaborative partnership between the Council and Barnardo's who provide the service to young people aged 16 – 20 who are homeless or threatened with homelessness. The purpose of the service is to support

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the holistic needs of young people and to provide a "one stop shop" approach for young people. BAYS+ @ Info-Nation consists of a multi-agency, multi-disciplinary team including staff from both Barnardo's, Social Services and Housing co-located in one building, including:

- The provision of Social Workers to assess and where appropriate case manage young people who are Children In Need, Looked After Children or Care Leavers
- The provision of Personal Advisors to support young people who are Looked After Children or Care Leavers (this service can be provided up to the age of 25).
- The (non-statutory) assessment and support of young people who present with accommodation issues including the Welsh Government funded Home Support and Mediation Service
- A bed & breakfast prevention service (with access to the Homelessness Prevention Fund) and supported lodgings scheme
- Also present in the building are elements of the Youth Service and the Youth Drug Service

Young people who are aged 16 or 17 are seen by a Social Worker, who carries out an assessment of their accommodation needs and provides advice and assistance. For young people who are 18 - 20 they will be seen by a Youth Homeless Caseworker. Support is provided on an emergency basis to those young people who are homeless. The aim is to support young people to remain/return home where possible. However if homelessness is not preventable then they are supported to explore their accommodation options, through the Swansea Accommodation Pathway.

7.4 Tenancy Support
Support is provided to households to maintain their tenancy via the Tenancy Support Unit (TSU). The TSU delivers housing related support to vulnerable people living in Swansea funded by the Supporting People Programme Grant. The TSU in-house team provide a central referral and assessment gateway for the vast majority of floating support services in Swansea. Partner agencies provide support to specific client groups such as young people, older people, domestic abuse, mental health, families and single people. The TSU is also the Council's in-house support provider and provides a floating support service to all residents including tenants of Registered Social Landlord (housing associations), local authority or private landlords and owner occupiers. In addition to generic support, a range of floating support services are also provided including:

- Rapid Response – for tenants at imminent threat of eviction where possession has already been granted.
- Private Rented Support – crisis resolution and short term resettlement support for those in private rented accommodation.
- Support on Demand – for households who have support needs that can be resolved in one or two sessions.
- Personal Budgeting Support – for Universal Credit claimants who need budgeting help as a result of migration from multiple legacy benefits to new Universal Credit monthly payments.

7.5 Supported Temporary Accommodation
Supported temporary accommodation is shared or self-contained accommodation primarily for single, homeless people; and also includes temporary accommodation for young people. It is funded by the Supporting People Programme Grant. The majority of supported accommodation is accessed through a central referral route called the

Housing Gateway and is not ordinarily used to discharge a statutory homeless duty by the Council. Accommodation for young people is accessed through the Swansea Accommodation Pathway. This accommodation is short to medium term for up to two years. Individuals in temporary supported accommodation are able to access the Move On Strategy for general needs accommodation.

7.6 Rough Sleeping

Help and support is provided to rough sleepers primarily through the Rough Sleepers Intervention Team (available 7 days a week), which provides street outreach and a breakfast run. Other provision includes:

- Direct access hostels and emergency bed provision
- Rough Sleepers Cold Weather Plan
- Swansea Night Shelter
- Primary Healthcare support – through the Health Board funded Homelessness Health Care Nurse and a specialist Mental Health Nurse
- Rough Sleeping Resource Card – an information card for rough sleepers which explains where and how to access relevant services
- Streetlink phone line: helps to identify and report new locations where rough sleepers can be found and appropriate help and advice is provided by the Rough Sleepers Intervention Team.

7.7 Domestic Abuse

Domestic abuse is a main cause of homelessness in Swansea –with 12% of households threatened with homelessness for this reason in 2016/17. Housing Options provides advice and assistance to households experiencing domestic abuse and temporary accommodation is provided to households in the form of Women's Aid refuges and safe houses (women and children only) and one for BME women run by BAWSO (Black Association of Women Stepping Out), or where appropriate, the Council's own temporary accommodation. Appropriate Council temporary accommodation is also provided for males or other specialist accommodation will be sourced. Other provision includes:

- Target hardening – improved security measures which allow those at risk of domestic abuse to remain in their own homes.
- Domestic Abuse Hub – the Hub has been established as a multi-agency team to provide help and support to families with children experiencing domestic abuse or escalating relationship problems. The Hub provides a whole family approach to ensure children, young people and their families receive the right support at the right time by the right person.
- Cross-Borders – regional provision of temporary supported housing for women with complex needs fleeing domestic abuse.
- On-going tenancy support once in permanent accommodation for households who require it.
- Domestic Abuse One Stop Shop – A multi-agency partnership service for anyone (including single people, men, families) needing support, advice and assistance on a range of issues around domestic abuse. It offers a drop-in, surgeries and training sessions and workshops.
- Support for men is also provided through a range of options, including through the Hub, One Stop Shop, and Hafan Cymru.

- A five year Violence Against Women, Domestic Abuse and Sexual Violence Strategy to improve the prevention, protection and support for people affected by violence and abuse.

8. Key Achievements

Over the last five years the Council and its partners have made a number of significant achievements in relation to homelessness and its prevention, including:

- ✓ A well-established focus on successful homelessness prevention work
- ✓ Strong working relationship with Supporting People and effective use of supporting people funding to prevent homelessness
- ✓ Provision of Housing Options as a one-stop housing advice service, including the Tenancy Support Unit located in the same service
- ✓ Establishment of the Homelessness Prevention Fund
- ✓ Very low levels of intentionally homeless decisions (1 in 2016/17)
- ✓ Low number of cases closed due to "failure to co-operate" (19 in 2016/17)
- ✓ Training for Housing Options staff on Psychologically Informed Environments
- ✓ Significant reduction in use of bed and breakfast through the development of alternative forms of temporary accommodation
- ✓ Partnership with the voluntary sector to provide support for households in bed and breakfast
- ✓ Development of Cross-Borders regional provision to provide temporary supported accommodation for women with complex needs
- ✓ Increased the number of adapted temporary accommodation units to make them fully accessible
- ✓ Development of the holistic, BAYS+ Service for young people incorporating a range of services, alongside homelessness advice and assistance
- ✓ Establishment of Swansea Accommodation Pathway (for young people)
- ✓ Development of the Housing Gateway database for accessing temporary supported accommodation and the adoption of a "tell it once approach"
- ✓ Successful Move-On Strategy which ensures that individuals can effectively transition from supported accommodation into a permanent home
- ✓ Improved access to the private rented sector by embedding the Private Rented Sector Access Team within Housing Options, in partnership with the Wallich
- ✓ Close working relationship with the Council's Housing and Public Health Team, to ensure that statutory standards for private rented accommodation are met before households are permanently rehoused
- ✓ Development of provision for rough sleepers including establishment of a Rough Sleeping Intervention Team and extension of the support offered to a 7 day service
- ✓ Working with Swansea Hope and partners to resource Swansea Night Shelter, to provide temporary accommodation and re-settlement support to rough sleepers during the coldest months
- ✓ Development of an Armed Forces Community Covenant which seeks to ensure that veterans are not discriminated by deed of their service, and those leaving the forces are prioritised as homeless should they present themselves for council accommodation upon demobilisation.
- ✓ Collaborative approach with the voluntary sector and Health Service (i.e. Homelessness Nurse and Mental Health Outreach Nurse) that provides advice and support to rough sleepers

- ✓ Well-established working relationship with Health on the Homeless and Vulnerable Groups Health Action Plan
- ✓ Effective partnership working arrangements in place for MAPPA and MARAC[1] processes, with key partners i.e. Criminal Justice, Health, Social Services and Education, including a specific MARAC for Street Vulnerability

9. The Homelessness Review

9.1 Introduction

The Housing (Wales) Act 2014 requires every local authority to carry out a review of homelessness in their area, and to develop a Homelessness Strategy based on the review findings. Under the Act, the strategy must seek to achieve the following objectives in the local authority area:

- The prevention of homelessness
- Suitable accommodation is and will be available for people who are or may become homeless
- Satisfactory support is available for people who are or may become homeless

The main findings of the review are summarised below. The full review is an extensive and detailed document which can be obtained from:

Operations Manager – Community Housing
Housing and Public Health
Civic Centre
Swansea
SA1 3SN
Email: housing@swansea.gov.uk

Due to the significant changes to the Council's statutory homelessness duties under the Housing (Wales) Act 2014, it is not possible to directly compare the number of "homeless households" collected under the current and previous legislation. Therefore much of the data collected for the Review focuses on comparisons between 2015/16 and 2016/17. This provides a solid baseline to measure future progress and performance.

9.2 Housing market in Swansea

There have been significant changes in household tenures in Swansea over a ten-year period. The most common tenure remains owner-occupier, although this has reduced by 5%. The private rented sector has now overtaken Council housing as the second most common tenure increasing from 7% to nearly 15%, whilst Council housing is now just under 13%. RSL accommodation accounts for 6.5%.

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[1] MAPPA – Multi Agency Public Protection Arrangements
MARAC – Multi-Agency Risk Assessment Conferences

Swansea Household Tenures 2001 and 2011

	Owner-occupier	Local Authority	Private Rented	Registered Socal Landlord	Other
2001	69.5%	14.3%	7.2%	5.1%	3.8%
2011	64.4%	12.7%	14.7%	6.5%	2.0%
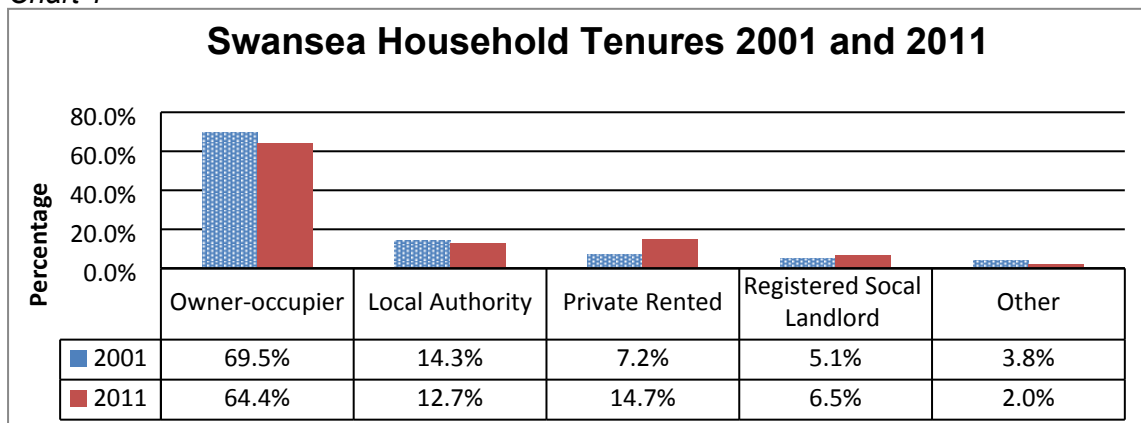
A Local Housing Market Assessment was carried out in 2013, and updated in 2015. It assessed the full range of housing requirements for the area. The results indicated a requirement for between 2010 to 2025 for an additional 17,100 new dwellings in Swansea. Of these, around 7,400 need to be a mix of affordable rent or sale. The More Council Homes Strategy sets out the Council's future development of affordable homes. The Council enables the delivery of affordable housing units in partnership with Registered Social Landlords through the Programme Delivery Plan utilising Welsh Government funding. This ensures the maximum future provision of affordable housing units. However, demand for housing is still outstripping supply.

The Local Housing Market Assessment has highlighted several significant features in terms of household size, age structure and affordability, which will influence the demand for housing (particularly for affordable housing) in Swansea.

- **Household Size**: Between the 2001 and the 2011 Census, Swansea's population increased by 15,700 to a total of 239,000 people, representing an increase of 7%, with an average household size of 2.26 persons. Furthermore, the total number of households in Swansea increased by 9,100 in the same period. The upward growth trend identified in the 2011 Census is continuing both in terms of population numbers and also in terms of household numbers. These increases will put further pressure on the housing market in Swansea where the supply of housing in all tenures is not keeping pace with demand.

- **Age Structure**: Comparing the age structure for the population in Swansea against the whole of Wales shows a higher proportion of young adults aged 15-34 years, and particularly those aged 20-24 (largely because of the significant local student population). Swansea also has a slightly higher proportion of residents aged over 75 compared to the Welsh average. This demographic, coupled with a growth in the number of older residents (whether single people or couples) increases the requirement for smaller properties across all tenures.

- **Affordability**: In terms of affordability, over 46% of *non*-homeowners in Swansea have incomes of under £10,000 per annum, while 72% have incomes under £20,000 per annum. Assuming that housing costs (to be affordable) do not exceed 35% of income, many of these households could afford no more than social rent and many would need Housing Benefit support to meet the cost of social rents in
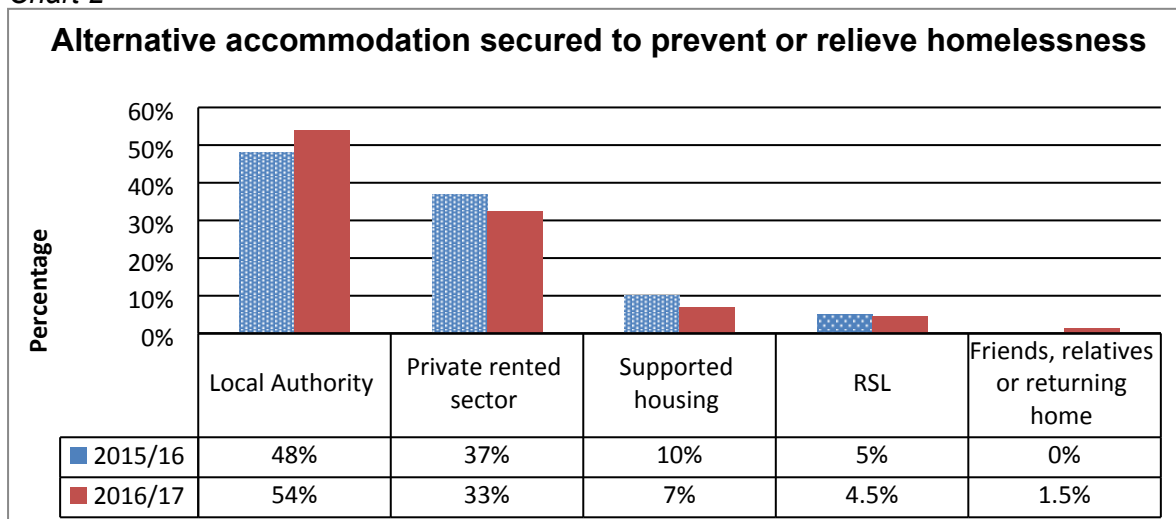
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2 Census data 2011

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Swansea. In terms of home-ownership, affordability for single first-time buyers has declined sharply since mid-2004, less than 20% of all sales in Swansea are for properties sold for below £80,000 with almost 40% selling for over £150,000. Many dwellings in the private sector stock are only affordable to households with incomes of £20,000 or more.

- **Welfare Reform**: The Government's continuing reform of the welfare system has led to a greater demand for smaller accommodation due to the introduction of the Spare Room Subsidy/Bedroom Tax, as well as for an increase in shared accommodation for single people under 35 years in the private rented sector. This is likely to increase demand for Houses in Multiple Occupation (HMO) accommodation within Swansea. Access to the private rented sector can be difficult for households on welfare benefits, due to increases in rent levels and the current freeze of the levels of local housing allowance. Since 2010, housing benefit levels have not risen in line with increasing private rents.

- **Levels of deprivation**: In addition, Swansea has an above average share of its Lower Super Output Areas (LSOAs) featuring in the top 10% most deprived in Wales, with 18 (12%) of its 148 LSOAs now ranked in the top 191 (10%) most deprived. Levels of deprivation (as measured in the index of multiple deprivation) are most significant in respect of the Education, Income and Health domains, with levels in the Access to services, Housing and Physical environment domains falling below the Welsh average.

As a result, demand for social housing remains high. In May 2018, there were 450 households who were vulnerably housed and/or threatened with homelessness on the Council's waiting list of approximately 5,000. The majority of homeless households (76%) were waiting for one-bedroom properties. The Council consistently lets around a third of its vacant properties each year to homeless households. These factors contribute to housing demand outstripping supply and lead to continuing high levels of homeless applications.

Chart 2 below shows that the main housing solution for homeless households was Council accommodation, with private rented accommodation the second highest. It is a key priority for the Council to ensure that it can facilitate access to the private rented sector and to work closely with Registered Social Landlords (housing associations) to find solutions for homeless households.

Chart 2

Alternative accommodation secured to prevent or relieve homelessness

	Local Authority	Private rented sector	Supported housing	RSL	Friends, relatives or returning home
■ 2015/16	48%	37%	10%	5%	0%
■ 2016/17	54%	33%	7%	4.5%	1.5%

9.3 Profile of homelessness

There is a consistently high number of homeless presentations in Swansea. Over the past five years these have ranged between 2,500-3,000. There is no indication that this will decrease in the next few years and therefore there is continual pressure on the service.

In 2016/17, 2,661 homeless decisions were made by the Council.
1,143 (43%) were found to be threatened with homelessness (within 56 days). Despite these high numbers, Swansea has performed well and prevented homelessness for 73% of these households, which is above the Welsh average.

Table 1: Swansea's homelessness prevention rate – compared with Wales

	Households threatened with homelessness within 56 days	Households successfully prevented from homelessness	% prevented from homelessness	Wales - % prevented from homelessness
2016/17	1143	831	73%	62%

Of the remaining households who made a homelessness application:
- 983 households were found not to be homeless and were provided with other forms of housing advice and assistance
- 395 households were found to be either homeless or their homelessness could not be prevented
- 56 (of the 395) were homeless and not in priority need[3], and whilst not entitled to Council provided temporary accommodation they continued to receive advice and assistance to resolve their homelessness
- 54 (of the 395) were homeless and in priority need, and entitled to temporary accommodation until their homelessness was resolved
- 29 were ineligible[4] for homelessness/housing assistance

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[3] Priority need status is defined in the Housing (Wales) Act 2014, for example pregnant women, households with dependent children, those vulnerable from old age, mental illness or disability. If a household is deemed to be in priority need then the Council has a duty to provide them with temporary accommodation until they are permanently rehoused.

[4] Applicants ineligible due to their immigration status.

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- 1 household was found to be intentionally homeless

The main causes of homelessness in Swansea remain the same as previous years and reflect the position across Wales:
- Loss of rented accommodation – 18%
- Parent(s) no longer willing or able to accommodate – 14%
- Domestic abuse – 12%
- In institution or care – 12%
- Prison leaver – 11%
- Breakdown of relationship with partner (Non-violent) – 11%
- Other relatives/friends no longer willing or able to accommodate – 10%

The majority of households who were found to be threatened with homelessness within 56 days in 2016/17 were single males, with single parents being the next highest group.
- 39% (451) were single males
- 26% (298) were single parents with dependent children
- 21% (240) were single females
- 7% (78) were couples with dependent children
- 7% (76) were other household types

Of the 1143 households assessed as threatened with homelessness within 56 days during 2016/17:
- Less than 1% (10) were aged 16-17
- 27.5% (315) were aged 18-24
- 61% (697) were aged 25-49
- 10.5% (121) were aged 50 plus

When compared with the age breakdown of Swansea's population (2011 Census), it indicates that 18-24 year olds are at a higher risk of experiencing or being threatened with homelessness. Young people in this age group make up 14% of the population as a whole, however they account for 27.5% of households threatened with homelessness.

Of the 1143 households assessed as threatened with homeless within 56 days during 2016/17:
- 85% (966) were White
- 8% (87) were Black/African/Caribbean/Black British
- 4% (51) were from other ethnic groups
- 3% (39) were Asian or Asian British

Overall 15% of households assessed as threatened with homelessness in 2016/17 were from an ethnic minority background, compared to 8% in the population of Swansea as a whole (2011 Census). The higher number of homeless applications from ethnic minority groups is largely attributed to the fact that Swansea is a dispersal area for asylum seekers.

The following table provides a demographic breakdown of the households who were actually homeless, or their homelessness could not be prevented:

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Table 2: Breakdown of household types assessed as homeless

Household type	Single male	Single female	Single parent	Couple with children	Other household types	Total
Homeless or homelessness could not be prevented	227	93	41	19	15	395
Homeless and in priority need	35	8	4	1	6	54
Homeless, non-priority need	47	8	0	0	1	56
Intentionally homeless	1	0	0	0	0	1
Total	310	109	45	20	22	506
%	**61%**	**21.5%**	**9%**	**4%**	**4.5%**	

Table 3: Breakdown of households assessed as homeless, by ethnic group of applicant

Household type	White	Black / African / Caribbean / Black British	Asian or Asian British	Other ethnic group	Mixed / Multiple ethnic groups	Total
Homeless or homelessness could not be prevented	346	18	13	16	2	395
Homeless and in priority need	54	0	0	0	0	54
Homeless, non-priority need	53	0	2	0	1	56
Intentionally homeless	1	0	0	0	0	1
Total	454	18	15	16	3	506
%	**90%**	**3.5%**	**3%**	**3%**	**0.5%**	

Table 4: Breakdown of households assessed as homeless, by age of applicant

Household type	16-17	18-24	25-49	50 plus	Total
Homeless or homelessness could not be prevented	0	48	317	30	395
Homeless and in priority need	0	9	43	2	54
Homeless, non-priority need	0	5	50	1	56
Intentionally homeless	0	1	0	0	1
Total	0	63	410	33	506
%	**0**	**12.5%**	**81%**	**6.5%**	

In 2016/17, 54 households were found to be homeless, in priority need and in temporary accommodation. The main reasons were:
- Vulnerable due to mental illness/learning disability – 42% (23)
- Vulnerable due to physical disability – 26% (14)
- Vulnerable due to other special reason – 7% (4)
- Former prisoner – 7% (4)
- Household with dependent children – 6% (3)
- Domestic abuse 6% (3)
- Pregnant – 4% (2)
- Care leaver – 2% (1)

The highest number of households who are found to be in priority need, and therefore in temporary accommodation, are vulnerable due to mental illness, learning disability and physical disabilities, which demonstrates the difficulties in finding permanent housing solutions for these client groups. There is a need to work closely with Social Services to find ways to improve outcomes for these groups.

9.3 Rough Sleeping

Since 2015, the Welsh Government has required local authorities to carry out an annual rough sleeping count. Swansea has historically carried out counts on a local basis over the past 10 years. The data is collected to gain a better understanding of the scale and trends in rough sleeping over time to inform local and national policy.

The actual counts of rough sleepers are single night snapshots. The estimated count is based on data collected over a two-week period with assistance from the voluntary sector, faith groups, local businesses, residents, health and substance misuse agencies, and the police.

Table 5: Number of people sleeping rough in Swansea and Wales between 2015 and 2017

	Swansea			Wales		
	2015	**2016**	**2017**	**2015**	**2016**	**2017**
Actual count	5	16	21	82	141	188
Estimated rough sleepers (2 weekly count)	19	23	26	240	313	345

The figures show that rough sleeping is on the rise, both in Swansea and nationally, with a 44% increase in estimated number of rough sleepers across Wales and a 37% increase in Swansea between 2015 and 2017.

9.4 Temporary accommodation

Use of temporary accommodation is an important indicator for the Council to measure levels of homelessness over time. Chart 3 shows a significant reduction in the use of Bed and Breakfast accommodation since the introduction of the Housing (Wales) Act 2014.

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Chart 3

Total use of B&B accommodation for households in Swansea

	2012/13	2013/14	2014/15	2015/16	2016/17
■ Total number of households	280	340	314	235	173
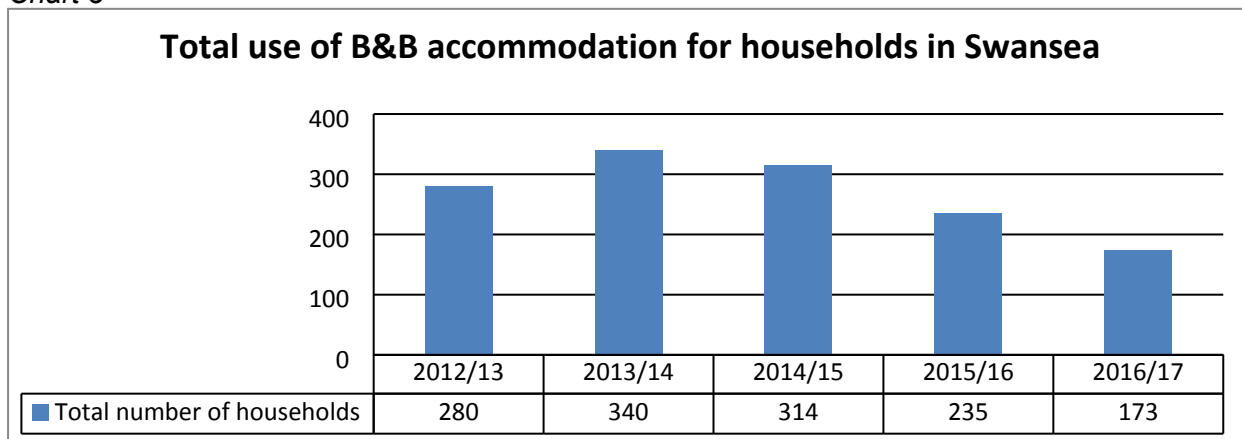
It is a key priority to ensure that use of B&B is kept to a minimum and a range of alternative options have been developed to enable this. In particular, the Council aims to abolish the use of Bed and Breakfast accommodation for 16 and 17 year olds and there were no young people placed in Bed and Breakfast accommodation during 2016/17.

The Council also aims to minimise use of bed and breakfast accommodation for families, and use only when absolutely necessary. In 2016/17, a target was set to ensure that the average days spent in bed and breakfast did not exceed 6 days, which was achieved. Chart 4 shows that the number of families in bed and breakfast has remai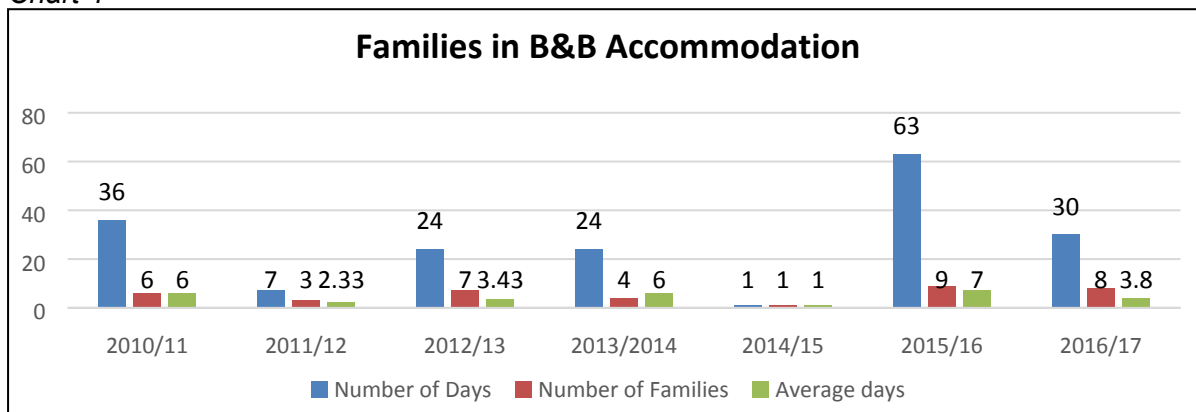ned consistently low, with the exception of 2015/16 when there was a slight spike in use and time spent in B&B. This is because a number of the Council's temporary accommodation flats for families were taken out of use so that adaptations to be completed to make them fully accessible.

Chart 4

Families in B&B Accommodation

Despite good progress made in reducing use of bed and breakfast chart 5 below shows that there has been a slight increase in the number of families in temporary accommodation overall. In 2016/17, the higher number of families in temporary accommodation was due to a high number of refugee families moving on from Home Office accommodation. 22 of the 46 families in temporary accommodation were refugees who were made homeless from their Home Office Accommodation following a decision on their application. Therefore, there was limited prevention work that could take place and emergency accommodation was required.

Chart 5

Total households in other forms of Temporary Accommodation (Excluding B&B)

Year	Total	Of which were families with children
2012/13	228	25
2013/14	208	35
2014/15	202	28
2015/16	172	37
2016/17	174	46
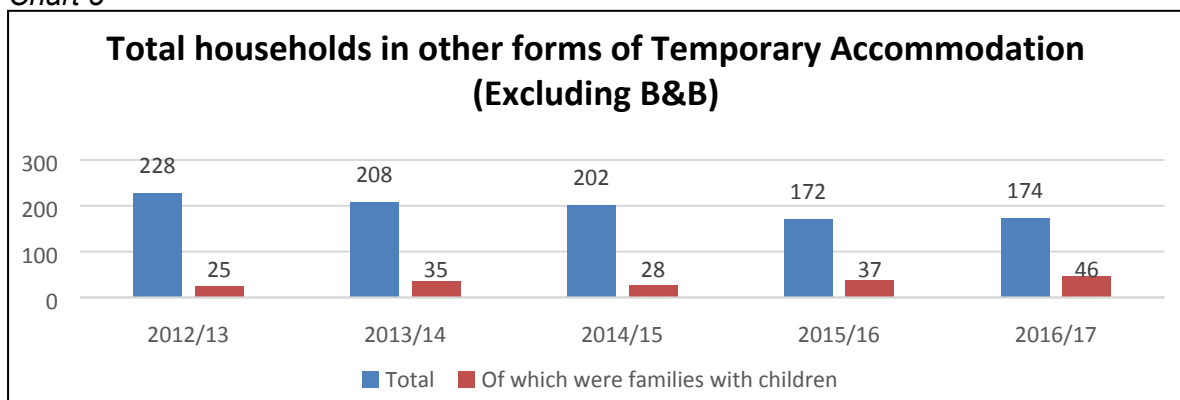
9.5 Tenancy Support

Tenancy support (provided by the Tenancy Support Unit) is an essential part of the Council's approach to homelessness prevention. The demand for floating support services in Swansea has remained consistently high. Additional pressures have been created due to the welfare reforms that are taking place which have led to an increased demand for welfare benefits advice and budgeting support.

During 2016/17, 2300 households were supported by the TSU and partner agencies, table 6 provides a breakdown of the type of support schemes delivered by the unit. The numbers of households supported by the TSU has consistently increased, with an additional 253 households (12% increase) receiving support in 2016/17 compared to 2014/15. This has been due to the effective management of support services including:

- The introduction of rapid response support, to provide very short term support to enable households to overcome an immediate crisis
- Increasing the amount of support provided by external partners by negotiating additional capacity within their Supporting People contracts
- Including the RSL's floating support schemes into the TSU (from December 2017) to ensure that their capacity to provide support is fully utilised.

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Table 6: Type of support provided by Tenancy Support Unit

Categories of Support	2014/15 Number supported	2015/16 Number supported	2016/17 Number supported
Generic for single people/couples (tenancy sustainability)	555	681	670
Families (over 25yrs old)	471	516	487
Older Person	333	356	307
Domestic Violence	122	164	174
Community Care	167	165	164
Young Person	158	169	134
Refugee	53	89	61
Young Families (under 25yrs old)	103	105	105
Private Rented Sector Support (in house)	0	93	77
UC Personal Budgeting (in house)	0	34	64
Rapid Response (in house)	85	71	49
Support on demand (in house)	0	0	8
Total	**2047**	**2443**	**2300**

The average length of time households are supported is 22 weeks. The table below shows a more detailed breakdown by category of support:

Table 7: Length of time households were supported 2016/17

Categories of Support	Average number of weeks supported
Generic for single people/couples (tenancy sustainability)	23
Families (over 25yrs old)	15
Older Person	48
Domestic Violence	19
Community Care	35
Young Person	28
Refugee	30
Young Families (under 25yrs old)	24
Private Rented Sector Support (in house)	13
UC Personal Budgeting (in house)	4
Rapid Response (in house)	7

9.5 Consultation

Detailed consultation has taken place with service users and partner organisations to ensure that the Homelessness Review and development of the strategy is an inclusive process. The following consultation has taken place:

- **Service users** – via a survey distributed by service providers, which was also available on-line (for the Review of Homelessness and for consultation on the Draft Strategy and Action Plan)

- **Four service user focus groups** – as part of the Review of Homelessness focus groups were held with service users from a range of Wallich services, Crisis Members, young people engaged with homelessness and support services, and women currently receiving support from Women's Aid and BASWO
- **Service Providers** – via a survey and discussions/workshops at the Supporting People and Homelessness Forum during 2017/18
- **The general public** – via an on-line survey
- **Partners:** including Registered Social Landlords (Housing Associations), Health, Probation, Prison Service, Police, BME representative groups
- **Internally** – Heads of Service and officers responsible for key strategies and plans
- **Politically –** Cabinet Member for Homes and Energy, Cabinet Member for Care, Health & Aging Well, Cabinet Member for Children's Services, Scrutiny Working Group on Homelessness, Poverty Reduction Policy Delivery Committee

The full details of the findings from the consultation form part of the Homelessness Review. Across all the consultation responses some clear, common issues emerged and the views provided have been used to develop the aim, objectives and actions for the strategy. A summary of the findings is attached at appendix 1.

10. Future Levels of Homelessness

The Homelessness Review has looked at what factors could have an impact on future levels of homelessness. Whilst the introduction of the Housing (Wales) Act 2014 has made some significant improvements in the prevention of homelessness, socio-economic factors, outside of the control of the Council, have a major influence. The following factors have been identified as having a potential negative impact on future levels of homelessness. They have been considered as part of the development of the Action Plan and where possible mitigating actions have been identified.

- There are high levels of demand for social housing and supply is not currently meeting demand – having a reasonable supply of quality, affordable accommodation is crucial in meeting statutory homelessness requirements.

- The lack of one bedroom accommodation, and in particular affordable housing options for under 35 year olds (for example lack of appropriate shared housing), is likely to lead to an increase in young single people being unable to resolve their own housing issues.

- There are increasing numbers of people with unmet complex support needs - including but not limited to people with poor mental health, substance misuse issues, offending, learning difficulties.

- There are increasing levels of rough sleeping in Swansea and across Wales.

- Welfare Reform has already begun to have an impact on rent arrears levels, and it is likely that the further welfare reform changes identified will continue to impact upon individuals' ability to meet their housing costs.

- The continuing impact of the economic climate, financial pressures and personal debt, including increasing demand for debt advice, welfare benefits and budgeting advice.

- There is an increased prevalence of common mental health related issues due to an increasing population, the long term effects of austerity, the high degree of lower super output areas in Swansea and associated deprivation and the availability of illicit and illegal drugs. All combine to increase the likelihood of depression with a reduction in local authority resources to manage this increase in demand. In addition, the Welsh Government Daffodil System for predicting social care trends has indicated that in 2016 Swansea had around 35,000 adults with mental health related issues and this is likely to rise to 35,767 in 2019.

- Following a Welsh Government announcement in October 2018, the level of Supporting People Programme Grant will be protected for 2019/20.

- An ageing population will require appropriate housing and support to prevent an increase in homelessness amongst older households.

- Future legislative changes made by Welsh Government, such as the introduction of the Renting Homes (Wales) Act, the removal of the power to make intentionally homeless decisions, and the potential expansion of priority need categories will change and increase the Council's legal duties, for example increased need for temporary accommodation.

11. Key Priorities
The following issues have emerged as areas requiring development:

11.1 Early intervention and prevention
The Homelessness Service provides effective prevention and advice with homelessness prevented for over 73% of households who are threatened with homelessness. More work could be done to design services to ensure early contact with service users and to improve the information and knowledge of services that are available to prevent a crisis situations developing. Effective services for young people also remain a high priority through the continued provision of the Bays+ Service, improvements to the information available for young people and their families and a review of the mediation services in place to prevent homelessness. There is also a need to work closely with Health and the Criminal Justice system in order to ensure that when homelessness can be predicted (for example on release from prison or discharge from hospital) that the system is as effective as it can be through implementation of the Prisoner Pathway and Hospital Discharge Protocol.

11.2 Provision of temporary accommodation
Swansea is well served with an extensive range of temporary accommodation, which meets the needs of the vast majority of people. It is important therefore that we look at and expand on existing good practice, wherever possible, in order to maintain and improve provision. A range of issues have been identified to look at ways to improve access to temporary accommodation. Provision to meet the needs of households with complex needs, in particular, mental health, learning disabilities and substance misuse, needs to be reviewed and improved.

11.3 Support
There are effective services in place to provide people with housing related support through Supporting People funded projects and the Council's Tenancy Support Unit.

There is a close and effective working relationship between the Homelessness Service and the Supporting People team and the commissioning process for housing related support works well, with prevention of homelessness the key priority in the Supporting People Commissioning Plan. However, there are a number of areas for improvement and enhancement of support services to be addressed, including meeting the increased need for support for people with mental health/complex needs and providing a more flexible and responsive support service to ensure that people receive the right level of support at the right time. In particular, it will be essential to work closely with Social Services and Health in order to address some of the areas for improvement identified through the Homelessness Review regarding the difficulties faced by individuals requiring mental health support and access to substance misuse services. This is of particular significance for those individuals who are subject to a dual diagnosis, i.e. problems with substance misuse alongside mental health issues. It is also important to work with Health and Social Services to look at ways to improve early intervention with regard to the provision of low level emotional / mental health support with the focus on preventing higher-level needs from developing.

11.4 Access to permanent accommodation

Ensuring quick access to permanent accommodation is an essential part of preventing and alleviating homelessness. There is high demand for social housing which exceeds the supply therefore access to permanent accommodation needs to be improved. It is also essential that the Homelessness Strategy continues to feed into the Council's More Homes Strategy and Social Housing Grant Programme in order to ensure that the housing needs of homeless people influence any new housing developments. A key priority for the Council is to increase access to the private rented sector and to work closely with Registered Social Landlords (Housing Associations) to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness.

11.5 Rough sleeping

There are a wide range of services available for people who are sleeping rough however numbers continue to increase. There is a specific objective to deal with rough sleeping and the issues to be addressed include improving the facilities available for rough sleepers, implementing a Housing First approach and improving the information that is collected on their needs to enable more effective solutions to be developed.

11.6 Service user involvement

There is currently limited monitoring of satisfaction levels by the Homelessness Service and limited service user involvement. This has been identified as an important area for improvement for the strategy therefore a specific objective has been included. In particular to develop opportunities to ensure that the principles of co-production are incorporated into the design and delivery of services.

12. The Way Forward

Each of the strategic objectives has a range of areas for development that will be focused on for the next four years. The Council cannot achieve this in isolation and partnership working will be essential to ensure that the best outcomes and solutions can be reached. The objectives form the basis of a four-year Action Plan, which gives clear outcomes, provides details on the key activities to be carried out and identifies the leads who will ensure that the action and outcomes identified are progressed in

partnership with stakeholders. Each of the strategic objectives are detailed on the following pages and the full Action Plan is attached at appendix 2.

Objective 1: Ensuring service users are at the centre of service delivery

Areas for development:

- Introduce a co-productive approach with service users to develop the following:
  - ➢ Homelessness Charter
  - ➢ Service standards for Housing Options
  - ➢ Written standards for temporary accommodation used by the Council

- Improve digital inclusion of homeless people.

- Improve written information to all homelessness households including reviewing use of Personal Housing Plans and implementing feedback mechanism to monitor effectiveness.

- Raise general public and professional awareness of homelessness, advice and support services in order to ensure a more widespread understanding of where people can go if faced with a housing issue.

- Review Housing Options equalities monitoring systems to ensure that homelessness and housing services are accessible to all.

Objective 2: Prioritising early intervention and prevention of homelessness

Areas for development:

- Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies.

- Review the effectiveness of the Hospital Discharge Protocol and Prisoner Pathway on an annual basis.

- Monitor reasons for loss of rented accommodation in order to better understand the drivers behind this cause of homelessness in order to reduce the number of evictions from private rented accommodation.

- Review and improve information available on-line and in written format in order to reduce demand on Homelessness Service by providing clear, comprehensive housing advice on line.

- Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people to improve homelessness prevention services for young people.

- Develop consistent, accurate, shared local messages on availability and affordability of independent housing for young people in Swansea and identify the

most effective communication channels in order to provide simple clear housing advice available for parents/carers and young people.

- Review mediation services that are available to assist with homelessness prevention.

- Work with partners to address the increased need for advice on welfare benefits, income maximisation and debt.

- Monitor repeat homelessness cases and repeat support cases.

- Develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services.

- Work with DWP, Housing Benefit & and the Poverty and Prevention Service to identify and advise households at risk of future homelessness due to the impact of Welfare Reform in order to improve early intervention and prevention for households affected.

- Develop a housing training programme to up-skill support workers (and other professionals) to enable them to provide basic housing advice and improve knowledge of homelessness legislation.

- Explore ways to improve outcomes for households with no local connection.

- Identify and prepare for the implications of the Immigration Act 2014 e.g. Right to Rent checks and Britain's exit from the EU.

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Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless.

Areas for development:

- Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness.

- Improve the outcomes for homeless households with complex needs (e.g. mental health, learning disabilities, substance misuse).

- Create a Housing Gateway Officer post to provide an effective single point of access for all supported accommodation.

- Reduce barriers for accessing temporary accommodation and supported temporary accommodation, including couples.

- Simplify access to refuge accommodation for households who are experiencing domestic abuse.

- Review the provision of temporary supported accommodation for households with complex needs experiencing domestic abuse.

- Improve the support and advice offered to private landlords in order to increase the supply of good quality, affordable private rented accommodation.

- Consider feasibility of establishing social lettings agency for private sector properties.

- Development of shared accommodation solutions for single households under 35.

- Review the Move-On Strategy and consider options to adopt the process for all temporary accommodation.

- Review the Councils Housing Allocation Policy.

Objective 4: Ensuring appropriate support is available for people who are or may become homeless

Areas for development:

- Improve access to substance misuse support services for homeless households.

- Improve access to mental health support services for homeless households.

- Deliver a responsive, flexible tenancy support service to ensure that people receive the right level of support at the right time.

- Strengthen and formalise the working relationships between Local Area Co-ordinators and Housing Options/Tenancy Support Unit.

- Raise awareness of provision in place to support men who are experiencing or have experienced domestic abuse.

- Consult with BME stakeholders and service users to improve ways services are provided to households with language barriers and cultural differences.

- Develop housing advice leaflets specifically for refugees to provide targeted housing advice.

- Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance.

- Develop a training plan for housing and support providers.

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Objective 5: Providing robust responses to support rough sleepers and eliminating the need for individuals to sleep rough

Areas for development:

- Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers.

- Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs

- Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.

- Develop a multi-agency approach to serious incidents involving rough sleepers and other vulnerable groups to ensure that lessons are learnt and service improvements identified across all agencies/organisations.

- Carry out an annual review of the Cold Weather Plan to ensure that it is robust, offers appropriate protection for rough sleepers, and proactively helps them to access more suitable housing and support.

- Develop information leaflet for general public and local authority Councillors on support available to assist rough sleepers. Increase awareness of assistance available to rough sleepers.

- Develop a monitoring system to record the support needs and housing history of rough sleepers in order to accurately inform future service provision. Better information on the needs of rough sleepers available to identify effective interventions

- Work with HHAVGAP (Health of Homelessness and Vulnerable Groups Action Plan) to ensure implementation of Welsh Government's Health Standards for Homeless and Vulnerable Groups in order to improve health outcomes for rough sleepers and other vulnerable groups.

- Carry out local qualitative research with former rough sleepers to identify the key factors that helped them obtain and maintain permanent housing, so that better information is available to identify effective interventions.

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13. Monitoring, Evaluation and Review

The Homelessness Strategy outlines how the Council and its partners plan to tackle homelessness between 2018 and 2022. Progress towards achieving the strategy's aims and objectives will be measured and monitored on a regular basis. In order to achieve this the following activities will be carried out:

- A steering group will be established to oversee the implementation of the Strategy and Action Plan.
- The Action Plan will be reviewed on an annual basis and progress reported to the Cabinet Member for Homes and Energy
- An annual update will be produced including Action Plan progress and an up-date of the key homelessness statistics
- An annual review day will be held with the Supporting People and Homelessness Forum

In addition to the annual review of progress, the following key performance measures will be used to monitor the on-going success and progress of homelessness services in Swansea:

- Number of homelessness presentations
- Number of households threatened with homelessness within 56 days
- Homelessness prevention
- Average length of stay in B&B for families
- Use of B&B for 16 and 17 year olds
- Tenancy Support Unit – tenancy sustainment measure
- Use of temporary accommodation

Further appropriate measures will be developed over time as the Action Plan is updated.

14. Equalities

A key principle of this strategy is to ensure equality of access to services and promote social inclusion and community cohesion. Equalities issues have been mainstreamed throughout this strategy, therefore reference to specific groups or communities of interest is limited. Wider housing issues relating to these groups have been highlighted in the Local Housing Strategy 2015-20. https://www.swansea.gov.uk/housing

An Equality Impact Assessment has been undertaken as part of the development of this strategy and is available on the Council's website.

Summary of Findings from Service User Consultation

Information
- Raise general public awareness of homelessness, advice and support services in order to ensure a more widespread understanding of where people can go if at risk of homelessness or faced with a housing crisis
- Develop an education approach/programme to target young people. Do this in conjunction with young people following a co-productive[5] approach.
- Improve use of the internet, social media, and texts to provide information on the services and advice available
- Improve understanding of homelessness issues of some professionals – in particular social workers, GPs and the Job Centre. But also important to ensure that staff from any organisation who come into contact with people experiencing homelessness have an understanding and empathetic manner
- Need to ensure that service users are fully aware of their rights and responsibilities. Look at developing Service Standards/Homelessness Charter - should be done in conjunction with service users following a co-production approach
- Need for effective co-ordination and communication across agencies, e.g. local authority (Social Services, Housing, Education, Supporting People), Health, Probation, 3rd Sector) and also with service users

Early intervention and prevention
- Need to increase focus on early intervention to prevent problems from escalating.
- Early access to tenancy support before eviction takes place.
- Improved family mediation services

Rough sleeping
- There is a need to improve service provision for rough sleepers due to the levels of homelessness and rough sleeping
- Ensure that the basic needs of people who are unable or unwilling to engage with services are met e.g. access to washing and cooking facilities for rough sleepers

Access to housing and support
- Need for rapid access to affordable and appropriate permanent accommodation. For example: need to find ways to improve access to the private rented sector
- Need to improve provision of housing and support for people with complex needs e.g. mental health, learning disabilities and drug and alcohol issues.
- Service users who had experienced substance misuse identified difficulties with recovery in shared accommodation / hostel environments where others are still using substances.
- Develop a Housing First approach to deal with the needs of rough sleepers and individuals with complex needs.
- Improve information around employment and support to find sustainable work
- Not enough suitable properties for young single people – more variety/wider range of accommodation is needed

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[5] Co-production is one of the main principles of the Social Services and Well-being (Wales) Act 2014. It means encouraging individuals to become more involved in the design and delivery of services that they need for themselves.

- Need to improve access to mental health support – across a range of needs including young people; and early access to lower level counselling/support
- Need to ensure that young people are able to effectively have a say in the development of their support packages

Digital inclusion
- Need for improved access to phones and the internet via service providers

Welfare reform
- Need to develop services/approaches to help alleviate the impacts of welfare reform including:
  - Meeting high levels of need/demand for welfare benefits advice
  - Meeting high levels of need/demand for debt and financial advice
  - Need to develop affordable accommodation for people under the age of 35 – due to introduction of shared accommodation rate. *NB the introduction of the shared accommodation rate in social housing has now been scrapped but there is still a need to provide access to affordable accommodation for under 35s in the private rented sector*

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Cyngor **Abertawe**
Swansea Council

Homelessness Strategy Action Plan
2018-2022
Final for Cabinet Approval

Aims & Objectives

The Homelessness Strategy sets out the aim and objectives of Swansea Council and its partners to tackle homelessness over the next four years. This plan has been developed to provide the details of the actions that the Council and its partners will need to take to deliver these.

Homelessness Strategy Aim:

"The aim of Swansea's Homelessness Strategy is to ensure every person has access to good quality advice, accommodation and support at the earliest possible opportunity in order to prevent homelessness".

Homelessness Strategy Objectives:
Objective 1: Ensuring service users are at the centre of service delivery.
Objective 2: Prioritising early intervention and prevention of homelessness.
Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless.
Objective 4: Ensuring appropriate support is available for people who are or may become homeless.
Objective 5: Providing robust responses to support rough sleepers and end the need for people to sleep rough.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
Page 46	**Objective 1: Ensuring service users are at the centre of service delivery.**				

1.1	Introduce a co-productive approach with service users to develop the following:
	• Homelessness Charter
	• Service standards for Housing Options
	• Written standards for temporary accommodation used by the Council
		Operations Manager Community Housing	Dec 2019	• Establishment of Steering Group using co-production principles
				• Consider links with Poverty Truth Commission
				• Work with youth service other key stakeholder to include the views of children and young people who have experienced homelessness. Including developing a Children and Young People Homelessness Charter.
				• Publication of:
				  ➢ Homelessness Charter
				  ➢ Housing Options Service Standards
				  ➢ Temporary Accommodation Standards
					Principles of co-production are incorporated into the design and delivery of services to ensure that people with experience of homelessness are meaningfully involved in planning services.

1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices	Senior Caseworker / Operations Manager East/West/ TSU Co-ordinator	March 2020	• Provide WiFi access, phone charging points, and PC access	Improve digital inclusion of homeless people.
1.3	Review use of Personal Housing Plans.	Housing Options Manager	December 2019	• PHPs in place for all households accepted at risk of homelessness • Written information provided for all households who approach service • Feedback mechanism in place to monitor effectiveness	Improve written information to all homelessness households.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
1.4	Pro-actively promote Housing Options Services in social media and press.	Housing Options Manager	December. 2019	• 2 press releases providing information on the Homelessness Service, reported in local press annually • Increase use of social media to promote services • Bi-annual survey to gauge levels of general public's understanding of homelessness & housing advice services	Raise general public and professional awareness of homelessness, advice and support services in order to ensure a more widespread understanding of where people can go if faced with a housing issue.
1.5	Review Housing Options equalities monitoring systems	Casework Team Leader & TSU Co-ordinator	June 2019	• Completed consultation with equalities representative groups re. best use of equalities monitoring data. • Research best practice • Areas for improvement identified • Ensure compliance with Equality Act 2010	Ensure that homelessness and housing services are accessible to all.
Objective 2: Prioritising early intervention and prevention of homelessness.					
2.1	Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies.	Operations Manager Community Housing / Supporting People Team	March 2020	• Protocols in place • Evictions accurately monitored across all forms of housing	Number of evictions reduced.
2.2	Review the effectiveness of the hospital discharge protocol on an annual basis.	Operations Manager Community Housing	Annual – 1st review completed by April 2019	• Identify & address any blockages in order to reduce delayed discharges • Active, on-going engagement with health, social services and ADAPT	Robust Hospital discharge protocol in place.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
2.3	Review the effectiveness of the Prisoner Pathway on an annual basis.	Operations Manager Community Housing	Annual – 1st review completed by April 2019	• Supporting People budget to continue funding specific Homelessness Officer post to deal with applications from ex-offenders. • Increase use of technology to provide appropriate advice to those in custody • Reduce number of ex-offenders homeless on release (target to be agreed with Prison/Probation Service)	Robust Prisoner Pathway in place
2.4	Ensure target is met for homelessness prevention.	Housing Options Manager	Annual reporting	• % of households successfully prevented from becoming homelessness to meet or exceed 67%	Target met and reviewed annually.
2.5	Monitor use of Prevention fund to ensure it successfully contributes to sustainable tenancies.	Housing Options Manager	September 2019 (Annually)	• Monitor and evaluate success rate of tenancies obtained and/or supported by the prevention Fund,	Homelessness Prevention Fund is used effectively and can demonstrate tenancy sustainment.
2.6	Monitor reasons for loss of rented accommodation in order to better understand the drivers behind this cause of homelessness.	Casework Team leader	May 2019	• Improve understanding of impact of welfare reform on tenancy sustainability to inform work of financial inclusion steering group see action 2.12 • On-going monitoring in place to fully understand and evaluate other reasons for loss of accommodation.	Reduce number of evictions from private rented accommodation.
2.7	Review and improve information available on-line and in written format, taking into account the recommendations from the Wales Audit Office Report including: • Making better use of the Council's website and social media • Use the WAO checklist to identify options to improve how the Council manages demand for homeless service	Housing Options Manager/ Senior Customer Services Officer	September 2020	• Improved, mobile friendly website in place • WAO checklist completed and improvements identified to better manage demand • Easier point on-line access for service users and professionals to refer to TSU and Housing Options	Reduce demand on Homelessness Service by providing clear, comprehensive housing advice on line.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
2.8	Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness	BAYS+ Partnership Manager	April 2019	• Criteria agreed. • Agree with key stakeholders (eg Families First & Team Around the Family) what the "support offer" to this group will be	Improve homelessness prevention services for young people.
2.9	Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people.	BAYS+ Partnership Manager	December 2019	• VSG awarded to BAYS+ to develop Project & implement between October 2018 & October 2019 • Evaluation of project completed	Improve homelessness prevention services for young people.
2.10	Develop consistent, accurate, shared local messages on availability and affordability of independent housing for young people in Swansea and identify the most effective communication channels for reaching: • Young people aged 14 and over • Parents/carers • Other professions working with young people with families	BAYS+ Area Manager	April 2020	• Communication materials developed, with young people (including consideration of alternatives methods e.g. technological solutions such as Apps, website, social media, animations) • Communication plan in place to promote agreed messages • Assessment of education programme completed (see 2.6)	Simple clear housing advice available for parents/carers and young people.
2.11	Review mediation services that are available to assist with homelessness prevention.	Casework Team Leader / Housing Options Manager	October 2019	• Mapping exercise on existing mediation provision completed including: how they are accessed; availability; funding arrangements: and consider good practice elsewhere • Monitor outcomes of Voluntary Sector Grant Funded Mediation Project	Increase homelessness prevention due to mediation.
2.12	Work with partners to address the increased need for advice on welfare benefits, income maximisation and debt.	Casework Team Leader / Adult, Prosperity & Wellbeing Manager/ TSU Co-ordinator	September 2019	• Carry out assessment of current provision with Financial Inclusion Steering Group to identify best use of funds to increase provision • Continue to maximise use of Discretionary Housing Payments	Increased availability of welfare benefits, income maximisation and debt advice.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
2.13	Develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services.	Community Housing Operations Manager / Adult, Prosperity & Wellbeing Manager/ TSU Co-ordinator	December 2019	• Identify barriers to access services with service users and support providers. • Work with Workways+ to improve access.	Homeless households become more economically active and resilient.
2.14	Work with DWP, Housing Benefit & Poverty and Prevention Service to identify and advise households at risk of future homelessness due to the impact of Welfare Reform.	Adult, Prosperity & Wellbeing Manager / Casework Team Leader	December 2019	• Housing Options representative on Financial inclusion Steering Group • Identification of communities most affected by welfare reform to target advice	Improve early intervention and prevention for households affected by welfare reform.
2.15	Develop a Housing Training Programme to up-skill support workers (and other professionals) to enable them to provide basic housing advice and improve knowledge of homelessness legislation.	Housing Options Manager / Housing Training Officer	September 2020	• Complete pilot with Domestic Abuse Hub workers • Assess feasibility of extending training to other organisations	Reduce demand on Homelessness Service by ensuring a wider range of organisations can provide housing advice.
2.16	Explore ways to improve outcomes for homeless households with no local connection.	Operations Manager Community Housing	December 2020	Liaise with neighbouring authorities to determine the feasibility of developing a regional group to consider the following: • Hospital discharges • Reciprocal arrangements • Housing First • Reconnection • Temporary accommodation • Reasonable steps	More regional focus and collaborative approach for those homeless households with no local connection.
2.17	Identify and prepare for the implications of the Immigration Act 2014 e.g. Right to Rent checks and Britain's exit from the EU.	Housing Solicitor	TBA	• Monitor implementation date from Welsh Government. • Identify relevant steps landlords are required to undertake to comply.	Appropriate advice is in place for housing providers.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless.					
3.1	Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness.	Landlord Services Manager	April 2021	Complete the following: • Review Nomination agreements • Review Housing Management Arrangements for Supported Housing • Review Move-On Strategy • Development of Pre-Eviction Protocols • Develop & Monitor Armed Forces Protocol	Written agreement in place with all the major RSLs operating in Swansea committing to revised protocols.
3.2	Ensure B&B accommodation is only used for families in an emergency and that target of 6 days is not exceeded.	Housing Options Manager	Annual reporting	• Continue to ensure adequate levels of council-run temporary accommodation for families.	Average time that families are in B&B not to exceed 6 days.
3.3	Prevent use of B&B for 16 & 17 year olds.	BAYS+ Partnership Manager	Annual reporting	• Ensure that the Homelessness Service and BAYS+ actively participate in the Supporting People Review of Young Persons Accommodation.	B&B not used for 16 & 17 year olds.
3.4	Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs (ie Mental Health issues & Learning Disabilities, substance misuse) spend in temporary accommodation.	Operations Manager Community Housing / Supporting People Team	April 2020	• Working group established with Mental Health, Learning Disabilities, Health & Substance Misuse • Evaluate findings from Crisis project to provide support in B&B	Improve the outcomes for homeless households with complex needs (e.g. mental health, learning disabilities, substance misuse).
3.5	Create a Housing Gateway Officer post.	Operations Manager Community Housing	March 2019	• Improvements made to Housing Gateway database • Improved data collection, e.g. on evictions, abandonments, referrals etc.	An effective single point of access for all supported accommodation.
3.6	Improve access to temporary supported accommodation for couples.	Casework Team leader / Supporting People Team	Dec 2019	• Identify barriers • Discuss options with providers	Homeless couples are able to access temporary supported accommodation.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
3.7	Reduce barriers for accessing temporary accommodation and supported temporary accommodation.	Housing Options Manager / Casework Team Leader	September 2020	• Carry out further consultation with stakeholders/service users • Address key issues including: ➢ Pets ➢ Storage of belonging ➢ Work/finance • Review completed and recommendations agreed	Temporary and supported accommodation is more accessible for all households.
3.8	Simplify access to refuge accommodation for households who are experiencing domestic abuse.	Operations Manager Community Housing / VAWDASV Co-ordinator	March 2020	• Meet with neighbouring authorities and providers to identify issues • Develop common referral process	"Tell it once" approach implemented for households accessing domestic abuse accommodation.
3.9	Review the provision of temporary supported accommodation for households with complex needs experiencing domestic and sexual abuse	VAWDASV Co-ordinator / Operations Manager Community Housing/ Supporting People Team	April 2020	• Review to consider: No of spaces available, void levels, waiting list, eviction levels	Adequate provision of temporary supported accommodation for households with complex needs experiencing domestic and sexual abuse.
3.10	Review the Move-On Strategy.	Operations Manager Community Housing / Nominations Officer	Dec 2019	• Tenancy sustainment performance indicator agreed • Review of Move-on Strategy completed with partners • Consider options to adopt process for all temporary accommodation.	Robust Move-On Strategy in place.
3.11	Increase the supply of suitable and affordable private rented properties.	PR Sector Access Team Manager / Team Leader - Housing and Public	June 2019	• Funding of 2 additional Environmental Health Officers to speed up Rent Smart Wales registration process and increase no. of inspections carried out. • Information provided for PR landlords on support and advice that the Council can provide • Develop closer links with PR landlords	Increased supply of good quality, affordable private rented accommodation

Ref	Action required	Responsible officer	By When	Key activities	Outcome
		Health Division			
3.12	Consider feasibility of establishing social lettings agency for private sector properties.	PR Sector Access Team Manager / Housing Options Manager	April 2020	• Liaise with PR Landlord Forum to identify barriers/issues • Improve "offer"/support to private landlord • Recommendation to be made on feasibility of Council run lettings agency.	Increase the supply of good quality, affordable private rented properties.
3.13	Development of shared accommodation solutions for single households under 35.	Landlord Services Manager	September 2020	• Assess local need for shared housing for young people (under 25 and under 35) and inform More Homes Strategy and Local Housing Strategy. • Meet with RSLs/Council housing management to discuss development of shared social housing • Identify best practice • Consider and cost additional private landlord incentives	Increased affordable housing options for people under the age of 35.
3.14	Review the Council's Housing Allocations Policy.	Landlord Services Manager	December 2021	• Establish Steering Group • Identify changes required by the Housing (Wales) Act 2014, Welfare Reform etc within 12 months • Complete review and revise policy	New Allocation Policy in place.
Objective 4: Ensuring appropriate support is available for people who are or may become homeless.					
4.1	Improve access to substance misuse support services for homeless households.	Supporting People Team / Operations Manager Community Housing	June 2019	• Carry out consultation with service users and providers to identify issues • Work with Substance Misuse Area Planning Board to improve access to services • Improve links between Housing Options, TSU and Area Planning Board	Reduction in the number of individuals whose tenancies fail or who are prevented from accessing supported accommodation due to lack of appropriate substance misuse support.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
4.2	Improve access to mental health support services for homeless households.	Supporting People Team / Operations Manager Community Housing	June 2020	• Carry out consultation with service users and providers to identify issues • Work with Social Service's Mental Health Commissioning Board and Health to improve access to services	Reduction in the number of individuals whose tenancies fail or who are prevented from accessing supported accommodation due to lack of appropriate mental health support.
4.3	Implement findings from Supporting People review of Tenancy Support Unit.	Tenancy Support Unit Co-ordinator	September 2019	• Supporting People review of the service due in Autumn 2018 • Revise referral and assessment forms	Adopt enabling, strength-based approach to support.
4.4	Reduce Tenancy Support Unit waiting lists across all client groups.	Tenancy Support Unit Co-ordinator	April 2020	• Establish reasons why households are supported over a year & consider ways to reduce this • Increase the "support on demand" service	Deliver a responsive, flexible tenancy support service to ensure that people receive the right level of support at the right time.
4.5	Strengthen and formalise the working relationships between Local Area Co-ordinators and Housing Options/Tenancy Support Unit.	LAC Implementation Manager / Housing Options Manager / TSU Manager	June 2019	• Establish good working relationships with Local Area Co-ordinators • Monitor no. of introductions to LAC service • Monitor no. of referrals to Housing Options/TSU	Reduce demand on homelessness services by providing alternative options to support households at risk of homelessness.
4.6	Raise awareness of provision in place to support men who are experiencing or have experienced domestic abuse.	VAWDASV Co-ordinator / Housing Options Manager	June 2019	• Monitor level of need • Map provision • Ensure information is disseminated through a range of channels i.e. social media, website, information leaflet	Sufficient provision in place for men experiencing domestic abuse.
4.7	Consult with BME stakeholders and service users to improve ways services are provided to households with language barriers and cultural differences.	Housing Options Manager/ Senior Policy Officer	June 2019	• Consult with BME Stakeholders • Identify service improvements • Research best practice	Provide a more accessible homelessness service.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
4.8	Develop information specifically for refugees to provide targeted housing advice.	Housing Options Manager / Senior Customer Services Officer	September 2019	• Consult with BME Stakeholders and service users to identify issues • Leaflet produced and translated into identified languages, information also available on-line • Work with Home Office accommodation provider to ensure information is provided to asylum seekers at an early stage.	Refugees have an improved understanding how to access housing.
4.9	Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance.	Operations Manager Community Housing / Migration, Asylum Seeker and Refugee Coordinator	October 2019	• Work with Social Services and the Asylum Seeker & Refugee Multi-Agency Forum to identify issues • Explore examples of good practice elsewhere • Existing provision mapped	Clear understanding and improved signposting to resources available to assist non-eligible households.
4.10	Up-date and improve on-line Supported Housing Directory.	Supporting People Team	April 2020	• Implement system to ensure information is regularly up-dated	On-line directory up-dated and monitored which is promoted and accessible to all stakeholders.

4.11	Develop a training plan for housing and support providers.	Operations Manager Community Housing / Housing Training Officer	December 2019	• Key areas for training to include:
				  ➢ Domestic Abuse
				  ➢ Mental health training
				  ➢ Adverse Childhood Experiences (ACE) Psychologically-informed environments (PIE)
				  ➢ Housing/Homelessness legislation
				  ➢ Substance misuse awareness
				  ➢ Households with No Recourse to Public Funds.
				  ➢ Welfare Reform updates
				• Training sources identified
				• Training plan disseminated to relevant stakeholders.
				• Training plan implemented for Housing Options staff.
					Housing and support providers receive appropriate training and are well resourced to provide appropriate advice according to the needs of individuals.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
4.12	Develop a Transitional Accommodations Officer Post	Housing Options Manager / TSU Co-coordinator	March 2019	• Link in with TSU to ensure smooth transition of support. • Develop referral process to identify those households that require transitional service. • Measures in place to sustain tenancies.	Pre-tenancy and transitional support service operational.
4.13	Identify and monitor the number of repeat homelessness presentation and the number of repeat requests for support.	Housing Options Manager / TSU Co-coordinator	March 2019	• Review homelessness presentations and identify repeat cases during 2017/18 • Review TSU support cases and identify repeat requests for support during 2017/18	Reduce number of repeat homelessness presentation. Reduce number of repeat support cases.
Objective 5: Providing robust responses to support rough sleepers and end the need for people to sleep rough.					
5.1	Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers.	Landlord Services Manager	June 2019	• Feasibility Study completed • Options assessed • Report to Cabinet Member to agree way forward and timetable for future development of services	Improve facilities for those who are vulnerably housed and sleeping rough.
5.2	Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs.	Operations Manager Community Housing / Supporting People Team	April 2019	• Carry out tendering exercise • Housing First Project in place to support approx. 15 people per annum	Reduce levels of rough sleeping in Swansea.
5.3	Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.	Operations Manager Community Housing	December 2019	• Robust Rough Sleeping Intervention Team in place and providing support 7 days a week • Develop additional emergency bed space • Improve link between and emergency bed space and supporting housing projects (Gateway Officer Post)	Reduce levels of rough sleeping in Swansea.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
5.4	Develop a multi-agency approach to serious incidents involving rough sleepers and other vulnerable groups.	Operations Manager Community Housing	June 2019	• Agreement on approach from relevant partners • Lessons learnt and service improvements identified across all agencies/organisations	Robust safety protocol in place for rough sleepers.
5.5	Carry out an annual review of the Cold Weather Plan.	Housing Options Manager	September 2019 (annually)	• Annual review completed • Relevant improvements identified and implemented	Robust cold weather plan in place that offers appropriate protection for rough sleepers, and proactively helps them to access more suitable housing and support.
5.6	Develop information for general public and local authority Councillors on support available to assist rough sleepers.	Operations Manager Community Housing	October 2019	• Consult with partners • Produce information through a range of formats • Promote and disseminate information	Increase awareness of assistance available to rough sleepers.
5.7	Develop a monitoring system to record the support needs and housing history of rough sleepers in order to accurately inform future service provision.	Housing Options Manager / Casework Team Leader	December 2019	• Implementation of (Welsh Government's) Street Homelessness Information Network (SHIN) • Council rep. on national development group.	Better information on the needs of rough sleepers available to identify effective interventions.
5.8	Work with HHAVGAP (Health of Homelessness and Vulnerable Groups Action Plan) to ensure implementation of Welsh Government's Health Standards for Homeless and Vulnerable Groups.	Senior Caseworker	December 2019	• On-going homelessness/housing representation on HHAVGAP Group • Support implementation of action plan recommendations	Improve health outcomes for rough sleepers and other vulnerable groups.

Ref	Action required	Responsible officer	By When	Key activities	Outcome
5.9	Review with Social Services/ABMU the need for rough sleepers and vulnerable households to have better access to health including mental health services.	Operations Manager Community Housing	December 2020	• Consultation with service users and providers • Hold discussions with health and social services • Explore introducing trauma informed approaches (eg Adverse Childhood Experiences and Psychologically Informed Environments)	Increased access to health services
5.10	Carry out local qualitative research with former rough sleepers to identify the key factors that helped them obtain and maintain permanent housing.	Operations Manager Community Housing	December 2019	• Consultation with service users • Research report completed	Better information in the needs of rough sleepers available to identify effective interventions.

**Homelessness Strategy
Consultation Analysis**

Key
0=general comment not linked to specific action/objective
1-5 = refers to the objectives
1.1, 1.2 etc. = refers to specific actions in the Action Plan

Source	Ref	Comments	Amendments
Survey	0	Nothing in it to reflect the needs of street sex workers in relation to accommodation/homelessness provision	*See action 3.9 Review the provision of temporary supported accommodation for households with complex needs experiencing domestic and sexual abuse.* Wording amended to include sexual abuse. Needs of sex workers to be considered here. VAWDASV Co-ordinator joint lead officer for this action.
Survey	0	Action plan does not consider emergency respite accommodation for people with complex needs. This type of preventative approach could reduce instances of homeless	Respite care does not come under the scope of this strategy and is an issue for Social Services.
Survey Adult Prosperity and Well-Being Service	0	Issues raised at the drop-in session held 24/09/18 should be given further consideration. • Keeping dry during wet weather • Clarity of communication, communication channels, engagement and use of language • Support for couples • Digital inclusion • Challenging misconceptions about homelessness Empowering people to make their own choices clothes, food etc.	Noted. Issues raised will be taken into account.

		• Developing ways to challenge attitudes and perceptions of homelessness	
Survey	0	it isn't clear to 'what end'?	Unable to identify what action is required.
Survey	0	It is far from clear how the issues will be dealt with utilising the strategy. Progress will be almost impossible to measure with any definition.	It is acknowledged that the strategy and action plan are ambitious. However, the strategy covers a period of 4 years, which provides a long-term framework for evidence based service improvements, which we believe is achievable. There will be an annual review of progress and timescales will be adjusted accordingly if required.
Survey	0	Once again, the extreme number of development areas will prevent concentration on those which are most effective.	It is acknowledged that the strategy and action plan are ambitious. However, the strategy covers a period of 4 years, which provides a long-term framework for evidence based service improvements, which we believe is achievable. There will be an annual review of progress and timescales will be adjusted accordingly if required.
Survey	0	Too many things to concentrate our efforts on!!	It is acknowledged that the strategy and action plan are ambitious. However, the strategy covers a period of 4 years, which provides a long-term framework for evidence based service improvements, which we believe is achievable. There will be an annual review of progress and timescales will be adjusted accordingly if required.
Survey	0	Seems you are more concerned about trying to understand why homelessness occurs than providing alternatives to prevent it.	Understanding the causes of homelessness is essential to providing effective solutions to prevent it. The Strategy has a strong focus on prevention work and the Housing Options Service prevents homelessness for the

			majority of households who approach it for help each year e.g. 73% of homeless households had their homelessness prevented in 2016/17.
Street Vulnerability MARAC (Sandra Perrott	0	Having read both documents, I noted a general mention of 'Maracs' in the Strategy but I think the Street Vulnerability MARAC is worthy of a mention in both documents. The SV MARAC is a multiagency, integrated, partnership approach offering support to vulnerable individuals rough sleeping or begging on the streets of Swansea. Street Vulnerably does cover a bigger agenda than rough sleeping or homelessness, but the majority of our cases do rough sleep or are homeless.	Noted. Reference to Street Vulnerability MARAC added to the strategy.
Survey Night Shelter	0	The more joined up the "system" the better. However, many folk get confused with being passed from worker to worker. Can the simplifies system also reduce the number of workers the clients (our guests)need to liaise with?	Noted. The Housing First approach will provide a clear point of contact as the support will be wrapped around the individual rather than having to be sought out.
Shelter	0	We recognise that a great deal of work, time and consideration has gone into developing this strategy. We see the challenges that Swansea are facing, particularly those around poverty and lack of under 35s accommodation; we strongly urge local partners and particularly RSLs to work with Swansea to support the aims and implementation of this strategy and address those needs.	Noted. The strategy aims to continue develop the Council's good working relationships with RSLs and the voluntary sector and other partners to achieve the objectives and actions.
Shelter	0	With specific regard to Community Safety Teams and other Local Authority departments that have a role in enforcement activity, we urge them to consider their responses to those who are sleeping rough and homeless in Swansea and ensure that any action is proportionate and does not lead to people feeling victimised and adds further challenge and pressure to an already desperate situation	Noted. Will ensure Community Safety Team are made aware of these comments. Going forward the strategy provides the basis for improved joint working between departments.
Scrutiny	0	Rights of the Child / Dependent Children Whilst there are references to children in the Strategy there is little about dealing with and supporting children affected by homelessness by virtue of dependency on parent(s). We	Noted. As discussed at Scrutiny Programme Committee on 1/10: • There has been consultation with young people through relevant organisations

		would like to see inclusion of clear statements about how their voice will be heard, or advocacy services that will be available, partnership working with education e.g. to ensure that education is maintained, and how the Strategy generally supports the UNCRC.	• Efforts are made to ensure least disruption for children – e.g. unnecessary school moves • Safeguarding is an underlying principle running through the Strategy A statement regarding commitment to UNCHC has been added to the strategy's key principles. This has also been strengthened by an additional action as part of the development of the Homelessness Charter to develop a separate charter for children and young people.
Scrutiny	0	Section 9.2 of the strategy refers to the Local Housing Market Assessment, which was updated in 2015 and which has identified a requirement between 2010 and 2025 for an additional 17,100 new dwellings in Swansea, of which 7,400 need to be a mix of affordable rent or sale. The Committee would question how many of these have been delivered in the last eight years, and what the current position is in relation to meeting this target.	690 affordable homes have been delivered between 2010-2017 and a further 533 affordable homes have been granted planning permission but have not yet been built. WG have a target to deliver 20,000 new affordable homes in Wales. In order to support this they have recently introduced several new measures to help increase the supply of affordable homes in wales, e.g. • Affordable Housing Grant (AHG) for Local Authorities to support councils with ambitions to build. • Increase levels of funding to RSLs • Innovative Housing Programme Funding (IHP) IHP encourages innovation in design and energy, and is paid for the innovation costs only (over and above the build costs).

			• WG have recognised the challenges that exist around delivering affordable housing and have recently commissioned an Affordable Housing Supply review, led by independent panel. • The panel is working with housing organisations to look at how the pace and scale of delivery can be increased to meet the growing need.
Scrutiny	0	Housing Costs for Supported Accommodation - The intention of the UK Government to change the way it funds housing costs such as rent and eligible service charges for short term accommodation by devolving this to the Welsh Government from April 2020 is noted. We would ask what discussions have taken place with the Welsh Government as to the likely model it will adopt to distribute this funding to supported accommodation schemes, and whether the amount passed to the Welsh Government will be frozen at current levels leading any growth in demand to be funded from existing Welsh budgets.	Noted. The information in the draft strategy is now out of date following a recent announcement from the UK Government in August 2018 that all supported housing funding is to be retained in the welfare system and that housing benefit will be kept in place for all those living in supported housing, and will be removed.
Drop-in sessions	0	Co-ordination of volunteers/donations is a missing action eg. • Use our webpages – donations, volunteering, give. • Voucher scheme – encourage people to give vouchers/donate for a fund to provide this. • Eg water proofs, water proof bags	Noted. This will form part of the Supporting People and Homeless Forum discussions to consider a way forward.
Survey	1	A lack of clarity as to what end you are doing these things and how they will help prevent homelessness or improve experience of the process. More co-production is required - build it into contracts with support organisations to ensure co-production happens through service delivery as well as strategy and commissioning	The purpose of Objective 1 (ensure that service users are at the centre of service delivery) is to improve involvement and develop a co-productive approach to provide better services.
Survey	1	It is a positive step forward that service users will be at the core of service development and delivery. As the VAWDASV Coordinator a number of our service users will have a cross	Noted.

		over theme of homelessness so partners could 'share' service users who have cross cutting themes of homelessness and other issues eg domestic abuse.	
Survey	1	Some are, some are not. For all the talk of co-production the efforts of service users, the Council and external agencies are poorly integrated and too diverse to create the desired outcomes.	The purpose of Objective 1 (ensure that service users are at the centre of service delivery) is to improve involvement and develop a co-productive approach to provide better services.
Shelter	1	Objective 1- Ensuring service users are at the centre of service delivery We welcome this objective and would be very keen for our Take Notice members to offer their support in in this process.	Noted.
Scrutiny comments	1.1	Introduce a co-productive approach with service users to develop the following: • Homelessness Charter • Service standards for Housing Options • Written standards for temporary accommodation used by the Council No mention on rights/needs of children eg disruption of education, liaison with schools if child in TA, acknowledgement of the disruption and negative impact it will have on the child – ACEs.	Noted. The Homelessness Service tries to prevent use of TA for families with children in order to minimise disruption. When TA is unavoidable every effort is made to place the family within reasonable distance of their school, as far reasonably practicable. Whilst a focus group was held with young people as part of the development of the strategy, it is acknowledged that more work could be done with children to understand their experiences of homelessness. This will be included as part of the development of the homelessness charter. Also agree this importance add to key principles re. UNCR rights of the child
Survey	1.1	as before lots of jargon, lots of ensuring, prioritising etc no real detail on how this is going to be achieved, Homelessness Charter?? what will be achieved by this,	The purpose of Objective 1 (ensure that service users are at the centre of service delivery) is to improve involvement and

			develop a co-productive approach to provide better services.
Survey – (Adult Prosperity and Well-Being Service)	1.1	Introduce a co-productive approach with service users to develop the following: • Homelessness Charter • Service standards for Housing Options Written standards for temporary accommodation used by the Council The aims and objectives are clear and comprehensive. The commitment to taking a person centred approach as Objective 1 sets a clear context for how the strategy will be delivered. There could be the potential to further enhance this through involvement with the proposal to develop a Swansea Poverty Truth Commission.	Noted. Added to action 1.1 - Develop links with the Poverty Truth Commission as part of the Homelessness Charter development.
Survey Adult Prosperity and Well-Being Service	1.1	Homelessness Charter The Adult Prosperity and Well-Being Service within Poverty and Prevention is facilitating the potential development of a Swansea Poverty Truth Commission which seeks to bring together those with lived experience of poverty with key decision makers to tackle key issues. There could be the opportunity to engage with the commission.	Noted. See above.
Survey	1.1	Introduce a co-productive approach with service users to develop the following: • Homelessness Charter • Service standards for Housing Options • Written standards for temporary accommodation used by the Council It is likely to prove extremely difficult to get the level of engagement needed from people who are homeless to develop a fully co-productive approach.	Noted. The Council will not be the lead organisation for the development of the Homelessness Charter. The intention is that it will be led by third sector partners. Many of these organisations have existing consultative groups and/or good contact and relationships with their service users that can be used to develop the idea of the Homelessness Charter and subsequently a much better servicer user involvement in the development of

				homelessness services in the future, following a co-productive approach.
Crisis	1.1	Homelessness Charter We welcome the commitment and are pleased that council officials have taken the opportunity to meet with Crisis members (clients) while developing the strategy and action plan. It is important that co-production principles continue to be fully applied throughout the process. We have developed training and resources to support people with lived experience of homelessness to be active participants and undertake research into the experiences of people using homeless and homelessness prevention services to inform policy and commissioning decisions. We would be happy to make these available and support the engagement of people with lived experience		Noted.
Scrutiny	1.1	Introduce a co-productive approach with service users We welcome that there will be a focus on ensuring that the principles of co-production are incorporated into the design and delivery of services, and that the development of a Homelessness Charter and Service Standards will be co-produced. This should enable people with experience of homelessness to be meaningfully involved in planning services. Better service user involvement and equalities monitoring is necessary, to ensure services are accessible to all. There is a need to ensure however that there are robust methods in place for doing this so we ensure it is not just a tick-box exercise.		Noted. The strategy intends to develop and promote a co-productive approach for the long-term development of services.
Drop-in sessions	1.1	Introduce a co-productive approach with service users • Pleased to see the objective for SU consultation. Feels properly embedded into the strategy. Aim to delivery with people, rather than to people. • Peer mentoring – possible gap? • Crisis – developing peer-mentoring scheme. Aim for 150 mentors across Swansea and NPT.		Noted. We will look at opportunities to develop peer mentoring as part of a number of the actions, including development of the Homelessness Charter.

Drop-in sessions	1.1	Homelessness Charter • Any links with police? • Street vulnerability MARAC – recently established, not included in strategy. Should it be? • Shared culture towards homelessness, need a consistency of attitude • Shelter research showed SU experience with law enforcement is negative. Missing from strategy/action plan	Noted. Police, city centre rangers, civic centre security to be invited to be involved in the development of the Homelessness Charter. Consideration will also be given to offering elements of the Housing Training Plan to partner organisations (4.11)
Survey Adult Prosperity and Well-Being Service	1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices Engagement with the Life Long Learning Service could support digital inclusion for those at risk of or experiencing homelessness.	Noted. Further detail of what is on offer needed. Contact made with Poverty and Prevention – Tony Richards.
Survey	1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices. Digital inclusion needs to be about more than developing an infrastructure that offers access to WIFI, etc, it needs to be about a model of service provision that supports the people that use it to obtain better outcomes. This is about providing services that are digitally accessible and equipping staff with the skills to take their clients through these services.	Noted. This action is for those people who are able to use on line services, the homelessness service offers a range of methods of contact and accessing services to suit the needs of the individual. The strategy also commits to reviewing and improving information (2.9) available on-line and in written format in order to make advice and assistance more accessible and to enable people to become more resilient and improve homelessness prevention outcomes.
Survey	1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices.	Noted. This action is for those people who are able to use on line services, the homelessness service offers a range of methods of contact

		Not sure what is meant by "digital inclusion". Very few rough sleepers that we have worked with have the skills to be IT savvy.	and for accessing services to suit the needs of the individual.
Survey	1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices. Not sure what you mean by digital inclusion and if you are homeless what do you mean by the next paragraph? A bit vague there.	Noted.
Crisis	1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices. This is vitally important, particularly given that Universal Credit will be administered online. If successful it would also enable people to engage with resolving their own situations. It is also important to ensure that, in addition to infrastructure, the council ensures that webpages etc are worded and designed in an accessible way. There also needs to be ongoing alternatives routes to engagement for those who would be excluded by a digital only platform. (Our experience of delivering Single Homeless Prevention Service in the London Borough of Brent has identified a high number of people who struggle with digital only approaches and are poorly served by the requirement to self-serve through digital hubs as they need more direct support to navigate systems and provide the required information)	Noted. This action is for those people who are able to use on line services, the homelessness service offers a range of methods of contact and accessing services to suit the needs of the individual.
Drop-in sessions	1.2	Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices Digital inclusion issues – assumption that signposting people to websites is sufficient but can't access it. Need to check how people want the information.	Noted. The homelessness service offers a range of methods of contact and accessing services to suit the needs of the individual.

Crisis	1.3	Review use of Personal Housing Plans. We have had experiences supporting members (clients) where working with the PHP has seemed like a tick-box exercise with the actual help not linked to this. There are also cases where working in a written format can seem overwhelming for some people. The council must be flexible about providing for the PHP is in formats that suit the households involved.	Noted. The Welsh Government has suggested that PHP's are best practice and a way of engaging with clients to clarify the reasonable steps and advice given. However, the Wales Audit Office were critical about their effectiveness, therefore this action is to review their use and look at ways of improving them to ensure that they meet the needs of individual households.
Survey Night Shelter	1.3	Review use of Personal Housing Plans and improve written information to homeless households. "Improved written information...": this is a major issue. Many of the rough sleepers we deal with have very poor literacy and comprehension skills. Please ensure that all adapted literature is given the once over by someone who has the experience of simplifying language. (As a former Special Needs teacher, I despair that organisations do not consult/liaise to ensure that their written communications actually make sense to those who have literacy issues.)	Noted. The Welsh Government has suggested that PHP's are best practice and a way of engaging with clients to clarify the reasonable steps and advice given, however WAO were critical about their use how effective they were for customers, therefore this action is to review their use and look at ways of improving their use to ensure that they meet the needs of individual households.
Survey	1.3	Review use of Personal Housing Plans and improve written information to homeless households. Improving written information in terms of utilising more appropriate communication channels, clarity and fullness of communication and using non-threatening language was discussed at the drop-in session and has been raised at other partnership forums as an issue.	Noted. The Welsh Government have suggested that PHP are best practice and a way of engaging with clients to clarify the reasonable steps and advice given, however WAO were critical about their use how effective they were for customers, therefore this action is to review their use and look at ways of improving their use to ensure that they meet the needs of individual households.
Crisis	1.4	Pro-actively promote Housing Options Services in social media and press. Effective promotion would be valuable. It is critical that such media activity is targeted at the right audiences with a suitable and clear call to action to them about how to work	Noted.

		with Housing Options. For example, greater understanding of Housing Options' role will help drive appropriate referrals.	
Survey Adult Prosperity and Well-Being Service	2	There are strong areas for development identified in this objective to working in partnership with Poverty and Prevention Service to prevent homelessness. The Adult Prosperity and Well-Being Service within P&P can support the prevention of homelessness as well as supporting those who have had experience of homelessness to maintain sustainable tenancies through income maximisation, securing rights and entitlement to benefit and employability support. Use of data share with other Registered Social Landlords to reduce the risk of homelessness. Using prevention approaches to support income maximisation (through benefit maximisation, skills development and employability), minimising rent arrears and potential evictions leading to homelessness.	Noted – Poverty and Prevention will be a key partner in the delivery of the Strategy and action plan.
Survey	2	It is not clear whether there will be any personal case workers or dedicated centre for face to face discussions. Facing homelessness must be one of the scariest things ever and written information and digital input doesn't go anywhere near the human touch needed. How about support groups for people with similar problems?	The Homelessness Service provides face to face advice and support from Homelessness Caseworkers at Housing Options on High Street.
Survey VAWDASV Co-ordinator	2	It was great to see how much early intervention strategies will be used in preventing homelessness. It was extremely interesting to see the data included and to see how much early intervention is making a difference already. Once again I can see this area of work corking alongside the VAWDASV work that I carry out.	Noted.
Survey	2	Just to repeat the lack of outcome focus and co-production behind the development of these objectives - hard to say therefore what they will actually achieve and if they are the right ones	The purpose of Objective 1 (ensure that service users are at the centre of service delivery) is to improve involvement and develop a co-productive approach to provide better services.

Survey	2	prevention and early intervention needs to be much more radical eg. www.tangledandtrapped.wordpress.com/	Noted. Housing First approach is intended to provide the support and assistance that is outlined in the blog article for the most "complex" cases. The strategy is also looking at changing the way support is provided and moving away from formulaic approach of set visits to more support on demand.
Survey	2	The majority of these areas are out of immediate Council influence. The strategy should concentrate on where the Council can provide effective support.	Some of the actions are completely within the council's control but we also acknowledge that there are actions that require a multi-agency approach. The factors influencing homelessness are many and complex, as are the solutions. Homelessness is not always solved by simply supplying housing. Therefore, in order to be effective the Strategy will require a high level of effective partnership working between organisations.
Scrutiny	2	Welfare Reform - We would ask what additional measures are being put in place to meet a growing demand for advice and support as welfare reform continues to be rolled out.	Objective 2 is around early prevention and within that there are specific actions eg • Action 2.6 Monitor reasons for loss of rented accommodation in order to better understand the drivers behind this cause of homelessness, in order to improve understanding of impact of welfare reform on tenancy sustainability to inform work of the financial inclusion steering group. • Action 2.12 Work with partners to address the increased need for advice on welfare benefits, income maximisation and debt by Carry out assessment of current provision with Financial Inclusion Steering Group to

			identify best use of funds to increase provision and aiming to increase provision • Action 2.13 Develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services. Eg identify barriers with service users and support • provided. Work with Work ways+ • Action 2.14 Work with DWP, Housing Benefit & Poverty and Prevention Service to identify and advise households at risk of future homelessness due to the impact of Welfare Reform. • Action 4.11 Training programme for housing and support advisors to include regular welfare reform updates to ensure that staff engaged with homeless households are well equipped to advise and signpost when required. • Action 4.13 Develop a Transitional Accommodations Officer Post to provide pre and post tenancy support when needed.
Scrutiny comments	2.1	Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies. We would ask what resource is envisaged as being needed to deliver this action. Also, whether regular statistics be published by the council and where will they be available.	Individual housing providers currently monitor their own eviction levels. However, the intention is to ensure that these are consistently and accurately reported. In particular the issue of abandonments tenancies (i.e. a tenant leaving prior to an eviction taking place) needs to be looked at.

			The new Housing Gateway Officer will have a role to collate and monitor the information, and this would link in with the Supporting People Team. It is intended that monitoring of evictions will form part of the annual review of homelessness strategy and action plan
Gwalia	2.1	Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies. Pre-eviction protocols seem like a good idea in order to formalise our current practice with Housing Options. However, any intervention would need to be at the right stage in the process in my opinion. I would not support any change to current 'pre-action' protocols.	Noted. Pre-eviction protocols will be developed in conjunction with key partners.
Crisis	2.1	Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies. Agreed – in providing services we have noticed an emphasis on preventions and there has been very good, pro-active work by Housing Options staff.	Noted
Crisis	2.2	Review the effectiveness of the hospital discharge protocol on an annual basis. In our experience the protocol that is in place is not known about by health staff or being used effectively, which chimes with the evidence of Cymorth Cymru's Health Matters report and the Welsh Government's evaluation of the Housing (Wales) Act 2014. Crisis is a member of the ABMU Health & Housing group, which identified hospital discharge without knowledge of where someone will live as an issue. There is good practice in the Princess of Wales Hospital. The Health & Housing group recommended that work is done with ward staff to look at re-wording housing information on admission forms for	Noted. The views of the Health and Housing group will be taken into account along with any examples of good practice when the protocol is reviewed.

		early identification of housing concerns. All Wards should have a contact number for Housing Option teams for advice on admission.	
Survey Young People Service	2.3	Review the effectiveness of the Prisoner Pathway on an annual basis. The prisoner pathway will be dependent on ensuring effective work being done whilst the client is still in custody, by Prison & Probation in order to be effective.	Noted. It is intended that the review of the Prisoner Pathway will cover this issue.
Crisis	2.3	Review the effectiveness of the Prisoner Pathway on an annual basis. The work that is needed with prisoners prior to release is so important but there is evidence the work that is supposed to happen while people are still in prison is not happening. We are concerned that since automatic priority need was removed for ex-offenders resources have started to shift elsewhere.	Noted. It is intended that the review of the Prisoner Pathway will cover this issue.
Gwalia	2.4	Ensure target is met for homelessness prevention. Prevention and advice – your prevention services are clearly high performing and well developed. Perhaps the new strategy provides an opportunity for all relevant organisations in Swansea to be providing better quality information and advice. From our point of view, I am thinking of direct application and enquiries that we are managing. Our front-line staff could be better informed about the services and the strategy to ensure that we are providing the best possible advice for people who apply direct to us. Our pre-tenancy services should also complement this.	Noted. The strategy aims to develop a Housing Training Programme to up-skill support workers (and other professionals) to enable them to provide basic housing advice and improve knowledge of homelessness legislation (see action 2.14).
Crisis	2.4	Ensure target is met for homelessness prevention. The focus on prevention is apparent and welcome.	Noted.
Crisis	2.5	Monitor use of Prevention fund to ensure it successfully contributes to sustainable tenancies.	Noted.

		The prevention fund has been highly successful and we would urge that it continues to be used as effectively as it has been to date.	
Shelter	2.6	Monitor reasons for loss of rented accommodation in order to better understand the drivers behind this cause of homelessness. We support the aim to better understand the reasons for eviction/abandoned tenancies and would recommend that the number of people accessing support due to a section 21 notice from their landlord be specifically recorded and disaggregated by tenure.	Noted. Comments will be taken into account as this is developed.
Survey	2.7	Review and improve information available on-line and in written format, taking into account the recommendations from the Wales Audit Office Report including: • Making better use of the Council's website and social media • Use the WAO checklist to identify options to improve how the Council manages demand for homeless service Review and improve information available on-line and in written format - please see earlier comment regarding accessibility. Our Night Shelter experience is that our guests have great problems in discussing DWP issues; they cannot express themselves, staff do not empathise with their difficulties, issues regarding accessibility - they need to sit down with someone and talk through the issues (being on-line or on a telephone for extended periods of time are not helpful).	Noted.
Crisis	2.7	Review and improve information available on-line and in written format We welcome this commitment and in keeping with the co-production approach we suggest the council undertakes user research with homeless people, family members, service providers etc to get online provision right.	Noted. This suggestion will be considered as part of the information review.

		There is potential to use the website to help people access immediate advice/assistance online, e.g. live chat facility.		
Drop-in sessions	2.7	Review and improve information available on-line and in written format • Complexity of language in our letters. And how we engage with people. Find out from service users best way to engage. • Consider a review of written communication – homelessness and housing advice letter. Conwy good practice example. Shelter have a resource	Noted. Suggestions will be taken into account.	
Survey	2.8	Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness Just to add to the issue for young people, that it is of note that the latest figures show an increase in teenage pregnancies for Swansea (see info below), and this is likely to add to the pressures of need for permanent, secure accommodation and prevention support services, as these single young people need either larger 2 bed accommodation if already living independently, or starting out in independent living circumstances for the first time, as their existing family homes with parents/carers may become overcrowded.	Noted. This information will be fed back to the 16 plus service.	
Survey Young People Service	2.8	Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness. Evolve need to be listed as key stakeholders in 2.8 (Not TAF or Families First), as they are the prevention / early intervention service engaged in supporting these young people and their families. The work done through Evolve pre-consultations in schools may also highlight the level of risk, as will data collected through the Vulnerability Assessment profile (VAP).	Noted. Amendment made to the stakeholders for this action.	
Crisis	2.8	Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness There is potential here for homeless services to work together. The End Youth Homelessness Cymru coalition, of	Noted.	

		which Crisis is a member is taking an interest in this issue and has commissioned research to better understand it.	
Crisis	2.9	Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people. There is potential here for homeless services to work together. The End Youth Homelessness Cymru coalition, of which Crisis is a member is taking an interest in this issue and has commissioned research to better understand it.	Noted. Best practice will be looked as part of the development of this project. As part of the development of homelessness charter interested in working with a number of our partners in developing a homelessness charter which could also include developing a children's and YP homelessness charter.
Scrutiny	2.9	Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people. We welcome the plan to develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people to improve homelessness prevention services for young people. It is not clear however how this will be developed – it could be good opportunity for co-production with our schools and colleges and other organisations, who we would expect to want to be part of this, as well as of course service users.	Noted. We are working with the 16plus service to deliver this and co-production and peer mentoring will be considered as part of the development.
Drop-in sessions	2.9	Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people to improve homelessness prevention services for young people. Would urge a partnership approach to developing this.	Noted.
Survey Young People Service	2.9	Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people. Points 2.9 & 2.10 will be best delivered if all partners within Info-Nation work collaboratively to deliver an education and information programme that both highlights key issues that impact on the wellbeing of young people and links them to the appropriate support enabling them to access early help.	Noted.

Survey Young People Service	2.10	Develop consistent, accurate, shared local messages on availability and affordability of independent housing for young people in Swansea and identify the most effective communication channels for reaching: • Young people aged 14 and over • Parents/carers • Other professions working with young people with families See comments above.	Noted.
Scrutiny	2.11	Review mediation services that are available to assist with homelessness prevention. We would ask what mediation is currently available in Swansea, and whether the council envisages having to set up a stand-alone service to meet the demand for this service.	The mapping exercise needs to be completed to accurately answer this question. However we are currently aware of the following services: • Mediation is an integral part of the role of the ASB Team, Tenancy Support Unit and Homelessness Caseworkers. • Barnardo's mediation service for young people (funded through the Council's Voluntary Sector Grant) • Ethnic Youth Support Team (EYST) Bridging Cultures, Strengthening Families Project
Crisis	2.13	Develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services. Evidence from the Joseph Rowntree Foundation and Crisis' plan to end homelessness have shown there is an issue on affordability. JRF in particular have demonstrated that work is not a guaranteed route out of poverty. It is important to factor in all costs/benefits to households working e.g. employment/hours/pay and the loss of additional benefits that result from working, new travel costs etc.	Noted. The purpose of this action is to provide the opportunities that individuals may require and to identify and address the barriers that homeless households face.

ABMU	2.14	Work with DWP, Housing Benefit & Poverty and Prevention Service to identify and advise households at risk of future homelessness due to the impact of Welfare Reform. Add under Key activities 'Service working with clusters and primary care to maximise opportunities to provide support'	Noted. Further discussion to be held with ABMU regarding what this would involve.
Crisis	2.14	Work with DWP, Housing Benefit & Poverty and Prevention Service to identify and advise households at risk of future homelessness due to the impact of Welfare Reform. We recommend that a Universal Credit application should automatically flag a concern because of the potential waiting/delays in processing claims and the potential interruption to income that can result. Crisis' plan to end homelessness recommended DWP should have staff trained in homelessness present at Job Centre Plus. There could be benefit in Job Centre Plus staff also spending time at Housing Options locations.	Noted. We intended to develop closer working relationship with DWP, which could involve shadowing and holding surgeries.
Shelter	2.15	Develop a Housing Training Programme to up-skill support workers (and other professionals) to enable them to provide basic housing advice and improve knowledge of homelessness legislation. The upskilling and training for staff around Welsh housing legislation as we know at Shelter Cymru is essential in order to ensure that the best support and advice is provided to people accessing or engaging with the process.	Noted.
Survey	2.16	Explore ways to improve outcomes for homeless households with no local connection. It is our view that we disregard the idea of people needing a "local connection" as this merely serves as a barrier and an excuse for not assisting people who are experiencing homelessness. Surely citizens have the right to try and set up home in any area of the country that they choose.	Noted. Whilst the Local Authority has to comply with legislation, which includes local connection rules, the action is intended to explore these issues further with our neighbouring local authorities with a view to being more flexible wherever possible.

Crisis	2.16	Explore ways to improve outcomes for homeless households with no local connection. This is very important and is a positive step forward. This approach would recognise the movements of people between areas that we know take place and that while some areas see people at risk of homelessness incoming, others see people moving away.	Noted.
Shelter	2.16	Explore ways to improve outcomes for homeless households with no local connection. We also welcome the aim to explore ways to improve outcomes for households with no local connection, and as part of this aim and for wider impact we recommend that a review of reasonable steps is conducted and potentially adapted specifically for people sleeping rough to reflect their situations and circumstances.	Noted. We will also look at carrying out a review of reasonable steps as part of this action and will add it to the key activities for this action.
Welsh Refugee Council	2.17	Under Objective 2, the commitment to *Identify and prepare for the implications of the Immigration Act 2014 e.g. Right to Rent checks and Britain's exit from the EU* is really welcome and very much needed.	Noted.
Crisis	2.17	Identify and prepare for the implications of the Immigration Act 2014 e.g. Right to Rent checks and Britain's exit from the EU. We welcome the council taking steps to prepare although regret that migrant homelessness is being 'created' by policy choices that can be changed. We will continue to make the case for policy change to Welsh and UK governments.	Noted.
Gwalia	3.1	Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness (including nominations agreement, move-on strategy, housing management agreements etc) Review of Move-on strategy – I think this is mentioned somewhere and this seems like an important element of how	Noted. Review of the Move-On Strategy has been identified as an action (3.10)

		we contribute to things generally. Maybe this is an opportunity to review the strategy and see how it could be more effective?	
Survey Adult Prosperity and Well-Being Service	3.1	Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness. Use of data share with other Registered Social Landlords to further reduce the risk of homelessness.	Noted. A key action is to set out clear working arrangements with RSLs on how the sector will work together to alleviate homelessness, Sharing data will be a key part of this.
Crisis	3.1	Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness. We strongly welcome this and would like to address some of the barriers Crisis members are currently encountering and to learn from when arrangements have worked well. We are keen at a Wales national level to discuss the possibility of RSLs making voluntary commitments and working together to share good practice in the model of the Homes for Cathy group.	Noted. Best practice will be looked at.
Shelter	3.1	Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness. As part of this aim we recommend that any partners who are consistently failing to cooperate with the strategy are highlighted and worked with to understand the barriers, challenges and/or other reasons that prevent them from doing so.	Noted. The strategy aims to continue develop the Council's good relationship with RSLs and the voluntary sector and other partners to achieve the objectives and actions. Appropriate monitoring will be in place to measure the success
Scrutiny	3.1	Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness. This identifies a need to increase access to the private rented sector and work closely with Registered Social Landlords (RSLs) to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness. However, in the action plan the timescale for	Noted. As discussed in Scrutiny Programme Committee on 1/10: • It may take time to get this work embedded and requires 3 RSL partners to be signed up to this.

			written agreement with RSLs seems too long (April 2021), given that we have already been working closely with housing associations for some time – why such a long run-in time to deliver on this aspiration? Also, is it now time to develop a common waiting list with RSLs that will incorporate the allocation of housing by need across the sector?	• Action plan timescales are affected by other priorities e.g. developing Housing First approach. • A common waiting list has been discussed previously and is problematic and too simple an answer to a complicated issue, but better relationship with RSLs and working together will help deliver improvement.
Crisis	3.3		Prevent use of B&B for 16 & 17 year olds. We would be pleased to share findings of pilot work we were involved in this year on ensuring support is in place for single adults placed in B&B as a temporary measure.	See above.
Survey	3.4		Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs (ie Mental Health issues & Learning Disabilities, substance misuse) spend in temporary accommodation. If intent is to reduce use of temporary accommodation for people with complex needs(Action 3.4)then the strategy needs to include improving access to and increasing supply of longer term housing and support services that can meet the need of this group.	Noted. The development of a Housing first project is intended to do this. In addition the aim to reduce evictions form supported housing will also contribute to this.
Survey	3.4		Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs (ie Mental Health issues & Learning Disabilities, substance misuse) spend in temporary accommodation. As a long term volunteer with a local soup run it is my experience that the shorter & longer term arrangements for the newly homeless in Swansea are pretty good. It is those individuals who suffer mental health & drug/alcohol addictions who are unwilling or unable to make use of the support available that need a different approach.	Noted. The development of a Housing First approach is intended to address the needs of long term rough sleepers.

Survey	3.4	Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs (ie Mental Health issues & Learning Disabilities, substance misuse) spend in temporary accommodation/ improve outcomes for people with complex needs. Need to consider respite and crisis accommodation for people with complex needs as a means of preventing homelessness. The strategy needs to consider that many people with complex mental health needs find it very difficult to live alone no matter what level of support they receive. It is our experience that shared or communal supported living provides a significant number of people with the reassurance and peer support they need to sustain a home and prevent them from becoming homeless. Housing models such as long-term shared supported living and adult fostering need to be included to meet the needs of people experiencing complex issues such as mental ill health.	Noted. Whilst the issue of respite accommodation is outside the scope of this strategy there is a commitment to work with social services and health to improve access to mental health support services for homeless households (4.4) therefore these issues and suggestions will be raised as part of these discussions.
Survey	3.4	Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs (ie Mental Health issues & Learning Disabilities, substance misuse) spend in temporary accommodation. For "problem" people there is a chance of potential conflict if housing is not suitably placed. How about a type of sheltered accommodation where they can get on with it, but there are also officials who can step in if needed. This might reduce conflict if the neighbours feel less threatened or ignored by the council.	Noted. Supported accommodation fulfils this requirement and there is a wide range available in Swansea. However, floating support provides people with support in their own homes and the Housing First approach seeks to increase this. This has been shown to be a successful approach in other areas as it provides a high level of support based on an individual's needs.
Survey	3.4	Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs (ie Mental Health issues & Learning Disabilities, substance misuse) spend in temporary accommodation. To improve the outcomes for people with complex needs we heed to have as wide a range as possible of housing solutions, recognising that the independent living model just	Noted. The Homelessness Review has established that there is a wide range of support housing in Swansea which caters for short, medium and long term needs.

		does not work for some people irrespective of the levels of support that may be provided.	
Crisis	3.4	Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs This would be a welcome first step towards ensuring the use of unsuitable temporary accommodation for everyone in kept to no more than 7 days as part of a rapid rehousing approach. Getting appropriate accommodation and support in place to help people move on is vital. As well as the Crisis plan to end homelessness we can also share the learning from our work with the Scottish Government's action group on homelessness and rough sleeping.	Noted. The strategy aims to ensure robust move-on arrangements particularly around temporary accommodation.
Shelter	3.5	Create a Housing Gateway Officer post. Accommodation should be effectively managed and monitored to ensure that the 'gateway' does not lead to 'gatekeeping' or offers of inappropriate provision as we see happening in other areas.	Noted. The purpose of the role is to ensure more effective use of accommodation.
Crisis	3.6	Improve access to temporary supported accommodation for couples. We would like further conversation about this, particularly any potential unintended consequences such as a pressure for individuals to 'pair up' to access this accommodation (and any associated risks to vulnerable people).	To clarify, this is in relation to established couples only who have or are experiencing rough sleeping who are unable to access temporary accommodation currently as couples are not catered for.
Survey	3.7	Reduce barriers for accessing temporary accommodation and supported temporary accommodation. With reference to action 3.7 there appears to be an assumption that there are barriers to accessing temporary supported accommodation with the action plan to identify what these, however we should already have an idea of what these barriers if we are making this assumption. I also note that there is no mention of developing respite or crisis	Noted. The barriers are already known and the action plan aims to reduce them. Identifying barriers is intended to refer to further consultation with service users/stakeholders – the wording has been amended accordingly. Whilst the issue of respite accommodation is outside the scope of this strategy there is a commitment to work with social services and

		provision for people with complex needs. This approach has proved effective in preventing homelessness in other areas.	health to improve access to mental health support services for homeless households (4.4).
Scrutiny	3.7	Reduce barriers for accessing temporary accommodation and supported temporary accommodation. The plan is to reduce barriers for accessing temporary accommodation and supported temporary accommodation, such as pets, storage of belongings and work / finance. In the case of pets this should be straightforward, so would question why it is envisaged to take 18 months to put measures in place to achieve this.	Noted. Some work is already being undertaken. For example, development of temporary accommodation for couples during this financial year. However, some issues will take longer to address as they are much more complex, for example work and finance issues i.e. the cost of temporary accommodation for people who are not on benefits,.
Survey VAWDASV Coordinator	3.9	Review the provision of temporary supported accommodation for households with complex needs experiencing domestic abuse. As the VAWDASV Coordinator, accommodation needs of those experiencing domestic abuse is always a priority. This is in terms of finding appropriate suitable emergency accommodation (often refuge) and then in appropriate waiting times in moving on. I was happy to see that this area of need has been identified and acknowledged.	Noted.
Survey Young People Service	3.10	Review the Move-On Strategy. Critical issue is the availability of appropriate move-on accommodation, to prevent congestion in short-term temporary accommodation.	Noted. The review of the Move-On strategy will include looking at the specific needs of young people, alongside the implementation of the Swansea Accommodation Pathway (which is specifically for young people) and introduction of Gateway officer post
Crisis	3.10	Review the Move-On Strategy. We would welcome a review and reform of the strategy particularly to ensure: • Move-on decisions are determined by how well an individual is engaging with services rather than having to wait at least 6 months. We have worked with some	Noted. Acceptance onto move is not based on length of time, 6 month waiting time does not apply but is based on when they are ready to move. Gateway Officer will assist in this process, we will also be looking at how we can

			homeless people who were ready to move-on but had to spend extra time in hostels while waiting for the panel and this has led to deterioration in their mental wellbeing. • Housing association providers designate more properties for the scheme	increase the number of properties available for move-on.
Survey	3.11		Increase the supply of suitable and affordable private rented properties. tighten and enforce regulations for private landlords esp for HMOs	Noted. One of the significant changes brought about by the Housing Act 2014 allowed local authorities to discharge their homelessness duty to private rented properties. Therefore the Homelessness Service needs to work closely with PR landlords in order to maximise the opportunities for permanent re-housing. Properties are only used once they have been inspected and are known to meet the required standards. In order to achieve this additional resources have been put in place to speed up Rent Smart Wales registration process and increase no. of inspections carried out.
Survey	3.11		Increase the supply of suitable and affordable private rented properties. Training for private landlords to understand homeless issues is essential. I'm not convinced that many (or enough) of them appreciate the issues many of their tenants have: mental health issues, learning difficulties etc.	Noted. Landlords need to know where they can get support if dealing with difficult situation and the strategy aims to provide this further support see action 3.11
Crisis	3.11		Increase the supply of suitable and affordable private rented properties. We would like the council to work with others and with Welsh Government to provide incentives for landlords to engage and to realise the goal of Rent Smart Wales to penalise rogue landlords, especially persistent offenders.	Noted. The Council has been working with landlords to identify ways in which good landlords could be incentivised and that will continue. Whilst the majority of enforcement relating to the mandatory registration of private landlords and licensing of agents and self-managing landlords falls to Rent Smart Wales we do work closely with the licensing authority.

				Swansea Council has also taken a number of successful prosecutions against landlords who have failed to meet their legal requirements under this legislation as well as against landlords who fail to comply with legislation specifically relating to houses in multiple occupation.
Scrutiny	3.11		Increase the supply of suitable and affordable private rented properties. Universal Credit has made access to housing for people more difficult. It is not clear how the Council will work around this issue.	Noted. We currently have a good relationship with a large number of private landlords but we want to build on this. Whilst UC is something to be concerned about and the impact on access to housing, affordability and levels of homelessness needs to be monitored having the PR team reassures landlords and provides them with the confidence to house people in receipt of benefits. Actions to improve access to the private rented sector include: • Working more closely with the landlords forum to develop relationships and understand concerns, • Looking at developing a social lettings agency which would support landlords who were concerned about the impact of taking on tenants on benefits. • Continue to work in partnership with the Wallich to provide the Private Rented Team whose role is to enable access to PR sector. • Continue to provide rents and bonds in advance through the homelessness prevention fund.

			• Look at ways to develop shared accommodation options for people under age of 35 who are affected by single room rent allowance.
Gwalia	3.12	Consider feasibility of establishing social lettings agency for private sector properties. Pobl Homes and Communities manages a successful lettings agency in Newport. It would be worth some further discussion about how this operates there and whether a similar model could be extended in this area.	Noted. Good practice will be looked at.
Shelter	3.12	Consider feasibility of establishing social lettings agency for private sector properties. Welcome the establishment of a social lettings agency particularly as it provides a better link with support which is likely to be important for many vulnerable households entering the sector.	Noted.
Scrutiny	3.12	Consider feasibility of establishing social lettings agency for private sector properties The Strategy would benefit from some more detail about what this means in practice.	Noted. We need to consider a range of options for how we continue to develop the good work of the Private Rented Sector Team.
Survey	3.13	Development of shared accommodation solutions for single households under 35. Have shared accommodation models worked elsewhere? How will substance misuse be managed?	Noted. Research will be undertaken to look at the experience of this approach in other areas and to seek out best practice that we can learn from.
Shelter	3.13	Development of shared accommodation solutions for single households under 35. We also acknowledge the difficulties facing under 35s and support the development of affordable accommodation, however, the housing offered has to be part of a wider package of support that also includes training and employment advice/assistance.	Noted. The strategy aims to develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services (action 2.13).

Shelter	3.14	Review the Council's Housing Allocations Policy. We would recommend a review of the allocations policies of the local authority and other RSL partners to ensure that the sector is continuing to be accessible. The use of affordability assessments by providers should be used to highlight areas for support and not to exclude people from what is likely to be the most affordable, secure and appropriate accommodation for them.	Noted. Comments will be forwarded the relevant RSLs that work within Swansea.
Survey	4	I am very pleased to see the partnership approach to alleviating homelessness and the understanding of the multi facetted problems around homelessness. As the VAWDASV Coordinator I would welcome any further input needed on this agenda.	Noted.
Survey	4.1	Improve access to substance misuse support services for homeless households. Need to do more to tackle substance misuse in youth homelessness. As soon as a young person enters any kind of supported accommodation project in Swansea they are instantly surround by drugs. Simply not good enough	Designing substance misuse services which young and homeless people with complex needs and chaotic behaviour will engage in is a challenge, and it is difficult to completely eradicate drug use amongst people who need supported housing services. But we do not believe these comments portray an accurate picture of the services mentioned. Supported accommodation for young people is not general emergency provision: it is for young people who present as homeless but for various reasons are unable, as yet, to access or maintain general accommodation. The whole purpose of this specialist accommodation is to address the needs of vulnerable people and support them to move on to live independently. Appropriate safeguards are put in place to ensure that the needs of the individual are met and other people do not become vulnerable whilst living

				at the property. In recognition of this respondent's concern, their comments will be passed on to the relevant partners, MARACs and the Swansea Accommodation Pathway so that their ongoing quality assurance processes and close partnership working can continue to ensure these services are fit for purpose.
Survey	4.1		Improve access to substance misuse support services for homeless households. It's not just improving access to substance misuse services. They are there and not being used. We need to completely rework how we deal with substance issues in homeless provision in Swansea. In youth homelessness for instance the supported accommodation projects are at the centre of the drug culture. This is simply not acceptable. These are not safe places for young people.	See response above.
Survey	4.1		Improve access to substance misuse support services for homeless households. No mention of Substance misuse and Dual Diagnosis with Mental Health.	A number of the strategy's actions will require a multi-agency response which will involve working with mental health and substance misuse services to improve outcomes for people with complex needs.
Survey	4.1		Improve access to substance misuse support services for homeless households. Access to mental health, substance misuse and housing support services would be vastly improved by developing advice and support hub or hubs within the city that are publicly visible as the current issue is that people do not know where to go to get the help they need and even if they do they often find that they have to go elsewhere for advice or support on separate issues.	Noted. Actions include bringing agencies together through a multi-agency hub (5.1 solutions centre) and we also intended to improve information and advice available on-line.
Shelter	4.1		Improve access to substance misuse support services for homeless households.	Noted. This comment will be raised with the Substance Misuse Area Planning Board.

		We recommend that work is conducted to understand and address the gaps in services for people with dual diagnoses. Looking at best practice in other areas would be essential.	
Crisis	4.3	Implement findings from Supporting People review of Tenancy Support Unit. Tenancies can show signs of beginning to fail in the first few week, so support needs to be immediately on tenancy commencement.	Noted. This is the aim of the Transitional Accommodation Officer Post.
Crisis	4.4	Reduce Tenancy Support Unit waiting lists across all client groups. Agree with reducing waiting times and would like to see this extended to B&B.	Noted. The findings from the pilot project will be considered along with other options in terms of the support that can be provided to people in B&B. This will be added as a key activity in action 3.4.
Drop-in sessions	4.4	Reduce Tenancy Support Unit waiting lists across all client groups. Powys Council has 10 years' worth of data to support a different approach. In Powys, once a client has been allocated support, the client remains on the system with no requirement for a second referral, even if there has been a gap in service provision. The number of cases per support worker has increased tenfold, but the access is immediate. There needs to be robust monitoring in place to establish what the demand is and what type of support is needed. • Only visit if there is a genuine need, rather than pre-arranged ongoing visits to existing clients. • Allow clients to dip in and out of support with no set timescales. • Review the way cases are cancelled, especially with regard to clients with mental health issues who often find it difficult to engage. • Keep cases open indefinitely.	Noted. This good practice example will be looked at as part of the development of this action.

		It was suggested that a review of how clients are contacted should be considered. Support doesn't have to be face to face. Housing Officers at Coastal Housing Group are trained to deal with low level support needs, so that issues are dealt with without requiring a support worker.	
Drop-in sessions	4.4	Reduce Tenancy Support Unit waiting lists across all client groups. Prevention of homelessness is sometimes hindered because tenants are unable to access support until their situation reaches crisis point. Early intervention could prevent some situations from escalating. The problem is twofold: 1. Some people do not meet the criteria for support as their support needs are too low and they do not qualify for support until their problems escalate. 2. There are long waiting times for support.	Noted. The strategy aims to move to a support on demand approach.
Crisis	4.6	Raise awareness of provision in place to support men who are experiencing or have experienced domestic abuse. We would like Housing Options to ensure it asks the right questions on a person's presentation. We have an example of a male fleeing abuse who was not asked on presentation about this issue.	Unaware of individual case referred to, clarification has been sought.
Survey Young People Service	4.8	Develop housing advice leaflets specifically for refugees to provide targeted housing advice. Developing new leaflets will have limited value. Linking back to the digital inclusion agenda, look at how resources can be made accessible, online, that provide people with the initial advice they require and connect them to the appropriate service for further support.	Noted. The suggestion to produce a leaflet specifically for refugees was raised by the Welsh Refugee Council; therefore, it is felt that this is a useful approach to take for this particular client group, appropriately translated. However the comment re. digital inclusion has been taken on board and we accept the need to ensure that all information is accessible on line.

Survey	4.8	Develop housing advice leaflets specifically for refugees to provide targeted housing advice. With regard to refugees, please ensure there are buddies to help overcome not just the language barrier but also a likely overwhelming change in culture and again to have a personal touch for someone far from home.	Noted. This is an interesting suggestion which will be raised with the Asylum Seeker & Refugee Multi-Agency Forum
Crisis	4.8	Develop housing advice leaflets specifically for refugees to provide targeted housing advice. Agree – and we would like to see accommodation providers for asylum seekers communicate early so that housing advice is not left until late.	Noted. This issue will be raised with the Asylum Seeker & Refugee Multi-Agency Forum
Welsh Refugee Council	4.9	Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance. • Identify a lead officer with sufficient authority and influence to actively participate in the Wales NRPF network (co-Chaired by Welsh Refugee Council, Red Cross and the Wales Strategic Migration Partnership / WLGA) • Improve awareness, as well as up-to-date technical and practical knowledge within the LA of destitution amongst NRPF populations, in order to ensure support entitlements amongst these populations are fully understood and acted upon. • Ensure Social Services departments and homelessness services to respond to referrals, undertake assessments of vulnerability and risk for people with NRPF and offer required support in a timely manner in line with Housing (Wales) Act 2014 and the Social Services and Well-being Act 2014 requirements • Develop a common recording system across LA departments to capture consistent data across time and locations (e.g. on numbers of people supported, needs of	Noted. Many of the suggestions are outside the scope of the Homelessness Strategy but the suggestions have been referred to Social Services and the Migration, Asylum Seeker and Refugee Coordinator who have made the following comments: • Identify a lead officer with sufficient authority and influence to actively participate in the Wales NRPF network (co-Chaired by Welsh Refugee Council, Red Cross and the Wales Strategic Migration Partnership / WLGA) *This will be a senior social worker from Child and Family and the Migration, Asylum Seeker and Refugee Coordinator.* • Improve awareness, as well as up-to-date technical and practical knowledge within the LA of destitution amongst NRPF populations, in order to ensure support

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those supported, legislation used to support, cost and length of support and case resolutions).

- Develop a system for capturing the costs of supporting NRPF cases.
- Ensure that NRPF populations are acknowledged and their needs addressed at local / regional homelessness LA fora
- Work in partnership with the health and voluntary sectors to tackle destitution amongst NRPF populations.
- Consider becoming a beacon authority of NRPF good practice and leadership in Wales.

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entitlements amongst these populations are fully understood and acted upon.

Social Services and other services where appropriate, will access up to date relevant training and information on NRPF.

- Ensure Social Services departments and homelessness services to respond to referrals, undertake assessments of vulnerability and risk for people with NRPF and offer required support in a timely manner in line with Housing (Wales) Act 2014 and the Social Services and Well-being Act 2014 requirements

Social Services and other related Council Services will continue to aim to comply with this.

- Develop a common recording system across LA departments to capture consistent data across time and locations (e.g. on numbers of people supported, needs of those supported, legislation used to support, cost and length of support and case resolutions).

Social Services are devising a system for capturing and recording information and costs of NRPF cases.

- Develop a system for capturing the costs of supporting NRPF cases.

As above.

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			• Ensure that NRPF populations are acknowledged and their needs addressed at local / regional homelessness LA for a *This can be fed in by Social Services representatives at relevant fora.* • Work in partnership with the health and voluntary sectors to tackle destitution amongst NRPF populations. *Partnerships are already in place but Social Services and Housing will better ensure that Voluntary Sectors are aware of what the Public Sector are bound to provide in terms of support and ensure that the relevant Council Services are aware of services available in the voluntary sector for signposting.* • Consider becoming a beacon authority of NRPF good practice and leadership in Wales. *We always aim to review and if necessary adjust our practice and hope that within the legal restrictions we can share any good practice and knowledge with other LAs in Wales.* It is agreed that the issue of people with no recourse to public funds is an area of concern that needs to be looked at further therefore it is also proposed that a meeting of the Supporting People and Homelessness Forum is dedicated to look in detail at the problems and potential solutions that can be developed by the

				homelessness sector. Input from WRC will be most welcome.
Volunteer - Swansea Asylum Seekers' Support.	4.9		There seems to be implicit specific reference to destitute asylum seekers in footnote 4 on page 16 of the draft, showing 29 people who were 'ineligible for homelessness/housing assistance because of immigration status'. Their inclusion in the 395 people who were 'homeless or homelessness could not be prevented' (presumably making up a large portion of the 49 people in that category who were not 'white') implies that although they made homelessness applications, it was not possible to prevent them becoming homeless.

I note the emphasis on equality:
• Ensure equality of access to services and promote social inclusion and community cohesion
On page 5
A key principle of this strategy is to ensure equality of access to services and promote social inclusion and community cohesion. Equalities issues have been mainstreamed throughout this strategy, therefore reference to specific groups or communities of interest is limited. Wider housing issues relating to these groups have been highlighted in the Local Housing Strategy 2015-20.

On page 14 - An Equality Impact Assessment has been undertaken as part of the development of this strategy and is available on the Council's website

On page 30 - What is not clear is whether 'ineligible for homelessness/housing assistance because of immigration status' actually also means that despite laudable 'equality' aims, asylum seekers whose immigration status changes are eligible for any of the advice and support facilities mentioned, or that they may receive advice, but cannot be provided with any material help? | The Housing (Wales) Act 2014 determines that a Local Authority has a duty to provide advice, but is prevented from providing assistance to secure accommodation where a household is 'ineligible for assistance'. That means they are unable to register on the Councils waiting list for accommodation or claim benefits that may cover their rent or help them access private rented accommodation. Many of those who are ineligible for assistance are not asylum seekers. They include European workers and returning British Citizens.

The pre eviction protocol will not apply to Home Office accommodation. Where a refugee has to leave Home Office accommodation on receipt of a positive decision to remain in the Country, there are few interventions that the Council can make to prevent homelessness as there is no legal right to remain in the property other than negotiating a longer stay of a day or two. We therefore have a well-established protocol in place for assisting these households access services quickly and effectively which includes a Refugee Homelessness Officer to deal specifically with this group. |

		I note 'Objective 2.1 Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies. Will that protocol also apply to the housing providers contracted by the Home Office, or indeed to the Home Office itself?	
Crisis	4.9	Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance. *Agree and we encourage the council to explore examples of good practice elsewhere.*	Noted. Good practice to be added to key activities.
Drop-in sessions	4.9	Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance. • NRPF – information on requirements/restrictions needs to be widely available. Habitual residence info etc. • Terminology – word decision, sounds like organisational discretion when it is a legal term for applying legislative requirements. • Check what mapping has already been carried out into NRPF. • Better links with education/training for key skills like ESOL – aim to help people be able to access employment if NRPF.	Noted. Information on households with No Recourse to Public Funds is also intended to form part of the training plan as outlined in action 4.11.
Survey	4.11	Develop a training plan for housing and support providers. Staff training needs to be prioritised as is staff attitude to service users - social workers, 3rd sector support workers have a good understanding of the real human consequences of homelessness of a person at times homelessness officers can seem much more disconnected as they fail to see the person behind the issues which social workers and support workers do.	Noted. Comments have been fed back to the manager of the homelessness service and we have identified an action for appropriate training such as ACEs and PIE.

Survey	4.11	Develop a training plan for housing and support providers. there are a number of additional areas that would need development including an internal look at how Housing and their staff are delivering homelessness services on the ground. Little information on how these areas will be developed rather than just recognising they need to be.	Noted. The training plan will ensure that all staff have the appropriate knowledge and skills.
Survey	4.11	Develop a training plan for housing and support providers. Challenging misconceptions and stereotyping attitudes towards homelessness and those living in poverty should be incorporated into the training of all local authority staff, and in particular support worker training.	Noted. The training plan will ensure that all staff have the appropriate knowledge and skills.
Shelter	4.11	Develop a training plan for housing and support providers We recommend that in order to ensure a consistent and sensitive approach from professionals that all staff who work with people sleeping rough attend training around ACEs, TIC and PIE. It is important that this includes those outside of housing such as community safety teams.	Noted. This action will include training around ACEs (Adverse Childhood Experience) and PIE (Psychologically Informed Environments). Whilst the initial focus is on housing professionals, we will look to expand the offer to other relevant partners as suggested.
Drop-in sessions	4.11	Develop a training plan for housing and support providers. Poverty Training for staff and Members to challenge and change attitudes. Similar programme could be developed for homelessness? Challenging myths.	Noted. Consideration will be given to including myth-busting as part of the Housing Training Plan.
Crisis	4.12	Develop a Transitional Accommodation Officer Post Agreed - Crisis has an accredited Renting Ready course and we have delivered train-the-trainer sessions for a number of Welsh local authorities.	Noted.
Scrutiny	4.12	Develop a Transitional Accommodation Officer Post There ought to be action to improve support for basic tenancy management such as managing finances, shopping and maintaining a property.	Noted. Action 4.12 will establish a new post which will provide this type of support.

Survey	5	Objective 5: Providing robust responses to support rough sleepers and end the need for people to sleep rough More focus is needed on City Centre Plans re the Visible "rough sleepers" and management.	Noted. The actions relating to objective 5 aim to tackle rough sleeping in the city centre and surrounding areas. A multi-agency approach will be adopted when required.
Survey	5	There are some very good ideas and solutions here. I would like to have included the fact that homeless women are by definition more vulnerable to VAWDASV issues while sleeping rough, especially in terms of being vulnerable to men looking to groom them, pimp them, buy sex from them. On street sex work is rife in the homeless population.	Noted. See action 3.9 Review the provision of temporary supported accommodation for households with complex needs experiencing domestic and sexual abuse. Wording amended to include sexual abuse. Needs of sex workers to be considered here. VAWDASV Co-ordinator joint lead officer for this action.
Scrutiny comments	5.1	Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers. Timescale for development too long. Improved services needed more quickly. Priority should be to get something on the ground to provide improved services more quickly and something to build on rather than wait to provide a "gold star service" from the start.	Noted. Need to change wording – feasibility study to be carried out in a shorter timescale (6months), and we will ensure that all relevant pieces of research will be taken into account. Report will be given to Cabinet member with a recommendation for way forward and to agree timetable for development.
Shelter	5.1	Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers. We strongly support the idea of a 'solutions centre'- a model similar to the crisis café and Abbey road health centre in Bangor would be effective. However, although it should not and cannot be housing only it has to be housing led as many of the complex need that people have cannot be addressed, treated or recovered from without secure accommodation.	Noted. This will be a multi-agency approach led by Housing.
Scrutiny	5.1	Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers. We welcome the plan to carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers, to improve facilities for those who are vulnerably	Noted. We have amended the wording around the action and timescale in line with Scrutiny's recommendations.

		housed and sleeping rough. We would suggest this would benefit from being co-produced. Our Scrutiny Working Group on Homelessness also found the need for such a centre, with overwhelming support across the third sector following the closure of the Cyrenian's project at St. Matthews. Although we recognise this would be an ambitious project is it not more pressing than the 2 ½ years identified to carry out feasibility study alone. We feel that in the interim there could be actions (small steps) that could help to build up to such an outcome – rather than the apparent all or nothing approach. The objective should be carefully worded so as not to be misleading about what we are trying to achieve.	
Drop-in sessions	5.1	Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers. Services for rough sleepers Are there enough? Day services are good eg food etc But night services are lacking One stop shop for services, need to bring services together. People being banned from city centre prevents them from accessing services. No services in the communities. What would you put there? Focus on health, food showers, visits from different services eg drug & alcohol Monday, welfare rights tues, health and beauty wed. etc	Noted. Comments to be taken into account.
Gwalia	5.2	Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs. Housing First – Pobl has a commitment to HF of course. We await details of how the various schemes and funding bids will shape up so that we can confirm our role in this.	Noted. The Housing First project will be a multi-agency approach and developed in partnership with all key stakeholders.

Survey Adult Prosperity and Well-Being Service	5.2	Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs. The Housing First model is current best practice. The Adult Prosperity and Well-Being Service can form part of the multidisciplinary team as appropriate.	Noted. The Housing First project will be a multi-agency approach and developed in partnership with all key stakeholders.
Survey	5.2	Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs. Although developing a Housing First model will suit some people we must be careful that this model is not seen as a panacea for housing and supporting all people with complex needs. Indeed the complex nature of some people's needs mean that they would find it impossible to engage with any level of structured support which would inevitably lead to their accommodation breaking down. In areas where Housing First has proved most successful it has inevitably been the case that there were little or no housing support services in place before it was introduced which is not the case in Swansea. We believe it is crucial to have as wide a range as possible of housing solutions for people with complex needs with the Housing First model being but one of these.	Noted. The project will look to assist those who are entrenched rough sleepers. The Local Authority acknowledges that there is a need to have a wide range of supported accommodation that addresses a range of needs.
Scrutiny	5.2	Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs. You outline the council's intention to develop a Housing First approach, which was also supported by the Homelessness Scrutiny Working Group and is very welcome. However, we would want to see specific performance measures that will be put in place to monitor the success of this project.	Noted. Housing First Project group, with partners, and tender document/contract with selected provider will agree the performance indicators but will need to cover: • Tenancy sustainment – how many individuals remain in home at set timescales e.g. 3 month, 6 months,12 months, 24 months • Rates of eviction would provide a very good indication of whether it is working

			• Qualitative feedback from participants will also be important to measure success and identify improvements, and our intention is to have this carried out by an independent organisation.
Survey	5.3	Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours. Even if it means opening up a warehouse with nothing but a mattress for each person, rough sleepers should have shelter and safety and it would be less intimidating for the public going around the city	Swansea Night Shelter operates each year in the coldest months (Jan-March) through a voluntary network of local churches. At the end of the period the vast majority of rough sleepers were found alternative accommodation. As a more permanent solution, the introduction of Housing First aims to provide rough sleepers with a permanent home with a high level of support, which in the long term will have a significant impact on rough sleeping. The strategy also commits to increasing emergency bed provision and ensuing that all rough sleepers receive advice and support within 48 hours.
Crisis	5.3	Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours. Agreed – and might need discussion with Welsh Government and others to ensure more resources are available. Crisis' plan to end homelessness outlines some recommended, well-evidenced approaches to this. We can also share the learning from our work with the Scottish Government's action group on homelessness and rough sleeping	Noted.
Crisis	5.3	Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.	Noted. Agreed, the strategy aims to find a balance between appropriate emergency housing and long term, sustainable solutions.

		We also welcome the increase of emergency beds and would recommend a similar approach to no second night out be taken. We would however, caution that rapid rehousing be at the centre of this approach to prevent people having long periods of time in emergency or temporary accommodation.	
Survey Young People Service	5.6	Develop information leaflet for general public and local authority Councillors on support available to assist rough sleepers. Again, an information leaflet for the public / councillors will have limited value. Invest in accessible online resources most of the public and all of our councillors will have access to smart phones.	Noted. The strategy also aims to review and improve on-line information. Wording amended to remove word "leaflet", as this is not intended to be the only medium for information.
Crisis	5.6	Develop information leaflet for general public and local authority Councillors on support available to assist rough sleepers. We would recommend the council learns from research by the FrameWorks Institute for Crisis that made recommendations on how to effectively communicate with the public on the causes/solutions of homelessness.	Noted. This work will be considered.
Scrutiny	5.6	Develop information leaflet for general public and local authority Councillors on support available to assist rough sleepers. You say that the council will be developing an information leaflet for the general public and local authority councillors on support available to assist rough sleepers. It would be beneficial for this to be supplemented by on-line information, and if possible by developing or utilising existing apps for this purpose.	Noted. The strategy also aims to review and improve on-line information. Wording amended to remove word "leaflet", as this is not intended to be the only medium for information.
Crisis	5.9	Review with Social Services/ABMU the need for rough sleepers and vulnerable households to have better access to health including mental health services. Agree – and this provision needs to be trauma-informed so that it can adapt to the circumstances of homeless people (e.g. flexibility around appointment times). We would	Noted. Exploring introducing trauma informed approaches added as a key activity for this action.

		encourage the council to work with ABMU to ensure there are GP sessions available for rough sleepers to drop-in.	
Scrutiny	5.9	Review with Social Services/ABMU the need for rough sleepers and vulnerable households to have better access to health including mental health services. You say that a review with social services and ABMU on the need for rough sleepers and vulnerable households to have better access to health, including mental health services will take two years to be completed. Given the identified need and the urgency in resolving this matter, it is not clear why this will take so long.	Noted. This is about working in partnership with external agencies and whilst some o improvements can be achieved in the short term, others will take longer to agree and put in place.
Crisis	5.10	Carry out local qualitative research with former rough sleepers to identify the key factors that helped them obtain and maintain permanent housing. Yes – understanding what worked well and why is good. Crisis' plan to end homelessness outlines the evidenced approaches to this as does Shelter Cymru's Trapped on the Streets report.	Noted.
Shelter	5.10	Carry out local qualitative research with former rough sleepers to identify the key factors that helped them obtain and maintain permanent housing. We very much support the focus on improving information gathering and obtaining qualitative research around rough sleeping and recommend a systems thinking approach that includes data linkage, case file analysis and qualitative interviews with people sleeping rough, people who have slept rough and key informants is conducted.	Noted. We are looking to carry out more in-depth research in this area.
ABMU – Primary Care and Planning		**Homelessness Strategy:** Page 3: 2nd Paragraph: Where the wide range of partners are listed, Tony has also proposed that 'Health Board, GPs and Third Sector' are added Page 12: Key Achievements: Collaborative approach with the voluntary sector and Health Service (ie: Homelessness Nurse) that provides advice and	Noted. Additions made to strategy as suggested. Wording in strategy amended as per comments from Mental Health Team:

		support to rough sleepers- Tony has added HHAVGAP and working with GPs on Poverty and Prevention Agendas. Rosie: In addition to Jan there is also a mental health outreach nurse who supports vulnerable groups so could we add this in the brackets? Page 23: • Public funding cuts are leading to reduced budgets across local government and health which is resulting in higher thresholds for people to qualify for services such as mental health care Tony has queried this and requested specific examples	"There is an increased prevalence of common mental health related issues due to an increasing population, the long term effects of austerity, the high degree of lower super output areas in Swansea and associated deprivation and the availability of illicit and illegal drugs. All combine to increase the likelihood of depression with a reduction in LA resources to manage this increase in demand. The Welsh Government Daffodil System for predicting social care trends has indicated that in 2016 Swansea had around 35,000 adults with mental health related issues and this is likely to rise to 35,767 in 2019."
Survey Adult Prosperity and Well-Being Service	Key Principles	The key principles are clear and concise and are ordered appropriately. Just to note that social inclusion would include financial inclusion and digital inclusion. A further principle could consider the Well-being of Future Generations (Wales) Act 2015): The Five Ways of Working and establish an additional principle about safeguarding long term needs.	Noted. The strategy contains a section on the Wellbeing of Future Generations Act and outlines how the strategy contributes to the 5 ways of working.
Survey	Key Principles	it is all a bit confusing - list after list of things rather that a coherent sense of direction and route of getting there	Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.
Survey	Key Principles	It is good to see that the key principles are realistic and achievable and are a good basis from which to work from.	Noted.
Survey	Key Principles	Strategy is one thing delivery another, but the strategy is a helpful document.	Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.
Survey	Key Principles	the principles are clear what's not clear is how they will be achieved	Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.

Survey	Key Principles	As before lots of jargon, lots of ensuring, prioritising etc no real detail on how this is going to be achieved, Homelessness Charter?? what will be achieved by this.	Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.
Survey	Key Principles	The key priorities are very positive in terms of partnership working and in recognising the complexities in why people are homeless. They are very good in attacking the issue from all angles.	Noted.
Survey Adult Prosperity and Well-Being Service	Monitoring	Monitoring, evaluation and review arrangements Stabilise rent arrears / reduce forced evictions / maintain tenancies through income maximisation.	Noted. These comments will be considered when the full suite of performance measures are identified.
Survey Young People Service	Monitoring	Monitoring, evaluation and review arrangements I'd personally be interested in the number of repeat presentations at 16-21 (or at least the priority group of 16-17); the average length of stay in temporary accommodation for 16-21yr olds and the outcomes (move-on, eviction, other temp accommodation, abandoned or returned home)	Noted. These comments will be considered when the full suite of performance measures are identified.
Survey	Monitoring	Monitoring, evaluation and review arrangements B+B are never a good option	Noted. We aim to minimise use of B&B for all households.
Survey	Monitoring	Monitoring, evaluation and review arrangements It is good to see a robust monitoring and evaluation process in place. Again any support that I can give with that in terms of partnership input would be welcome.	Noted.
Survey	Monitoring	Monitoring, evaluation and review arrangements measures of success need to be linked to key aims and outcomes of the strategy	Noted.
Survey	Monitoring	Monitoring, evaluation and review arrangements this is qualative not quantative - how will you measure the actual service that homelessness people are provided with - how will you ensure empathetic, solution focussed, respectful responses to people who are homeless or threatened with homelessness in Swansea	Noted. Qualitative research will form part of a number of the actions including development of the Homelessness Charter, service standards and temporary accommodation standards. As well as specific qualitative

			research with former rough sleepers to look at what has worked.
Survey	Monitoring	Monitoring, evaluation and review arrangements We believe that tenancy sustainment measures should include all supported living and floating support services not just the Tenancy Support Unit	Noted. Agreed although there are limitation to some of the monitoring Housing Service can do.
Survey	Monitoring	Monitoring, evaluation and review arrangements What about a performance measure for the number of people who are homeless, or for a total number of nights for which people are actually homeless for each category?	Noted. These comments will be considered when the full suite of performance measures are identified
Scrutiny	Monitoring	It is helpful to know where the monitoring, evaluation and review will be reported. Whether it will be reported to Council annually etc.	Noted. In addition to regular internal monitoring (quarterly) there will be an annual Cabinet progress report.

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Survey Responses

The strategy and accompanying action plan have been developed in response to the findings of the Homelessness Review 2017, which provided a comprehensive understanding of homelessness across Swansea. The review identified issues and gaps in service provision, which the strategy will seek to address. This strategy has also been developed as a result of extensive consultation with service users and stakeholders to ensure that it accurately captures the needs and aspirations of all those involved with and experiencing homelessness in Swansea.

We would like to invite you to submit your comments on the strategy during this period of public consultation. Your views are very important so please spare a few minutes to complete this questionnaire.

1.   **Are you ...**

4 (16.7%)	A member of the public
11 (45.8%)	A council employee
0 (0.0%)	An elected member
1 (4.2%)	A service user
7 (29.2%)	A third sector organisation/partner organisation (please specify)
1 (4.2%)	A private sector organisation/partner organisation (please specify)
(100.0%)	

Action for Children, Swansea Young Families
Caer Las Tenancy Support
RSL and support provider
Swansea Night Shelter
This a joint response to the Homelessness Strategy consultation Swansea Council's Poverty and Prevention Department.

2.   **I am happy for any comments I provide within this survey to be quoted (please note if you belong to an organisation we will also quote the name of the organisation). Please tick the box if you agree do this.**

16   I agree for my comments to be quoted
(100.0%)

3.   **Have you read our draft homelessness strategy? Please cross one box only**

19   Yes
(79.2%)

5 (20.8%) No

4. **Thinking about the strategy, do you agree or disagree with the following…? Please cross one box in each row**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The strategy is easy to read	4 (21.1%)	13 (68.4%)	1 (5.3%)	1 (5.3%)	0 (0.0%)
The strategy is easy to understand	4 (22.2%)	11 (61.1%)	2 (11.1%)	1 (5.6%)	0 (0.0%)
The strategy is well laid out	5 (27.8%)	11 (61.1%)	1 (5.6%)	1 (5.6%)	0 (0.0%)
The strategy is an appropriate length	4 (22.2%)	8 (44.4%)	4 (22.2%)	2 (11.1%)	0 (0.0%)
The strategy is informative	6 (33.3%)	9 (50.0%)	2 (11.1%)	1 (5.6%)	0 (0.0%)

5. **Do you think the strategy covers all the issues required? Please cross one box only**

10 (55.6%) Yes

8 (44.4%) No

6. **If No, please explain below. See comments in table above.**

8 (100.0%)

Aims and Objectives

The aim of Swansea's Homelessness Strategy is to ensure that every person has access to good quality advice, accommodation and support at the earliest possible opportunity in order to prevent homelessness.

This strategy is intended to increase the ability of the Council and its partners to prevent homelessness wherever possible. Prevention through early identification and intervention, as well as equitable and easy access to services, will reduce homelessness. Where it cannot be prevented, the strategy aims to minimise the distress of the experience through rapid and robust service responses. This will be achieved through adoption of the following five objectives:

Objective 1: Ensuring service users are at the centre of service delivery

Objective 2: Prioritising early intervention and prevention of homelessness

Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless

Objective 4: Ensuring appropriate support is available for people who are or may become homeless

Objective 5: Providing robust responses to support rough sleepers and eliminating the need for individuals to sleep rough

7. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The aim of the strategy is clear	8 (42.1%)	8 (42.1%)	2 (10.5%)	1 (5.3%)	0 (0.0%)
The aim of the strategy is the right one for Swansea	6 (33.3%)	8 (44.4%)	2 (11.1%)	1 (5.6%)	1 (5.6%)
The objectives are clear	7 (38.9%)	9 (50.0%)	1 (5.6%)	1 (5.6%)	0 (0.0%)
The objectives are the right ones for Swansea	6 (33.3%)	5 (27.8%)	3 (16.7%)	1 (5.6%)	3 (16.7%)

8. **If you have any additional Comments about the aims and objectives please give details below. See comments in table above.**

7 (100.0%)

<div style="background:red">**Key Principles**</div>

In order to successfully deliver its objectives and aims this strategy will:
● **Safeguard people from harm**
● **Ensure equality of access to services and promote social inclusion and community cohesion**
● **Maximise the resources available to deal with homelessness**
● **Encourage and promote local partnership and regional working, where appropriate, in order to make the best use of resources**

9. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The key principles of the strategy are clear	6 (31.6%)	10 (52.6%)	3 (15.8%)	0 (0.0%)	0 (0.0%)
The key principles of the strategy will allow us to successfully deliver its objectives and aims	3 (16.7%)	11 (61.1%)	1 (5.6%)	2 (11.1%)	1 (5.6%)

10. **If you have any additional Comments about the key principles of the strategy please give details below. See comments in table above.**
6 (100.0%)

Key Priorities

The following issues have emerged as areas requiring development:
- **Early intervention and prevention**
- **Provision of temporary accommodation**
- **Support**
- **Access to Permanent accommodation**
- **Rough sleeping**
- **Service user involvement**

These are outlined in the draft strategy in more detail.

11. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The key priorities of the strategy are clear **73.6%**	7 (36.8%)	7 (36.8%)	5 (26.3%)	0 (0.0%)	0 (0.0%)
The key priorities of the strategy are the right ones for Swansea **72.2%**	6 (33.3%)	7 (38.9%)	4 (22.2%)	1 (5.6%)	0 (0.0%)

12. **If you have any additional Comments about the key priorities within the strategy please give details below. See comments in table above.**
6 (100.0%)

Each of the strategic objectives has a range of areas for development that will be focused on for the next four years. The Council cannot achieve this in isolation and partnership working will be essential to ensure that the best outcomes and solutions can be reached. The objectives form the basis of a four-year action plan, which gives clear outcomes, provides details on the key activities to be carried out and identifies the leads who will ensure that the action and outcomes identified are progressed in partnership with stakeholders.

Objective 1: Ensuring service users are at the centre of service delivery

Areas for development:

• Introduce a co-productive approach with service users to develop the following:
  - Homelessness Charter
  - Service standards for Housing Options
  - Written standards for temporary accommodation used by the Council

• Improve digital inclusion of homeless people.

• Improve written information to all homelessness households including reviewing use of Personal Housing Plans and implementing feedback mechanism to monitor effectiveness.

• Raise general public and professional awareness of homelessness, advice and support services in order to ensure a more widespread understanding of where people can go if faced with a housing issue.

• Review Housing Options equalities monitoring systems to ensure that homelessness and housing services are accessible to all.

13. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The areas for development for objective 1 are clear	8 (33.3%)	9 (37.5%)	6 (25.0%)	1 (4.2%)	0 (0.0%)
The areas for development for objective 1 are clear are the right ones for Swansea	6 (27.3%)	10 (45.5%)	2 (9.1%)	2 (9.1%)	2 (9.1%)

14. **If you have any additional comments about the areas for development for objective 1 please give details below.** **See comments in table above.**
7 (100.0%)

Objective 2: Prioritising early intervention and prevention of homelessness

Areas for development:
• Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies.

• Review the effectiveness of the Hospital Discharge Protocol and Prisoner Pathway on an annual basis.

• Monitor reasons for loss of rented accommodation in order to better understand the drivers behind this cause of homelessness in order to reduce the number of evictions from private rented accommodation.

• Review and improve information available on-line and in written format in order to reduce demand on Homelessness Service by providing clear, comprehensive housing advice on line.

• Develop an education programme to increase knowledge of housing and homelessness issues in partnership with young people to improve homelessness prevention services for young people.

• Work with DWP, Housing Benefit & Poverty and Prevention Service to identify and advise households at risk of future homelessness due to the impact of Welfare Reform in order to improve early intervention and prevention for households affected.

• Develop a housing training programme to up-skill support workers (and other professionals) to enable them to provide basic housing advice and improve knowledge of homelessness legislation.

• Explore ways to improve outcomes for households with no local connection.

• Identify and prepare for the implications of the Immigration Act 2014 e.g. Right to Rent checks and Britain's exit from the EU.

15.   Do you agree or disagree that....?

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The areas for development for objective 2 are clear	9 (37.5%)	10 (41.7%)	4 (16.7%)	1 (4.2%)	0 (0.0%)

| The areas for development for objective 2 are clear are the right ones for Swansea | 8 (36.4%) | 9 (40.9%) | 4 (18.2%) | 1 (4.5%) | 0 (0.0%) |

16. **If you have any additional comments about the areas for development for objective 2 please give details below.** **See comments in table above.**

 8 (100.0%)

Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless.

Areas for development:

• Work with RSL partners to set out and agree expectations to identify how the social housing sector will work together to alleviate homelessness.

• Improve the outcomes for homeless households with complex needs (e.g. mental health, learning disabilities, substance misuse).

• Create a Housing Gateway Officer post to provide an effective single point of access for all supported accommodation.

• Reduce barriers for accessing temporary accommodation and supported temporary accommodation, including couples.

• Simplify access to refuge accommodation for households who are experiencing domesτιc abuse.

• Review the provision of temporary supported accommodation for households with complex needs experiencing domestic abuse.

• Improve the support and advice offered to private landlords in order to increase the supply of good quality, affordable private rented accommodation.

• Consider feasibility of establishing social lettings agency for private sector properties.

• Development of shared accommodation solutions for single households under 35.

• Review the Move-On Strategy and consider options to adopt the process for all temporary accommodation.

• Review the Councils Housing Allocation Policy.

17. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The areas for development for objective 3 are clear **79.2%**	7 (29.2%)	12 (50.0%)	4 (16.7%)	1 (4.2%)	0 (0.0%)
The areas for development for objective 3 are clear are the right ones for Swansea	6 (26.1%)	10 (43.5%)	5 (21.7%)	2 (8.7%)	0 (0.0%)

18. **If you have any additional comments about the areas for development for objective 3 please give details below.** See comments in table above.

9 (100.0%)

Objective 4: Ensuring appropriate support is available for people who are or may become homeless

Areas for development:

● **Improve access to substance misuse support services for homeless households.**

● **Improve access to mental health support services for homeless households.**

● **Deliver a responsive, flexible tenancy support service to ensure that people receive the right level of support at the right time.**

● **Strengthen and formalise the working relationships between Local Area Co-ordinators and Housing Options/Tenancy Support Unit.**

● **Raise awareness of provision in place to support men who are experiencing or have experienced domestic abuse.**

● **Consult with BME stakeholders and service users to improve ways services are provided to households with language barriers and cultural differences.**

● **Develop housing advice leaflets specifically for refugees to provide targeted housing advice.**

● Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance.

● Develop a training plan for housing and support providers.

19. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The areas for development for objective 4 are clear	10 (41.7%)	9 (37.5%)	3 (12.5%)	1 (4.2%)	1 (4.2%)
The areas for development for objective 4 are clear are the right ones for Swansea	10 (47.6%)	6 (28.6%)	3 (14.3%)	1 (4.8%)	1 (4.8%)

20. **If you have any additional comments about the areas for development for objective 4 please give details below.** **See comments in table above.**

8 (100.0%)

Objective 5: Providing robust responses to support rough sleepers and eliminating the need for individuals to sleep rough

Areas for development:

- Carry out a feasibility study to look at developing a holistic "solutions centre" for services for rough sleepers.

- Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.

- Develop a multi-agency approach to serious incidents involving rough sleepers and other vulnerable groups to ensure that lessons are learnt and service improvements identified across all agencies/organisations.

- Carry out an annual review of the Cold Weather Plan to ensure that it is robust, offers appropriate protection for rough sleepers, and proactively helps them to access more suitable housing and support.

- Develop information leaflet for general public and local authority Councillors on support available to assist rough sleepers. Increase awareness of assistance available to rough sleepers.

- Develop a monitoring system to record the support needs and housing history of rough sleepers in order to accurately inform future service provision. Better information on the needs of rough sleepers available to identify effective interventions

- Work with HHAVGAP (Health of Homelessness and Vulnerable Groups Action Plan) to ensure implementation of Welsh Government's Health Standards for Homeless and Vulnerable Groups in order to improve health outcomes for rough sleepers and other vulnerable groups.

- Carry out local qualitative research with former rough sleepers to identify the key factors that helped them obtain and maintain permanent housing, so that better information is available to identify effective interventions.

21. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The areas for development for objective 5 are clear	12 (50.0%)	7 (29.2%)	4 (16.7%)	1 (4.2%)	0 (0.0%)
The areas for development for objective 5 are clear are the right ones for Swansea	10 (43.5%)	7 (30.4%)	4 (17.4%)	2 (8.7%)	0 (0.0%)

22. **If you have any additional comments about the areas for development for objective 5 please give details below.** **See comments in table above.**

6 (100.0%)

The Homelessness Strategy outlines how the Council and its partners plan to tackle homelessness between 2018 and 2022. Progress towards achieving the strategy's aims and objectives will be measured and monitored on a regular basis. In order to achieve this the following activities will be carried out:

• The action plan will be reviewed on an annual basis and progress reported to the Cabinet Member for Homes and Energy
• An annual update will be produced including action plan progress and an up-date of the key homelessness statistics
• An annual review day will be held with the Supporting People and Homelessness Forum

In addition to the annual review of progress, the following key performance measures will be used to monitor the on-going success and progress of homelessness services in Swansea:
• Number of homelessness presentations
• Number of households threatened with homelessness within 56 days
• Homelessness prevention
• Average length of stay in B&B for families
• Use of B&B for 16 and 17 year olds
• Tenancy Support Unit - tenancy sustainment measure
• Use of temporary accommodation

Further appropriate measures will be developed over time as the action plan is updated.

23. **Do you agree or disagree that....?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know

The monitoring, evaluation and review arrangements are clear	9 (37.5%)	10 (41.7%)	3 (12.5%)	2 (8.3%)	0 (0.0%)
The monitoring, evaluation and review arrangements are the right ones for Swansea	8 (36.4%)	9 (40.9%)	3 (13.6%)	2 (9.1%)	0 (0.0%)

24. **If you have any additional comments about the monitoring, evaluation and review arrangements please give details below.** **See comments in table above.**

7 (100.0%)

About You

These questions are optional, but we need to ask them to understand if our consultation has reached the right people and to understand how different groups feel about the strategy .
In accordance with Data Protection law, any information requested on the following questions is held in the strictest confidence for data analysis purposes only. For further information about how Swansea Council uses your personal data, please see our corporate privacy notice on our website www.swansea.gov.uk/privacynotice.

30. **Are you...?**
9 (42.9%) Male
12 (57.1%) Female

31. **Is your gender the same as that which you were assigned at birth?**
20 (100.0%) Yes
0 (0.0%) No

32. **How old are you …**

0 (0.0%)	Under 16	6 (28.6%)	56 - 65
0 (0.0%)	16 - 25	0 (0.0%)	66 - 75
0 (0.0%)	26 - 35	0 (0.0%)	76 - 85
3 (14.3%)	36 - 45	0 (0.0%)	Over 85
11 (52.4%)	46 - 55	1 (4.8%)	Prefer not to say

33. **Would you describe yourself as...**
Please mark all that apply

10 (52.6%)	British	0 (0.0%)	Other British (please write in at end)
9 (47.4%)	Welsh	0 (0.0%)	Non British (please write in at end)

| 0 (0.0%) | English | 0 (0.0%) | Gypsy/traveller |
| 0 (0.0%) | Irish | 0 (0.0%) | Refugee/Asylum Seeker (please write in current/last nationality at end) |

0 (0.0%) Scottish

Write in here

0 (0.0%)

34. To what 'ethnic' group do you consider

19 (100.0%)	**White** - British	0 (0.0%)	**Asian or Asian British** - Bangladeshi
0 (0.0%)	Any other **White** background (please write in at end)	0 (0.0%)	Any other **Asian** background (please write in at end)
0 (0.0%)	**Mixed** - White & Black Caribbean	0 (0.0%)	**Black or Black British** - Caribbean
0 (0.0%)	**Mixed** - White & Black African	0 (0.0%)	**Black or Black British** - African
0 (0.0%)	**Mixed** - White & Asian	0 (0.0%)	Any other **Black** background (please write in at end
0 (0.0%)	Any other **Mixed** background (please write in at end)	0 (0.0%)	**Chinese**
0 (0.0%)	**Asian or Asian British** - Indian	0 (0.0%)	Other ethnic group (please write in at end)
0 (0.0%)	**Asian or Asian British** - Pakistani		

Write in here

1 (100.0%)

35. What is your religion, even if you are not currently practicing?

Please mark one box or write in

12 (63.2%)	No religion	0 (0.0%)	Jewish
7 (36.8%)	Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)	0 (0.0%)	Muslim
0 (0.0%)	Buddhist	0 (0.0%)	Sikh
0 (0.0%)	Hindu	0 (0.0%)	Other

Any other religion or philosophical belief (please write in)

1 (100.0%)

36. Do you consider that you are actively practising your religion?

5 (33.3%) Yes

10 (66.7%) No

37. What is your sexual orientation

1 (5.3%) Bisexual

0 (0.0%) Gay/ Lesbian

16 (84.2%) Heterosexual

2 (10.5%) Prefer not to say

0 (0.0%) Other

Please write in

0 (0.0%)

38. **Can you understand, speak, read or write Welsh?**
Please mark all that apply

2 (11.8%)	Understand spoken Welsh	1 (5.9%)	Write Welsh
2 (11.8%)	Speak Welsh	2 (11.8%)	Learning Welsh
2 (11.8%)	Read Welsh	13 (76.5%)	None of these

39. **Which languages do you use from day to day?**
Please mark all that apply

20
(100.0%)   English

1 (5.0%) Welsh

0 (0.0%) Other (write in)

Please write in

0 (0.0%)

40. **Do you have any long-standing illness, disability or infirmity?**
By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over time.
This could also be defined Under the Disability Discrimination Act 1995 as: "Having a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities."

7 (36.8%)   Yes

12 (63.2%) No

41. **Does this illness or disability limit your activities in any way?**

4 (21.1%)   Yes

15 (78.9%) No

Equality Impact Assessment (EIA) Report – 2017/8

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, Strategy, plan or project which has been screened and found relevant to equality.

Please refer to the 'EIA Report Form Guidance' while completing this form. If you need further support please contact accesstoservices@swansea.gov.uk.

Where do you work?
Service Area: Housing and Public Health
Directorate: Place

(a)   This EIA is being completed for a:

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
☐	☐	☐	☒	☐	☐

(b)   Please name and <u>describe</u> here:

The Homelessness Strategy (2018-2022), and accompanying Action Plan, sets out the guiding principles for the development and delivery of homelessness services in Swansea over the next four years. It will ensure that the services and support in place for those at risk of, or experiencing homelessness are as effective and accessible as possible. It also aims to inform stakeholders of the levels of homelessness in Swansea and provide a baseline to measure future progress and performance.

(c)   It was initially screened for relevance to Equality and Diversity on: 14/3/18
A full EIA was opened in April 2018, the EIA has now been updated to reflect the outcomes of the consultation which took place between 1st September and 30th September.

(d)   It was found to be relevant to…

Children/young people (0-18)	☒	Sexual orientation	☒
Older people (50+)	☒	Gender reassignment	☒
Any other age group	☒	Welsh language	☒
Disability	☒	Poverty/social exclusion	☒
Race (including refugees)	☒	Carers (including young carers)	☒
Asylum seekers	☒	Community cohesion	☒
Gypsies & Travellers	☒	Marriage & civil partnership	☒
Religion or (non-)belief	☒	Pregnancy and maternity	☒
Sex	☒		

(e)   Lead Officer

Name: Rosie Jackson

Job title: Senior Policy & Leasehold Officer

Date: 18/10/18

(f)   Approved by Head of Service

Name: Mark Wade

Date: Head of Housing & Public Protection

Section 1 – Aims (See guidance):

Briefly describe the aims of the initiative:

What are the aims?

The aim of Swansea's Homelessness Strategy is to ensure that every person has access to good quality advice, accommodation and support at the earliest possible opportunity in order to prevent homelessness.

This Strategy is intended to increase the ability of the Council and its partners to prevent homelessness wherever possible. Prevention through early identification and intervention, as well as equitable and easy access to services, will reduce homelessness. Where it cannot be prevented, the Strategy aims to minimise the distress of the experience through rapid and robust service responses. This will be achieved through adoption of the following five objectives:

Objective 1: Ensuring service users are at the centre of service delivery

Objective 2: Prioritising early intervention and prevention of homelessness

Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless

Objective 4: Ensuring appropriate support is available for people who are or may become homeless

Objective 5: Providing robust responses to support rough sleepers and eliminating the need for individuals to sleep rough

Who has responsibility?

Steve Porter – Operations Manager Community Housing

Jane Harries – Landlord Services Manager

Mark Wade – Head of Housing and Public Health

Martin Nicholls – Director of Place

Cllr Andrea Lewis – Cabinet Member for Homes and Energy

Who are the stakeholders?

All residents of Swansea are potential stakeholders, if taking the view that the risk of homelessness could potentially affect anyone. However more specifically:

- Households who are insecurely housed or at risk of homelessness within 56 days.
- Service users of temporary accommodation
- Service users of supported accommodation
- Service users of tenancy support
- Rough sleepers

In addition, there are a wide range of organisations and internal Council services who are stakeholders and have been involved in the development of the Strategy or as specific consultees. The full list is attached at appendix 1.

The Strategy has been developed in order to fulfil the requirements of the Housing (Wales) Act 2014, therefore the Welsh Government is also a key stakeholder and funder.

Section 2 - Information about Service Users (See guidance):

Please tick which areas you have information on, in terms of service users:

Children/young people (0-18)	☒	Sexual orientation	☐
Older people (50+)	☒	Gender reassignment	☐
Any other age group	☒	Welsh language	☐
Disability	☒	Poverty/social exclusion	☐
Race (including refugees)	☒	Carers (including young carers)	☐
Asylum seekers	☒	Community cohesion	☐
Gypsies & Travellers	☐	Marriage & civil partnership	☐
Religion or (non-)belief	☐	Pregnancy and maternity	☒
Sex	☒		

Please provide a snapshot of the information you hold in relation to the protected groups above:

The Homelessness Service collects demographic data on applicants based on the requirements of the Welsh Government. These requirements do not include all protected characteristics. Data is collected on age, household type, and race including the following:

- White
- Black / African / Caribbean / Black British
- Asian or Asian British
- Other ethnic group
- Mixed / Multiple ethnic groups

The development of the Strategy was based on an in-depth Homelessness review which used the homelessness data for 2016/17. Therefore the data collected for 2016/17 is shown below:

1143 households were found to be threatened with homelessness within 56 days in 2016/17. The majority were single males, with single parents being the next highest group.

- 39% (451) were single males
- 26% (298) were single parents with dependent children
- 21% (240) were single females
- 7% (78) were couples with dependent children
- 7% (76) were other household types

Of the 1143 households assessed as threatened with homelessness within 56 days during 2016/17:

- Less than 1% (10) were aged 16-17
- 27.5% (315) were aged 18-24
- 61% (697) were aged 25-49
- 10.5% (121) were aged 50 plus

When compared with the age breakdown of Swansea's population (2011 Census), it indicates that 18-24 year olds are at a higher risk of being threatened with homelessness. Young people in this age group make up 14% of the population as a whole, however they account for 27.5% of households threatened with homelessness.

Of the 1143 households assessed as threatened with homeless within 56 days during 2016/17:

- 85% (966) were White
- 8% (87) were Black/African/Caribbean/Black British
- 4% (51) were from other ethnic groups
- 3% (39) were Asian or Asian British

Overall 15% of households assessed as threatened with homelessness in 2016/17 were from an ethnic minority background, compared to 8% in the population of Swansea as a whole (2011 Census). The higher number of homeless applications from ethnic minority groups is largely attributed to the fact that Swansea is a dispersal area for asylum seekers. In order to effectively deal with this, the Homelessness Service has a specific Homelessness Officer who deals with refuges and asylum seekers.

The following table provides a demographic breakdown of the households who were actually homeless, or their homelessness could not be prevented:

Breakdown of household types assessed as homeless 2016/17

Household type	Single male	Single female	Single parent	Couple with children	Other household types	Total
Homeless or homelessness could not be prevented	227	93	41	19	15	395
Homeless and in priority need	35	8	4	1	6	54
Homeless, non-priority need	47	8	0	0	1	56
Intentionally homeless	1	0	0	0	0	1
Total	310	109	45	20	22	506
%	**61%**	**21.5%**	**9%**	**4%**	**4.5%**	

Breakdown of households assessed as homeless, by ethnic group of applicant 2016/17

Household type	White	Black / African / Caribbean / Black British	Asian or Asian British	Other ethnic group	Mixed / Multiple ethnic groups	Total
Homeless or homelessness could not be prevented	346	18	13	16	2	395
Homeless and in priority need	54	0	0	0	0	54
Homeless, non-priority need	53	0	2	0	1	56
Intentionally homeless	1	0	0	0	0	1
Total	454	18	15	16	3	506
%	**90%**	**3.5%**	**3%**	**3%**	**0.5%**	

Breakdown of households assessed as homeless, by age of applicant 2016/17

Household type	16-17	18-24	25-49	50 plus	Total
Homeless or homelessness could not be prevented	0	48	317	30	395
Homeless and in priority need	0	9	43	2	54
Homeless, non-priority need	0	5	50	1	56
Intentionally homeless	0	1	0	0	1
Total	0	63	410	33	506
%	**0**	**12.5%**	**81%**	**6.5%**	

In 2016/17, 54 households were found to be homeless, in priority need and in temporary accommodation. The main reasons for priority need were:

- Vulnerable due to mental illness/learning disability – 42% (23)
- Vulnerable due to physical disability – 26% (14)
- Vulnerable due to other special reason – 7% (4)
- Former prisoner – 7% (4)
- Household with dependent children – 6% (3)
- Domestic abuse 6% (3)
- Pregnant – 4% (2)
- Care leaver – 2% (1)

Causes of homelessness are also recorded for violence and harassment cases for the following groups. Violence or harassment which is:

- racially motivated (0)
- due to religion/belief (0)
- due to gender reassignment (gender identity) (0)
- due to sexual identity/orientation (1)
- due to disability (1)

Any actions required, e.g. to fill information gaps?
Whilst the Homelessness Service collects the demographic information that is required by the Welsh Government it has identified that this does not necessarily cover all relevant protected groups. The following action has been included in the Action Plan in order to address this:

- Review Housing Options equalities monitoring systems, this will include carrying out consultation with equalities representative groups regarding best use of equalities monitoring data, with the aim of ensuring that homelessness and housing services are accessible to all.

Section 3 - Impact on Protected Characteristics (See guidance):
Please consider the possible impact on the different protected characteristics.

	Positive	Negative	Neutral	Needs further investigation
Children/young people (0-18)	☒	☐	☐	☐
Older people (50+)	☒	☐	☐	☐
Any other age group	☒	☐	☐	☐
Disability	☒	☐	☐	☐
Race (including refugees)	☒	☐	☐	☐
Asylum seekers	☒	☐	☐	☐
Gypsies & travellers	☐	☐	☐	☒
Religion or (non-)belief	☐	☐	☐	☒
Sex	☒	☐	☐	☐
Sexual Orientation	☐	☐	☐	☒
Gender reassignment	☐	☐	☐	☒
Welsh Language	☐	☐	☒	☐
Poverty/social exclusion	☒	☐	☐	☐
Carers (inc. young carers)	☐	☐	☒	☐
Community cohesion	☒	☐	☐	☐

Thinking about your answers above, please explain in detail why this is the case.

Pregnancy and maternity ➡ ☒ ☐ ☐ ☐

Children/young people (0-18)

The needs of children and young people are thoroughly covered by the Homelessness Service through the provision of the BAYS+ Service (for YP aged 16-20) and the priority need status of families with children under homelessness legislation. The Homelessness Strategy and Action Plan has set out a range of actions to improve services to children and young people, for example developing an education programme in partnership with young people and improving information of the affordability and availability of independent housing for young people.

There is however the opportunity to improve consultative mechanisms and involvement of young people and children for future service development through the action in the homelessness Strategy to develop a Homelessness Charter.

Older people (50+)

Old age is recorded as a reason for priority need. There is not a significant issue of homelessness with the older population, however future demographic changes i.e. an ageing population, is likely to see an increase in levels of homelessness amongst this age group.

The age breakdown required by the Welsh Government is limited to 25 and over. This does not therefore provide a picture of homelessness amongst the older age groups. In order to address this, when data was gathered for the development of the Homelessness Strategy the age groups were broken down further to include a 50+ category. This information will continue to be collected and included in the annual review of the Strategy to ensure that levels of homelessness amongst the 50 plus age group are accurately monitored.

Any other age group

No specific impacts identified for any other age group.

Disability

Disability is recorded as a reason for priority need and individual needs are recorded on the casework management system to ensure that any suitable housing needs points are awarded and that suitable accommodation is allocated.

During the consultation a query was raised regarding the availability of an Easy Read guide – this was not prepared as part of the consultation, however the individual was offered alternatives in order to ensure they could participate. However, the view of the Council is that following this we will look at producing an easy read guide of the final version of the Strategy, given the wide range of client groups that it serves and the need for a range of formants to ensure that it is as accessible as possible.

The highest number of households who are found to be in priority need, and therefore in temporary accommodation, are vulnerable due to mental illness, learning disability and physical disabilities, which demonstrates the difficulties in finding permanent housing solutions for these client groups. There is a need to work closely with Social Services to find ways to improve outcomes for these groups. This is a specific action in the Homelessness Strategy.

Race (including refugees)

The Homelessness Service collects data on applicants based on the requirements of the Welsh Government. These requirements do not include all protected characteristics and contain a fairly limited breakdown of ethnicity – for example gypsy/traveller is not recorded. The ethnic group breakdown required by Welsh Government includes:

- White
- Black / African / Caribbean / Black British
- Asian or Asian British
- Other ethnic group
- Mixed / Multiple ethnic groups

The following action has been included in the Action Plan in order to address this:
- Review Housing Options equalities monitoring systems, this will include carrying out consultation with equalities representative groups regarding best use of equalities monitoring data, with the aim of ensuring that homelessness and housing services are accessible to all.

The Strategy contains a range of other actions to improve services for people from different ethnic backgrounds, with a particular focus on consulting with BME stakeholder to improve information available and identify and remove any potential barriers to accessing services such as language issues.

Asylum seekers and refugees
Swansea is a dispersal area for asylum seekers, therefore it is to be expected that there is a higher proportion than in the general population of households from ethnic minority groups who are threatened with homelessness. This is because an asylum seeker who is granted refugee status will be made homeless as they are obliged to leave their Home Office provided accommodation with only a few days' notice. It is therefore important that there are effective move-on arrangements in place so that refugees/former asylum seekers are able to access services quickly and effectively and to minimise the time that they have to experience the uncertainty of homelessness. Swansea has implemented robust support arrangements, with a specialist Refugee Homelessness officer in post to deal specifically with this group and quarterly meetings between the Council and the Home Office Accommodation provider to ensure effective planning can take place.

The Strategy contains actions to improve services to asylum seekers and refugees including developing specific information and advice for people who are leaving home office accommodation and to map the provision of services available for those who are ineligible for assistance, including households with no recourse to public funds.

Gypsies & travellers
Further information is required on the impact of the homelessness service, Strategy and Action Plan on households with a Gypsy/Traveller background. Currently the homelessness service's equality monitoring does not collect data on this ethnic group therefore levels of homelessness and contact with the service are unknown. However, in order to satisfy the requirements of the Housing (Wales) Act 2014, the Council undertook a detailed Gypsy Traveller Accommodation Assessment, which was published in 2016. This identified a need for an additional seven pitches. The Council will update the assessment in-line with Welsh Government requirements or when a significant change in the Gypsy Traveller population is identified by the Council's Gypsy Traveller Liaison Officer.

Religion or (non-)belief
Data is not collected regarding an individual religion or beliefs. However, individuals' circumstances are taken into account to ensure that culturally appropriate services are provided when required.

Sex
Data is collected regarding the sex of applicants, and when necessary services are provided on a female or male only basis – for example domestic abuse services.

Sexual Orientation
Further information is required on the impact of the homelessness service, Strategy and Action Plan on sexual orientation. Whilst data is collected on homelessness caused by violence or harassment relating to sexual orientation, the number of cases is very low. However, there is the potential that homelessness could be caused due to a person's sexual orientation but without violence or harassment per se.

Gender reassignment
Further information is required on the impact of the homelessness service, Strategy and Action Plan on gender reassignment. Whilst data is collected on homelessness caused by violence or harassment relating to sexual orientation, the number of cases is very low. However, there is the potential that homelessness could be caused due to a person going through gender reassignment but without violence or harassment per se.

Welsh Language
Neutral impact – however all public information produced by the Housing Service, including the Strategy, Action Plan and consultation, is available bi-lingually. The Homelessness Service can provide services in Welsh upon request – there are currently three permenant fulltime members of staff who are fluent Welsh Speakers, including two Homelessness Caseworkers.

Poverty/social exclusion
Homelessness is a severe form of poverty and social exclusion. The Strategy has a clear link with the Council's poverty agenda and Swansea's Wellbeing Strategy as it has a significant role in contributing to the achievement of the objectives to ensure that children have the best start in life and building stronger communities through the early intervention and prevention of homelessness. The Strategy aims to prevent homelessness wherever possible and provide robust, effective responses when it is unavoidable. Homelessness prevention rates are high in Swansea - homelessness was prevented in 73% of cases in 2016/17, which compares well to the overall Welsh figure of 62%.

Carers (inc. young carers)
Neutral impact. This issue has not arisen during the consultation and was not identified during the Homelessness Review. However, the service will engage with the Young Carers Forum as part of the development of the Homelessness Charter for Children and Young People to ensure that their needs and opinions are taken into account.

Pregnancy and maternity
Whilst there are no impacts that are specific for this particular group within the Strategy, households who contain a pregnant woman are classed as in priority need under homelessness legislation.

Any actions required, e.g. actions to further investigate impact?

Whilst the Homelessness Service collects the demographic information that is required by the Welsh Government it has identified that this does not necessarily cover all relevant protected groups. The following action has been included in the Strategy in order to address this:
- Review Housing Options equalities monitoring systems, this will include carrying out consultation with equalities representative groups regarding best use of equalities monitoring data, with the aim of ensuring that homelessness and housing services are accessible to all.

Section 4 - Engagement:

Please consider all of your engagement activities here, e.g. participation, consultation, involvement, co-productive approaches, etc.

What engagement has been undertaken to support your view? How did you ensure this was accessible to all?

The development of the Homelessness Strategy has been significantly influenced and informed by service users' views. The Welsh Government requires consultation to be undertaken with service users as part of developing a strategic approach to homelessness. It states that homeless people should be consulted about:

- Their own views on their situation
- Their needs
- Their experience of services and "what works"
- Any barriers to services
- Any suggestions for improvement

The consultation for the Homelessness Strategy has been in two stages:

- **Stage 1** – consultation as part of the Homelessness Review and development of the Strategy which took place throughout 2017
- **Stage 2** – Consultation on the completed draft Strategy and Action Plan which took place in August/September 2018

Stage 1 Consultation

The first stage of consultation was taken as part of the review of homelessness which formed the evidence base for the development of the Strategy and included the following:

a) **Service users –** via a survey distributed by service providers, which was also available on-line (131 responses received)
   In order to ensure that the survey was accessible, support and housing providers were asked to support and encourage their service users to complete the survey and support and assistance was also offered by Council officers on request.

   Of the 131 people who responded to the survey:
- *Gender:* There was a reasonably even split between gender with 47% of respondents stating they were male while 52% were female (1% did not say). 91% of respondents stated that their gender was the same as they were assigned at birth, 4% stated that it was not and 5% preferred not to say.
- *Age:* Predominately respondents were aged under 45 (82%) with 27% in the 16-25 category. 18% were over the age of 45.
- *Ethnicity:* 94% of respondents were white and 6% were from a BME background (1% did not state their ethnicity)
- *Illness/disability:* 57% stated that they had a long-standing illness or disability, 40% said that they did not (3% preferred not to say). This is a significantly higher proportion than the general population of Swansea who state they have a long-term illness with is 23%[1].
- *Sexuality:* 85% said that they were heterosexual, 3% that they were gay/lesbian, 3% said that they were bi-sexual and 8% preferred not to say (1% stated other).

b) **Four service user focus groups** – Servicer users from a range of Wallich Services; Service users from Crisis; Young People engaged with homelessness and support services; and women currently receiving support from Women's Aid and BASWO

   In order to ensure that the focus groups were accessible an open offer was made to all members of the Supporting People and Homelessness Forum (which consists of all support and housing providers along with key homelessness organisations) to hold focus groups with their service users in locations that best suited each group.

c) **Service Providers** – via a survey and prioritisation exercise with the Supporting People and Homelessness Forum.
   An on-line survey was undertaken with providers of homelessness, support and advice services during March 2017 to gather their views on the issues and priorities that should be addressed by Swansea's Homelessness Strategy. 28 responses were received.

d) **The general public** – via an on-line survey (116 responses received)

What did your engagement activities tell you? What feedback have you received?

Stage 1: Summary of findings

Across all the consultation responses some clear, common issues have emerged for consideration in the development of the Homelessness Strategy, including:

Information
- Raise general public awareness of homelessness, advice and support services in order to ensure a more widespread understanding of where people can go if faced with a housing crisis.
- Develop an education approach/programme to target young people. Do this in

[1] Census 2011

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conjunction with young people following a co-production[2] approach.

- Improve use of the internet, social media, and texts to provide information on services and advice that are available.
- Improve understanding of homelessness issues of some professionals – in particular social workers, GPs and the Job Centre. But also important to ensure that all staff have an understanding and empathetic manner.

- Need to ensure that service users are fully aware of their rights and responsibilities. Look at developing Service Standards/Homelessness Charter - should be done in conjunction with service users following a co-production approach.

- Need for effective co-ordination and communication across agencies, e.g. local authority (Social Services, Housing, Education, Supporting People), Health, Probation, 3rd Sector) and also with service users.

Early intervention and prevention
- Need to increase focus on early intervention to prevent problems from escalating.
- Early access to tenancy support before eviction takes place.
- Improved family mediation services.

Rough sleeping
- Increasing levels of homelessness and rough sleeping – need to improve service provision for rough sleepers. E.g. developing a "solution centre" with a wide range of support, advice and facilities available.
- Ensure that the basic needs of people who are unable or unwilling to engage with services are met e.g. access to washing and cooking facilities for rough sleepers.

Access to housing and support
- Need for rapid access to affordable and appropriate permanent accommodation. For example: need to find ways to improve access to the private rented sector.
- Need to improve provision of housing and support for people with complex needs e.g. mental health, learning disabilities and drug and alcohol issues.
- Substance misuse – service users identified difficulties with recovery in shared accommodation / hostel environments where others are still using.
- Develop a Housing First approach to deal with the needs of rough sleepers and individuals with complex needs.
- Improve information around employment and support to find sustainable work.
- Not enough suitable properties for young single people – more variety/wider range of accommodation is needed.
- Need to improve access to mental health support – across a range of needs including young people; and early access to lower level counselling/support.
- Need to ensure that young people are able effectively have a say in the development of their support packages.

Digital inclusion
- Need for improved access to phones and the internet via service providers.

Address impacts of welfare reform
- Need to develop services/approaches to alleviate the impacts of welfare reform including:
  - ➢ Meeting high levels of need/demand for welfare benefits advice
  - ➢ Meeting high levels of need/demand for debt and financial advice.
  - ➢ Need to develop affordable accommodation for people under the age of 35 – due to introduction of shared accommodation rate. *NB the introduction of the shared accommodation rate in social housing has now been scrapped but there is still a need to provide access to affordable accommodation for under 35s in the private rented sector*

[2] Co-production is one of the main principles of the Social Services and Well-being (Wales) Act 2014. It means encouraging individuals to become more involved in the design and delivery of services that they need for themselves.

Stage 2 Consultation

The second stage was the formal consultation process on the draft Strategy and Action Plan. This took place between 1st September and 30th September 2018, and involved the following elements:

- *Survey* – an on-line survey (hard copies were also available) was open to all stakeholders (24 responses received). The survey was widely promoted with stakeholders. See appendix A for stakeholder list.
- *Email responses* – a number of stakeholders chose to response via email, including Shelter and Crisis.
- *Drop in sessions* - Two drop in sessions were held during September, which were open to the public and partner organisations.
- *Scrutiny*
- A Scrutiny Working Group was held during August 2018 to look at the Homelessness Service.
- A special meeting of the Scrutiny Programme Committee was held on 1st October in order to provide the opportunity to feed directly into the consultation process.
- Poverty Reduction Policy Development Committee – the Committee considered the development of the Strategy and Action Plan in March and August 2018 and were supportive of the proposals.

Stage 2 : Summary of findings

The survey provided the opportunity for people to have their say on the aims, objectives, key principles and areas for development. There was also the opportunity to provide further comments on each section of the Strategy. The quantitative results from the survey are below (full results also included in appendix C of the Cabinet Report).

The Strategy is:
- Easy to read: 19 responses – 17 agree, 2 disagree
- Easy to understand: 18 responses –15 agree, 3 disagree
- An appropriate length: 18 responses – 16 agree, 2 disagree
- Well laid out 18 responses: 18 responses – 12 agree, 6 disagree
- Informative 18 responses: 18 responses – 15 agree, 3 disagree

Do you agree or disagree that the:
- Aim of the Strategy is clear: 19 responses – 16 agree, 3 disagree
- Aim of the Strategy is the right one for Swansea: 18 responses – 14 agree, 3 disagree, 1 don't know
- Objectives are clear: 18 responses – 16 agree, 3 disagree
- Objectives are the right ones for Swansea: 18 responses – 11 agree, 4 disagree, 3 don't know

Do you agree or disagree that the key priorities of the Strategy are:
- Clear: 19 responses – 14 agree, 5 disagree
- The right ones for Swansea: 18 responses – 13 agree, 5 disagree

Objective 1: Ensuring service users are at the centre of service delivery
Do you agree or disagree that the areas for development for objective 1:
- Are clear: 24 responses – 17 agree, 7 disagree
- Are the right ones for Swansea: 22 responses – 16 agree, 4 disagree, 2 don't know

Objective 2: Prioritising early intervention and prevention of homelessness
Do you agree or disagree that the areas for development for objective 2:

- Are clear: 24 responses – 19 agree, 5 disagree
- Are the right ones for Swansea: 22 responses – 17 agree, 5 disagree

Objective 3: Ensuring suitable accommodation is available for people who are or may become homeless.
Do you agree or disagree that the areas for development for objective 3:
- Are clear: 24 responses – 19 agree, 5 disagree
- Are the right ones for Swansea: 23 responses – 16 agree, 7 disagree

Objective 4: Ensuring appropriate support is available for people who are or may become homeless
Do you agree or disagree that the areas for development for objective 4:
- Are clear: 24 responses – 19 agree, 4 disagree, 1 don't know
- Are the right ones for Swansea: 21 responses –16 agree, 5 disagree

Objective 5: Providing robust responses to support rough sleepers and eliminating the need for individuals to sleep rough
Do you agree or disagree that the areas for development for objective 4:
- Are clear: 22 responses – 17 agree, 5 disagree
- Are the right ones for Swansea: 23 responses – 17 agree, 6 disagree

How have you changed your initiative as a result?
Stage 1 Consultation

The priorities identified in stage 1 of the consultation have directly influenced and informed the contents of the Strategy and Action Plan. All the issues raised by service users and stakeholders (as listed above) have been incorporated.

In addition some of the specific consultation with organisations resulted in the development of actions based on issues they identified, including:
- Additional actions relating to the needs of refugees and asylum seekers were added as a result of discussions with the Welsh Refugee Council:
  ➢ Identify and prepare for the implications of the Immigration Act 2014 e.g. Right to Rent checks and Britain's exit from the EU.
  ➢ Develop information specifically for refugees to provide targeted housing advice.
  ➢ Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance which includes households with "no recourse to public funds"

- Additional actions relating to the needs of women fleeing domestic abuse were added as the result of discussions with the Key 3 Co-ordinator:
  ➢ Review the provision of temporary supported accommodation for households with complex needs experiencing domestic abuse.

Additional actions relating to improving the economic resilience of households and reducing the impact of poverty and social exclusion have been added as a result of discussions with the Poverty and Prevention Service:
  ➢ Develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services.

The demographic information collected for the Homelessness Review and Strategy was broken down further to better monitor levels of homelessness amongst older people following discussions with the Council's Life Stages Partnership Manager. The Homelessness data age breakdown now includes a 50plus age category and this will continue to be monitored.

Stage 2 Consultation

Overall, the consultation responses to the Strategy and Action Plan have been positive. There is general agreement over the Council's proposals and vision for the delivery and improvement of Homelessness Services over the next four years. A number of suggestions have been made to create some additional actions and modify a small number of the existing actions, and where possible these suggestions have been incorporated into the final documents. The full consultation responses are included in the Cabinet report (appendix C), along with the Council's response to the comments and details of any changes made to the Strategy and Action Plan as a result.

Feedback mechanisms have included:
• Regular meetings of the Supporting People and Homelessness Forum – service provider and other stakeholders.
• Attendance at Crisis Member conference 2017 and 2018
• Summary of consultation responses included as part of Cabinet report.

Any actions required (e.g. further engagement activities, mitigation to address any adverse impact, etc.):
Development of the Homelessness Charter is a key action within the Strategy and will take a co-productive approach to ensure that service users are at the centre of service delivery and development. This will include specific work with children and young people.

Section 5 – Other impacts:
Please consider how the initiative might address the following issues - see the specific Section 5 Guidance

Foster good relations between different groups	Advance equality of opportunity between different groups
Elimination of discrimination, harassment and victimisation	Reduction of social exclusion and poverty

Foster good relations between different groups
The Homelessness Strategy sets out a key action to develop the Homelessness Charter. This work will provide the opportunity to foster good relations between different groups. It is intended that the Charter will be co-produced with a wide range of service users, and therefore will give opportunities to tackle prejudice and promote understanding between people from different groups.

Advance equality of opportunity between different groups
A key principle of the Strategy is to ensure equality of access to services and promote social inclusion and community cohesion. The needs of different groups have been taken into account during the development of the Strategy and a number of actions are included in the Homelessness Strategy to improve equality of opportunity: for example
• Consult with BME stakeholders and service users to improve ways services are provided to households with language barriers and cultural differences.
• Improve information available for specific groups such as refugees

Reduction of social exclusion and poverty
Homelessness is a severe form of poverty and social exclusion. The Strategy has a clear link with the Council's poverty agenda and Swansea's Wellbeing Strategy as it has a significant role in contributing to the achievement of the objectives to ensure that children have the best start in life and building stronger communities through the early

intervention and prevention of homelessness. The Strategy aims to prevent homelessness wherever possible and provide robust, effective responses when it is unavoidable. Homelessness prevention rates are high in Swansea - homelessness was prevented in 73% of cases in 2016/17, which compares well to the overall Welsh figure of 62%.

Elimination of discrimination, harassment and victimisation
A key principle of the Strategy is to safeguard people from harm. Causes of homelessness that are monitored include whether households have become homeless due to violence of harassment. Whilst the numbers in these categories are very low it provides the service with the opportunity to monitor trends in this area and idenifity if there are any areas for concern.

What work have you already done to improve any of the above?
See comments under each issue.

Is the initiative likely to impact on Community Cohesion? Please provide details.
A key principle of the homelessness Strategy is to ensure equality of access to services and promote social inclusion and community cohesion.

How does the initiative support Welsh speakers and encourage use of Welsh?
The Homelessness Service can provide services in Welsh upon request – there are currently three permenant fulltime members of staff who are fluent Welsh Speakers, including two Homelessness Caseworkers.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).
See comments under each issue.

Section 6 - United Nations Convention on the Rights of the Child (UNCRC):

Many initiatives have an indirect impact on children and you need to consider whether the impact is positive or negative in relation to both children's rights and their best interests. Please read the UNCRC guidance before completing this section.

Will the initiative have any impact (direct or indirect) on children and young people (think about this age group holistically e.g. disabled children, those living in poverty or from BME communities)? If not, please briefly explain your answer here and proceed to Section 7.

All initiatives must be designed / planned in the best interests of children and young people.
Best interests of the child (Article 3): The best interests of children must be the primary concern in making decisions that may affect them. All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children. This particularly applies to budget, policy and law makers.
Please explain how you meet this requirement:

The Strategy has a clear role to help fulfil Swansea's Wellbeing Strategy as it has a significant role in contributing to the achievement of the objectives to ensure that children have the best start in life through the early intervention and prevention of homelessness.
The needs of children and young people have been taken into account during the development of the Strategy including: Page 136
• There has been consultation with young people through relevant organisations –

including a focus group with young people who are service users of Swansea Young Single Homelessness Project
- Safeguarding is an underlying principle running through the Strategy
- The Homelessness Service takes the needs of children into account when dealing with families who are experiencing homelessness, for example efforts are made to ensure least disruption for children such unnecessary school moves.

During the consultation process, the Scrutiny Programme Committee identified a need for the Strategy to make a stronger commitment to the UNCRC. Therefore a commitment to upholding the UNCRC has been added to the "Key Principles" of the Strategy, and this has been strengthened by an additional action within the Strategy to develop a Homelessness Charter specifically for Children and Young People. The specific articles that are relevant to the Strategy are:

Article 3: Everyone who works with children should always do what is best for each child.
Article 12: Your right to say what you think should happen and be listened to.
Article 13: Your right to have information.
Article 16: Your right to have privacy.
Article 19: You should not be harmed and should be looked after and kept safe.
Article 22: Refugee children have the same rights as children born in Wales.
Article 23: Your right to special care and support if you are disabled so that you can lead a full and independent life.
Article 28: Your right to learn and to go to school.
Article 30: Your right to use your own language.
Article 31: Your right to relax and play.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).
- Additional key principle added to the Strategy to uphold the UNCRC.
- Development of a homelessness charter for children and young people added to Action Plan.

Section 7 - Monitoring arrangements:
Please explain the monitoring arrangements for this initiative:

Monitoring arrangements:
The EIA Action Plan will form part of the annual monitoring arrangements for the Homelessness Strategy which include:
- A steering group will be established to oversee the implementation of the Strategy and Action Plan.
- The Action Plan will be reviewed on an annual basis and progress reported to the Cabinet Member for Homes and Energy
- An annual update will be produced including Action Plan progress and an up-date of the key homelessness statistics
- An annual review day will be held with the Supporting People and Homelessness Forum

Actions:
No further actions needed

Section 8 – Outcomes:
Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

Outcome 1: Continue the initiative – no concern ☒
Outcome 2: Adjust the initiative – low level of concern ☐
Outcome 3:Justify the initiative – moderate level of concern ☐
Outcome 4: Stop and refer the initiative – high level of concern. ☐

For outcome 3, please provide the justification below:
For outcome 4, detail the next steps / areas of concern below and refer to your Head of Service / Director for further advice:

Section 9 - Publication arrangements:
On completion, please follow this 3-step procedure:

1. **Send this EIA report and Action Plan to the Access to Services Team for feedback and approval – accesstoservices@swansea.gov.uk**
2. **Make any necessary amendments/additions.**
3. **Provide the final version of this report to the team for publication, including email approval of the EIA from your Head of Service. The EIA will be published on the Council's website - this is a legal requirement.**

EIA Action Plan:

Objective - What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome - How will we know we have achieved our objective?	Progress
Review Housing Options equalities monitoring system.	Casework Team Leader	June 2019	• Completed consultation with equalities representative groups re. best use of monitoring data • Improved equalities monitoring system in place taking into account the requirements of the Equality Act.	
Produce an easy-read guide of the Strategy and Action Plan.	Community Housing Operations Manager	January 2019	Easy read version will be available.	
Continue to work with equalities groups and carry out additional consultation as part of the annual review of the Homelessness Strategy and Action Plan in order to address information gaps identified by the EIA e.g. Swansea Bay LGBT forum, Gypsy Travellers.	Community Housing Operations Manager	December 2019	Additional information gather on the views of protected groups.	
Children & Young People				
• Additional key principle added to the Strategy to uphold the UNCRC. • Development of a homelessness charter for children and young people added to Action Plan. • Ensure engagement with Young	Community Housing Operations Manager	Dec 2019	• Homelessness Charter for Children & Young People in place. • Principles of co-production are incorporated into the design and delivery of services to	

Carers Forum as part of the development of the Homelessness Charter.			ensure that people with experience of homelessness are meaningfully involved in planning services.	
Gypsies & travellers				
More data required – see action to review Housing Options equalities monitoring system.				
Sexual Orientation				
More data required – see action to review Housing Options equalities monitoring system.				
Gender reassignment				
More data required – see action to review Housing Options equalities monitoring system.				

Homelessness Strategy Consultation Stakeholder list
External
RSLs – Chief Executives
• Gwalia (Pobl)
• Coastal
• Family
• First Choice
Health
Chief Executive
Chair of Health and Housing Group
Head of Public Health
Head of Primary Care
Assistant Director of Strategy & Partnerships
Planning and Partnerships Manager for ABMU – Chair of HaVGHAP
Mental Health & Learning Disabilities Delivery Unit
Western Bay Partnership
Supporting People Regional Collaborative Committee
WLGA
South Wales Police
Assistant Police and Crime Commissioner
Probation
Community Rehabilitation Programme (CRC)
Regional Substance Misuse Area Planning Board
Supporting People & Homelessness Forum Members (support & accommodation providers)
Prisons
• Parc
• Swansea
• Eastwood
ADAPT
BME Groups
• Chinese community
• Ethnic Minorities and Youth Support Team
• African Community Centre
• Swansea Bay Racial Equality Council
• Muslin Engagement & Development
• Race Council Cymru
• Welsh Refugee Council
LGBT Groups/Disability Groups/BME groups (consultation documents circulated by Access to Services Team)
DWP Partnership Officer
Shelter
CAB
SCVS
Wallich
Caer Las

Crisis
Swansea Young Single Homelessness Project
BAYS+ Project
Landlord Forum – Private rented Sector
Financial Inclusion Steering Group
Swansea Poverty Action Network (SPAN)
Safer Swansea Partnership
Drug and alcohol agencies
• Dyfodol
• WACADA
• Sands Cymru
Internal
Scrutiny
All Councillors
Plus Cabinet Office
All Heads of Service
Supporting People Team
Domestic Abuse Co-ordinator
Migration, Asylum Seeker and Refugee Coordinator
Adult Prosperity and Wellbeing Manager
Live well, Age Well Strategy
Housing Benefit
City Centre Management
Welfare Rights Unit

Cyngor **Abertawe**
Swansea Council

**Report of the Cabinet Member for Business Transformation
& Performance**

Cabinet – 15 November 2018

Revenue and Capital Budget Monitoring
2nd Quarter 2018/19

Purpose:	To report on financial monitoring of the 2018/19 revenue and capital budgets, including the delivery of budget savings.
Policy Framework:	Budget 2018/19 Transformation and Future Council (Sustainable Swansea –fit for the future)
Consultation:	Cabinet Members, Corporate management Team, Legal Services and Access to Services.
Recommendation:	It is recommended that the comments and variations in this report, and the actions in hand to address these, are noted.
Report Author:	Ben Smith
Finance Officer:	Ben Smith
Legal Officer:	Tracey Meredith
Access to Services Officer:	Catherine Window

1. Background and Introduction

1.1 This report details forecast variations from the agreed budget for 2018/19, including the latest assessment of the delivery of savings.

1.2 In respect of Revenue Budgets, this report provides a consolidated forecast which combines:

- projected variations (mainly shortfalls) in relation to budget savings agreed by Council in March 2018

- Variations arising from other service pressures not directly linked to specific savings plans (e.g. increased demand)

1.3 The report includes comments from Directors in relation to the variations highlighted and the action that is in hand or proposed as appropriate.

2. **Revenue Outturn Forecast Based on 2nd Quarter position**

2.1 Appendix 'A' to this report details the approved Revenue Budget for 2018/19 and the forecast variation at this time.

2.2 Other than projected variations on Directorate expenditure, it is still too early to forecast variations that may arise on some significant Corporate items including the level of Council Tax collection (although it more often than not achieves a modest surplus) – it is assumed at the current time that these remain largely as per the approved budget.

2.3 The overall Directorate position is summarised below:-

DIRECTORATE

	FORECAST VARIATION 2018/19 £000	SAVINGS VARIATION 2018/19 £000	OTHER VARIATION 2018/19 £000
RESOURCES (inc. all Business Support)	1,163	1,783	-620
PEOPLE - POVERTY AND PREVENTION	-130	0	-130
PEOPLE - SOCIAL SERVICES	6,466	4,705	1,761
PEOPLE – EDUCATION	0	-25	25
PLACE	0	590	-590
Reduction in sickness costs	1,000	1,000	0
NET DIRECTORATE EXPENDITURE	**8,499**	**8,053**	**446**

2.4 Directors' comments on the above variations are shown at Appendix B :-

2.5 Within the *Sustainable Swansea* Delivery Programme, work continues to develop service delivery plans that will include all savings requirements across all strands. This includes the cross cutting nature of new reviews as well as the completion of current in-flight reviews. However, the reduction in sickness costs target is now shown as an individual line in terms of likely variance. This target was originally allocated out to each Directorate and delivery was reliant upon cross council changes to Terms & Conditions which have not yet been progressed to a point of releasing any cashable savings for 2018-19.

2.6 The above potential overspend remains a significant risk and needs to be immediately addressed on a whole Council basis as it would unacceptable to have any further risk of a draw from General Fund reserves at year end. A number of the overspend areas follow on from the outturn position for 2017/18 and need to be considered in the light of the forecast savings going forward within the 2018/19 budget, Medium Term Financial Plan, and the cumulative effect of non-achievement of savings going forward.

2.7 Corporate Management Team has re-enforced the current arrangements for budget monitoring in particular :-

- focus on a range of corrective actions;
- targeted immediate spend reduction action;
- further increased spending control on all vacancies and contracts;

2.8 Offsetting opportunities do exist to ameliorate some of the identified service pressures as follows.

- £1m was set aside in the budget for the potential costs relating to the impact of the Apprenticeship Levy. The final costs relating to this levy will only be known once final employee related costs are calculated at the year end. Should the full allocation not be required then any saving will be proposed to be used to mitigate service pressures at year end.

- £1m was also set aside to meet any specific and significant inflationary increases arising in year. Given the overall financial projection at this stage it is proposed by the S151 officer that rather than allocate elements to any potential specific inflationary pressures that the whole amount is immediately used to offset the pressures listed above. This is likely to exacerbate reported service spending pressures further in due course but is a necessary immediate step to be taken.

2.9 It should be noted that on the basis of bids already committed to the Council's remaining Transformation Fund reserve (balance at 1 April 2018 remaining was £193,000)this remains committed and cannot therefore be used to fund further transformative work unless and until monies advanced for existing plans start to crystallise additional and significant savings to pay back to the fund, not merely help unlock already planned budgeted savings.

3. Contingency Fund Provision for 2018/19

3.1 The contingency fund is set at the £3.45m contribution for 2018/19 as set out in the budget report approved by Council on 6th March 2018. This is significantly lower than in recent years.

3.2 The current potential calls on the contingency fund for 2018-19 are:-

Contingency Fund 2018/19	Prediction
	2018/19 (£m)
Original contribution for year	3.450
City Deal revenue contribution.	-0.050
Statutory Data Protection Officer post (but to be reimbursed from the Restructure Reserve £53k)	0.000
Occupational Health support	-0.033
Targeted social care provider support	-0.275
ER/VR in year costs	-1.367
Balance 31st March 2019	**1.725**

The above table lists potential calls on the budgeted contingency fund. The final amounts will be dependent on a number of factors during the year including speed of implementation, actual costs/commitments incurred and final Directorate outturn position. Spend approvals will be deliberately limited to seek to maximise underspend here as part of mitigating budget savings action. Updates will be provided during the financial year as part of the routine quarterly reporting to members.

City Deal contribution of £50k per annum will be met initially in 2018/19 from the Contingency and be base budgeted for in future years. There will also be a 1.5% top slice fee which will, where at all possible, be funded by capital flexibilities (and thus charged to capital) as part of the final agreed City Deal terms.

Any departures under ER/VR in 2018-19 up to a maximum of £1.367m are again currently planned to be charged to the contingency fund as a one off cost to release future revenue savings. Any excess costs will fall to the restructure reserve, simply to conserve some headroom in the contingency fund.

The remaining balance of £1.725m (was £2m estimated in Quarter 1) is proposed by the S151 Officer to be utilised to fund forecast service pressures outlined in table 2.3 above and shown in Appendix A.

The Budget report approved by Council in March 2018 included the proposal that Schools would be able to specifically access up to £1.3m of the Restructure Reserve in 2018-19 on a one off basis. This funding has been primarily utilised in meeting ER/VR costs and facilitating some smaller scale innovative and transformative working and will therefore not be charged against the Contingency Fund. This sum has already been fully utilised.

The S151 officer proposes to reserve his final position on the recommended levels of use of the restructure reserve and contingency fund until the success or otherwise of reducing the forecast overspend is known at year end.

3.3 The initial scale of potential overspends for 2018/19 remain significantly in excess of any potential sums available to offset that shortfall. The current indication is that there

still needs to be yet more urgent and decisive action to pursue additional savings across the Council.

3.4 The action being taken includes working through existing plans on an accelerated delivery basis :

- Management and Business Support Review: ongoing comprehensive review of the management structure across the Council and future requirements given the Council's priorities, future challenges and the changing nature of the role of managers
- Reducing the Pay Bill: review of options to reduce employee costs across the Council as part of our overall future workforce strategy (subject to trade union consultation at the appropriate time)
- Commercialism through third party Procurement Savings and Income Generation: review of further options to increase income from fees and charges, trading etc, in addition to the targets already set for 2018/19
- Progressing Commissioning Reviews and Cross Cutting Themes.
- Implementation of the Leading Learners transformation programme for Education that outlines a range of projects.
- Further implementation of the Adult Services Saving Plan through which we have identified mechanisms for bringing down overall costs.
- Strengthening and tightening further the extant spending restrictions which have been reviewed, refreshed and reissued by Corporate Management Team.

3.5 It should be noted that at this time, although the Council continues to pursue a number of VAT related claims, some are more advanced than others, there is NO certainty of windfalls from VAT refunds or any other external source being received in the current year.

4. **Revenue Budget Summary**

4.1 The position reported above reflects the best known current position. A net £8.5m of shortfall in revenue budgets, offset by £2.75m of identified additional savings from the non-allocation of the Inflation provision (£1m) together with restricting the use of the Contingency Fund to release £1.75m. In addition as per 4.9 below the S151 officer is proposing a one off usage of £3m from a review of ear marked reserves this leaves a forecast overall £2.8m overspend forecast for the year at the end of the second quarter.

4.2 Corporate Management Team have reinforced the expectation that overall net expenditure must try to be contained within the limits of the current year budget as set by Council.

4.3 As previously mentioned, it is too early to provide an accurate forecast as to the potential outturn on corporate items such as Council Tax collection which is in itself potentially affected by the effects of welfare reform measures, but offset by an often increasing tax base.

4.4 Included in the projected budget for 2018/19 for other corporate items were budgeted increases in capital finance charges, recognising the need to commence funding for the ambitious Capital Programme. At this stage no variance is forecast, as the Swansea Central Scheme passes through the corporate approval mechanism in the

next quarter and construction and funding is envisaged to commence soon after. In any case any underspending will be transferred at year end to the capital equalisation reserve, a strategy previously agreed by Council to help bridge the envisaged delivery time frame with the 15 year funding profile of the City Deal . This will be reviewed and updated during the year as various capital schemes/programmes progress.

4.5   The overall judgement at this point is that there is a continued urgent need to identify significant additional budget savings across all Council Services to improve the 2018/19 position. Based on the level of the current forecast this achievement for 2018/19 is looking once again, extremely challenging.

4.6   There remains a degree of confidence that some further minor inroads can be made into the forecast overspend position by ongoing management and member action. Equally, the scale remains such, that it would be on balance very unlikely that spending can be fully contained in year without wide scale mitigation actions, including those set out in this report.

4.7   There continue to be increasing risks around general in year inflationary pressures (including a much higher than previously budgeted teachers' pay award from September, with only a token part funding offer from Welsh Government, and financial sustainability of some social care provision). Nevertheless the Council simply cannot afford to fully fund them, savings will have to be made elsewhere to meet such pressures.

4.8   Detailed monitoring of budgets will continue to be carried out and reported to Departmental Performance and Financial Management meetings on a monthly basis.

4.9   Within the Council approved budget for 2018-19 was an element of funding from the General Reserve of £1 million to fund support for Minority Ethnic achievement and the education of Gypsy/ Traveller learners and School Uniform Grants. The grant funding having been effectively simply withdrawn by the Welsh Government. Following concerns and lobbying from members and officers across Wales as to the impact of this reduction in grant, Swansea Council received a letter on the 17th May from the Welsh Government stating that it would provide the majority of the funding previously withdrawn for 2018-19, albeit in slightly different ways. The shortfall in funding related to the School Uniform Grant and amounted to approximately £60,000. Welsh Government has recently announced an effectively wider replacement scheme for this aspect of funding as well. Therefore, the whole planned emergency draw from General Reserves can be considered fully unwound.

To help mitigate overspend pressures further, in light of general reserves being at the minimum declared safe level, and thus no meaningful overspend being acceptable, the S151 officer has consulted previously with Directors and proposed to immediately draw £3m from earmarked reserves. This has been previously reported to Cabinet and is reflected in the S151 Officer Review of Reserves report going to Council in October.

The proposed draw includes relative modest sums from the restructure reserve and the insurance reserve, but more importantly exhausts over 20 other reserves in full. This is a clear emergency measure and, as reserves are one off, is not a sustainable funding strategy. Furthermore these reserves were set up to fund known and expected future spend commitments and thus will mean the costs will have to be met

when they actually fall due in future years budgets (e.g. the full cost of running the next local government election), when budgets are likely to be under even further strain.

CMT agreed at the end of the first quarter a nominal additional savings stretch target of £1m per directorate – £3m in total, designed to ensure residual overspends are addressed by offsetting underspends elsewhere. The success of this approach to date has been very limited and will continue to need to be closely monitored and if it does not further ameliorate the residual spending pressures, further emergency action will have to be considered during the third quarter.

For the avoidance of doubt, an overall overspend at year end is simply unacceptable to the S151 officer given it would mean otherwise that General Reserves go below the level already declared the bare minimum safe level, a level already proportionately below most other councils in Wales.

CMT has now further resolved to tighten vacancy freeze arrangements with immediate effect on the basis that the current overspend forecast is unacceptable and to maximise redeployment opportunities going forward given the outlook for public finances. The Chief Executive and Section 151 Officer are also personally reviewing larger scale contract and procurement spend with a view to ensuring it is strictly necessary.

In any case, it is imperative that sustainable base budget savings are found to replace these in year one off actions to stabilise the 18-19 budget ahead of an anticipated extremely challenging 2019-20 budget round, now confirmed by the very disappointing provisional local government finance settlement.

The Summary budget forecast position following the mitigating actions as outlined in 4.1 and above would now be :

Revenue Budget 2018/19	Prediction
	2018/19 (£m)
Service shortfall	8.499
Non allocation of Inflation provision.	-1.000
Non allocation of Contingency Fund	-1.725
One off use of Earmarked Reserves	-3.000
Remaining overspend 2018/19 – to be addressed by additional savings stretch target – up to £1m per Directorate	2,774

5. Capital Budget

5.1 Expenditure to 30th September 2018 is £39.535 million, summarised as follows:

Directorate	Budget 2018/19	Actual to 30/09/18	% spend
	£'000	£'000	
Corporate Services	5,376	283	5.3%
People	9,242	2,669	28.9%
Place (General Fund)	64,747	20,743	32.0%
Place (HRA)	57,744	15,840	27.4%
Total	**137,109**	**39,535**	28.8%

Expenditure on major capital schemes is detailed in Appendix D.

It should be noted that the actual spend to 30 September may only have 4 or 5 months costs relating to external invoices.

6. Housing Revenue Account

6.1 There are no material budget issues to flag at this stage of the year. There are some anticipated underspends on employee costs (currently forecast at around £200K) and any slippage on the capital programme may lead to a reduction in capital finance costs however it is too early in the year to make an accurate forecast. Overall the current repairs forecast is breakeven however actual spend to the end of August is significantly higher than for the same period last year, revenue repairs will continue to be monitored closely.

7. Legal Issues

7.1 There are no legal issues contained within this report.

8. Equality and engagement implications

8.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
  Our Equality Impact Assessment process ensures that we have paid due regard to the above.

The revenue budget of the Council was approved following the application of the corporate Equality Impact Assessment (EIA) process throughout the Budget setting process. It is essential where service levels are affected by changes to the Revenue Budgets (including savings options) that the EIA process (alongside consultation and engagement as appropriate) is applied to ensure due regard is paid to the potential equality impacts of any proposals prior to decision making.

Background papers: - None.

Appendices:
Appendix A – Revenue Budget forecast 2018/19
Appendix B – Directors comments on variances
Appendix C – Savings tracker summary
Appendix D - Expenditure on major Capital Schemes

REVENUE BUDGET PROJECTION QUARTER 2 2018/19

DIRECTORATE	BUDGET 2018/19 £000	PROJECTED 2018/19 £000	VARIATION 2018/19 £000
RESOURCES	41,773	42,936	1,163
PEOPLE - POVERTY AND PREVENTION	6,608	6,478	-130
PEOPLE - SOCIAL SERVICES	112,093	118,559	6,466
PEOPLE – EDUCATION	168,008	168,008	0
PLACE	56,801	56,801	0
Reduction in Sickness costs	-1,000	0	1,000
NET DIRECTORATE EXPENDITURE	**384,283**	**392,782**	**8,499**
SPECIFIC PROVISION FOR APPRENTICESHIP LEVY/INFLATION	2,000	1,000	-1,000
CONTINGENCY FUND	3,092	1,367	-1,725
OTHER ITEMS			
LEVIES			
SWANSEA BAY PORT HEALTH AUTHORITY	86	86	0
CONTRIBUTIONS			
MID & WEST WALES COMBINED FIRE AUTHORITY	12,631	12,631	0
CAPITAL FINANCING CHARGES			
PRINCIPAL REPAYMENTS	16,066	16,066	0
NET INTEREST CHARGES	16,643	16,643	0
NET REVENUE EXPENDITURE	**434,801**	**440,575**	**5,774**
MOVEMENT IN RESERVES			
GENERAL RESERVES	0	0	0
EARMARKED RESERVES	-1,985	-4,985	-3,000
TOTAL BUDGET REQUIREMENT	**432,816**	**435,590**	**2,774**
DISCRETIONARY RATE RELIEF	400	400	0
TOTAL CITY AND COUNTY OF SWANSEA REQUIREMENT	**433,216**	**435,990**	**2,774**
COMMUNITY COUNCIL PRECEPTS	1,403	1,403	0
TOTAL REQUIREMENT	**434,619**	**437,393**	**2,774**
FINANCING OF TOTAL REQUIREMENT			
REVENUE SUPPORT GRANT	239,946	239,946	0
NATIONAL NON-DOMESTIC RATES	79,141	79,141	0
COUNCIL TAX - CITY AND COUNTY OF SWANSEA	114,129	114,129	0
COUNCIL TAX - COMMUNITY COUNCILS	1,403	1,403	0
TOTAL FINANCING	**434,619**	**434,619**	**0**

Directors comments on budget variances   **Appendix B**

Director of Resources

Variance	£000	Explanation and Action
Savings Variation		
Management review of grade 10 and above	113	The management team is reviewing all grade 10 and above posts across the Directorate in order to achieve the savings by year-end.
Service review/regional working/shared services	75	These two savings are interdependent. As part of the review of grades 10 and above, Corporate Services is reviewing opportunities for service integration and shared back-office functions with partners to deliver this saving. The Service Review saving has been reduced to reflect over achievement on Business Support.
Stopping or reducing services through new ways of working	597	
Working commercially across the Council on income / contract spend, prioritising resources as per strategy and plan	973	The new contract monitoring governance process is working well and both procurement income savings and new commercial income are being delivered. However, there are issues of Services using additional income to off-set emerging Service pressures, which is impacting delivery of the corporate target.
Merging of Land Charges with Planning and Building Control as per the Commissioning Review	25	Plans are in place to merge the Planning and Land Charges team and savings achieved in the Place Directorate. It was planned that new ways of working would release this £25k in legal however, this is no longer possible therefore alternative savings are now being sought.
Establishing Business Support hubs in the People and Place Directorates	0	Plans are now agreed to deliver the original £600k target. The Social Services – Education hub will also deliver an additional £156k in year (reflected in the reduced service review target above).
Transfer and review of the Welsh Translation Unit, including cost and charges	0	The Welsh Translation Unit is continuing to review potential areas of change as a result of the review.
Other		
Council Tax Reduction Scheme (CTRS)	-620	At the end of Quarter two the Council Tax Reduction Scheme underspent by £620k. However, this budget delivers important support and is dependent on demand, particularly with the introduction of changes to Universal Credit. Hence, the final variance is extremely difficult to forecast.
Total Variation	1,163	

The Directorate has proactively and strictly managed spending for the first half of the year, in order to allow more time for the delivery of the more complex transformational savings. The table above identifies variances against those savings targets that are taking more time to deliver, particularly where they involve multiple services or external partners. Strict management of Directorate spend has therefore reduced the total variation down to £1.1m of which the savings shortfall has reduced down to £1.78m from £2.4m at the previous quarter. This approach will continue for the remainder of the year to manage the cash position.

Director of Social Services

Social Services

Variance	£000	Explanation and Action
Savings Variation		
Independent placements - Reduce current residential placements by 7 in 2018-19	1,400	Like most Councils across the UK, we are experiencing increased numbers of looked after children. Due to the general demand for external provision, the cost of such placements continues to rise.
Independent placements - Reduce current IFA placements by 5 in 2018-19	250	A new model of social work practice is designed to have a positive impact on the numbers of children in such placements.
Reduce mother and baby residential placements to 0 by 2018-19	50	The numbers requiring these placements have reduced and work to reach the goal of eliminating the need for such will continue.
Review of CHC arrangements - Maximise Health contribution for packages of care	1,000	Issues continue with resistance from partners to discuss equitable and appropriate contributions towards identified packages of care.
Maximising Ty Nant resource post relocation - Reduce running cost with relocation	50	The service has recently moved to a new location and whilst savings will occur from the move, they are yet to be achieved.
Senior Staffing - Review/Reduce posts at senior level (linked to implementing preferred options of Adult Services Commissioning Reviews and fit for purpose structure)	218	The achievement of these savings are substantially linked to the outcome of the Commissioning Reviews noted below. In the interim, alternative savings arising from staffing reviews have been allocated here
Residential Care for Older People - Implement preferred options as outcome of Commissioning Review leading to reduction of in-house beds	169	Following the decision taken by Cabinet in September, work to implement these proposals will continue.
Provide day services to those who are eligible only	110	

Implement preferred options as outcome of Commissioning Review (LD, PD & MH service provision commissioning review)	343	The commissioning review remains in its early stages. Despite this, the identification of savings in the running of Llanfair have provided an alternative contribution to the savings target
Review of CHC Arrangements/LD MH Right Sizing and Review - Review all Mental Health and Learning Disability packages of care, to ensure that they are fit for purpose and those eligible for health funding receive it.	358	Full process review completed & next steps/change in processes agreed. Invest to save support, including legal assistance, in process of recruitment
Test and challenge residential care - Reduce overall number of funded residential care placements by 20 per year	171	
Direct Payments Strategy - Targeted increase in recourse to direct payments as alternative to non-complex domiciliary care packages and complex care packages for MH & LD	500	A strategy has been developed and actions decided - review of structure for the administration of such payments will provide an immediate small reduction in spend.
Charging Policy and Annual Fee Increases - Increased client income through uplifts and more efficient processes following transfer of Income and Finance Team to Corporate Finance	189	Delays in the commencement of some charges, specifically Day Services, mean that the overall target will be partially achieved.
Spend to Save Measures	-103	Delays in recruitment. Majority of posts now recruited and expected full activity will commence in August
Other		
Independent Child and Family Placements	650	This overspend is an extension of the unachieved savings in this area.
Child and Family Direct Payments	150	This is reflective of an increase in complexity of the cases funded through Direct Payments as well as changes to the cost of night cover.
Child and Family - Staffing Underspends	-400	This underspend has accrued through tight vacancy management.
Child and Family - Other	-150	Areas such as the Youth Offending Service and Third Sector payments have contributed to this underspend

MHLD Complex Care (Supported Living and Residential)	-108	To enable greater financial visibility, the MHLD category has been split to separately identify the cost of domiciliary care only packages. A budget realignment between these areas is in progress and will be actioned within Quarter 3.
MHLD Complex Care (Domiciliary Care)	1,602	Spend in this area remains under extreme pressure, although reviews of care packages have achieved savings. The cost of night provision as well as general living wage increases continue to raise the cost of such care.
External Domiciliary Care (Older Persons)	-78	Work to control the demand and cost of such care continues and has had some success. Overall, overspends in this area remain but these are now solely linked to unachieved savings noted above.
External Residential Care	393	This area continues to be exposed to both demographic and cost pressures. Work to ensure placements are appropriate and cost effective continues.
Internal Staffing and Services	-275	Tight vacancy/contract management has resulted in underspends in these area.
Third Party Spend	-23	
Overall Variation	6,466	
The Social Services position is due to a combination of both unachieved savings and fee and demand pressures across externally commissioned services. Significant management action will follow to improve this position in year		

Poverty & Prevention

Variance	£000	Explanation and Action
Savings Variations		
All savings target are expected to be met	0	
Other Variations		
Partnerships and Commissioning	-130	Tight spend/contract management has led to underspends in this area.

Director of Education

Variance	£000	Explanation and Action
Savings Variations		
Further assumed reductions in Regional Consortium School Improvement Grant - matching funding requirements.	11	This variation has occurred due to a Welsh Government requirement for the Council to maintain match funding at the same cash levels as 2017/18. This is despite an 11% reduction in the value of the grant.
Early achievement of WJEC savings target	-36	Following review and wider regional discussions, this saving was brought forward from 2019/20 to the current year.
All other savings target are expected to be met		
Other Variations		
Servery	30	Estimated costs for the refurbishment of the civic centre servery – agreed as part of commissioning review on the assumption that the cost will be offset over time by future reduction in net cost of the provision
Catering – food costs	100	The service has been subject to substantial inflationary pressure on the cost of food
Catering – staffing costs	140	Costs have increased due to a combination of the weighted pay award, the effect of holiday average pay and pension auto enrolment.
Catering – additional net income from paid meals	-60	Take up of paid meals has remained positive in spite of the September price increase and has delivered more than the target net saving
Cleaning – Impact of pay award	118	Costs have increased due to a combination of the weighted pay award, the effect of holiday average pay and pension auto enrolment.
Cleaning – management action	-78	Continuing robust management action has in part mitigated the pressures above.
Music	30	Reduced buy in from schools has caused a loss of income.
Transport costs	100	Anticipated inflationary fuel pressures and continuing demand, particularly within the ALN and post 16 sector. In spite of continuing robust management action, these pressures are inherently volatile and uncontrollable within current transport policy.
EOTAS	-300	Further slippage in delivery of full new model of provision. Subject to further detailed review.
Software Licences	-50	Anticipated one off rebate
Savings to be identified	-5	Savings proposals for future years will be scrutinised to seek to identify plans that can be brought forward.
Overall Variation	0	

It is currently felt that the service is in a position to deliver an outturn in line with budget for the year.

Director of Place

A number of issues need to be highlighted for the purpose of visibility. These include unfunded budget pressures as follows:

- Significant increased electricity costs of £321k
- Reduced recycling prices in waste management of £150k to £200k
- Increased costs for maintaining and replacing aging social services fleet £636k

In year savings of £590k have been identified as being delayed and will not be fully achieved by year end and these comprise mainly of IT delays in delivering the mobile working solution in Building services, the transfer of the Leisure assets to Freedom leisure (now complete) and Integrated Transport Unit savings.

In addition there are some challenges in achieving all of the "cross cutting" saving identified for 18/19 in particular

- Sickness reduction of £400k which requires a change in policy to reduce sickness costs
- Business support savings allocated to the Place Directorate £150k

The directorate is working to offset these spending pressures to ensure it returns a balanced budget.

SSFFF/MTFP Saving & Delivery Tracker - Programme/Project
Forecast: **October 2019**

Number of projects BRAG rated in current month compared to previous month

| Previous Month | 15 | 9 | 25 | 58 | 5 | 0 |
| Current Month | 30 | 19 | 30 | 64 | 0 | 2 |

Legend: ■ BLUE ■ RED ■ AMBER ■ GREEN ■ BLANK ■ BLACK
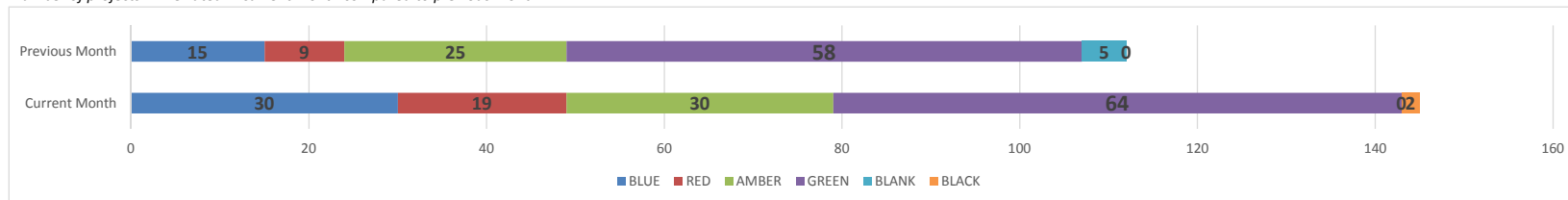
Current Month
Previous Month

BBRAG Postion

	Blue	**Red**	**Amber**	**Green**	BLANK	**Black**
Total BBRAGS	30	19	30	64	0	2
Total £	£ 3,368,000	£ 8,096,000	£ 2,614,000	£ 2,416,000	£ -	£ 36,000

Includes invest to save returned funds from Economic Regeneration and Planning

DIRECTORATE	SAVING TARGET	FIRM	FORECAST	VARIANCE	FIRM Variance %	FORECAST Variance %	Status	No of REDS
PLACE	£ 3,318,000	£ 1,217,000	£ 2,822,000	£ 496,000	37%	85%	GREEN	5
PEOPLE (Social Services & Education)	£ 7,355,000	£ 1,479,543	£ 6,176,000	£ 1,179,000	20%	84%	AMBER	5 - AS 2 - C&F 1 - ED (*not until 19/20*)
CROSS CUTTING	£ 2,455,000	£ 1,400,000	£ 2,455,000	£ -	57%	100%	BLUE	1
RESOURCES	£ 3,402,000	£ 495,269	£ 2,173,000	£ 1,229,000	15%	64%	RED	5
	£ 16,530,000	£ 4,591,812	£ 13,626,000	£ 2,904,000	28%	82%	AMBER	

Status Classification		Q1- Jun	Q2 - Sept	Q3 - Dec	Q4 - Mar
BLUE	Forecast below target by	0%	0%	0%	0%
RED	Forecast below target by	30%+	20%+	15%+	5%+
AMBER	Forecast below target by	15-30%	10-20%	5-15%	0-5%
GREEN	Forecast below target by	15%	10%	5%	0%

Capital expenditure on major schemes to 30 September 2018 (where spend greater than £250k)	£000's
People	
Pentrehafod Comprehensive School Remodelling	2,319
Corporate services	
Place	
Highways - footways	392
Highways - carriageway resurfacing	2,144
Highways - invest to save schemes	561
Kingsway Urban Park	1,463
Swansea Central Phase 1	2,064
Corporate Building services (various schemes)	1,946
Property portfolio acquisitions	8,242
Disability Facilities Grants	1,958
Mini adaptation grants	260
Place (HRA)	
HRA capital programme (including More Homes schemes)	15,840

Total scheme value where spend greater than £250k   37,189

Report of the Cabinet Member for Care, Health & Ageing Well

Cabinet – 15 November 2018

Annual Review of Charging (Social Services) 2018/19

(Charges to apply in 2019/20)

Purpose:	This report is the Director of Social Services' Annual Review of charging (social services) 2018/19. The report sets out the Council's list of charges for social services 2019/20 to come into effect on 1st April 2019.
Policy Framework:	Corporate Charging (Social Services) Policy. https://www.swansea.gov.uk/payingforsocialservices
Consultation:	Social Services Finance and Charging group, Legal, Finance, Access to Services.

Recommendation(s): It is recommended that Cabinet:

1. Notes the Annual Review of Charges (Social Services) report by the Director of Social Services 2018/19.
2. Approves the proposed 2019/20 List of Charges outlined within the Report.

Report Author: Simon Jones

Finance Officer: Chris Davies

Legal Officer: Debbie Smith

Access to Services Officer: Rhian Millar

1. Introduction and background

1.1 The Social Service and Well-being (Wales) Act 2014 (The Act) came into effect in April 2016, and set out a statutory requirement for each Local Authority to publish their charges for social services.

1.2 The Act was intended to be 'cost neutral' when implemented, and Part 5 regulations and codes of practice set out a common national framework for charging for care and support services, including the national thresholds for charging (also reviewed annually by Welsh Government). Among the key drivers behind this national framework is to have one set of financial assessment and charging arrangements and to ensure greater clarity and transparency within these arrangements.

The latest requirements are summarised in main report (Appendix 1):

1.3 In working towards sustainable social care, Welsh Local Authorities are given some discretion in how charges are applied, and for generating income within the Part 5 code of practice. Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge:
   − up to the cost of providing the service
   − what the person can afford to pay for an assessed for service

1.4 Swansea's approach, as set out in the charging policy, is aimed at minimising the impact of charging upon care and support recipients with low financial means, while obtaining, where appropriate, a fair and reasonable contribution towards the costs of care and support to ensure its continued provision.

1.5 Swansea Council's Charging Policy (social services) was approved by Cabinet in April 2016. A Social Services Finance and Charging working group, chaired by the Director of Social Services is tasked with the implementation of the policy, to support the implementation and to apply an annual reviewing cycle for fees and charges. The charging policy was reviewed and revised, in March 2018 and a full EIA was completed to address the changes proposed.

1.7 The Director of Social Services is providing this report as the annual review of charges (social services), under Part 5 of the Social Services and well-being (Wales) Act. This report provides a summary of the main findings, with a set of recommendations.

1.8 The full report of the *Annual review of charges -social services 2018/19* is appended to this report (Appendix 1). This report provides Cabinet with an opportunity to consider the annual review, the charging policy and the list of charges for social services to apply in 2019/20.

2. Annual Review of Charges

2.1 This second annual review of charges report (Appendix 1) provides some analysis of how current charges are working, by considering the current situation, charging within the main categories of service, together with a proposed response, including the potential for an annual uplift and full cost recovery, and comes up with a clear summary and recommendations.

See Appendix 1: Director of Social Services Annual Review of charges (social services) report 2018/19

3. Other Issues
None

4. Equality and Engagement Implications

4.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

4.2 Our Equality Impact Assessment process ensures that we have paid due regard to the above. An Equalities Impact Assessment (EIA) screening form has been completed; with the agreed outcome, a full EIA assessment was not required at this stage. A full EIA was undertaken last year when new services, such as day services and respite at home were being introduced as new charges, as well as above inflationary increases in hourly charges for domiciliary care.

4.3 The Director of Social Services' report on the annual review of charges 2018/19 (social services), and proposal within the report, are to apply an inflationary increase to the list of charges from April 2019, and the EIA screening has determined that this does not have a significant impact upon equality issues, or the local population with protected characteristics.

5. Financial Implications

5.1 Charging policy (social services) applies the corporate principle of full cost recovery. In reality, charges can only recover some or all of the costs of services from citizens, as there is a national framework of caps and thresholds set. The income generated can reduce the costs of services to Council tax payers and can also be used to achieve Swansea Council's Corporate Plan strategic

objective to safeguard our most vulnerable citizens. A decision to charge for or to subsidise the costs of services needs to be based on analysis and fair access, and this annual review helps to support this process.

5.2 The proposals also support the Council's Medium Term Financial Plan objectives assumes that any additional general fund income generated through the changes to charges proposed within this report will help to meet additional cost pressures within the service.

6. Legal Implications

The legislation relating to the Council's ability to charge for services and the requirement to publicise those charges are set out in the report and Appendix 1.

Background Papers: None.

Appendices: Appendix 1 - Annual Review of Swansea Council Charging Policy (Social Services) - 2018-2019.

Annual Review of Swansea Council Charging Policy (Social Services) - 2018-2019

Report on behalf of Social Services Finance and Charging Group

October 2018 v3.2

1. Introduction

1.1   This report sets out Swansea Council's annual review of social services charges, in relation to with recommendations to inform a new list of charges, **due to come into effect from April 2019**.

1.2   The Council's Charging Policy (Social Services) meets a statutory requirement under section 59 of the Social Services & Well-being (Wales) Act 2014. This requires the Council to show how it intends to apply those discretionary powers on charges conferred by Welsh Government within the policy and regulatory: http://www.legislation.gov.uk/anaw/2014/4/section/59

1.3   This second annual review report provides a full analysis of how charges are working, by considering the statutory context, council policy, what people are telling us, how current arrangements are working and impact on equalities issues. This report provides a clear set of recommendations, and a revised List of Charges 2019/20 (Appendix 1.)

1.4   Recognising that our services users are among the most vulnerable citizens in Swansea, it is important that Swansea has a clear and transparent framework for charging for social services, and robust process for reviewing charges, that meets both corporate and statutory requirements.

2.   Policy Context

2.1   In April 2016, the Social Services and Well-being (Wales) Act 2014 was implemented. The Act introduced changes in the way in which a local authority can charge for its social care services. Within a national framework, Welsh Governments retains control over setting caps, thresholds and personal allowances which are set annually by amendment issued to Care and Support (Charging) (Wales) Regulations 2015, and by ministerial statement.

Among the main changes introduced by the Welsh Government are:

➢ A single financial assessment framework, not a different one for residential and non-residential forms of social care.
➢ Timescales for individuals to be provided with and to provide information on charges before and after a financial assessment, set at 15 working days
➢ Up to 6 week reablement, free of charge to enable a person to maintain or regain their ability to live independently at home

> ➢ Short term residents in a care home (e.g. respite) are charged within maximum weekly charge, as if they were still at home
> ➢ Allowances for disregards of war pensions, initially set at £25.
> ➢ Following an assessment and the agreement of a care and support plan, a statement of charge, with service user contributions, must be provided before charges can apply, and liability commences from when the person first receives care and support
> ➢ The annual review of social care charging to extend from non-residential, community based services to include residential care.

2.2   Under the Taking Wales Forward programme, the Welsh Government made two key commitments, which impact on Local Authority charging policy:

> ➢ To uplift the capital allowance as applied to residential care charges from £24,000 to £50,000 in a phased approach
> ➢ To apply a full disregard of the war disablement pensions in financial assessments

Also the Welsh Government undertook to annually review the maximum weekly charge as applied to non-residential care services, and the maximum weekly allowance for people in residential care.

2.3   Current National Directives:
http://www.legislation.gov.uk/wsi/2018/123/regulation/2/made
https://gov.wales/newsroom/health-and-social-services/2018/limit-increases/?lang=en
At present (April 2018) the current amendments are:
(a)   in regulation 7 (maximum weekly charge for non-residential care and support), in paragraph (1), is "£80";
(b)   in regulation 11 (relevant capital limit), in paragraph (2)(a), is"£40,000";
(c)   in regulation 13 (minimum income amount where a person is provided with accommodation in a care home) is "£28.50";
(d)   in regulation 22 (maximum weekly contribution or reimbursement for non-residential care and support), in paragraph (1), is "£80";
(e)   in regulation 28 (minimum income amount where a person is provided with accommodation in a care home) is "£28.50".

2.4   Under the Social Services and Well-being (Wales) Act 2014, a local authority can only charge individuals:
• Up to the cost of providing the service
• What the person can afford to pay for an assessed for service
Where a council decides to charge for the care a person receives it must do so in accordance with the regulations and codes of practice in Parts 4 & 5 of the Social Services and Well-being (Wales) Act 2014 (the Act'). The Act states that any charges cannot be set at a level higher than the cost of providing the service. The charges can only relate to the 'cost that the local authority incurs in meeting the needs to which the charge applies' (section 59-2).

2.5   In most circumstances, the council must also offer a financial assessment to citizens to ensure any charge made for care and support is reasonable compared to the person's financial means. Although charges are applied under a single policy framework, there are still some

differences between calculating a charge for non-residential care (a maximum weekly charge may apply and a capital threshold limit may apply), and calculating a charge for residential care (capital threshold may apply).

2.6   Financial Assessment

SCIFT- the Council's Social Care Income and Finance Team (SCIFT) undertakes financial assessments, on behalf of Social Services, in order to calculate how much a client must contribute towards the cost of their care. The team is also responsible for client contributions that in respect of outstanding care and support charges: http://www.swansea.gov.uk/staffnet/SCIFT

3.   Annual Review of Charges

3.1   From the above, Local Authorities therefore only have a certain amount of discretion about how charges for social care are applied. This Annual report of the Social Services Finance and Charging Group sets out the case for any changes and provides a List of Charges to come into effect in 2019/20 (see Appendix 1), and which are to appended to the latest version of the Charging Policy (Social Services).

3.2   By Implementing an annual review of charges –Swansea Council is following Wales Audit Office guidance on reviewing public services charges:
https://www.wao.gov.uk/system/files/publications/income-generation-2016-eng.pdf

3.3   Under the Wellbeing of Future Generations (Wales) Act 2016, public policy has to incorporate "Five Ways of working":

- ➢ Long term
- ➢ Collaborative
- ➢ Preventative
- ➢ Integrated
- ➢ Involvement

This review has applied this approach, setting out a model for the annual review of charges as agreed by the Finance and Charging group, chaired by Dave Howes, Corporate Director of Social Services. Swansea's Annual Review model aims to ensure the charging policy continues to be based on strong principles, to support full cost recovery and to demonstrate transparency in approach.
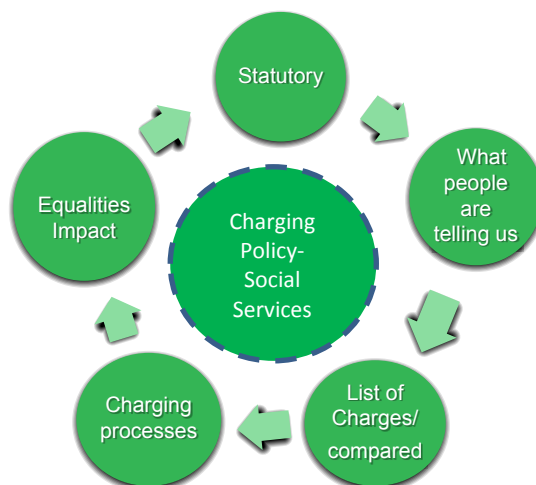
Figure 1.Swansea Model for Annual review of charging (social services)

4.   **Statutory considerations**

4.1   **Current position**

The current financial situation for Social Services is extremely challenging. Significant future financial pressures, current overspends and continued austerity mean that we have to look towards charging for local authority social services as a means of ensuring the sustainability of our services.

At present charges are set within Adult Services. Swansea Council's Corporate Plan (2018-22) has as a strategic priority, which is to safeguard the most vulnerable people, whilst providing sustainable services by supporting more people to remain in their own homes, within their own communities and to support carers. Swansea Council's approach to charging, continues to be based on the principle of full cost recovery. The trajectory set by current policy is to strengthen the service offer within community-based services and to target residential provision where there is specialist need. The trajectories towards a tiered model is set out in detail in the Adult Services Optimal Service Model.

This report is the third annual review of charges 2019/20, which sets the list of charges to apply in 2019/20, and builds on the work undertaken last year to bring Swansea's charging closer in line with the rest of Wales.

4.2   Social Services Charging policy

Some important changes were made to Swansea Council's Charging (social services) policy- and the appended list of charges, following last year's annual review of charges. These changes were made to bring Swansea' approach to charging more in line with other Welsh Councils.

http://www.swansea.gov.uk/staffnet/socialservicescharging

Swansea's corporate financial policy on setting charges for all services sets out an expectation to aim for *Full Cost recovery* where possible, and to operate within the key principles set out in the Sustainable Swansea programme, and through objectives in the Corporate Plan 2018-22.

To work towards full cost recovery, the Council must fully understand the costs of delivering services to the public, and where there are factors which cause variations in costs over a period of time.

Within this annual review, the most recently available 'unit costs', across the accepted categories of social services, have been used as the basis for reviewing current charges. This review has to ensure that unit costs of services are based on accurate figures for service usage, and estimates of all the costs are applied.

4.3   **What people are telling us**

Generally, Swansea citizens support the need for a sustainable model of social care to be delivered locally in response to changing needs

The recent public consultation exercise, carried out in 2017/18, highlights some concerns potential impacts such as:

- ➢ Impact on people receiving benefits or with low income
- ➢ Impact on carers, and their relationship with cared for person
- ➢ As a disincentive to people accessing social care services
- ➢ Impact on the most vulnerable people/ target population groups such as older people, people with mental health needs, people with learning disabilities, people with physical disabilities, people with sensory impairments, people with complex health needs/ chronic conditions, young people reaching a transition to adult social services

Clearly one of the main areas of feedback to the charging proposals has been that the greatest impact will fall on those people who are the most economically challenged and their carers.

As set out above, the Welsh Government's national charging framework has taken steps to ensure that the person's income is protected through a minimum income allowance, and a cap on weekly social care charges. These national arrangements were subject to their own Equalities Impact Assessment published in December 2016.

https://gov.wales/docs/dhss/publications/170330eia5en.pdf

The national caps and thresholds set by Welsh Government within this framework are also reviewed annually by Ministers. The impacts of new charges implemented locally are also assessed each of the different 'protected characteristics' as well as being fully considered in each individual circumstance, through the financial assessment and at population level by the Equality Impact Assessment process.

Last Year, new charges were introduced by Swansea Council for day services and respite at home. Each individual who were received these services and who had not previously been assessed for charges, were invited to undertake a new financial assessment. This assessment will fully consider the social care assessment, which contains an individual's personal profile details as well as their individual economic and financial circumstances in detail.

4.4   **Comparisons with other Welsh Local Authorities.**

A full review of other Council's published charges for social care was carried out this year.

A full Table (**Appendix 2**) shows how Swansea compares against the most recently available charges, other Welsh Local Authorities.

5.   List of Charges to apply in 2019/20

5.1   Overall, the list of charges to apply in Swansea in 2019/20 will have to accurately reflect the inflationary pressures that are expected to impact on social care services in particular, such as increasing wage levels, staffing costs and new professional requirements.

5.2   Long Term Residential Care

During this year, there were changes made to those service categories used within the List of Charges, to better describe the full range of residential care services provided and to reflect population groups accessing this type of care and support (Appendix 1 Table).

The Finance and Charging group looks at how the charging policy is implemented, and for ways of improving practices. Currently, the Authority may become aware that a placement is subject to a third party top up, when a contract or placement agreement, which is issued by the Social Worker to the provider and service user. The current process to ensure finance team are notified of any placement agreement which includes an agreement to pay 3rd Party Top ups- with guidance to be issued to social workers.

This year, the same as last year, the proposal is to apply an inflationary uplift of 5% to all categories of in-house residential care, with charges for external residential /nursing care to reflect the % fee increase yet to be agreed with providers.

5.3   Domiciliary Care or Home Care

This category includes respite at home, and supported living. This annual review recognises there is a need to move towards full cost recovery for all external services whilst ensuring that a greater proportion of users pay the maximum they are assessed as being capable of paying.

Within our domiciliary care service in Adult Services, there is a disparity between the amount charged by Swansea Council and the cost of providing the service, and this is set to remain. This year 2018/19, Swansea Council has increased the hourly charge of care at home to £15 per hour to begin addressing that gap.

The hourly rate for externally commissioned care at home services 2018/19 is still being calculated. As part of the Sustainable Swansea programme, Swansea Council are currently engaged in a commissioning review of this service.

Following this review, there are plans to change the current delivery model, and how we commissioning services from the social care market, possibly through a re-tendering process. This review process will lead to a new fee structure for external home care provision going forward, and a more targeted in-house provision providing reablement and specialist care and support

The timetable, set out in last year's annual review of charges report by the Director of Social Services, and agreed by Cabinet, put forward the charges for home care/ domiciliary care in 2019/20, together with a further inflationary increases set to apply in 2020/21.

This annual review therefore proposes that for domiciliary care the agreed timetable is applied and the charge increases to £17/hour in 2019/20.

5.4   Day Services

During this year, we have successfully implemented new charges for Day Services to Adults. This involved **250** additional financial assessments and, at time of reporting, about half of these have been returned by service users/carers. Invoices are scheduled to be sent out in November, and it is following that assessments will then be returned. Charges will only apply to those service users with the means to pay.

The proposal from this review is that an inflationary increase in charges for day services is applied for 2019/2020 (see Appendix 1).

5.5   Short term residential Care

This category includes respite care, temporary short-term emergency or planned placements. Charging for these services is subject to maximum weekly charge and this is capped (currently set at £80 per week), in all cases.

5.6   Other charges

Charges for telecare/ lifeline, and for provision of meals within services, to be increased in line with inflation rate set at 5%.

5.7   Consideration of new charges

There are no new charges within the List of Charges (Social Services) 2019/20.

Proposals for new charges are discussed at the Social Services Finance and Charging group in the first instance, and these proposals are considered alongside a detailed business case and Equalities Impact Assessment form.

6.   Equalities Impact Assessment

6.1   Screening

This report is set to apply previously agreed timetable of charges for domiciliary care, and an inflationary increase to other services in the list of charges to apply from April 2019. An updated Equalities Impact Assessment screening form has been undertaken at this stage (attached in Appendix 3), with the agreed outcome a full EIA assessment was not required at this stage

A full EIA form was undertaken last year when new services, such as day services and respite at home were being introduced as new charges, as well as above inflationary increases in hourly charges for domiciliary care.

6.2 **Actions from last year's EIA**

The following actions were set to mitigate the impact of charging policy on certain groups:

- The offer of a direct payment is extended to help meet and individual's assessed care and support needs, and as an alternative to domiciliary care. Swansea Council is also reviewing cases, where individuals are receiving direct payments in order to access day services, to achieve their personal well-being outcomes
- Commissioning a range of support to carers, and steps being taken to identify carers, and improving the offer of carers assessment.
- Updating and improving access to public information on the range of services available, the services for which charges apply and support available through financial assessment
- Translation of public information materials (fact sheets/ Information leaflets/ web pages) into Welsh, and other languages on request

These actions are implemented and monitored through the Social Services Finance and Charging group.

7.   Summary & Recommendations

7.1   This annual review has taken into account:

➢ National directives on charging for social services in Wales
➢ Costs of providing social care services are subject to inflationary pressures
➢ Significant changes made last year, and still to be fully implemented (day services)
➢ Comparatively, Swansea's charging framework is closer to other Wales LAs
➢ Areas for new charging are considered within Social Services Finance and Charging group
➢ Any changes to charging policy has to consider whether people with care and support needs may decide they cannot afford to pay charges and then decide not to attend services.

7.2   Recommendations

➢ To propose that Cabinet accept the annual review of changes, and an inflationary increase of 5% for all social services charges
➢ For domiciliary care, the timetables agreed by Council last year is implemented, with a charge of £17/hour to be applied in 2019/20.
➢ There are no new service charges set out within the List of Charges (Social Services) to apply in 2019/20.
➢ Cabinet to approve the list of social services charges to apply from 1st April 2019, for the year 2019/20.
➢ A new List of charges 2019/20 (Appendix 1), once agreed, to be appended as a revision to the Council's Charging (social services) policy.

Appendix 1. **Swansea Council List of Charges (to apply in 2019/20)**
These are the amount clients will be charged for social care services, subject to any limits on the maximum charge specified by Welsh Government.

a) Residential care and support services

Charges for residential care are means tested. Residents may only be required to pay a contribution towards the total weekly cost. In certain circumstances, residents may be required to pay the full cost of residential care.

The costs shown below for privately owned care homes are indicative of the weekly costs at care homes, which accept the Council's usual rates. Some homes may charge more.

Long Term Residential Care			
Charges for Services per category	**Weekly charges in 2018/19**	**Weekly charges in 2019/20**	**% Increase/ Comment**
Council owned residential care homes			
Elderly care	£557.05	£584.90	5%
Dementia Care	£557.05	£584.90	5%
Learning Disabilities	£1,459.69	£1,532.67	5%
Mental Health	£1,459.69	£1,532.67	5%
Younger Adults	£1,459.69	£1,532.67	5%
Privately owned care homes			
Residential Care			
Older persons	£530	£556.50	TBC, to reflect agreed % fee increase
Mental Health	£530	£556.50	As above
Learning Disabilities	£530	£556.50	As above
Younger Adults	£572	£600.60	As above
Nursing care			
Older persons	£599	£628.95	TBC, to reflect agreed % fee increase
Mental Health	£599	£628.95	As above
Learning Disabilities	£599	£628.95	As above
Dementia Nursing Care	£615	£645.75	As above
Younger Adults	£613	£643.65	5%

Short Term Residential Care (Local Authority and Private Sector)			
Charges for Services	**Weekly charges in 2018/19**	**Weekly charges in 2019/20**	**Comment**
All adults Short term residential care up to 8 weeks (known as Respite care, re-ablement (from week 6 and up to week 8) or temporary short-term emergency or planned placement)	£80	£Dependent on maximum weekly charge	
Temporary residential care (**up to 52 weeks)**. Where the placement is known to last more than 8 weeks from the outset or from week 9 when a short term residential care placement has been extended, the charging rates will be the same as the **long term residential rates** shown in the previous table			

b)   Non-residential, community-based care and support Services

- Domiciliary Care – is care in the client's home provided by a private sector provider
- Home Care – is care in the client's home provided by the Local Authority

Charges for Services	Charges in 2018/19	Charges in 2019/20	% Increase/ Comment
Means tested up to the maximum standard charge as outlined in the categories below			
Home Care			
Domiciliary Care or Home Care, including respite at home, supported living	£15.00 per hour	£17.00 per hour	Agreed last year
Day Services Older People			
Older Persons Day Services	£40 per day, up to a maximum charge of £80 per week No charge	£42 per day, up to a maximum charge of £80 per week No charge	5%
Day Services Younger Adults			
Younger Adults/ Special Needs Day Services	£50 /day	£52.50/day	5%

c)   Flat rate charges for other services provided by Swansea Council
These charges are not subject to a means test or a maximum charge.

Charges for Services	Charges in 2018/19	Charges in 2019/20	% Increase/ Comment
Telecare / Lifeline	£2.63	£2.76/week	5%
Meals (within community-based, day services)	£3.50 /day	£3.68	5%
Court of Protection Deputyship	£745 application fee; £775 for first year management and £650 per year thereafter if over £16,000 in net assets, or 3.5% if these are under £16,000; Other additional charges may apply: - £300 property management fee - £216 preparation and lodgement of an annual report.	No change	These are fixed rate charges for Local Authorities set by the Court of Protection (Part 19 of the Court of Protection Rules 2007) and revised rates apply from 1 April 2017
Pre Deputy support charge	£5 per week	No change	Approved by Cabinet and commenced on 1 April 2017. Fees taken retrospectively from date of case management to date of Court order when replaced by Court fees above.

APPENDIX 2: Annual Review of Charges – Tables

How Swansea compares to other Welsh Local Authorities, within main categories for Adult Social Care charges (following quick email survey)
(NB some service heading may be defined differently by a particular Welsh LA- e.g. whether includes short term or reablement provision)

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2017/18, unless stated otherwise.							
Local Authority	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (weekly charge applies)	Telecare/ Lifeline	Other
Swansea (2018/18)	£15 /hour	£50/day	PA Rate = N/a	Scale of rates from £557.05 (older people) to £1,459.69 for (younger adults)	£70 or means tested to res. care rate	£2.76/ week fixed rate	Meals =£3.50
Blaenau Gwent	£20.20 / hour	£55.10 per session	£13.90 per hour	General £474 EMI £603.70 LA EMI Res = £875.30	Banded £54.94 (A) to £79.27 (D) per night		Supported Living Services £22.20 per hour
Bridgend	£17.92 per hour	Rates from £32 per day up to £60.29 perday	Variable	Res. = £508-£622 High dep Res = £542 -£614 V.Dep Res. (MH) =£578 Nursing = £691.67-£813.67 (sp. Dementia rate)	Variable	One person in a household £5.08 per week Two people in a household £3.81 each per week	Meals in day centres =£4.37 per day

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2017/18, unless stated otherwise.							
Local Authority	**Home Care (subject to weekly charge)**	**Day Care (subject to weekly charge)**	**Direct Payments**	**Residential Care** **Long Term /Temp Elderly/ week**	**Residential Care** **Short Term/ Respite (weekly charge applies)**	**Telecare/** **Lifeline**	**Other**
Carmarthenshire	£10.55 / hour	£10.30 per session	£10.55 per hour	N/a	Standard charge at Ind. Placement rate	£1.18 monitoring £2.94 monitor & pendant	Meals = £4.30 Supported Living - £10.50 per hour
Caerphilly	£10.49/ hour	£5.60 per day	£10.49	LA Care Homes Elderly Frail - £576; EMI/High Dep - £852 Ind Sector rates: Elderly Residential - £557 EMI/High Dep Res - £608 Nursing - £547 EMI/High Dep Nursing - £605			Meal at Day Centre = £3.10 Supported Living = "10.49
Cardiff	Maximum weekly charge applied for Non-Residential Care Services	Maximum weekly charge for Non-Residential Care Services	N/a	£437 per week	Maximum weekly charge applied for Non-Residential Care Services	Telecare £3.97/week Lifeline =£4.56/week	Meals = £4.60

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2017/18, unless stated otherwise.							
Local Authority	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (weekly charge applies)	Telecare/ Lifeline	Other
Flintshire	£16.14 an hour	£21 a day	N/a	Residential / Very dependent = £526.87 Elderly mentally ill (EMI) residential = £547.33	Maximum weekly charge applied for Non-Residential Care Services Maximum wee		Meals = £3.15 Project/Support work: £16.14 an hour
Newport	£14 per hour	LD = £75 MH/OP = £56	Based on actual costs	Residential = £550 EMI= £605	Based on actual cost	Based on actual costs	Meals = £3.00
NPT	£14 per hour	£28 per attendance Other LA Day Care £39– elderly (£51 with transport) £72 –people with LD	Value of Direct Payment	Gwalia: £547 existing £675.63 new other providers £538	£70 per night	£2.50/ week fixed rate	Meals = £4.50
Pembs	Just finished consultation on charges, review underway and expecting to go back to Cabinet for final decision.						

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2017/18, unless stated otherwise.							
Local Authority	**Home Care (subject to weekly charge)**	**Day Care (subject to weekly charge)**	**Direct Payments**	**Residential Care** **Long Term /Temp Elderly/ week**	**Residential Care** **Short Term/ Respite (weekly charge applies)**	**Telecare/ Lifeline**	**Other**
Powys	£20.50 per hour	£15 per day No charge transport	N/a	N/a	£70 per week per single episode of care	£2 per week	Meals at day centre = £7.50
RCT	Maximum weekly charge, with additional 5% disregard	Maximum weekly charge, with additional 5% disregard		N/a	N/a	Disregard applied to AT if part of assessed need	Meals =
Torfaen	Up to £15.20 per hour	Ty Nant Du £92.20 per day Block commissioning- day opportunities contract- no charge	Up to £15.20 per hour	Res = £534 Nursing = £623 EMI Res = £585 EMI Nursing £642	Max weekly charge applies	Installation £62.40 flat rate Also £62.40 per year	Community Meals = £4.50 Supported Living up to £15.20/hour
Vale of Glamorgan	Maximum weekly charge applies Charges range from £13.00 per hour to £19.61 per hour	Maximum weekly charge applies: Costs Older People £60; Learning Disability £102; Physical Disability £57	N/a	Standard: £559.00 per week (2016/17) Dementia care = £618.00 (2016/17)	Maximum weekly charge applies	TeleV = £5.15 TeleV + = £8.59/ week	Meals = £4.75

All figures shown in the following table are social services charges as agreed and applied by these Councils in 2017/18, unless stated otherwise.							
Local Authority	Home Care (subject to weekly charge)	Day Care (subject to weekly charge)	Direct Payments	Residential Care Long Term /Temp Elderly/ week	Residential Care Short Term/ Respite (weekly charge applies)	Telecare/ Lifeline	Other
Wrexham	Max. weekly charge applies £16.13 per hour (day or night)	Max. weekly charge Day Opps: £24.00 per day, £12.00 per half day	N/a	N/a	Maximum weekly charge applied for Non-Residential Care Services	£4.00 /week over 52 weeks private tenant £3.69 over 48 weeks council tenants	Shared Lives £24.00 per session Project worker = £14.48 per hour

Appendix 3: EQUALITIES IMPACT SECREENING TOOL– v 2017/18

Please ensure that you refer to the Screening Form Guidance while completing this form. If you would like further guidance please contact the Access to Services team (see guidance for details).
Section 1
Which service area and directorate are you from?
Service Area: SOCIAL SERVICES
Directorate: PEOPLE

Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
☐	☒	☐	☐	☐	☐

(b)   Please name and <u>describe</u> here:

Annual Review of Charges (Social Services) 2018/19

This EIA covers the Annual Review of Charges (Social Services) which sets out the list of charges (social services) to be applied in 2019/20, as shown within the Swansea Council's Charging Policy (Social Services):
http://www.swansea.gov.uk/staffnet/socialservicescharging

The main changes proposed this year are:
  – An inflationary uplift of 5% for all social services charges
  – For domiciliary care, the timetables agreed by Council last year is to be applied, with a charge of £17/hour to be applied in 2019/20, an increase of £2.00/hour.

The Welsh Government sets out what can be charged for, within national statutory guidance, regulations and codes of practice about charging for social services, under Parts 4 & 5 of the Social Services & Well-being (Wales) Act 2014, which came into effect on 3rd April 2016:
https://gov.wales/docs/dhss/publications/180409pt45en.pdf

This new statutory framework **was subject to the Welsh Governments own Equalities Impact Assessment, published in Dec. 2016:**
https://gov.wales/docs/dhss/publications/170330eia5en.pdf

Q2(a) WHAT DOES Q1a RELATE TO?

Direct front line service delivery	Indirect front line service delivery	Indirect back room service delivery
☒ (H)	☐ (M)	☐ (L)

(b)   DO YOUR CUSTOMERS/CLIENTS ACCESS THIS…?

Because they need to	Because they want to	Because it is automatically provided to	On an internal basis

	(H)		(M)	everyone in Swansea (M)	i.e. Staff (L)
	⊠		□	□	□

Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING…

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Children/young people (0-18)	□	□	⊠	□
Older people (50+)	□	⊠	□	□
Any other age group	□	⊠	□	□
Disability	□	⊠	□	□
Race (including refugees)	□	□	⊠	□
Asylum seekers	□	□	⊠	□
Gypsies & travellers	□	□	⊠	□
Religion or (non-)belief	□	□	⊠	□
Sex	□	□	⊠	□
Sexual Orientation	□	□	⊠	□
Gender reassignment	□	□	⊠	□
Welsh Language	□	□	⊠	□
Poverty/social exclusion	□	⊠	□	□
Carers (inc. young carers)	□	⊠	□	□
Community cohesion	□	□	⊠	□
Marriage & civil partnership	□	□	⊠	□
Pregnancy and maternity	□	□	⊠	□

Q4 WHAT ENGAGEMENT / CONSULTATION / CO-PRODUCTIVE APPROACHES WILL YOU UNDERTAKE?

Please provide details below – either of your planned activities or your reasons for not undertaking engagement

The Social Services & Well-being (Wales) Act contains provisions to allow for Welsh Government Ministers to monitor and amend functions of the Act carried out by local authorities and other bodies. Ministers may require these bodies to report on their duties in implementing these regulations.

Consequently, it is the role of Welsh Government to commission a full post implementation evaluation of the national charging framework, and to consult on the impact of the changes implemented by local authorities' in charging for care and support. This evaluation includes people with protected characteristics.

Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?

High visibility	Medium visibility	Low visibility
☐(H)	☒ (M)	☐ (L)

(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL'S REPUTATION?
(Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk	Medium risk	Low risk
☐ (H)	☒ (M)	☐ (L)

Q6 Will this initiative have an impact (however minor) on any other Council service?

☒ Yes   ☐ No   **If yes, please provide details below**

Some impact on a range of Council services, including budget, income & finance, legal, poverty & prevention, support to carers and community- based services

Q7 HOW DID YOU SCORE?
Please tick the relevant box

MOSTLY H and/or M ⟶ **HIGH PRIORITY** ⟶ ☐ **EIA to be completed Please go to Section 2**

MOSTLY L ⟶ **LOW PRIORITY / NOT RELEVANT** ⟶ ☒ **Do not complete EIA Please go to Q8 followed by Section 2**

Q8 If you determine that this initiative is not relevant for an EIA report, you must provide a full explanation here. Please ensure that you cover all of the relevant protected groups.

The Council's Charging policy (social services) was agreed by Council in March 2016, following a full Equalities Impact Assessment, which was carried out to consider and consult on how the policy is applies to all client groups that are able to access residential and non-residential community care services. The policy was fully reviewed, and revised in April 2018. Any impact on individual or population groups with protected characteristics is mitigated by minimum income allowances, capital thresholds and weekly charging caps which are set annually by Welsh Government. New charges to day services, and respite at home were introduced and were applied this year (2018/19), and a full EIA was completed to support these changes. This year the annual review of charges is proposing an inflationary increase to charges to reflect

increasing costs of social care to come into effect on 1st April 2019, in line with other Council charges. It is not considered necessary to update the current full Equalities Impact Assessment at this stage.

Section 2

NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email – no electronic signatures or paper copies are needed.

Screening completed by:	
Name:	SIMON JONES
Job title:	STRATEGY & PERFORMANCE IMPROVEMENT OFFICER
Date:	18th OCTOBER 2018
Approval by Head of Service:	
Name:	DAVID HOWES
Position:	DIRECTOR OF SOCIAL SERVICES
Date:	OCTOBER 2018

Report of the Head of Democratic Services

Cabinet - 15 November 2018

Councillors' ICT Allowances - May 2017 & Beyond

Purpose:	To reformat the recently amended and adopted Councillors' ICT Allowances - May 2017 & Beyond Policy in order to make it suitable for publishing online.
Policy Framework:	None.
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that:
1)	The Councillors' ICT Allowances - May 2017 & Beyond Policy as outlined in Appendix A of the report be adopted in its new format.
Report Author:	Huw Evans
Finance Officer:	Ben Smith
Legal Officer:	Tracey Meredith
Access to Services Officer:	Rhian Millar

1. Introduction

1.1 Following recommendations from the Democratic Services Committee, the "Councillors' ICT Allowances - May 2017 & Beyond" Policy was amended and adopted by Cabinet on 20 September 2018.

1.2 The Policy, however; was interwoven into the report presented to Cabinet. This has made it difficult to format it into a user friendly document. This report therefore seeks to agree the Policy in its new format as outlined in **Appendix A** of this report.

2. Equality and Engagement Implications

2.1 There are no equality or engagement implications associated with this report.

3.   Financial Implications

3.1   There are no specific financial implications associated with this report.

4.   Legal Implications

4.1   There are no specific legal implications associated with this report.

Background Papers: None.

Appendices:
Appendix A   Councillors' ICT Allowances - May 2017 & Beyond Policy.

Councillors' ICT Allowances - May 2017 & Beyond Policy

1. Introduction

1.1 Data (Broadband), ICT and Voice Communications equipment and systems are essential to enable Councillors and Co-opted Members to carry out their responsibilities effectively and securely.

1.2 This Policy is regularly reviewed by the Head of Democratic Services and Democratic Services Committee in order to allow for new technologies to be made available and to align Councillors and Co-opted Members to the Digital strategy of the Authority. Councillors are part of the Authority's rollout of a Digital culture ambition aiming to make Swansea a lead Authority in the UK.

1.3 This Policy links with the determinations of the Independent Remuneration Panel for Wales (IRPW) by which the Authority is bound. Details of the latest IRPW Annual Report and other information may be viewed on their website. http://gov.wales/irpwsub/home/publication/?lang=en

1.4 In addition to the Councillors' ICT Allowances, the Authority also provides Office 365 for Councillors to use and the Authority's main buildings are covered by WiFi. Each Political Group Room is fitted out with PC's and Telephones.

2. Supporting the Work of Local Authority Members - IRPW Determinations

2.1 The Independent Remuneration Panel for Wales set out determinations each year in their Annual Report. A number of these determinations relate to how an Authority should support the work of Councillors and Co-opted Members. The latest Annual Report is available at

https://gov.wales/irpwsub/home/publication-reports/?lang=en

2.2   The determinations set out rules to ensure that the Authority provides as much support as is necessary to enable Councillors / Co-opted Members to fulfil their duties effectively by provided them with adequate telephone and email facilities and electronic access to appropriate information. Deductions must not be made from members' salaries by the respective Authority as a contribution towards cost of support.

2.3   These determinations apply to Councillors and the Statutory Co-opted Members. The IRPW have also indicated that the Community / Town Council Representative on the Standards Committee is to be treated as a Co-opted Member for this purpose.

2.4   The Authority has 10 Statutory Co-opted Members and 1 Community / Town Council Representative:

   ➢   Chair of Audit Committee
   ➢   Chair of Standards Committee
   ➢   Ordinary Members of the Standards Committee **x 4**;
   ➢   Ordinary Members of Scrutiny Programme Committee **x 4**;
   ➢   Community / Town Councillor Representative of Standards Committee.

3.   Councillors' & Co-opted Members ICT Allowances

3.1   There are 3 types of ICT Allowances available to Councillors / Co-opted Members. They are defined in their relevant sections within this Policy:

   a)   Councillors / Co-opted Members' Data & Telephone Allowance;
   b)   Councillors' Mobile Phone Allowance;
   c)   Councillors / Co-opted Members' ICT Allowance.

3.2   As Statutory Co-opted Members do not have the same time commitment of a Councillor, the Councillors / Co-opted Members' Data & Telephone Allowance and the Councillors / Co-opted Members' ICT Allowance element for Co-opted Members has been set at 20% of that of a Councillor.

4.   Councillors / Co-opted Members' Data & Telephone Allowance

4.1   The digital era has led to people including Councillors / Co-opted Members working in different ways to address their various connectivity requirements. Some people choose to have a broadband connection at home, others choose to have access to the internet via 3G or 4G on their mobile device and others utilise a data dongle.

4.2   The Authority pays a monthly Data & Telephone Allowance to all Councillors / Co-opted Members providing:

   a)   They produce proof on an annual basis of their Data and Telephone connection at their home;

b) They are not in receipt of a payment for Data and Telephone at their home from a third party due to their employment or via an election;

c) They allow for their telephone number to be published on the Authority's website and promoted as necessary save in exceptional circumstances.

4.3 As Statutory Co-opted Members do not have the same time commitment of a Councillor, the ICT Allowance and Data & Telephone Allowance for a Co-opted Member be set at 20% of that of a Councillor.

4.4 The Councillors / Co-opted Members' Data & Telephone Allowance is currently set at £25 per Councillor / £5 per Co-opted Member per month. This is split as follows:

	Data	Telephone
Councillor	£15	£10
Co-opted Member	£3	£2

4.5 The **Telephone element** of the Councillors / Co-opted Members' Data & Telephone Allowance, shall only be paid once per Councillor / Co-opted Member household (i.e. if there are 2 or more Councillors / Co-opted Members living at the address then only one person shall receive the Telephone element of the Allowance).

4.6 The **Data element** of the Councillors / Co-opted Member's Data & Telephone Allowance shall be paid for either one broadband or one mobile data contract per Councillor /Co-opted Member. This will be limited to one static broadband contract per household; however more than one Mobile Data Contract per household is permissible.

4.7 Under HM Revenue and Customs rules, the Councillors / Co-opted Members' Data & Telephone Allowance shall be subject to Tax and National Insurance deductions.

4.8 Should a Councillor / Co-opted Member cease to remain a Councillor / Co-opted Member the Councillors / Co-opted Members' Data & Telephone Allowance shall cease and any Data / Telephone contract taken out by the Councillor / Co-opted Member shall remain their sole responsibility as will any repayments. Please also refer to the section relating to **"What happens if a Councillor / Co-opted Member ceases to hold Office?"**

5. Councillors' Mobile Phone Allowance

5.1 The Authority currently pays a monthly Councillors' Mobile Phone Allowance to qualifying Councillors in order to supplement their mobile phone bills due their increased use for Council business providing:

a) Councillors produce proof on an annual basis of their Mobile Phone contract.

b) Councillors in receipt of the Councillors' Mobile Phone Allowance must allow for their mobile telephone number to be published on the Authority's website and promoted as necessary save in exceptional circumstances.

5.2 Under HM Revenue and Customs rules, the Councillors' Mobile Phone Allowance shall be subject to Tax and National Insurance deductions.

5.3 There are 12 Qualifying Councillors: Cabinet Members, Presiding Member and the Leader of the Largest Opposition Group. The Councillors' Mobile Phone Allowance is currently set at £25 per Qualifying Councillor per month.

5.4 The Councillors' Mobile Phone Allowance is payable from the date when the Councillor is appointed by Council / Leader of the Council to a Qualifying Councillor position.

5.5 Should a Councillor cease to remain a Qualifying Councillor (as defined above) the Councillors' Mobile Phone Allowance shall cease and any Mobile Phone contract taken out by the Councillor shall remain their sole responsibility as will any repayments.

5.6 Should a Councillor cease to remain a Councillor the Councillors' Mobile Phone Allowance shall cease and any Mobile Phone contract taken out by the Councillor shall remain their sole responsibility as will any repayments. Please also refer to the section relating to **"What happens if a Councillor / Co-opted Member ceases to hold Office?"**

6. Councillors / Co-opted Members' ICT Allowance

6.1 The Councillors / Co-opted Members' ICT Allowance allows Councillors / Co-opted Members to purchase their own ICT equipment such as desktop or laptop PC, Tablet Computer, Printer and Software, ICT Peripherals such as storage, backup facilities, printer paper and ink and ICT Support.

6.2 The Authority recommends that an element of this allowance be used to purchase an ICT support service. **ICT Support is defined as:** Either an ad-hoc or fixed contract with a third party (Not the Authority) aimed at providing ICT support should any element of your ICT equipment fail.

6.3 The Authority will only provide ICT Support for issues directly linked to the Authorities systems, such as Password Reset, Access to Office 365 and Oracle. The Authority will also provide general guidelines should the issue relate to an issue with the Councillors device, in order to aid them when having to contact an external ICT Support supplier.

6.4　The Councillors / Co-opted Members' ICT Allowance system is effectively a "Bring Your Own Device" (BYOD) arrangement. Councillors / Co-opted Members are able to purchase whichever device they find beneficial for their work; however they should be mindful that it is highly recommended that their device is compatible with **Microsoft Office**.

6.5　Should a device not be compatible with Microsoft Office, Councillors / Co-opted Members may not be able to open documents sent to them by the Authority and in turn the Authority may not be able to open documents which the Councillor / Co-Opted Member sends them.

6.6　The Councillors / Co-opted Members' ICT Allowance is paid to all Councillors / Co-opted Members on request providing:

　　a)　They produce a receipt proving their purchase of relevant ICT items;

　　b)　They submit their claim on the Councillors' and Co-opted Members ICT Allowance Claim Form which is outlined at **Appendix 1** and / or by providing the annual bill as proof.

6.7　Under HM Revenue and Customs rules, the Councillors' and Co-opted Members ICT Allowance shall be subject to Tax and National Insurance deductions.

6.8　The following table sets out the total amounts that can be claimed under the Councillors / Co-opted Members' ICT Allowance:

Councillors / Co-opted Members' ICT Allowance Amounts	Councillor	Co-opted Member
In the Year immediately following the election / appointment of the Councillor / Co-opted Member	£1,008	£201.60
Each Year Thereafter (**Councillor** may take this in advance from Year 2, i.e. £800 (£200 x 4 year Remaining Term of Office). The Authority will not pay any additional monies until following next Local Government Election (Currently scheduled for May 2022)	£200 p.a. (£800) over the term.	N/A
Each Year Thereafter (**Co-opted Member** may take this in advance from Year 2, i.e. £240 or £160 (£40 x 6 year / £40 x 4 year Remaining Term of Office).	N/A	£40 p.a. (£240 or £160) over the term.

Note:
1)　The **Councillor element** of the Councillors / Co-opted Members' ICT Allowance over a 5 year period is £1,808 in total. This amount may be spent at any time during the 5 year term provided the claims are made using the Councillors / Co-opted Members ICT Allowance Claim Form and with relevant receipts.

2) **Councillors Only**. Any spend exceeding £200 in the final year of the Term of Office must be approved in advance by the Head of Democratic Services in conjunction with the Chief Transformation Officer. They may look at temporary solutions such as providing Authority owned ICT devices.

3) The **Co-opted Members element** of the Councillors / Co-opted Members' ICT Allowance over a 4 and 6 year period is £361.60 and £441.60 in total respectively. This amount may be spent at any time during the 4-6 year term provided the claims are made using the Councillors / Co-opted Members ICT Allowance Claim Form and with relevant receipts;

4) **Co-opted Members only**. Any spend exceeding £40 in the final year of the Term of Office must be approved in advance by the Head of Democratic Services in conjunction with the Chief Transformation Officer. They may look at temporary solutions such as providing Authority owned ICT devices.

7. What happens if a Councillor / Co-opted Member ceases to hold Office?

7.1   If a Councillor / Co-opted Member ceases to hold Office for whatever reason during their Term of Office, the Authority will immediately cease payment of any Allowance that they had previously been entitled to.

7.2   Any contract taken out by the Councillor / Co-opted Member during their period of Office will be their sole responsibility. The Authority will not make any payments towards the remaining period of the contract(s).

7.3   Any ICT equipment and ICT support purchased during a Councillors / Co-opted Members Term of Office shall automatically become their property. The Authority shall have no legal claim to it.

7.4   Should the Councillor / Co-opted Member cease to hold Office within the first 12 months of being elected / appointed they must repay any ICT Allowance which they received on a complete month pro rata basis. This paragraph is waived should a Councillor / Co-opted Member die during their Term of Office.

8. Data Protection Act / Security Advice (Anti-Virus, Anti-Spam, Firewall and Encryption)

8.1   Councillors are likely to handle personal information about individuals; as such they have a number of legal obligations to protect that information under the Data Protection Act 1998. Should a Councillor fail to comply with this Act then they would be liable to a fine of up to £5,000. The Authority pays the fee for each Councillor to be a registered Data Controller.

8.2 The Authority strongly advises that Councillors / Co-Opted Members install Anti-Virus, Anti-Spam and Encryption software and use password protection on any PC, Laptop, Tablet, Mobile Phone etc. used for Councillor Business. The use of a personal Firewall should also be considered. For advice in this area, Councillors should take appropriate security advice from their external ICT Support provider.

9. Claiming of Allowances and Providing Receipts / Proof of Purchase

9.1 **Claiming the Councillors / Co-opted Members' Data & Telephone Allowance.** Councillors / Co-opted Members must produce proof of Data and Telephone connection at their home on an annual basis in order to receive this monthly allowance. Proof shall be required during May / June each year and should be given to the Cabinet Office / Democratic Services Team as appropriate.

9.2 **Claiming the Councillors' Mobile Phone Allowance.** Councillors / Co-Opted Members must produce proof of their Mobile Phone Contract on an annual basis in order to receive this monthly allowance. Proof shall be required during May / June each year and should be given to the Cabinet Office / Democratic Services Team as appropriate.

9.3 Failure to provide proof of a Data / Telephone / Mobile Phone contract during May / June each year will result in payments being stopped until proof is provided. The Authority shall not backdate any payments beyond 3 months.

9.4 **Claiming the Councillors / Co-opted Members' ICT Allowance.** Councillors / Co-opted Members should purchase the ICT equipment they require and complete the Councillors / Co-opted Members' ICT Allowance Claim Form as shown in **Appendix 1**. The Claim Form should be returned to the Cabinet Office / Democratic Services Team as appropriate.

10. Councillors Self Service

10.1 The objectives of the "Sustainable Swansea - Fit for the Future" programme is:

> ➢ To transform services;
> ➢ To deliver better outcomes for residents;
> ➢ To achieve financial sustainability.

10.2 In order to achieve these objectives, "Oracle", the Authority's integrated HR, payroll, finance, procurement stores and job costing system must be used to enable Councillor Self Service which will allow Councillors to view, amend and apply for things via Oracle including:

> Payslips, P60's and P11d's;
> Changes to personal details (address, bank etc.);
> Car Parking Permits;
> Mileage and Expenses Claims.

10.3 Oracle Self Service, will reduce printing costs, save administration time and costs and allow Councillors to update their information in real time.

10.4 Councillors receive a paper payslip and are required to use the Self Service on Oracle. The Oracle Self Service system is compulsory for Councillors as of the Annual Meeting of Council in May 2017.

10.5 User Guides are available on the Authority's StaffNet site http://www.swansea.gov.uk/staffnet/mileageandexpenses

10.6 Modern.gov is the Authority's software solution for meeting management including placing agendas, reports and minutes online. It is an integrated package which aims to simplify websites for Councillors, Officers and the public.

Appendices:
Appendix 1 Councillors / Co-opted Members ICT Allowance Claim Form.

Councillors / Co-opted Members ICT Allowances Claim Form

Name:	
Address:	
Post Code:	

Please provide details of ICT items or support purchased. In accordance with the Independent Remuneration Panel for Wales (IRPW) Councillors' / Co-opted Members ICT Allowance payments will only be made to Councillors following the completion of this form **together with the relevant receipt(s)**.

Date Purchased	Item / Service Purchased	Cost
	Total Amount Claimed	£

Note:

i) *I have incurred these costs to enable me to fulfil my duties as a Councillor / Co-opted Member in accordance with the IRPW.*

ii) *Councillors' ICT Allowance. Year of Election is £1,008. Remaining Term of Office is £200 p.a. x 4 years (£800). The sum of £800 may be taken as a lump sum from Year 2 providing a receipt is provided. The Authority will not pay any additional monies until the following Local Government Election.*

iii) *Co-opted Members' ICT Allowance. Year of Appointment is £201.60. Remaining Term of Office is £40 p.a. The per annum sum may be taken as a lump sum from Year 2 providing a receipt is provided. The Authority will not pay any additional monies until the following Local Government Election.*

Councillor Signature:		**Date:**	

For Office Use

Checked By:		Payroll No.:		Month Paid:	

Return to: Head of Democratic Services.

Cyngor **Abertawe**
Swansea Council

Report of the Local Authority Governor Appointment Group

Cabinet – 15 November 2018

Local Authority Governor Appointments

Purpose:	To approve the nominations submitted to fill Local Authority Governor vacancies in School Governing Bodies.
Policy Framework:	Local Authority (LA) Governor Appointments Procedure (Adopted by Council on 26 October 2017).
Consultation:	Access to Services, Finance, Legal.
Recommendation(s):	It is recommended that:
1)	The nominations recommended by the Director of Education in conjunction with the Cabinet Member for Education Improvement, Learning and Skills.
Report Author:	Gemma Wynne
Finance Officer:	Chris Davies
Legal Officer:	Stephen Holland
Access to Services Officer:	Catherine Window

1. 0   The nominations referred for approval

1.1   The nominations are recommended for approval as follows:

1.	Glais Primary School	Cllr Alyson Pugh
2.	Gowerton Primary School	Cllr Susan Jones Mr Lyndon Mably
3.	Llangyfelach Primary School	Mr Raymond Brown

4. Pentrechwyth Primary School	Mr John Winchester	
5. Bishop Gore Comprehensive School	Dr Martin O'Neil	
6. Bishopston Comprehensive School	Mrs Ruth McNamara	
7. Pontarddulais Comprehensive School	Mr Craig Wade	
8. Ysgol Gyfun Gwyr	Rev Dr Adrian Morgan	

2.0   Financial Implications

2.1   There are no financial implications for the appointments; all costs will be met from existing budgets.

3.0   Legal Implications

3.1   There are no legal implications associated with this report.

4.0   Equality and Engagement implications

The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- •   Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- •   Advance equality of opportunity between people who share a protected characteristic and those who do not.
- •   Foster good relations between people who share a protected characteristic and those who do not.

Our Equality Impact Assessment process ensures that we have paid due regard to the above.

4.1   There are no equality and engagement implications associated with this report.

Background papers: None

Appendices: None

Cyngor **Abertawe**
Swansea Council

Report of the Cabinet Member for Investment, Regeneration and Tourism

Cabinet – 15 November 2018

Financial Procedure Rule 7
Capital Development Proposals for Leisure Centres in Partnership with Freedom Leisure

Purpose:	To confirm level of funding for the Leisure Centre capital development proposals in partnership with Freedom Leisure.
	To comply with Financial Procedure Rule No 7 (Capital Programming and Appraisals) to commit and authorise the schemes, as set out in the Tender from Freedom Leisure, within the Council's Capital programme.
Policy Framework:	Sustainable Swansea – fit for the future.
Consultation:	Legal, Finance, Access to Services and schools with dual use Leisure facilities.
Recommendation(s):	It is recommended that:

1)   The overall Capital Development principles are approved together with their financial implications;
2)   Authority is given to draw down the Capital borrowing and to authorise the schemes contained within the Capital Development principles;
3)   A Project Board is developed to manage the individual schemes with appropriate officer representation;
4)   Grant funding opportunities are explored in partnership with Freedom Leisure to increase the level of capital available to further enhance the development proposals and expand where feasible, other facility upgrades.

Report Author:	Jamie Rewbridge
Finance Officer:	Ben Smith
Legal Officer:	Debbie Smith
Equalities and Engagement Officer:	Rhian Millar

1.0   Introduction and background

1.1   As a culmination of the Cultural services commissioning review and subsequent procurement exercise, a decision to operate 6 Community Leisure Centres and the LC under a 19.5 years contract with Freedom Leisure was made by Cabinet on 21 June 2018.

1.2   The evaluation of the Freedom Leisure's submissions provided the Council with evidence that there is an opportunity to deliver higher savings against both the current cost and affordability target than any of the alternative options

1.3   Freedom Leisure's solutions evidence that improved outcomes, plus investment can be achieved at significantly less cost to the Council. Freedom Leisure scored well against the specification and delivered significant savings against the affordability. This being subject to the stated capital improvements detailed in the Tender documents.

1.4   Freedom Leisure's Solutions deliver significant investment in the facilities, reducing overall net costs to the Council, through applying commercially focused capital improvements, , transferring future maintenance obligations from the Council to the operator, and addressing all backlog maintenance across the facilities.

1.5   As a result of the commissioning and procurement exercise, Cabinet decided to appoint Freedom Leisure as the preferred bidder for Leisure Centres and the contract was subsequently awarded and commenced on 1st October 2018

1.6   The Cabinet report highlighted that Freedom required a capital investment from the Council of £5.16 million and would require an average management fee over the life of the contract of £724,000 per annum, which was a saving of £900,000 on the current revenue affordability limit of £1.6 million. With the costs of finance factored in for the capital, the savings are £502,000 per annum below the affordability limit. £1.6m compared with £1.098m highlighted within Table 2.

1.7   The purpose of this report is to seek approval to invest the £5.16M as set out in the Freedom Tender, to be funded by prudential borrowing. The contents provide broad parameters and highlight proposals, details of the capital development proposal schemes and the mechanisms used to achieve best value and effective delivery in procuring the works.

1.8   This report also requests approval to explore and apply for other opportunities to increase the level of capital investment, through appropriate grant funding applications, utilising the available capital per site/project as potential match. With the caveat that the purpose or restrictions of any grant can be fulfilled by Freedom Leisure in the operation of the leisure centres under contract with the Council over the 19.5 year contract term.

2   Capital Development Principles

2.1   The procurement process was awarded through entering into Competitive Dialogue procedure under the Public Contracts Regulations 2015. The aim of the Competitive Dialogue was to identify and define the means best suited to satisfy Council and stakeholder needs.

2.2   The Competitive Dialogue included discussions on the current conditions of the assets and opportunities to improve commerciality and therefore reduce costs overall. These discussions included risk profiles, life cycle costings and approach to achieve the best value for money. The process also evaluated design solutions and opportunities to reduce overheads as well as improve income through satisfying and increasing market demands for facilities.

2.3   In addition to the above factors, throughout the procurement process it was identified through Council commissioned non-invasive condition review reports that there was Circa £1.5m backlog maintenance across the portfolio of Leisure facilities requiring attention.

2.4   It was discussed through dialogue with the bidders how these backlog maintenance issues could be met through any proposed capital development schemes.

2.5   It was acknowledged throughout that the intention of the procurement exercise was to identify ways in which the current leisure centres could be retained and secured for the future, rather than continue to decline, due to cost avoidance or investment opportunities available to a third party.

2.6   The principles remained that all future maintenance obligations would reside with the operator and commercial targets resulting from investment were the liability and risk of the operator. This also served to ensure decisions and allocations would be grounded in their industry expertise, and result in an improved leisure provision at less cost to the Council.

2.7   It was acknowledged that provided the terms of the contract award were fulfilled, the resultant operator would be at liberty to review and revise future investment opportunities in other ancillary or associated assets, in consultation with the Council, where this would prove beneficial to the overall cost envelope, commerciality and long term sustainability of assets.

3   **Capital Development Proposals and Principles (Freedom Leisure)**

3.1   Detailed proposals, project plans and development plans were submitted as part of the final tender submission by Freedom Leisure, contracted to Clarkson Alliance their preferred project partner with input from company Leisure Energy.

3.2   The final tendered submission contains proposed development plans, project plans, schemes of work per facility, costings, timescales, planning considerations and key risks are outlined in full. These draft proposals were

accepted as part of the tendering process and agreed by Cabinet. These proposals still remain subject to final review, screening and ratification through the appropriate project board framework described within this report and draft Capital Works Agency Agreement as described in item 4 below.

3.3 An overview of the Capital Development proposals across the portfolio are detailed in Table 1 below

Table 1

Capital spend	Bishopston	Cefn Hengoed	Morriston	Penlan	Penyrheol	Elba	LC	TOTAL
Improvements	413,573		383,011	469,044	1,046,168		330,862	2,642,685
Energy Works	15,000	17,000	92,364	307,682	297,756		274,506	1,004,308
Backlog Maintenance	48,100	313,867	352,717	315,905	439,033	27,585	17,750	1,514,957
Key changes Summary	Refurbish and reconfigure public spaces to increase capacity of fitness suites; create new public facilities; improve entrance/ access.	Refurbishment, updating, redecoration and replacement of fixtures/ fittings where needed. Improved energy efficiency and systems.	Refurbishment and re-purpose to create new fitness capacity; New access routes; improved security; new lift.	Reconfigure and create lobby and foyer space; cafe seating area; create new fitness space and access routes;	Reconfigure and remodel to create new accessible facilities; circulation routes and viewing areas; New fitness studios;	Refurbishment, updating, redecoration and replacement of fixtures/ fittings where needed..	Reconfigure and remodel kitchen, catering and cafe layout to diversify use and sales; create new facilities for early years.	
TOTAL	**476,673**	**330,867**	**828,092**	**1,092,631**	**1,782,957**	**27,585**	**623,118**	**5,161,923**

3.4 As set out to Cabinet previously, improvements are mainly focused on repurposing available space to take commercial advantage of floorspace and efficiency of staff management. For example converting under-utilised space to modern gyms, inserting mezzanine floors, re-orientating entrances to improve security, data capture and avoid duplicating costs and so on. Whilst there is limited scope to undertake this kind of work, in the immediate future, to the existing facilities at Elba and Cefn Hengoed, Freedom remain committed to exploring and collaborating with partners to enhance and improve these facilities to improve access, sustainability and commercial opportunities. For example a new 3G pitch at Cefn Hengoed is in planning and all leisure space will be brought up to standard, with greater energy efficiency. This will enable cost avoidance as well as marketing opportunities, to create demand and kick start a cycle of reinvestment.

3.5 Works to other sites will be completed within the first 2 years of contract start, with a timeline agreed, as per the Tender. Completion of the majority of these works is within 12 months, focussing on energy improvement works to reduce cost and programming all work on dual use sites in the summer school holiday period 2019, to improve commercial return.

3.6   In summary, the works across the portfolio would include:

a)   Increase gym and fitness studio capacity, utilising existing unused spaces by introducing mezzanine floors, passenger lifts/stairs and repurposing spaces.

b)   Reconfiguration of public access and changing /WC spaces to improve customer journey and improve management of safeguarding at a number of school sites.

c)   Welcoming entrances and offering new catering services where they don't exist and to include branded offers.

d)   Energy Reduction schemes across the sites to reduce utility cost to Council and schools where there are joint user splits.

e)   Introduction of new attractions such as climbing wall at community sites, new water features etc.

f)   Backlog maintenance requirements and significant uplift in look and feel of the facilities.

g)   Investment into new state of art fitness equipment at start and throughout contract

3.7   All programmed works are subject to final design, discussion and approval with key stakeholders, including Cabinet Member, Cultural Services client team, Centre Staff, and the Schools Leadership or Governing body and Education Department for dual-use sites

3.8   A governance structure and Project Board will be developed which will set out relevant reporting protocols and approval and sign-off of the works programme.

3.9   Cabinet will not need to authorise any amendments to the schemes of work should the principles of the development remain within the themes listed in 3.5 above.

3.10   The impact of any element of a capital development proposal may have a potential to alter future use of spaces. If the funding is agreed, all proposals would be subject to the Councils EIA process and any proposed changes would also be subject to necessary consultation with relevant stakeholders.

3.11   The Capital development proposals provide for a number of options for specific sites. These options are included within the total project budget of £5.16M, therefore they are planned to be delivered under the proposals. Reporting through the relevant project board will determine if these options need to be amended if budget pressures arise following procurement for works.

3.12 A project timeline has been provided within the tendered submission which sets out the key project milestones and timings to coincide with the stand-alone facilities and dual use facilities. An overall timescale of project completion necessary by Sept 2019, to coincide with completing a number of key projects within the 6 weeks school break summer 2019 to minimise disruption.

3.13 The delivery of the projects within this timescale is imperative to deliver upon the savings targets and reducing management fee payment by the Council to Freedom Leisure.

3.14 Based upon the projected cost of borrowing of approximately 7% (£70k per million borrowed), the profile of capital repayments as a proportion of average revenue cost to Cultural Services has been depicted in Table 2 below, as Cost of Finance (incurred by the Council) This is an exemplar costing using averages used at tender stage. A more accurate reflection of costs (at this point in time) is included in the financial implications in section 5.

Table 2

Average Annual Cost to Council (19.5 year contract) (£'000's)	Freedom Leisure
Management Fee paid by the Council	£724,000
Cost of Finance (incurred by Council)	£374,000
Total Annual Cost to the Council	**£1,098,000**
Total Capital Required	£5,161,923

3.15 A copy of the Councils financial implications summary has been included as an appendix, which sets out the anticipated expenditure per financial year across each of the various categories (Works, Environmental Improvements and Fees) and similarly the financing profile to match.

4. Capital Works Agency Agreement

4.1 As part of Freedom Leisure's submission, it has been agreed to enter into a Capital Works Agency Agreement in order for the procurement and payment of all works related to the investment to be managed in a specific way. A copy of the draft Capital Works Agency Agreement between the Council and Freedom Leisure is included as Appendix 1 and has been considered and accepted throughout the tender process by the Councils Procurement team and Contract lawyers, including input from external advisers. The agreement therefore satisfies the Councils procurement policies and procedures.

4.2   The purpose of the Agency agreement is for the Council to appoint Freedom Leisure as its agent to deliver and project manage the capital schemes within the specified budget and to act as agent for the Council in arranging for performance by the contractors and consultants of the capital projects in line with the terms of the agreement.

4.3   Under the agreement, Freedom Leisure shall not appoint contractors, agree designs, alter designs, terminate contractors or incur additional costs outside of the agreed budget without the Councils prior written approval.

4.4   The Council shall be responsible for placing the orders in the Councils name, paying all contractors and consultants in relation to the capital schemes, on the basis that they are within the specified allocated budget.

4.5   The Agreement sets out the provisions of establishing a Project Board to facilitate discussion around the capital projects and for the Council to be provided with progress updates, monitor timescales and deal with any matters of difficulty, risks or issues.

4.6   Project Board will meet once a month whilst capital projects are being undertaken and each party can make their own relevant appointments as referenced in the agreement.

4.7   Freedom Leisure will provide the required levels of professional indemnity insurance during the period of the agreement and for an agreed period after completion. Freedom Leisure and the Council will indemnify each other otherwise in accordance with the Contractors Agreement.

5.   Financial implications

5.1   The total amount of Capital required is £5.16m. This is to be funded entirely by unsupported borrowing, and the borrowing costs will be funded from the Cultural Services budget identified for the overall contract cost. The exact borrowing costs won't be known until the borrowing occurs, however it is envisaged that the borrowing and loan repayment will be circa £420k pa (allowing for the loan to be completely repaid within the life of the 19.5 year contract).

5.2   Due to the nature of the dual use sites the leases at these sites will be classed as exempt leases, meaning any capital spend at these locations will affect the Council's VAT partial exemption calculation. This will be closely monitored to ensure no breach of the Council's limit occurs – there may be a necessity to opt to tax the sites should the limit be in danger of being breached.

5.3   Freedom Leisure will provide a schedule of payments required as part of the Contractors Agency Agreement and the Council will have to adhere to this schedule.

5.4 There are a number of risks identified by Freedom Leisure within the tendered capital development proposals. Although a risk allowance/contingency has been built into the overall cost plans, should these allowances be exceeded there could be extra costs that would fall to the Council.

5.5 The risk analysis identifies the risks which rest with the Council and relate to a number of key areas physical or operational areas, such as latent defects that arise as a result of the planned works or asbestos issues that were not identified through the previously supplied surveys undertaken by the Council. Additional risks in delays to the process as a result of delays in entering into the Contractors Agreement, drawing down capital, raising orders etc. Any changes to the scope of the project due to consultation with stakeholders (Schools, Members etc) would rest with the Council.

5.6 Reasonable mitigating strategies have been identified to ensure that action is planned to avoid incurred costs to the overall project.

6. Legal implications

6.1 As set out in the cabinet report dated 21 June 2018 the procurement process securing Freedom Leisure as the successful tenderer was undertaken in compliance with the Council's Contract Procedure Rules and relevant EU procurement legislation. No challenge has been received in relation to that process or its outcome.

6.2 The Capital Development proposals and the delivery of the individual schemes will be governed by the terms of an agreement with Freedom Leisure as set out in paragraph 4 of this report. This agreement together with the operator agreement and contract security in the form of a performance bond, will ensure that the interests of the Council are protected.

7. Equalities and Engagement

7.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

7.2 Our Equality Impact Assessment process ensures that we have paid due regard to the above.

7.3 An EIA was undertaken as part of the original report to Cabinet on 21 June 2018. As detailed earlier in this report, once the receipt of funding is approved all detailed works and schemes outlined across the portfolio, they will be subject to the Council's EIA process and this will begin at the earliest opportunity.

Background Papers: None

Appendices:
Appendix 1 – Financial Implications

FINANCIAL IMPLICATIONS : SUMMARY

Portfolio: **Cultural Services**

Service : **Leisure**

Scheme : **Freedom Leisure contract capital**

1. CAPITAL COSTS	2018/19 £'000	2019/20 £'000	2020/21 £'000	2021/22 £'000	TOTAL £'000
Expenditure					
Works	200	3651			3851
Env Improvements	918	54			972
Fees	151	188			339
Furniture/Fittings					0
Equipment					0
Budget Code:					
EXPENDITURE	**1,269**	**3,893**	**0**	**0**	**5,162**
Financing					
CCS funding	1,269	3,893			5162
WG grant					0
WEFO grant					0
Other					0
FINANCING	**1,269**	**3,893**	**0**	**0**	**5162**

2. REVENUE COSTS	2018/19 £'000	2019/20 £'000	2020/21 £'000		FULL YEAR £'000
Service Controlled - Expenditure					
Employees					0
Maintenance					0
Equipment					0
Administration					0
NET EXPENDITURE	**0**	**0**	**0**	**0**	**0**

Not Applicable - These capital works will enable the Freedom contract to be run as per the bid