

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 <i>and sexual</i> 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. <ul style="list-style-type: none"> • 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.

		<ul style="list-style-type: none"> 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 Vulnerability 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 simplified 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: <ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Efforts are made to ensure least disruption for children – e.g. unnecessary school moves • Safeguarding is an underlying principle running through the Strategy <p>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.</p>
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.	<p>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.</p> <ul style="list-style-type: none"> • 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).

			<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> • 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	<p>Introduce a co-productive approach with service users to develop the following:</p> <ul style="list-style-type: none"> • Homelessness Charter • Service standards for Housing Options <p>Written standards for temporary accommodation used by the Council</p> <p>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.</p>	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	<p>Homelessness Charter</p> <p>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.</p>	Noted. See above.
Survey	1.1	<p>Introduce a co-productive approach with service users to develop the following:</p> <ul style="list-style-type: none"> • Homelessness Charter • Service standards for Housing Options • Written standards for temporary accommodation used by the Council <p>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.</p>	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 service user involvement in the development of

			homelessness services in the future, following a co-productive approach.
Crisis	1.1	<p>Homelessness Charter</p> <p>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.</p> <p>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</p>	Noted.
Scrutiny	1.1	<p>Introduce a co-productive approach with service users</p> <p>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.</p>	Noted. The strategy intends to develop and promote a co-productive approach for the long-term development of services.
Drop-in sessions	1.1	<p>Introduce a co-productive approach with service users</p> <ul style="list-style-type: none"> • 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	<p>Homelessness Charter</p> <ul style="list-style-type: none"> • 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	<p>Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices</p> <p>Engagement with the Life Long Learning Service could support digital inclusion for those at risk of or experiencing homelessness.</p>	Noted. Further detail of what is on offer needed. Contact made with Poverty and Prevention – Tony Richards.
Survey	1.2	<p>Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices.</p> <p>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.</p>	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	<p>Improve infrastructure to allow digital inclusion in Housing Options, Tenancy Support Unit and District Housing Offices.</p>	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	<p>Review use of Personal Housing Plans.</p> <p>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.</p> <p>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.</p>	<p>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.</p>
Survey Night Shelter	1.3	<p>Review use of Personal Housing Plans and improve written information to homeless households.</p> <p>"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.)</p>	<p>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.</p>
Survey	1.3	<p>Review use of Personal Housing Plans and improve written information to homeless households.</p> <p>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.</p>	<p>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.</p>
Crisis	1.4	<p>Pro-actively promote Housing Options Services in social media and press.</p> <p>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</p>	<p>Noted.</p>

		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 <ul style="list-style-type: none"> • 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

			<p>identify best use of funds to increase provision and aiming to increase provision</p> <ul style="list-style-type: none"> • 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	<p>Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies.</p> <p>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.</p>	<p>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 abandonment tenancies (i.e. a tenant leaving prior to an eviction taking place) needs to be looked at.</p>

			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	<p>Monitor reasons for loss of rented accommodation in order to better understand the drivers behind this cause of homelessness.</p> <p>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.</p>	Noted. Comments will be taken into account as this is developed.
Survey	2.7	<p>Review and improve information available on-line and in written format, taking into account the recommendations from the Wales Audit Office Report including:</p> <ul style="list-style-type: none"> • 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 <p>Review and improve information available on-line and in written format - please see earlier comment regarding accessibility.</p> <p>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).</p>	Noted.
Crisis	2.7	<p>Review and improve information available on-line and in written format</p> <p>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.</p>	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	<p>Review and improve information available on-line and in written format</p> <ul style="list-style-type: none"> 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	<p>Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness</p> <p>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.</p>	Noted. This information will be fed back to the 16 plus service.
Survey Young People Service	2.8	<p>Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness.</p> <p>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).</p>	Noted. Amendment made to the stakeholders for this action.
Crisis	2.8	<p>Agree criteria for mapping how many young people age 13-16 may be at high risk of homelessness</p> <p>There is potential here for homeless services to work together. The End Youth Homelessness Cymru coalition, of</p>	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	<p>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:</p> <ul style="list-style-type: none"> • Young people aged 14 and over • Parents/carers • Other professions working with young people with families <p>See comments above.</p>	Noted.
Scrutiny	2.11	<p>Review mediation services that are available to assist with homelessness prevention.</p> <p>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.</p>	<p>The mapping exercise needs to be completed to accurately answer this question. However we are currently aware of the following services:</p> <ul style="list-style-type: none"> • 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	<p>Develop stronger links with Poverty & Prevention Service to ensure that homeless households have access to training, employment and education services.</p> <p>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.</p>	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	<p>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.</p> <p>Add under Key activities 'Service working with clusters and primary care to maximise opportunities to provide support'</p>	Noted. Further discussion to be held with ABMU regarding what this would involve.
Crisis	2.14	<p>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.</p> <p>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.</p>	Noted. We intended to develop closer working relationship with DWP, which could involve shadowing and holding surgeries.
Shelter	2.15	<p>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.</p> <p>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.</p>	Noted.
Survey	2.16	<p>Explore ways to improve outcomes for homeless households with no local connection.</p> <p>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.</p>	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	<p>Explore ways to improve outcomes for homeless households with no local connection.</p> <p>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.</p>	Noted.
Shelter	2.16	<p>Explore ways to improve outcomes for homeless households with no local connection.</p> <p>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.</p>	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	<p>Under Objective 2, the commitment to <i>Identify and prepare for the implications of the Immigration Act 2014</i> e.g. <i>Right to Rent checks and Britain's exit from the EU</i> is really welcome and very much needed.</p>	Noted.
Crisis	2.17	<p>Identify and prepare for the implications of the Immigration Act 2014 e.g. <i>Right to Rent checks and Britain's exit from the EU</i>.</p> <p>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.</p>	Noted.
Gwalia	3.1	<p>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)</p> <p>Review of Move-on strategy – I think this is mentioned somewhere and this seems like an important element of how</p>	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: <ul style="list-style-type: none"> 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?	<ul style="list-style-type: none"> 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	<p>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.</p> <p>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.</p>	<p>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.</p>
Survey	3.4	<p>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.</p> <p>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.</p>	<p>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.</p>
Survey	3.4	<p>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.</p> <p>To improve the outcomes for people with complex needs we need to have as wide a range as possible of housing solutions, recognising that the independent living model just</p>	<p>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.</p>

		does not work for some people irrespective of the levels of support that may be provided.	
Crisis	3.4	<p>Reduce the use and length of time spent in temporary accommodation for homeless households with complex needs</p> <p>This would be a welcome first step towards ensuring the use of unsuitable temporary accommodation for everyone is 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.</p> <p>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.</p>	Noted. The strategy aims to ensure robust move-on arrangements particularly around temporary accommodation.
Shelter	3.5	<p>Create a Housing Gateway Officer post.</p> <p>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.</p>	Noted. The purpose of the role is to ensure more effective use of accommodation.
Crisis	3.6	<p>Improve access to temporary supported accommodation for couples.</p> <p>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).</p>	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	<p>Reduce barriers for accessing temporary accommodation and supported temporary accommodation.</p> <p>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</p>	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: <ul style="list-style-type: none"> • 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

		<p>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.</p> <ul style="list-style-type: none"> • Housing association providers designate more properties for the scheme 	increase the number of properties available for move-on.
Survey	3.11	<p>Increase the supply of suitable and affordable private rented properties.</p> <p>tighten and enforce regulations for private landlords esp for HMOs</p>	<p>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.</p>
Survey	3.11	<p>Increase the supply of suitable and affordable private rented properties.</p> <p>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.</p>	<p>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</p>
Crisis	3.11	<p>Increase the supply of suitable and affordable private rented properties.</p> <p>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.</p>	<p>Noted. The Council has been working with landlords to identify ways in which good landlords could be incentivised and that will continue.</p> <p>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.</p>

			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	<p>Increase the supply of suitable and affordable private rented properties.</p> <p>Universal Credit has made access to housing for people more difficult. It is not clear how the Council will work around this issue.</p>	<p>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:</p> <ul style="list-style-type: none"> • 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.

			<ul style="list-style-type: none"> 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	<p>Consider feasibility of establishing social lettings agency for private sector properties.</p> <p>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.</p>	Noted. Good practice will be looked at.
Shelter	3.12	<p>Consider feasibility of establishing social lettings agency for private sector properties.</p> <p>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.</p>	Noted.
Scrutiny	3.12	<p>Consider feasibility of establishing social lettings agency for private sector properties</p> <p>The Strategy would benefit from some more detail about what this means in practice.</p>	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	<p>Development of shared accommodation solutions for single households under 35.</p> <p>Have shared accommodation models worked elsewhere? How will substance misuse be managed?</p>	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	<p>Development of shared accommodation solutions for single households under 35.</p> <p>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.</p>	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	<p>Review the Council's Housing Allocations Policy.</p> <p>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.</p>	Noted. Comments will be forwarded the relevant RSLs that work within Swansea.
Survey	4	<p>I am very pleased to see the partnership approach to alleviating homelessness and the understanding of the multi faceted problems around homelessness. As the VAWDASV Coordinator I would welcome any further input needed on this agenda.</p>	Noted.
Survey	4.1	<p>Improve access to substance misuse support services for homeless households.</p> <p>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</p>	<p>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</p>

			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	<p>Improve access to substance misuse support services for homeless households.</p> <p>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.</p>	See response above.
Survey	4.1	<p>Improve access to substance misuse support services for homeless households.</p> <p>No mention of Substance misuse and Dual Diagnosis with Mental Health.</p>	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	<p>Improve access to substance misuse support services for homeless households.</p> <p>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.</p>	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	<p>Improve access to substance misuse support services for homeless households.</p>	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. <ul style="list-style-type: none"> • 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.

		<p>It was suggested that a review of how clients are contacted should be considered. Support doesn't have to be face to face.</p> <p>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.</p>	
Drop-in sessions	4.4	<p>Reduce Tenancy Support Unit waiting lists across all client groups.</p> <p>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:</p> <ol style="list-style-type: none"> 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	<p>Raise awareness of provision in place to support men who are experiencing or have experienced domestic abuse.</p> <p>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.</p>	Unaware of individual case referred to, clarification has been sought.
Survey Young People Service	4.8	<p>Develop housing advice leaflets specifically for refugees to provide targeted housing advice.</p> <p>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.</p>	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	<p>Develop housing advice leaflets specifically for refugees to provide targeted housing advice.</p> <p>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.</p>	<p>Noted. This is an interesting suggestion which will be raised with the Asylum Seeker & Refugee Multi-Agency Forum</p>
Crisis	4.8	<p>Develop housing advice leaflets specifically for refugees to provide targeted housing advice.</p> <p>Agree – and we would like to see accommodation providers for asylum seekers communicate early so that housing advice is not left until late.</p>	<p>Noted. This issue will be raised with the Asylum Seeker & Refugee Multi-Agency Forum</p>
Welsh Refugee Council	4.9	<p>Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance.</p> <ul style="list-style-type: none"> • 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 	<p>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:</p> <ul style="list-style-type: none"> • 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) <i>This will be a senior social worker from Child and Family and the Migration, Asylum Seeker and Refugee Coordinator.</i> • 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

		<p>those supported, legislation used to support, cost and length of support and case resolutions).</p> <ul style="list-style-type: none"> • 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. 	<p>entitlements amongst these populations are fully understood and acted upon.</p> <p><i>Social Services and other services where appropriate, will access up to date relevant training and information on NRPF.</i></p> <ul style="list-style-type: none"> • 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 <p><i>Social Services and other related Council Services will continue to aim to comply with this.</i></p> <ul style="list-style-type: none"> • 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). <p><i>Social Services are devising a system for capturing and recording information and costs of NRPF cases.</i></p> <ul style="list-style-type: none"> • Develop a system for capturing the costs of supporting NRPF cases. <p><i>As above.</i></p>
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			<ul style="list-style-type: none">• Ensure that NRPF populations are acknowledged and their needs addressed at local / regional homelessness LA for a <i>This can be fed in by Social Services representatives at relevant fora.</i>• Work in partnership with the health and voluntary sectors to tackle destitution amongst NRPF populations. <i>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.</i>• Consider becoming a beacon authority of NRPF good practice and leadership in Wales. <i>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.</i> <p>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</p>
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			homelessness sector. Input from WRC will be most welcome.
Volunteer - Swansea Asylum Seekers' Support.	4.9	<p>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.</p> <p>I note the emphasis on equality:</p> <ul style="list-style-type: none"> • Ensure equality of access to services and promote social inclusion and community cohesion <p>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.</p> <p>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</p> <p>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?</p>	<p>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.</p> <p>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.</p>

		<p>I note 'Objective 2.1 Develop pre-eviction protocols with all housing providers and understand reasons for abandoned tenancies.</p> <p>Will that protocol also apply to the housing providers contracted by the Home Office, or indeed to the Home Office itself?</p>	
Crisis	4.9	<p>Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance.</p> <p><i>Agree and we encourage the council to explore examples of good practice elsewhere.</i></p>	Noted. Good practice to be added to key activities.
Drop-in sessions	4.9	<p>Map the provision in place to assist and advise individuals who are ineligible for homelessness and housing assistance.</p> <ul style="list-style-type: none"> • 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	<p>Develop a training plan for housing and support providers.</p> <p><i>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.</i></p>	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.

		<p>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.</p>	
Drop-in sessions	5.1	<p>Carry out a feasibility study to look at developing a holistic “solutions centre” for services for rough sleepers.</p> <p>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.</p> <p>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</p>	Noted. Comments to be taken into account.
Gwalia	5.2	<p>Develop a Housing First approach to address the housing and support needs of homeless people and rough sleepers with the most complex needs.</p> <p>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.</p>	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. <i>The Housing First model is current best practice. The Adult Prosperity and Well-Being Service can form part of the multidisciplinary team as appropriate.</i>	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. <i>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.</i>	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. <i>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.</i>	Noted. Housing First Project group, with partners, and tender document/contract with selected provider will agree the performance indicators but will need to cover: <ul style="list-style-type: none"> • 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

			<ul style="list-style-type: none"> 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	<p>Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.</p> <p>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</p>	<p>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.</p> <p>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 ensuring that all rough sleepers receive advice and support within 48 hours.</p>
Crisis	5.3	<p>Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.</p> <p>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</p>	Noted.
Crisis	5.3	<p>Increase emergency bed provision and ensure support and advice is provided to rough sleepers within 48 hours.</p>	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. <i>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.</i>	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:

		<p>support to rough sleepers- Tony has added HHA V G A P 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:</p> <ul style="list-style-type: none"> 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 <p>Tony has queried this and requested specific examples</p>	<p>“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.</p> <p>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.”</p>
Survey Adult Prosperity and Well-Being Service	Key Principles	<p>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.</p>	<p>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.</p>
Survey	Key Principles	<p>it is all a bit confusing - list after list of things rather than a coherent sense of direction and route of getting there</p>	<p>Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.</p>
Survey	Key Principles	<p>It is good to see that the key principles are realistic and achievable and are a good basis from which to work from.</p>	<p>Noted.</p>
Survey	Key Principles	<p>Strategy is one thing delivery another, but the strategy is a helpful document.</p>	<p>Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.</p>
Survey	Key Principles	<p>the principles are clear what's not clear is how they will be achieved</p>	<p>Noted. The Council believes the strategy and action plan set out a clear vision to improve homelessness services over the next 4 years.</p>

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 qualitative not quantitative - 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.

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)

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

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

- 19 (79.2%) Yes
- 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 Yes (55.6%)
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%)

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**

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%)

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.

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 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.

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 Coordinators 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.

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
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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%) Irish

0 (0.0%) Gypsy/traveller
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%) Any other **White** background (please write in at end)
0 (0.0%) **Mixed** - White & Black Caribbean
0 (0.0%) **Mixed** - White & Black African
0 (0.0%) **Mixed** - White & Asian
0 (0.0%) Any other **Mixed** background (please write in at end)
0 (0.0%) **Asian or Asian British** - Indian
0 (0.0%) **Asian or Asian British** - Pakistani
Write in here
1 (100.0%)

0 (0.0%) **Asian or Asian British** - Bangladeshi
0 (0.0%) Any other **Asian** background (please write in at end)
0 (0.0%) **Black or Black British** - Caribbean
0 (0.0%) **Black or Black British** - African
0 (0.0%) Any other **Black** background (please write in at end)
0 (0.0%) **Chinese**
0 (0.0%) Other ethnic group (please write in at end)

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

Please mark one box or write in

12 (63.2%) No religion
7 (36.8%) Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)
0 (0.0%) Buddhist
0 (0.0%) Hindu
0 (0.0%) Jewish
0 (0.0%) Muslim
0 (0.0%) Sikh
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 English
(100.0%)

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