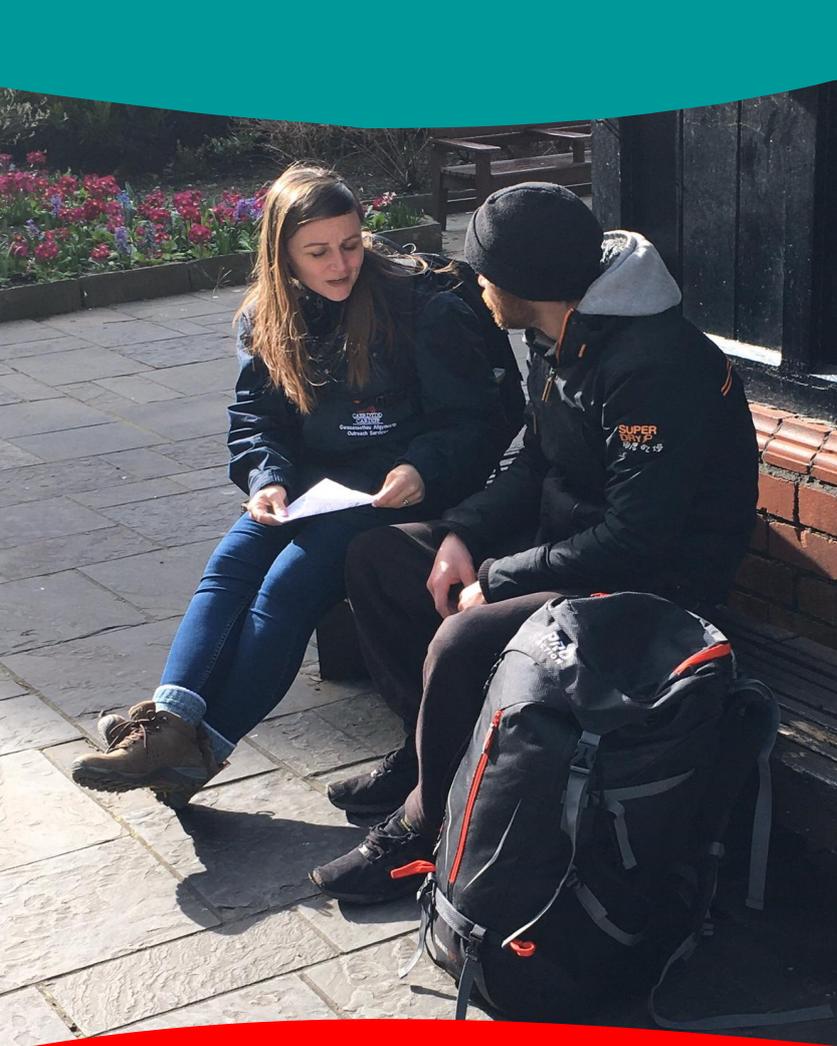


Cardiff Housing Support Programme Strategy 2022 - 2026



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Foreword



Councillor Lynda Thorne

Cabinet Member for Housing and Communities

I am pleased to share with you Cardiff's Housing Support Programme Strategy 2022-2026. The Strategy recognises the considerable work that is already being done by the Council and our partners to prevent homelessness and to support those who do become homeless, but there is still more to do.

Before the pandemic, significant progress had already been made in reducing the number of individuals sleeping rough in the city and a new way forward for homelessness services had been developed. When the pandemic arrived, that work accelerated as we moved quickly to bring everyone into safe self-contained accommodation and to ensure that the right support was available. Great strides forward have been made in the delivery of health and therapeutic services to our clients with the most complex needs.

My thanks to all those who worked to make this change happen, including officers from across the Council, and from our statutory and third sector partners. Thanks also to the Welsh Government for their forward thinking approach and the financial support that made the change possible

There are still many challenges ahead, including the economic impact of the pandemic on households' budgets coupled with the high cost of housing in Cardiff. However, we have built a good foundation to work from.

This Strategy sets out how we will work with our partners to ensure that homelessness is prevented wherever possible and where it does occur it is brief and not repeated.

Together with our partners, we are committed to developing a rapid rehousing approach to homelessness, and to addressing the underlying causes of repeated homelessness, supporting the most vulnerable people in our city and continuing to deliver real change in people's lives.



Councillor Lynda Thorne

Introduction

This Cardiff Housing Support Programme Strategy 2022—2026 sets out the single strategic direction for homelessness prevention and housing related support services in Cardiff for the next four years.

Responding to a comprehensive needs assessment and stakeholder engagement, it identifies and sets out the key priorities for the Council and its partners.



Prior to the pandemic, Cardiff had carried out extensive research into good practice in addressing homelessness from within the UK and across the world. Proposals were developed to improve services, to maximise prevention, ensure effective assessment of need and to deliver the right accommodation pathways.

When the Covid pandemic arrived there was an opportunity to accelerate the implementation of these changes. The good progress previously made in reducing rough sleeping from 87 to 30 individuals continued, dipping to 6 individuals during the initial lockdown and stabilising in the 20s.

Cardiff Council agreed there would be “no going back” following the pandemic and set out a new way forward for homelessness and support services for both single people and families. This included the following commitments:

- To prevent homelessness wherever possible
- To deliver an assessment / triage approach to identify the need of the individual and ensure the right accommodation and support solution is provided
- To move people rapidly into independent housing accommodation with separate pathways for lower needs clients
- For those with the most complex needs provide good quality, self-contained supported accommodation.

Introduction

A range of projects were approved to support this new way forward including:

- Development of a Single Homeless Assessment Centre
- Expansion of the Homeless Multi-Disciplinary Team
- A new model of health service delivered directly to hostels
- Significant increase in capacity and improvement in quality of supported accommodation for single people
- The delivery of 3 Family Homelessness Centres
- Participation in the Welsh Government Leasing Scheme to make better use of the private rented sector.

This Housing Support Programme Strategy 2022 –2026 is fully aligned with commitments previously agreed and builds on the work that is already taking place to prevent and address homelessness across Cardiff.



Strategic Background

In developing the strategy, consideration was given to several key policy and legislative documents that frame Housing Support and Homelessness Services. Key themes running through these documents, alongside a comprehensive needs assessment and stakeholder and client consultation have informed this strategy and the development of its vision and key aims.

Key Legislation

The ***Housing (Wales) Act 2014*** sets out the legal definition of homelessness. As recommended by the Welsh Government, for the purpose of this strategy the following broader definition of homelessness has been used: ***'Where a person lacks accommodation or where their tenure is not secure'***

The ***Well-being of Future Generations (Wales) Act 2015*** focuses on improving the social, economic, environmental and cultural well-being of Wales. Public bodies are required to consider the long-term well-being of the population and to work sustainably to prevent persistent problems such as poverty and health inequalities.

The ***Renting Homes (Wales) Act 2016*** focuses on improving the process of renting and managing property in Wales. It provides new occupation contracts for tenants of private and social rent properties. The act will also provide greater security for Private Rent tenants by extending the no fault notice period to 6 months.

National Plans & Strategies

The ***Housing Support Grant Guidance*** sets out that the Housing Support Grant is an early intervention grant programme to support activity which prevents people from becoming homeless, stabilises their housing situation or helps potentially homeless people to find and keep accommodation.

Welsh Government's ***Ending Homelessness in Wales: A high level action plan 2021-2026*** sets out actions that will be taken over the next five years to ensure that homelessness is brief, rare and non repeated.

Local Plans & Strategies

The ***Cardiff Well-being Plan*** sets out the priorities for action across the public sector in Cardiff.

Capital Ambition outlines the council vision for Cardiff to become a leading city on the world stage.

The Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 sets out how all partners will shape and deliver responses to all forms of violence against women, domestic abuse and sexual violence across the region.

Vision, Principles & Key Aims

The Cardiff Housing Support Programme Strategy 2022 - 2026 sets out an overarching vision, principles and high level key aims for homelessness and housing support services in Cardiff. These principles and key aims will shape our service over the next four years.

Our vision for future homelessness services

“We will aim to prevent homelessness wherever possible, and where prevention is not possible, we will seek to ensure that homelessness is rare, brief and not repeated”

Our Principles

- Our services will be trauma informed and will recognise the underlying causes of homelessness
- We will work collaboratively across professional boundaries with both statutory and third sector partners
- We will co-produce solutions with individuals, families, and partners
- We will champion equality and seek to understand the reasons for inequality
- We will take an assertive approach to services, ensuring that all people can access the help they need.

Key Aims have been developed. Each key aim forms a section of the strategy and is supported by our Strategic Priorities.

Our Key Aims

- Prevent homelessness wherever possible
- Ensure that everyone receives the right help and support
- Take a rapid rehousing approach to homelessness
- Provide good quality supported accommodation for those who need it.

Statement of Need

To inform this Strategy, a comprehensive needs assessment has been undertaken that provides a detailed analysis of the levels and causes of homelessness in Cardiff, together with an overview of the resources in place to help those in need. It includes an assessment of our housing and support gateways.

The needs assessment has been informed by the following data sources:

- Cardiff's Population needs assessment
- Cardiff's latest Local Housing Market Assessment
- Data from the Cardiff Housing Waiting List
- Housing Options Service data
- Housing Support Programme Commissioning and Outcomes data
- Welsh Index of Multiple Deprivation
- Regional Violence against Women, Domestic Abuse and Sexual Violence needs assessment

Key findings have been identified and an overall Statement of Need conclusion produced.

The full Statement of Need can be found [here](#)



Statement of Need - Key Findings

Around **4,000** households a year are seeking help from the **Housing Options Service**.

In 2020/21, **76%** of households who approached the service at an early stage were prevented from becoming homeless.



In 2020/21 however, there was a **27%** decline in households presenting to the service at risk of homelessness.

There is a need to promote prevention services more widely, to ensure we prevent homelessness wherever possible.

Citizens Advice research shows **1 in 3** private renters have lost income in the pandemic. In addition, **11%** are currently behind on their rent.



In 2020/21, there was a **52%** decline in households seeking help with **mortgage and rent arrears**. The impact of this suppressed demand may not be felt until later in the year or in **2022/23**.

In 2021/22, we are likely to see **600** households at risk and **400** becoming homeless due to losing accommodation provided by **parents, relatives or friends**.



47% of those who have received help this year due to family breakdown are **25 & under**. **80%** have been prevented from becoming homeless but there is more that can be done.

Between November 2020 and July 2021 rough sleepers in Cardiff accounted for just **13%** of all rough sleepers in Wales.



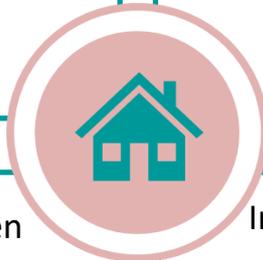
The challenge is to help rough sleepers maintain accommodation and move towards independent living as soon as possible.

Many clients have complex issues such as mental health and substance dependency. Mental health is the largest lead and secondary support need for all of our housing support clients.

Statement of Need - Key Findings

There are currently around **1,450** households in temporary or supported accommodation across all accommodation and support gateways.

The current average length of stay for those with a priority need is **234 days**.



The number of looked-after children in the city is increasing. There is also a rise in the number of young people with complex support needs.

In 2020/21, **60** women could not access refuge accommodation due to a lack of space.



There are over **8,000** households on the Cardiff Housing waiting list and approximately **300** new applicants join each month.

The number of social housing lets fluctuates each year but between 2019/20 and 2020/21, lets reduced by **14%**.



In 2020/21, **63%** of general lets were made to homeless clients which has also led to a reduction in the average waiting time for these clients.

There are many applicants who are not homeless who are in significant housing need and therefore demand for social housing cannot be met by the current supply despite ambitious new build plans.

The use of the private rented sector housing for both preventing homelessness and enabling move on has declined for some groups. There is currently high demand and a lack of supply of privately rented accommodation across the city.



Rents for **two bed** properties are higher than the LHA by **£200** a month. There is a need to examine the issues in the private rented sector more closely and create and promote more affordable options.

Statement of Need - Conclusion

Preventing Homelessness



There has been a decline in households presenting to the service at risk of homelessness. There has also been a decline in households seeking help with mortgage and rent arrears and we cannot predict when the impact of this suppressed demand may be felt. We need to ensure we are promoting prevention services widely via various means to ensure we prevent homelessness wherever possible.

Supporting Young People



Those who lose accommodation provided by parents, relatives or friends is still a big cause of homelessness. 47% of those who have received help this year are 25 & under. The number of Looked After Children in Cardiff is increasing and we are seeing a rise in the number of young people with complex support needs. We need to prevent youth homelessness wherever possible and deliver more suitable accommodation for young people with high support needs.

Addressing Rough Sleeping & Complex Needs



There has been significant progress made in reducing the number of individuals sleeping rough in the city. We must ensure that numbers remain low by supporting rough sleepers to maintain accommodation and move towards independent living. Many clients have complex issues such as mental health and substance dependency. Across all of our support services we have seen increases in those with mental health needs. We need to further develop and embed the multi-disciplinary approach to meet the needs of those with complex needs.

Domestic Abuse



Demand for Domestic Abuse services is increasing. We need to ensure that all those who experience domestic abuse and sexual violence can access the support they need.

Statement of Need - Conclusion

Temporary & Supported Accommodation



To prevent long stays in temporary accommodation, we need to improve move-on options. We must also develop a rapid rehousing approach so that people can exit homelessness quickly.

Social Housing



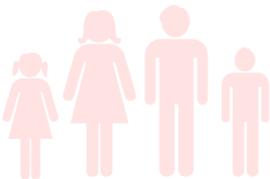
We are already allocating a high proportion of our social housing to homeless clients, but there are also many other applicants who are not homeless in significant housing need. Demand for social housing cannot be met by the current supply. We need to increase the supply of socially rented accommodation and improve access to the private rented sector.

Private Rented Sector



The use of the private rented sector for both preventing homelessness and discharging full homeless duty has declined for some groups. It is no longer affordable for many people. We need to examine the issues in the private rented sector more closely and create and promote more affordable options, especially for families.

Equalities



The needs assessment has identified that a high proportion of single men and those from minority communities are becoming homeless. We need to ensure service delivery meets the needs of these diverse groups including the LGBTQ+ community.

Preventing homelessness wherever possible

Advice and Prevention Services

In 2020/21, 76% of households who approached the Housing Options Service at an early stage were prevented from becoming homeless, and so far in 2021/22 there have been further improvements.

However, many households do not seek help prior to becoming homeless. During 2020/21, there was a 27% decline in the number of households seeking help who were at risk of homelessness.

The pandemic has created economic challenges. Research by Citizens Advice has concluded that 1 in 3 private renters have lost income during the pandemic and 11% of private renters are currently behind on their rent.

However, in 2020/21 there was a 52% decline in the number of people seeking assistance from the Housing Options Services with mortgage and rent arrears and the situation has been the same in the first half of 2021/22.

It is anticipated that the impact of this suppressed demand may not be felt by the service until later in the year or until 2022/23.

We need to promote prevention services more widely, using various means to ensure we prevent homelessness wherever possible, including promotion of the financial support available to help households such as the new Tenancy Hardship Grant.



The Housing Options Service has moved to the welcoming environment of Central Library Hub, improving and enhancing accessibility to the service.

Strategic Priority 1 - Encourage take up of advice and prevention services by:

- Developing a communications plan to widely promote the help available to prevent homelessness
- Increasing the accessibility of specialist housing advice, mediation, and prevention services, by providing these through the Community Hubs.

Preventing homelessness wherever possible

Preventing Family Breakdown & Supporting Young People

Losing accommodation provided by parents, relatives or friends is a significant cause of homelessness in Cardiff.

It is predicted that more than 600 households will be at risk of homelessness this year due to family breakdown and nearly 400 will become homeless for this reason.

47% of those who have received assistance this year so far, are 25 years old or younger.

A dedicated Prevention Officer works directly with young people and their families to prevent homelessness where possible.

So far this year, 80% of young people at risk of losing family accommodation have been prevented from becoming homeless, however there is still more that can be done to help young people at an early stage.

Our Partners said.... "The pandemic impact was greater (on young people) as no socialising was allowed and public places were closed. Many could not visit friends and family which led to anxiety and depression from social interaction. Public venues closed which usually attract young people, cinemas etc. We have seen instances of arguing with parents and being thrown out of family home or leaving unplanned."



Strategic Priority 2 - Prevent family breakdown wherever possible by:

- Reviewing and enhancing our advice and mediation services, with particular regard to young people
- Considering targeted interventions and support for school-aged children and their families.

Ensuring that everyone receives the right help and support

Specialist Pathways

In addition to our main accommodation and support gateways, there are other pathways that support homeless clients with specific needs.



Refugees - A high number of households in Cardiff become homeless as they move on from accommodation provided by the National Asylum Support Services (NASS) following a decision on their case. Improved communication between the Council and NASS accommodation providers has ensured more clients receive timely help but we want to improve this further.

During the pandemic we have housed those with no recourse to public funds. There is uncertainty about what will happen when hardship funding ends. There is currently a backlog of negative decisions with NASS and there are concerns that this could increase rough sleeping.



Prison Leavers - Prison leavers account for a significant number of people accessing homelessness services. Cardiff Council works closely with the Probation Service and Prisons in relation to prison leavers. A specialist Prevention Officer manages and co-ordinates the housing pathway for any prison leaver who is likely to be homeless on release from prison, ensuring the correct help and support is available to them.



Hospital Discharge - Cardiff Council operates two hospital discharge pathways – one for mental health and one for physical health. Resettlement Officers based in hospitals are focussed on ensuring timely discharge from hospital whilst preventing homelessness where possible.

Strategic Priority 3: Continue to improve our specialist pathways for refugees, prison leavers and those leaving hospital by:

- Building on the improved communication with the Home Office regarding refugees
- Working with the Welsh Government and third sector to address the issue of those with no recourse to public funds
- Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively.

Ensuring that everyone receives the right help and support

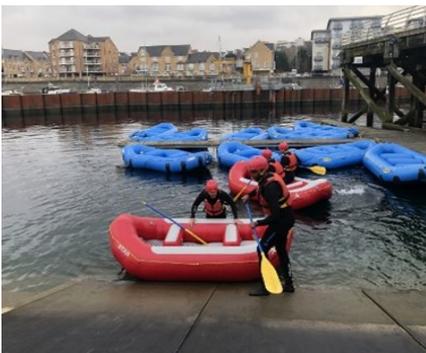
Addressing Rough Sleeping

Significant progress has been made in reducing the number of individuals sleeping rough in the city. The figure has decreased from a high of 87 to 30 individuals in March 2020 dipping further to just 6 individuals during the initial lockdown and stabilising in the 20s.

Between November 2020 and July 2021 rough sleepers in Cardiff accounted for just 13% of all rough sleepers in Wales.



An increased number of rough sleepers are being assisted into accommodation, with an average of 22 placements a month in 2021/22 so far. However, the challenge is to help rough sleepers maintain this accommodation and move towards independent living as soon as possible.



Providing Diversionary Activities

The Diversionary Activities initiative is dedicated to tackling the rise of negative street cultures, moving people away from the lucrative nature of street begging activity and building people's skills and ability to move into independent living. This is achieved through engagement via education, training and employment, and creative and therapeutic outlets.

Using the assertive outreach model, the service encourages peer and community engagement. This creates positive interpersonal relationships, giving people an opportunity to strengthen social networks both amongst each other and within their community. The service works with partners such as Into Work and Public Health to bring training and other activities into hostels.

Strategic Priority 4: Continue to support and assist rough sleepers to access and maintain accommodation – by embedding our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.

Ensuring that everyone receives the right help and support

Assessing and Meeting Need

We want to properly assess need and identify solutions that are tailored for each individual or family. We also want to prevent the “revolving door” of homelessness, where individuals and families repeatedly find themselves homeless, by addressing the underlying causes of homelessness and by providing the right accommodation and support.

To do this we will take a multi-agency assessment approach, working with partners to understand an individual’s underlying issues and ensure that they receive the accommodation and support appropriate to their needs.

The new Assessment Centre is the first point of contact for single people with complex needs that are homeless, including rough sleepers.

It provides a 24-hour service, with a multi-disciplinary wellbeing assessment of need and also provides good quality advice and information for single and vulnerable people in the city.

So far in **2021/22** there have been **754** presentations to the centre.



Strategic Priority 5: Embed an assessment / triage approach for all those presenting as homeless by:

- Ensuring need is properly identified for both individuals and families, and that housing and support plans are tailored to individual need
- Ensure our family homeless centres offer appropriate support by working with Early Help and other partners
- Reviewing the success of the Single Homeless Assessment Centre and consider future development of the scheme.

Ensuring that everyone receives the right help and support

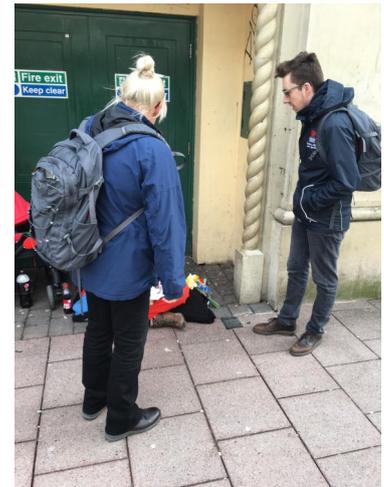
Addressing Complex Needs

Many clients have complex issues such as mental health and substance dependency. Mental health is the largest lead and secondary support need for all of our housing support clients.

To better address complex needs, Cardiff's Homelessness Multi-Disciplinary Team (MDT) provides therapeutic intervention and treatment to people within homelessness. It is a team of clinicians and practitioners from different organisations including dedicated substance misuse and mental health workers, social workers, homeless nurses, a probation officer and provides a range of counselling services. Support staff are also trained in providing trauma-informed services. While some GP time is provided as part of the MDT, there is an ambition to increase this and deliver GP services directly into the hostels.

The continued input of the specialist MDT is having a real and long-lasting impact on homelessness in Cardiff. There are currently 416 people engaged in treatment and counselling therapy whilst they are accessing temporary or supported accommodation. 104 of these have their own Complex Needs Case Co-ordinator.

We want to further develop the Multi-Disciplinary Team (MDT) and ensure clear pathways



Substance Misuse

For those with substance misuse issues, providing nurse-led prescribing services directly into hostels aimed at harm-reduction and rapid prescribing during the pandemic has had an extremely positive result. We want to continue this excellent work and focus on assertive re-engagement with those that may fall out of treatment.

Strategic Priority 6 - Embed and further develop the multi-disciplinary approach to complex needs by:

- Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate
- Ensuring that appropriate health and support services are available in hostels and supported accommodation, continuing and expanding the new model of delivering health services directly into the accommodation. Fully training staff and focusing on assertive re-engagement with those that may fall out of services.

Taking a rapid rehousing approach to homelessness

Benefits and Challenges of Rapid Rehousing

Cardiff has a wide range of temporary and supported accommodation and has recently increased and improved its provision.

There are currently around 1,450 households in temporary or supported accommodation across all accommodation and support gateways.

Spending long periods in temporary accommodation is unsettling for homeless households and can affect children's education. There is a need to improve move-on options to prevent long stays in accommodation and to develop a rapid rehousing approach so that individuals and families can exit homelessness quickly, however there are significant challenges to delivering this, not least the lack of affordable housing in Cardiff.

Demand for Social Housing

There are over 8,000 households on the Cardiff Housing Waiting List and approximately 300 new applicants join each month. The number of social housing lets fluctuates each year but between 2019/20 and 2020/21, 171 fewer general lets were made, a reduction of 14%.

Out of necessity we are already allocating a high proportion of our social housing to homeless clients. In 2020/21, 63% of general lets were made to homeless clients which has also led to a reduction in the average waiting time for these clients.

There are many applicants who are not homeless who are in significant housing need and demand for social housing cannot be met by the current supply despite ambitious new build plans.



Taking a rapid rehousing approach to homelessness

Issues with the Private Rented Sector

The use of the private rented sector housing for both preventing homelessness and enabling move on from temporary accommodation has declined for some groups. Evidence suggests that landlords are leaving the private rental market and selling their properties. There is currently high demand and a lack of supply of privately rented accommodation across the city with current rents for two bed properties higher than the LHA by £200 a month. This increases to £450 for a four-bedroom property. There is a need to examine the issues in the private rented sector more closely and create and promote more affordable options.

Moving away from a “staircase approach” to rehousing

Housing First offers direct placement into Council, Housing Association and private rented sector tenancies with intensive wraparound support. It gives people who have experienced homelessness, and have complex needs, a stable home from which to rebuild their lives.

There are currently three Housing First schemes in Cardiff, two operated by the Council, one for rough sleepers and one for prison leavers. A further scheme is operated by the Salvation Army.

We currently operate **2 private rented leasing schemes** offering incentives to landlords to rent their properties to households who are homeless or at risk of homelessness. One scheme is used for temporary accommodation and the other, the Welsh Government Leasing Scheme, offers longer term accommodation.

Welsh Government Leasing Scheme

- guaranteed rental income for 3 years.
- managed maintenance and repair.

The **Housing Options Scheme** is a tenant matching service for landlords.

It Includes:

- inspection of property
- help of up to £2000 with repairs
- bond and rent in advance.

93% of housing first clients have maintained accommodation despite complex needs.



Taking a rapid rehousing approach to homelessness

Strategic Priority 7 – Adopt a Rapid Rehousing approach through the development of a detailed Rapid Rehousing Transition Plan, including:

- Improving our offer to private landlords, extending the range of incentives available and promoting the private rented leasing scheme
- Increasing move on options for single people, including the development of managed housing schemes
- Increasing the supply of socially rented accommodation by building 1,500 social housing units over the next 5 years (council only) and continue to seek ways to increase the supply of social and affordable housing
- Increasing Housing First provision and the access to intensive support in the community
- Promote mutual exchanges to address housing need among social tenants.



Providing good quality supported accommodation for those who need it

Helping Single People and Families

Cardiff has already made very good progress in delivering high quality self-contained supported accommodation for single people and families.

We will build on this by delivering the remainder of the planned schemes.



Adams Court - supported accommodation for single people with high or complex needs



Gas Works site, Grangetown - new supported accommodation for families.

Strategic Priority 8 - Improve the quality of our supported accommodation for single people and families by:

- Delivering the planned supported housing scheme for single people at Adams Court.
- Delivering the new family homelessness centres at Gasworks and Harrison Drive.
- Phasing out accommodation that no longer meets the required standards.

Providing good quality supported accommodation for those who need it

Supporting Young People

Support and accommodation for young people is managed through the Young Persons Gateway (YPG), a partnership with Llamau and the Salvation Army and all social landlords in Cardiff.

Young People move on from YPG accommodation when they are ready for independent living. To ensure this happens as successfully as possible, young people are given training on how to live independently. The scheme is very successful, **99% of those who have received training since March 2016 are sustaining tenancies.**

However, there are challenges ahead. The number of Looked After Children in Cardiff is increasing and these children will need accommodation and support through the Gateway once they turn 16/17.

There has been a rise in the number of young people with complex support needs and challenging behaviours who are unsuitable for current provision within the Gateway. There is a need to provide more suitable accommodation and support for these young people.

National Lottery Prevention Homelessness Bid

The National Lottery has made available £10m to fund a limited number of strategic projects, which must;

- *Redesign services to make homelessness rare, brief and non-recurrent;*
- *Develop a multiagency partnership*
- *Be person centred, preventative and responsive approaches*
- *Respond to the environment caused by pandemic.*



Responding to the needs of homeless young people is a key priority and development area in our strategic vision for homelessness.

Llamau will lead a partnership of organisations in Cardiff including Cardiff Council, Wales Refugee Council, Cardiff University, Cardiff and Vale University Health Board, and other local third sector housing partners to deliver the 'My Way Home' project.

Strategic Priority 9: Prevent youth homelessness and ensure that young people leaving care are supported by:

- Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed, and delivering the Citadel supported housing scheme for young people with complex needs.

Providing good quality supported accommodation for those who need it

Supporting those who experience Domestic Abuse

The VAWDASV Gateway is managed by the RISE service as part of a comprehensive service combatting violence against women, domestic abuse and sexual violence.



The service comprises of three distinct elements:

- **One Stop Shop** - a 24/7 single point of access for victims, friends, family and professionals to access advice, support and safety planning.
- **Accommodation-Based Support** - access to communal refuge and self contained unit flats.
- **Community-Based Support** - floating support and target hardening

Our Partners Said
“across VAWDASV services, more women are accessing at crisis point rather than at a preventative / early intervention stage.”

Demand for these services has increased. In 2020/21, there was a 51% increase in the number of people who were homeless due to a violent breakdown of a relationship.

Between 2019/20 and 2020/21 the number of High-Risk Police Protection Notices received by the RISE service increased by 27%.

In 2020/21, 60 women were unable to access accommodation as there was no space in a refuge. We want to ensure that everyone who needs support is able to access it.

“Domestic Abuse services saw an increase in the number of referrals over the past year and clearly the pandemic and lockdown had an impact on this.”

Strategic Priority 10: Ensure all those who experience domestic abuse and sexual violence can access specialist support by carrying out a full review of Refuge accommodation in the city.

Providing an Inclusive Service

A variety of equalities data is collected relating to homeless clients to inform and improve services.

The needs assessment has demonstrated that homelessness disproportionately affects single men and clients from certain ethnic backgrounds.

According to the 2011 census Black/African/Caribbean/Black British people account for 2% of the Cardiff population, they accounted for 8% of homeless clients in 2020/21. In 2021/22 so far, this has increased to 11%.

Asian people account for 8% of the Cardiff Population. In 2020/21, 4% of homeless clients were Asian, however, in 2021/22 so far this has increased to 16% of all homeless clients.

The reasons for these increases need to be explored further.

National research also shows that the LGBTQ+ community suffer disproportionately from homelessness, while we do not have data to show this we need to ensure our service is completely inclusive and reflects the diversity of the city.



Strategic Priority 11:

Ensure service delivery meets the needs of diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community, by gaining a better understanding of how homelessness affects them.

Stakeholder Engagement

A consultation exercise was conducted with a wide range of our partners and stakeholders in November 2021, seeking their comments on homeless services in Cardiff.

A questionnaire was provided, asking our partners to comment on causes of homelessness, strengths and weaknesses of services, support services for specific groups and the impact of the covid pandemic. The following key themes were identified which have fed into the strategy.

- Benefits of working in partnership
- Importance of early intervention & prevention
- Taking a holistic approach to advice and support
- Providing services within the community.

Further workshops with partners took place in early December 2021 in which the strategy's vision, principles and key aims were examined and discussed, and these were well received.



South Wales
Police



Client Survey

Working in partnership with the Cardiff Research Centre, a client survey was carried out. The survey was sent by email to 3,000 clients who had used the Housing Options Service since April 2020 and was promoted through social media.

Current service users were assisted to complete the survey during telephone appointments in the Hubs. Staff and partner organisations working within supported accommodation were also asked to assist homeless clients to complete the survey.

The survey was live between 5th November and 13th December 2021 and a total of 380 responses were received. The key findings of this survey are reflected in our strategic priorities.



Threats & Causes of Homelessness



Client Survey

73%



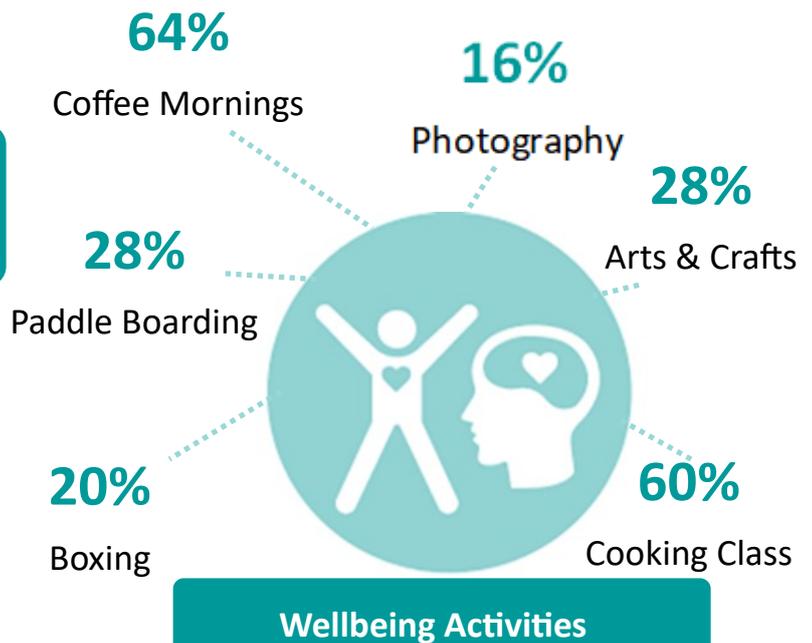
rated the assistance given by Cardiff Council to prevent homelessness as **EXCELLENT** or **GOOD**

90% of temporary accommodation offered was accepted



Were satisfied with their temporary accommodation

65% feel they will be able to continue to live independently as a result of the support provided by their support worker



Wellbeing Activities
Of the respondents who had attended Wellbeing Activities, the courses attended were as above.

Client Comments

“More support for mental health services to avoid people ending up homeless in the first place.”

“Provide accommodation first - then tackle the other issues.”

“Offer suitable support and advice for working families who are faced with homelessness due to private landlords wanting to take advantage of the current buoyant property market.”

Findings of the Equality Impact Assessment

An Equality Impact Assessment (EIA) has been completed.

A variety of equalities data is collected relating to homeless clients and the needs assessment has demonstrated that homelessness disproportionately affects single men and those from certain ethnic backgrounds.

The strategy makes a commitment to gain a better understanding of how homelessness affects diverse groups such as those from ethnic minority communities and the LGBT+ community.

The Welsh language has also been considered as part of the EIA. No negative impact has been identified. Clients are able to express a language preference upon their first contact with services. All Welsh language policies currently in place will continue to be followed.

Findings of Child Rights Impact Assessment

A Child Rights Impact Assessment has also been completed and identified that the Strategy will have a positive impact on children. It commits to providing targeted interventions and support for school age children and their families to prevent family breakdowns wherever possible.

Cardiff has already made very good progress in delivering high quality self-contained supported accommodation for families. We will build on this success by delivering the remainder of the planned family temporary accommodation and phasing out accommodation that no longer meets the required standards. We will be providing support for families with additional needs by working with Early Help and other partners.

We have also ensured that all family hostels have facilities for play. This includes indoor and outdoor play spaces. In addition, all family accommodation schemes work in partnership with play services who deliver specific play groups within the accommodation schemes.

The commitment of a rapid rehousing approach ensures families can exit homelessness quickly, reducing the disruption that homelessness can cause to a child's life.

Implementing, Monitoring & Review

Working with partners

The Council cannot deliver the strategy in isolation and partnership working will be essential to ensure that the best outcomes and solutions can be reached.

This will include collaboration between Housing and Social Care within the Council, and with other key partners including third sector agencies, the Police, Health, Registered Social Landlords (RSLs) and private landlords.

The Multi-Disciplinary Team (MDT) illustrates how effective partnership working between a wide range of partners and organisations can be in combatting homelessness.

Funding sources

It is anticipated that the actions set out in the Strategy can be met through a combination of current general fund resources and Welsh Government Housing Support Grant (HSG). Funding has also been made available through a successful bid to The National Lottery Community Fund.

Monitoring, reviewing and evaluation arrangements

The Strategic Priorities found throughout this strategy will form the basis of an action plan, to be developed with partners. The action plan will provide details of the key activities to be carried out and identify clear outcomes, along with lead responsible officers and/or organisations.

Implementation will be closely monitored and the action plan reviewed and updated as necessary.

The action plan can be found [here](#)

