

## **CEREDIGION COUNTY COUNCIL**

**Report to:** Cabinet

**Date of meeting:** 06.09.2022

**Title:** Housing Support Programme 2022-2026

**Purpose of the report:** To set out the Authority's Programme in relation to Homelessness Prevention and Housing Support to avoid and reduce the risks of Homelessness and rooflessness

**For:** Decision

**Cabinet Portfolio and Cabinet Member:** Councillor Matthew Vaux, Cabinet Member for Partnerships, Housing, Legal and Governance and Public Protection

### **Background**

The Housing Support Grant (HSG) forms a key element of the overall Programme. This 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.

The grant is designed to augment, complement, and support statutory services, thus ensuring that the overall local offer helps people into the right homes, with the right support to succeed in living independently with minimal involvement from statutory services.

It makes a significant contribution to the implementation of Part 2 of the Housing (Wales) Act 2014 which focuses on homelessness prevention. The services supported through the HSG should be person centred and address a range of needs. The clients are primarily vulnerable people who are homeless or likely to become homeless through a range of issues.

The problems clients often face cover a wide range of areas such as debt, unemployment, substance misuse, violence against women, domestic and sexual abuse and mental well-being. The services should ultimately reduce the need for costly intervention in these areas from other public services, including Social Care, Housing, Health, Law Enforcement, and Probation.

Under current grant guidance for HSG, the Authority is required to complete the relevant documents, namely;

- Housing Support Programme Plan
- Statement of Need
- HSG Needs Assessment
- Integrated Impact Assessment

The Authority is also required to publish the HSP Plan and provide copies to Welsh Government as evidence, and in support of grant funding claims.

**Wellbeing of Future Generations:** **Has an Integrated Impact Assessment been completed?** Yes  
**If, not, please state why**

**Summary:**

The documents attached provide the background, data and analysis that support the development of the HSP plan. The Programme describes how Ceredigion plans to meet people's support needs, with funding support through the HSG.

**Long term:** HSG is an early intervention and prevention programme and balances short term priorities for longer term benefit

**Collaboration:** HSG works collaboratively with partners and providers alike.

**Involvement:** Continuous feedback and outcomes monitoring ensure direct stakeholder involvement.

**Prevention:** HSG services are all focused on crisis stabilisation and reduction, with planned support to provide people and communities with resilience and prevent future need

**Integration:** HSG's outcomes focus on positive impacts for people in need, providing benefit to individuals and communities.

**Recommendation(s):** **To approve the:**  
**i) Housing Support Plan (HSP) (Appendix 1)**  
**ii) Statement of Need (Appendix 2)**

**Reasons for decision:** **To comply with the Authority's democratic process and enable publication of the HSP plan. To comply with WG guidance and grant conditions when accepting HSG grant revenue.**

**Overview and Scrutiny:** Member of the Cabinet have been asked to consider the content of the HSP plan.

**Policy Framework:** Corporate Strategy and Priorities  
Housing Services, Homelessness and Housing Support Strategy – 2022/2026  
Housing for All: A Local Housing strategy for Ceredigion

<b>Corporate Priorities:</b>	Investing in People’s Future Enabling Individual and Family Resilience Promoting Environmental and Community Resilience
<b>Finance and Procurement implications:</b>	HSG conditions require delivery of an approved HSP Strategy to continue with the current funding of £3.97m p.a. to fund support services.  The HSP commissioning plan is outlined within the plan and describes the intended re-commissioning plan for services.
<b>Legal Implications:</b>	To comply with the Democratic process and governance procedures, along with HSG grant conditions
<b>Staffing implications:</b>	None
<b>Property / asset implications:</b>	None
<b>Risk(s):</b>	N/A
<b>Statutory Powers:</b>	None
<b>Background Papers:</b>	None
<b>Appendices:</b>	Appendix 1- Housing Support Programme Plan Appendix 2- Statement of Need Appendix 3- HSG Needs Assessment Appendix 4- HSP Integrated Impact Assessment
<b>Corporate Lead Officer:</b>	Donna Pritchard, Corporate Lead Officer: Porth Gofal
<b>Reporting Officer:</b>	Llyr Hughes, Corporate Manager, Housing Services
<b>Date:</b>	06/07/2022



# Ceredigion County Council

## Housing Support Programme (HSP)

*Statutory, third and private sector partners work effectively together to ensure the people in Ceredigion have access to suitable housing with timely and appropriate support within their local communities.*

### 2022 – 2026

#### Document Control

**Version No - Final**

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## Purpose of the Programme

This programme sets out the strategic priorities of Ceredigion County Council and its partner agencies for **homelessness prevention and housing related support services over the coming 4 years (2022-26)**. It reflects existing priorities at corporate level and in relation to the Council's housing and homelessness services as well as the HSG Delivery Plan for 2021-22. It explains how these will be developed, built upon, and reviewed, over the intervening years. The priorities set out within this Programme were informed by a needs assessment exercise which is provided as an accompanying document.

The Housing Support Grant (HSG) forms a key element of the overall Programme. This 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. The grant is designed to augment, complement, and support statutory services, thus ensuring that the overall local offer helps people into the right homes, with the right support to succeed in living independently with minimal involvement from statutory services. It makes a significant contribution to the implementation of Part 2 of the Housing (Wales) Act 2014 which focuses on homelessness prevention. The services supported through the HSG should be person centred and address a range of needs. The clients are primarily vulnerable people who are homeless or likely to become homeless through a range of issues. The problems clients often face cover a wide range of areas such as debt, unemployment, substance misuse, violence against women, domestic and sexual abuse and mental well-being. The services should ultimately reduce the need for costly intervention in these areas from other public services, including Social Care, Housing, Health, Law Enforcement, and Probation.

Strategic planning is key to ensuring the appropriate alignment of the HSG and broader homelessness services and effective commissioning, in partnership's, to ensure that homelessness is prevented, and that people's needs are supported appropriately. This will also contribute to achieving value for money in deployment of the grant.

Under the HSG Grant conditions, Welsh Government requires each authority to provide a single Programme which incorporates key elements covering;

- the local authority's homelessness prevention and support responsibility
- the statutory homeless duty (funded through the Revenue Settlement Grant)
- Non-statutory, preventative services funded through the HSG.
-

The Programme should recognise the inter-dependency between these elements, and more widely with other public services and partners, providing support to vulnerable people.

## Legislative and Policy Context

### National Context

Welsh Government has maintained a consistent focus on tackling homelessness in the context of the long-term impact of UK Government policy, in relation to austerity and welfare support, and also other non-devolved policy areas that have an impact on homelessness such as the work of the Police and Prison Service. Under Part 2 of the **Housing (Wales) Act 2014**, Local Authorities have a new and strengthened duty to prevent and relieve homelessness which has led to a strengthening of local partnership arrangements.

Housing and homelessness policy and practice has continued to evolve in the period since the Housing Act came into force. Among most recent developments, the current **Programme for Government 2021** includes commitments to legislate in line with the key recommendations in the documents below in relation to homelessness and care experienced young people. Specifically Welsh Government has committed to:

- Explore radical reform of current services for looked after children and care leavers;
- Fundamentally reform homelessness services to focus on prevention, rapid rehousing
- Support innovative housing developments to meet care needs
- Improve joint working across housing and social services, maximising corporate parenting responsibilities

Further intentions are set out in recent statements in November 2021, to explore options covering;

- Immediate and radical action to address the proliferation of second homes and unaffordable housing, using the planning, property and taxation systems
- Establish a national construction company, to support councils and social landlords to improve the supply of social and affordable housing.
- Reforms to legislation in line with the Homelessness Action Group's recommendations
- Publication of a White Paper outlining options for a right to adequate housing, fair rents and new approaches to affordable homes.

Further significant changes will be introduced in July 2022 when the Welsh Government enacts the provisions of its **Renting Homes (Wales) Act 2016**. Key changes planned to strengthen the rights and protection for tenants including;



- Replacement of current tenancies and licences, covering assured shorthold, assured and secure tenancies with secure occupation contracts
- Increased duties on landlords to set out the respective duties of landlords and tenants as contract holders.
- Minimum notice period of 6 months for no fault termination of a contract.
- Minimum of 6 months, from the start date of the contract before any such notice is issued
- Increased protection for contract holders(tenants) from break clauses, issued by landlords, only where certain conditions are met
- Requirement that all rented properties are fit for human habitation and that landlords keep the structure and exterior of the property in good repair
- In the case of joint tenancy contracts, protection for the remaining tenant(s), when one party leaves the property
- Enhanced contract succession rights for certain groups, including some Carers

These changes will possibly have implications for Local Authorities and other agencies with duties to prevent and relieve homelessness. The enhanced protection of existing tenants or contract holders reduces the risk of becoming homeless, in turn, may impact on private landlords' willingness to rent, reducing the availability of suitable properties in an area.

Welsh Government recently requested that all Local Authorities examine their **corporate parenting response, relating to the care experienced by children and young people, including their future accommodation needs**. Specifically, Councils must respond to the need for;

- In cooperation with children's services, there is an active identification process to ensure Young People, with Care experience, who present as homeless, can access all the support, in line with their entitlements.
- Multi-agency reviews to be undertaken to identify any gaps within the system or interventions, ensuring that future cases are managed proactively, preventing homelessness.
- Grant Young People 'local connection' status previously placed out-of-county, when considered under Housing Options.

Extending the age limit up to 25, for support from a Personal Advisor.

A full schedule of the major national policy developments considered and impacting this Programme is included in **Annexe A**.

The guiding principle remains one of preventing homelessness, but where this is not possible, ensuring it is rare, brief and non-repeated. There is a renewed commitment to fundamentally reform homelessness services to focus on prevention and rapid rehousing. Understanding what works, what is promising,

and what isn't effective will be crucial to Welsh Government in delivering its policy goals.

In turn, several key principles underpin the Welsh Government approach to homelessness prevention, and these should be enshrined across public and commissioned services. They are as follows:

- **The earliest preventions are most effective and most cost effective and should always be the interventions of first choice.**
- **Tackling and preventing homelessness is a public services matter – rather than a ‘housing matter’.**
- **All services should place the individual at the centre and work together in a trauma informed way.**
- **The duties in Part 2 of the Housing (Wales) Act 2014 should be the last line of defence – not the first - and all services should work to the spirit not simply the letter of the law.**
- **Policy, service delivery and practice should be informed and shaped in a co-productive manner and by those with lived experience.**

A person-centred, multi-agency approach to homelessness requires a contribution from, and alignment, with other services. These service areas are themselves subject to specific legislation and policy, all broadly coalescing around the key principles;

- Prevention / Early Intervention
- Person-centred support,
- Promote independence, and
- Provide sustainable, long-term solutions.

The Important areas of relevant legislation and policy are set out below.

**The Wellbeing of Future Generations (Wales) Act 2015** The Act seeks to strengthen existing governance arrangements for improving the social, economic, and cultural wellbeing of Wales to ensure that present needs are met without compromising the ability of future generations to meet their own needs. Public bodies listed in the Act need to think about the longer term, work better with individuals, communities, and each other, and looking to prevent problems in a cohesive and holistic approach.

For the first time, public bodies must operate in a sustainable way, ensuring that decisions, address the future impact on people's lives across Wales.

It will expect them to:

- Improve collaborative working

- Involve people and reflect the diversity of our communities
- Look to the long term as well as addressing the current
- Take action to reduce problems escalating, ideally prevention in the first place.

### **Social Services and Wellbeing (Wales) Act 2014**

The Act provides creates a coherent legal framework for Social Services in Wales.

It is intended to reform and integrate social services practice for people and make provision for:

- Improving the well-being outcomes for people who need care and support, and Carers who need support;
- Co-ordination and partnership by Public Authorities with a view to improving the well-being of people.

There are 6 strategic priorities outlined in the Act:

- Maintaining and enhancing the wellbeing of people in need.
- A stronger voice and real control for citizens in their care and support
- Strong Direction and Local Accountability.
- Safeguarding and Protection.
- Regulation and Inspection.
- Services (Adoption and Transition).

The Act recognises the increase in the number of people accessing Social Services. In order to help meet the demand it outlines the need for increased comprehensive early intervention and intensive support services. There is a duty for Local Authorities to maintain and enhance the wellbeing of people in need across a range of areas including education, training, recreation, social and economic wellbeing physical and mental health and emotional wellbeing.

### **Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015**

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act aims to;

- Improve the public sector response in Wales to such abuse and violence.
- Improve arrangements to promote awareness, prevent, protect and support victims of gender-based violence, domestic abuse, sexual violence and modern slavery
- Introduce a needs-based approach to developing strategies which will ensure strong, clear and accountable objectives.

- Ensure National level ownership, through appointment of a Ministerial Advisor whose role is to advise The Senedd and improve joint working across agencies.
- Improve the consistency, quality and align service provision across Wales

### **Substance Misuse Delivery Plan: 2019 to 2022 (Wales)**

A national Delivery Plan to address substance misuse was published in October 2019 setting out the Welsh Government's key policy and operational priorities for the coming years in this area. The Plan has since been reviewed to consider where it needs to be updated in light of COVID-19 particularly to meet the new challenges ahead.

The review considered the evidence highlighted by APBs and wider partners. It concluded that the original priority areas for the next three years remain relevant and have been reinforced during the pandemic. These priority areas are:

- Responding to co-occurring mental health problems which are common in substance misuse.
- Ensuring strong partnership working with housing and homelessness services to further develop the multi-disciplinary approach needed to support those with substance misuse issues who are homeless or at risk of homelessness.
- Ensuring that all prisons in Wales have a coordinated, transparent and consistent service for those with substance misuse problems.
- Providing further support for families and Carers of people who misuse substances.
- Improving access to services and ensuring people get support and treatment when needed.
- Strengthening our multiagency working and care planning to meet individual's needs
- Tackling dependence on prescription only medicines (POM) and over the counter medicines (OTC).
- Ensuring that appropriate and responsive alcohol misuse services are in place following the implementation of the Public Health (Minimum Price for Alcohol) (Wales) Act 2018 on 2 March 2020.

It is also appropriate to note the requirements of the Equalities Act 2010 when planning services to prevent homelessness and provide housing support. This Act covers the whole of the UK and provides additional assurance for people with a protected characteristic.

These characteristics are:

- Age
- Disability
- Gender reassignment

- Marriage or Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or belief
- Ex
- Sexual orientation

Protection applies to the provision of services and public functions. In addition, a new Socio-Economic Duty was introduced in Wales in 2020. This requires public bodies, when making strategic decisions setting priorities and objectives, to consider how their decisions might help reduce the inequalities associated with socio-economic disadvantage.

## Local/regional Context

### Ceredigion - The Place

Ceredigion covers an area of 1,900km<sup>2</sup> and is mostly made up of agricultural land, moorland and forestry, with the upland areas to the east forming a significant portion of the Cambrian Mountains. There are six main towns in Ceredigion that are located on the coast or in river valley locations. The towns are Aberaeron, Aberystwyth, Cardigan, Lampeter, Llandysul and Tregaron.

The latest Welsh Government figures estimates Ceredigion's population to be 72,895 (2021), which is the fourth lowest amongst counties in Wales. The population has been decreasing since 2012. The latest Welsh Government projections suggest that it will continue to decline over the next 25 years, from 72,895 in 2021 to 68,745 in 2043, a 6% decrease and an estimated reduction of approximately 4,150 people. Out of the 22 Local Authorities in Wales, Ceredigion is predicted to have the greatest percentage decrease in population during 2018-2043.

Against this overall projected decline, Ceredigion's older population (65+) is expected to grow significantly over the next 20 years (by 23.7% or +4,305 people), whilst the working age population (16-64) and children (0-15) are expected to decrease. The largest projected increase within the 65+ age group will be those aged 75-84.

In addition, the Local Housing Market Assessment indicates that there will be a decrease in size of household, with an accompanying rise in the number of households requiring accommodating. It is identified that there is a particular need for 1 and 2 bed properties.

The latest Annual Survey of Hours and Earnings 2020 that average (median) annual earnings are over £1,637 lower in Ceredigion (£22,028) than the national average (£23,665), and with the exception of Powys, are also lower than the rest of mid and South West Wales.

Along with lower-than-average earnings, Ceredigion residents are also faced with higher-than-average house prices and rents. In April 2021 the average property price was £237,450 in Ceredigion which is far higher than the national average of £185,041. The COVID-19 pandemic has had a major impact on the housing market and housing affordability locally. The increase in demand combined with the limited stock has caused a mini housing 'boom' in the County which has subsequently been felt across most of Wales. The increased opportunities for homeworking are one of the drivers behind the increase in demand, along with the pull of Ceredigion's unique natural environment.

Detailed information on Ceredigion's population is provided in the Needs Assessment.

## **Strategic Context**

The Housing Support Programme aligns with a range of existing strategies and plans, some of which are subsumed into it. These include:

- The County Council's **Corporate Strategy 2017-22**, which sets out the authority's vision and key priorities to deliver across 4 key areas, as follows:
  - Boosting the Economy
  - Investing in People's Future
  - Enabling Individual and Family Resilience
  - Promoting Environmental and Community Resilience

The Corporate Strategy also incorporates Wellbeing Objectives developed through the Ceredigion's Public Services Board Wellbeing Assessment. The Corporate Strategy is currently being refreshed and the new Strategy for 2022 - 2027 will be published in the coming months. The Council's Wellbeing Objectives are reviewed annually and will be reviewed again during Summer 2022.

- The Council's Through-Age and Wellbeing (TAW) Strategy, aimed at:

- Ensuring every child, young person and adult in Ceredigion will be able to reach their full potential
- Ensuring fair access to excellent universal and targeted services that safeguard and support the health and wellbeing of all citizens
- Developing skills and resilience that will last a lifetime and enable individuals to cope well with the challenges and pressures they face

Specific objectives of the Programme are to:

- Promote positive health and wellbeing and support people to self-support
- Strengthen families so that children can remain in their care
- Enable individuals to live independently in their own communities
- Provide proportionate approaches to managed care and support
- Protect individuals and keep them safe from abuse, harm and neglect

The **TAW Action Plan** has been developed alongside the Programme to provide a framework to aid delivery of the Plan. The plan will be implemented over 5 years, incorporates the ethos of prevention and early intervention and will deliver a complete delivery model spanning advice and information, low level support, maintenance of wellbeing through to social care and safeguarding. Objectives in the TAW plan which impact on the Housing Support Programme are as follows:

- Improve opportunities for Information, Advice and Assistance
- Develop focus and universal services that will be available in new wellbeing centres, established bases and through outreach provision
- Enhance community safety prevention of offending and risky behaviours via outreach projects, working closely with statutory partner organisations and the third sector
- Provide a range of life skills support/training in areas such as housing, finance and employment
- Review of provision of through age outreach support for people who have mental health difficulties in order to aid recovery
- Review of provision of through age outreach support for people who experience substance misuse
- Agreement with RSLs for the provision of a range of accommodation including opportunities for crisis accommodation
- Enhance accommodation provision for supported housing for vulnerable groups notably people experiencing Mental Health, Substance Misuse, and Learning difficulties
- Review local and regional support available for victims of domestic abuse to promote effective access of services.
- Provide information and support within the Wellbeing Centres for drop-in sessions/self-help groups

- Build/enhance/plan provision for supported housing, notably for people with Mental Health and/ or Substance Misuse problems and people with Learning Disabilities

Ceredigion's **Housing Strategy 2018-23 – Housing for All**, which commits to ensuring sufficient accommodation if the right type, in the right place, of good quality and affordable across the County, including in rural areas. Specific priorities within the Programme include:

- Providing a wide range of housing stock that can react to changing needs
- Working together to provide affordable housing options for local people
- Making sure the local development sector is better placed to deliver on housing need in the County
- Working together to ensure that Ceredigion is an affordable, vibrant, and viable place to live  
Supporting rural Communities in securing affordable housing finance opportunities
- Raising the standard of the County's homes across all tenures
- Providing a range of housing services that enable people to maintain their independence and wellbeing through each stage of life

The Council's Homelessness Strategy for 2018-22 – 'Opening Doors', which was informed by a review of homelessness provision undertaken in 2018 and focuses on the following areas:

- Approaches to preventing homelessness in the County
- Support for homeless people and those facing homelessness
- Support available through resources within the Council and third sector
- Actions being taken to provide suitable accommodation for people who are, or may become, homeless

Commitments to preventing homelessness wherever possible, working across and in partnership with other organisations, placing service users at the centre of delivery and making best use of resources are carried forward into this Housing Support Programme, which supersedes 'Opening Doors'. Supporting actions have been reviewed and refined to ensure successful delivery of these continued imperatives. These are set out in the Action Plan at the end of this document.

The current Housing Support Grant Annual Delivery Plan for 2022-23, is informed by outcome data and stakeholder feedback and provides £3.9m of funding for Accommodation Based Support, Floating Support, Outreach, and drop-in support services provided through third sector partners. It also reflects regional priorities adopted by the **Mid and West Wales Regional Housing Support Collaborative Group (RHSCG)**. This will be superseded by a new Plan for 2022-23, based on the



priorities set out within this Programme. This and subsequent annual delivery plans, over the duration of this Programme, will be based on impact assessments, feedback from providers and service users, ensuring that changing needs and demand are addressed.

There are other regional strategies reflecting the national drivers listed in the previous section which also have a bearing on the Council's Housing Support approach. These are supported by local delivery plans and are listed below.

In response to the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, partners adopted a **Regional Violence Against Women, Domestic Abuse and Sexual Violence Strategy** in 2018.

Subsequently partners across Mid and West Wales agreed an outline **Service Specification Framework for Domestic Abuse services** in the region which covers general awareness raising activities, perpetrator programmes and specific services for children and young people. The framework also incorporates accommodation-based services, including refuges, safe houses, dispersed units and supported accommodation. There is also provision for community-based support such as floating support, outreach, counselling and mediation services.

A series of underpinning principles are designed to ensure services provided are person-centred, co-produced, promote independence, and are accessible to people from all communities with a prevention focus to reduce ACE's and future reductions. Services developed and delivered under the framework are specified locally and delivered via the HSG programme and Social Care Commissioning.

The Dyfed Area Planning Board for **Substance Misuse** has developed a strategy and action plan. Regional working in this area needs to reflect the priorities of the Welsh Government's Drug and Alcohol Strategy "Working Together to Reduce Harm", namely;

- Preventing Harm
- Support for Individuals – to improve health and aid and maintain recovery
- Supporting and Protecting families
- Tackling availability and protecting individuals and communities via enforcement activity
- Partnership

Corporate priorities for tackling substance misuse align with a Regional approach and include the following;

- Tackling alcohol related brain damage
- Co-occurring mental health and substance misuse
- Reviewing residential rehabilitation pathways

## Vision and Principles

The Programme is underpinned by a local Vision which reflects both the national objective for HSG in securing 'A Wales where nobody is homeless, and everyone has a safe home where they can flourish and live a fulfilled, active and independent life' and broader corporate commitments of the County Council set out in the previous section.

Our **vision** is as follows:

***'Statutory, third and private sector partners work effectively together to ensure that people in Ceredigion have access to suitable housing with timely and appropriate support within their local communities.'***

## Needs Assessment

### Needs Assessment process

In line with Welsh Government requirements, we have undertaken a comprehensive needs assessment setting out what we know about needs and future demand for homelessness prevention and housing support services in Ceredigion. This provides a wider homelessness review as well as an assessment for the HSG. A range of quantitative and qualitative data was used, including:

- General population data and information taken from the Wales Index of Multiple Deprivation (WIMD)
- Evidence from the Population Assessment undertaken by the Regional Partnership Board (RPB) in 2017
- Findings from a regional Wellbeing survey overseen by the Public Services Board in the autumn of 2022 to inform the new Wellbeing Plan for the County
- Homelessness statistics and other housing data
- Outcome's data
- Data on needs, including those currently unmet
- Reviews undertaken by HSG providers, in some cases substantiated by service user feedback (this will be supplemented by further engagement with users in the spring of 2022)

The needs assessment has been summarised in a Statement of Need, setting out current and future demand and how needs will be met through housing support and the discharge of statutory duties. The needs assessment and Statement of Need are available as separate documents.

### Key findings

Key findings from the needs assessment are summarised below:

#### Population

- Population assessments indicate the total population is predicted to continue to decline over the next 25 years, with a 6% expected decrease in number.
- However, this will be accompanied by the number of households increasing as household size gets smaller.
- Alongside this, the number of people over 65 is expected to rise by 23.7% over the next 20 years.

#### Wellbeing

- Residents are concerned about affordable housing opportunities.

- 55% of respondents suggested that insufficient housing to meet different needs.

### **Deprivation - WIMD**

- Fewer deprived areas in the local authority compared with the national average
- These areas are concentrated in the towns of Cardigan and to a lesser extent Aberystwyth.
- The County has lower than average earnings and higher than average house prices and rents.

### **Homelessness**

- The number and proportion of cases positively discharged (homelessness prevented or alleviated) has increased consistently.
- Single person households account for more than 60% of cases.
- The Private Rented Sector plays a significant part in preventing and relieving homelessness.
- Ceredigion performs better than the regional and national average for every duty.
- Changes to Welsh Government guidance around priority need have seen a greater number of people assisted through to full duty. Welsh Government are committed to ensuring this approach continues.
- The number of available temporary accommodation units has increased by 36% over the pandemic period. (Driven by need)
- The number of placements into temporary accommodation has almost doubled in 2020/21 compared to the previous year.
- Average length of stay in temporary accommodation is 117 days, though this ranges from a few days to 600+.

### **Accommodation needs**

- The County has an agreed Common Allocations Policy with RSL partners.
- There is a high level of need for 1-bedroom flats in the major settlements and 2-bedroom family homes more generally.
- Social housing accounts for only 10% of Ceredigion housing, compared with a national average of 16%.
- The private rented sector accounts for 16.5% of housing in Ceredigion, compared with a national average of 14%.
- Local Housing Allowance (LHA) rates are below the equivalent lower quartile private rents.

## **Housing Support Grant – Current Delivery**

- Greatest identified need for support is in homeless prevention (floating).
- Primary and secondary needs identified as significant include those with poor Mental Health, Substance Misuse issues, Physical or Sensory Disabilities, Chronic Health needs and Over 55's.
- Unplanned leaving of service accounts for 26% of closures. Non-engagement with support is the largest reason at 46%.
- Applications for support can be made via internal and external professionals.

## **Substance misuse**

- Hywel Dda UHB area was below the Welsh averages for adults drinking above the guidelines and adult binge drinking.
- Of those accessing drug treatment services, 65% were male.
- There is scope for more exploration with statutory services in this area.

## **Mental Health**

- One in four people will require support with respect to their mental health throughout their lives.
- Early intervention is crucial to prevent the need for escalation to statutory services and maintain stable living environments.
- 83% of under 25s report that the pandemic has caused deterioration in mental health and wellbeing.
- 26% said they were unable to access mental health support, peer or community-based support.
- There has been an increase in referrals for mental health services and in Mental Health Act assessments.
- Concern regarding health and wellbeing of young people aged 16- 24.

## **Over 65s**

- The number of people over 65 is expected to rise by 23.7% over the next 20 years.

## **Children and Young People**

- Between 2018-2043 the number of children (0-15) in Ceredigion is expected to decrease from 10,950 (15% of the total population) to 9,379 (14% of the population)<sup>1</sup>.

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<sup>1</sup> Stats Wales Population Projections [Population projections by local authority, variant and year \(gov.wales\)](https://gov.wales/population-projections-by-local-authority-variant-and-year)

- The County Council has specific Temporary Accommodation for young people which provides a tailored, supportive environment to meet their needs. This is supported by Youth Innovation Funding and managed by an RSL, and associated support is funded via HSG.

### **Learning Disabilities**

- 70% of the County's learning disability service users were supported to live in the community.
- Number of persons with learning difficulties in Ceredigion set to rise over the next 10 years.
- CCC's Learning Disability Strategy identifies the need for continued focus on developing services that will promote independence wherever possible.
- The importance of appropriate housing solutions is identified in the Housing Support Programme.

### **VAWDASV**

- The Mid and West Wales region has a joint strategy to tackle Violence against Women, Domestic Abuse and Sexual Violence.
- Early intervention and prevention are an integrated priority in Mid and West Wales.
- More work is needed with families experiencing the so called 'toxic trio' of poor mental health, substance misuse and domestic abuse.
- Ceredigion has improved accommodation opportunities in this area with the provision of 1 dispersed unit.

### **Offenders**

- 5% of HSG service users identified criminal offending history as their primary need.
- Ex-offender numbers requiring accommodation are low in Ceredigion however there is a number of persons who cannot be accommodated despite being homeless due to the risks they pose to others associated with shared living environments.
- The Council work closely with the Police and HMPPS in a number of multi-agency settings to identify and support offenders.
- Further work should be undertaken to explore supported accommodation opportunities which are self-contained.

The range of findings within the Needs Assessment provide clear messages for the future direction of our Housing Strategy and HSG funded services. The following Strategic priorities reflect these messages and indicate how the Council and partners will work together to deliver our collective vision.

## Strategic Priorities

Our high-level, strategic priorities have been derived from:

- Findings from the needs assessment undertaken to inform this Programme
- Relevant objectives within a range of corporate and service-related strategies and plans
- Review of existing regional and local priorities for preventing homelessness and supporting people under the HSG
- Duties incumbent on the Council under the Housing Act and subsequent policy drivers
- The core aim of preventing homelessness and supporting people to have the capability, independence, skills, and confidence to access and/ or maintain a stable and suitable home and the suggested mechanisms for achieving this, as stated in the Welsh Government's HSG Guidance
- Evidence of the impact of emergency response provision brought in during the pandemic, much of which should be maintained and consolidated if long-term demand is to be met effectively

Some of our priorities are by their nature long-term; whilst tangible impact is expected as implementation progresses, full benefits will often take longer to be realised.

Relevant priorities and supporting actions will also be reflected within the forthcoming **Rapid Rehousing Transition Plan** which must be submitted by September 2022.

A summary rationale, based on findings within the needs assessment, is provided for each priority.

### **Strategic Priority 1:**

Enhance access to HSG support services and strengthen links with generic advice services to address problems early and reduce the risk of escalation

### **Rationale:**

- Commensurate with Ceredigion's TAW model
- Need to build awareness of support available to Carers
- Need to ensure preventative support is available to all who need it and is readily accessible

### **Strategic Priority 2:**

Provide appropriate interventions for all groups ensuring high-level support is provided where needed

**Rationale:**

Data evidences high levels of specialist need

**Strategic Priority 3:**

Maximise support for people in temporary accommodation, enabling people to move on swiftly to settled accommodation with appropriate ongoing support, in line with a Rapid Rehousing approach

**Rationale:**

- Evidenced impact of reduced access to statutory services during pandemic
- Everyone In approach has led to people losing informal (e.g., family) support when entering temporary accommodation
- There are also more people 'in the system' who are not currently receiving specialist support

**Strategic Priority 4:**

Strengthen access to PRS

**Rationale:**

- Increased levels of homelessness
- Low rate of social housing options within Ceredigion, exacerbated by increased use of available capacity for temporary accommodation during the pandemic
- High percentage of discharges into PRS
- As numbers have increased, more people are not able to move on from emergency accommodation
- Issues of affordability and availability of accommodation in some areas
- Private landlords can have other, more profitable options

**Annexe B** sets out actions under each of our Strategic Priorities



## Impact Assessments

Ceredigion employs an Integrated Impact Assessment tool and a specific IIA is under production covering the full Housing Support Programme.

*The full impact assessments undertaken should be recorded and saved as a separate document titled 'Housing Support Programme Impact Assessment' and be available on request. They do not need to be included within this Programme document.*

*This section should list the impact assessments undertaken, and a summary of any positive and/or negative impacts identified for each assessment and any action to be taken to address any negative impacts.*

## Impact Assessment Process

The IIA will be considered and approved as part of the Authority's approval and scrutiny process and will be considered when in the decision making process.

In line with Corporate Governance the IIA will initially be reviewed and approved by the HSG Steering Group, prior to submission for additional scrutiny as appropriate by Leadership Group, Cabinet and Full Council where applicable.

## Key Findings

*List the impact assessments undertaken (see above).*

*Summarise the positive and/or negative impacts identified for each assessment and any action to be taken to address any negative impacts.*

## Implementing, Monitoring and Reviewing the Programme

### Working with Partners

As the Public Policy Institute for Wales summarises in its Tackling Homelessness, A Rapid Evidence Review 2015 report:

*The evidence shows that homelessness is a complex problem. It often has multiple causes that interact with one another in ways that vary at the individual level and require engagement with multiple policy areas.*

The root causes that lead to homelessness and/or evident housing support needs among vulnerable individuals and households are profoundly interconnected. Therefore, the successful implementation of this Programme fundamentally depends on co-ordination, joint planning, commissioning, and delivery of services

(by both internal local authority departments, statutory partners and the housing sector).

In practice, this collaborative approach is played in Ceredigion through participation in the Mid and West Wales RHSCG which covers the Powys and Hywel Dda University Health Board areas. Whilst the County Council is not directly accountable to the RHSCG, the regional structures provide a forum for practice sharing, spreading proven effective practice and addressing common opportunities and challenges. This has included joint working on the development of local HSP strategies across the region and the RHSCG will also oversee delivery of regional priorities emerging from local plans.

Similarly, the West Wales RPB provides an obvious mechanism for engaging with health, social care and other partners responsible for the delivery of care and support in the County. It provides an ideal forum for collaboration, for example in the commissioning of services which promote wellbeing of citizens through the provision of appropriate housing and related support. Current strengthening of RPBs in response to the recent White Paper 'Rebalancing Care and Support' (2021) presents an opportunity for further development of these links, ensuring that health and care services align with housing support and supporting a person-centred approach. This is reflected in the identified strategic priorities supporting actions.

Existing links will also continue with the Area Planning Board for Substance Misuse Services and the VAWDASV Strategic and Delivery Groups, to ensure alignment of services and approaches to support as well as optimisation of available resources.

## Funding Sources

Implementation of this Programme and delivery against the identified strategic priorities will require significant investment. This comes from a variety of sources, including:

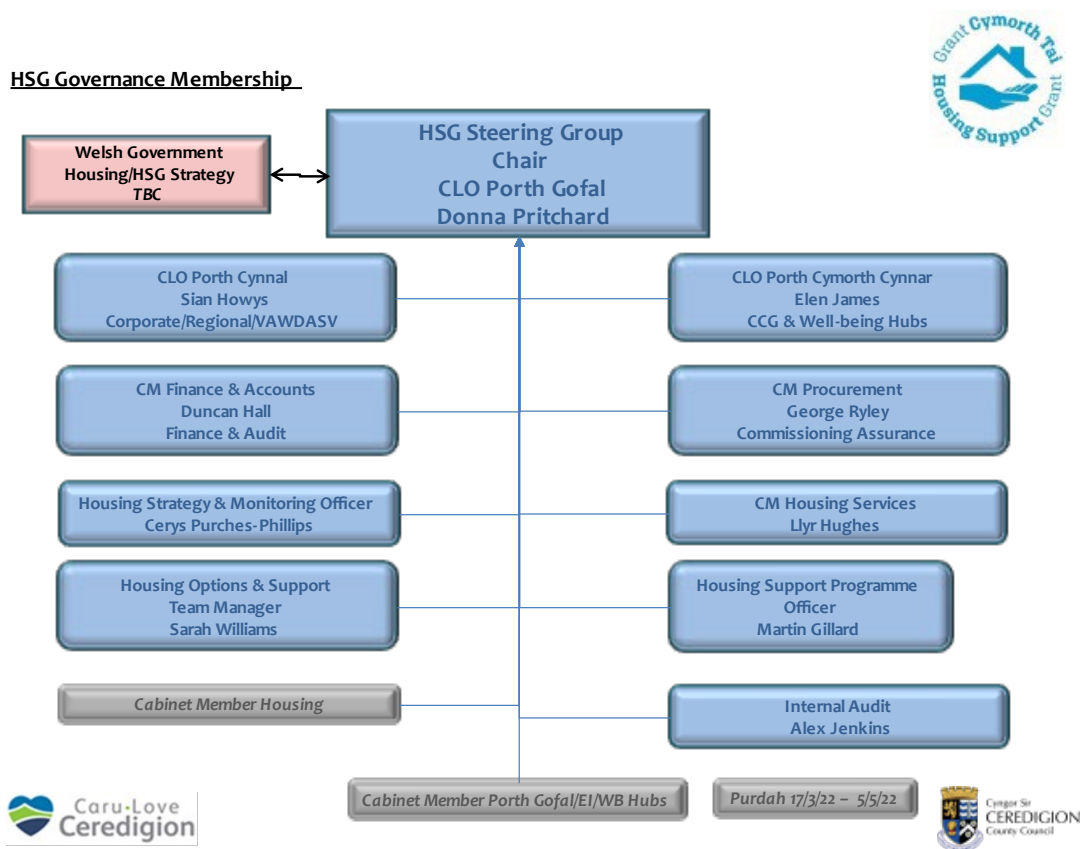
- The HSG allocation to the region, which totalled £3.972m in 2021-22 and in respect of which indicative allocations of the same amount are in place for the coming three financial years
- The Social Housing Grant
- Phase 1 and 2 of the Economic Resilience Fund and the Hardship Fund, both established in the wake of the Covid-19 pandemic
- Core funding for joint enterprises with other services, such as specialist accommodation provision
- Homeless Prevention funds (S180)
- Youth Innovation fund

Allocation of resources to support specific actions will be finalised at implementation stage and, for Housing Support Services, reflected in the forthcoming HSG Delivery Plan.

## Monitoring, Reviewing and Evaluation Arrangements

The Housing Support Programme is framed over a 4-year period and implementation will be subject to ongoing review, including a formal mid-point review after 2 years.

Implementation will be overseen by the Housing Support Steering Group, which has responsibility for delivery of the HSG programme and associated resources within the wider housing and homelessness context. The Board will monitor delivery of the priorities and receive reports on outcomes and impact. It meets quarterly and is chaired by Donna Pritchard, Corporate Lead Officer.



The membership of the group ensures alignment to Corporate Strategy and direct interface with Ceredigion’s Well-being Plan.

Regular interaction also takes place with the HSG National Advisory Board, on which all local Authorities across Wales are represented. The Housing Information Network is another important forum, which promotes cross-Wales approaches to homelessness and enables sharing of experiences and information as well as arranging training and development for relevant staff.



## Annex A: National Policy Landscape

The evolving homelessness policy landscape has included:

- Publication in 2016 of **'Preventing Homelessness and Promoting Independence'** – essentially a pathway to economic independence for young people through housing advice, options and homelessness prevention
- Introduction in 2016 of the **'When I'm Ready'** arrangements under the Social Services and Wellbeing (Wales) Act, which enabled young people in foster care to remain with their carers beyond the age of 18
- Publication in 2016 by Barnardo's of the **Care Leaver Accommodation and Support Framework** aimed at supporting effective planning and provision of housing and support for young people and care leavers
- Introduction by Welsh Government of the **'Housing First'** recovery-orientated approach to ending homelessness that centres on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional support and services as needed.
- A series of focused campaigns including the **End Youth Homelessness Cymru Campaign 2018**, focusing on the needs of the LGBT+ community, supporting those with mental health issues and reducing links between homelessness and educational disengagement and the care system
- A renewed emphasis, in response to the Covid-19 pandemic on **reducing street homelessness by providing temporary accommodation solutions**, leading to publication by Welsh Government of **Phase 2 planning guidance** requiring local Authorities and their partners to plan to ensure that all those brought into temporary accommodation are supported into long term accommodation, that the emphasis remains on prevention and keeping homelessness a rare, brief and non-repeated experience.
- **Phase 3 planning guidance (2020)** supporting the design and development of resilient, sustainable services for the future
- Significant additional investment by Welsh Government, notably **£10m in 2019-20 to tackle youth homelessness** through enhancing current provision and developing new services; and **launch of a £4.8m innovation fund in 2019-20 supporting 26 projects across Wales to new and innovative approaches to housing support**
- A report to Welsh Government from the Homelessness Action Group in 2020 providing a holistic policy perspective to ending homelessness and the Government's response in the form of a consultation document entitled **'Ending homelessness: A high-level action plan: 2021-2026'**, building on Phase 2 planning guidance.
- A requirement on Local Authorities to finalise a **Rapid Rehousing Transition Plan** by the end of September 2022.

## Annex B: Action Plan

<b>Strategic Priority 1:</b> Enhance access to HSG support services and strengthen links with generic advice services to address problems early and reduce the risk of escalation			
<b>Action required to deliver the priority</b>	<b>Timescales/By When</b>	<b>Lead Person</b>	<b>Outcome/Outputs</b>
Collaborate with corporate services to develop new pathways for Information, Advice & Assistance	Year 1	SO/TM	Improved service delivery and reduction Services are aware and pathways embedded.
Refine and enhance service specifications for 'drop in' services ahead of recommissioning	Year 1	SO	Specifications completed for recommissioning
Coordinate activity to maximise use of new Wellbeing Centres	Year 2,3,4	CM	Wellbeing centres operational in turn
Ensure appropriate pathways and opportunities for continued ad hoc support are communicated to those dropping out of support services	Year 2	SO	Services are operational and communication developed.
Develop comprehensive communications plan to (1) promote HSG-funded services, (2) increased awareness of housing services among HSG providers, practitioners and partners and (3) raise the profile of HSG services within the TAW model	Year 1,2	SO	Communications imparted and awareness raised through meetings and formal communications.

<b>Strategic Priority 2:</b> Provide appropriate interventions for all groups ensuring high-level support is provided where needed			
<b>Action required to deliver the priority</b>	<b>Timescales/By When</b>	<b>Lead Person</b>	<b>Outcome/Outputs</b>
Work across TAW model to establish appropriate pathways for support, reviewing current arrangements and adopting a co-productive approach to service development	Year 1	SO/CM	Services are aware and able to engage appropriately with Gateway
Improve access to and consolidate Mental Health and Substance Misuse support for young people	Year 1	SO/CM	Dedicated support providers. Links with statutory services.
Collaborate with external partners including Health, HMPPS, WG etc. on support pathways to enable upstream access to Gateway service	Year 2	SO/TM	Services are aware and able to engage appropriately with Gateway

Instigate quarterly reviews of support	Ongoing	SO	Quarterly reviews take place
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**Strategic Priority 3:** Maximise support for people in temporary accommodation, enabling people to move on swiftly to settled accommodation with appropriate ongoing support, in line with a Rapid Rehousing approach

Action required to deliver the priority	Timescales/By When	Lead Person	Outcome/Outputs
Embed new HSG application process and Abrisas for all service users entering Temporary Accommodation	Year 1	SO/TM	All users entering TA have support allocated
In partnership with RSLs and PRS, develop, implement and test Rapid Rehousing principles	Year 2 – 4	TM/CM	Rapid Rehousing plan is agreed, and resources identified
Review TCI pilot	Year 1	SO/TM	Pilot review complete

**Strategic Priority 4:** Strengthen access to the PRS

Action required to deliver the priority	Timescales/By When	Lead Person	Outcome/Outputs
Increase housing capacity via the National Lease Scheme	Year 1 - 4	TM	Number of homes on lease by Y4 = 35
Introduce Landlord Guarantee Scheme	Year 1	TM	Scheme is operational
Provide single point of contact for landlords to improve support offer	Year 1	TM	PRS officer employed
Improve awareness of support via landlord forums etc.	Year 1	TM	Information delivered via landlord forum



# **Ceredigion County Council**

## **Housing Support Programme**

### **Statement of Need**

*Statutory, third and private sector partners work effectively together to ensure the people in Ceredigion have access to suitable housing with timely and appropriate support within their local communities.*

#### **Document Control**

**Version No - Final**

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## **Introduction**

The Statement of Need uses the findings of the Needs Assessment to identify the key issues for the Housing Support Programme, Ceredigion's statutory duties to prevent and alleviate homelessness and in the context of its wider strategic objectives.

## **Ceredigion**

Ceredigion covers an area of 1,900km<sup>2</sup> and is mostly made up of agricultural land, moorland and forestry, with the upland areas to the east forming a significant portion of the Cambrian Mountains. There are six main towns in Ceredigion that are located on the coast or in river valley locations. The towns are Aberystwyth, Cardigan, Lampeter, Aberaeron, Llandysul and Tregaron.

The latest Welsh Government figures estimates Ceredigion's population to be 72,895 (2021), which is the fourth lowest amongst counties in Wales. The population has been decreasing since 2012.

Against this overall projected decline, Ceredigion's older population (65+) is expected to grow significantly over the next 20 years (by 23.7% or +4,305 people), whilst the working age population (16-64) and children (0-15) are expected to decrease. The largest projected increase within the 65+ age group will be those aged 75-84.

In addition, the Local Housing Market Assessment indicates that there will be a decrease in size of households, with an accompanying rise in the number of households requiring accommodating. It is identified that there is a particular need for 1 and 2 bed properties.

The latest Annual Survey of Hours and Earnings 2020 that average (median) annual earnings are over £1,637 lower in Ceredigion (£22,028) than the national average (£23,665), and apart from Powys, are also lower than the rest of mid and South West Wales.

Along with lower-than-average earnings, Ceredigion residents are also faced with higher-than-average house prices and rents.

Ceredigion's WIMD data suggests that there are fewer deprived areas in the local authority compared with the national average and that these areas are concentrated in

the towns of Cardigan and, to a lesser extent, Aberystwyth.

The levels of deprivation are lower than the wider region, with a much lower proportion of areas among the 30% most deprived in Ceredigion than the regional average. However, the high levels of housing deprivation and low levels of access to services suggest that Ceredigion faces similar challenges to the wider region that stem from its rural nature.

The urban areas of Ceredigion tend to have high levels of housing deprivation alongside other forms of deprivation, such as employment and income, that are likely create a higher risk of homelessness. The key areas to address in our HSP Programme include:

### **Homelessness**

- Single person households account for more than 60% of cases.
- The Private Rented Sector plays and will need to continue to play a significant part in preventing and relieving homelessness.
- The number of placements into temporary accommodation has almost doubled in 2020/21 compared to 2019/20.
- Average length of stay in temporary accommodation is 117 days, though this ranges from a few days to 600+.

### **Accommodation needs**

- There is a high level of need for 1-bedroom homes in the major settlements and 2 bedroom family homes more generally.
- Social housing accounts for only 10% of Ceredigion housing, compared with a national average of 16%.
- Local Housing Allowance (LHA) rates are below the equivalent lower quartile private rents.

### **Housing Support Grant – Current Delivery**

- Greatest identified need for support is in homelessness prevention (floating).
- Primary and secondary needs identified as significant include those with poor Mental Health, Substance Misuse issues, Physical or Sensory Disabilities, Chronic Health needs and Over 55's.

### **Substance misuse**

- Of those accessing drug treatment services, 65% were male.

- There is scope for more exploration of joint commissioning with other statutory services in this area e.g., NHS.

## **Mental Health**

- One in four people will require support with respect to their mental health throughout their lives.
- Early intervention is crucial to prevent the need for escalation to statutory services and maintain stable living environments.
- 83% of under 25s report that the pandemic has caused deterioration in mental health and wellbeing.
- 26% said they were unable to access mental health support, peer or community-based support.
- There has been an increase in referrals for mental health services and in Mental Health Act assessments.
- Concern regarding health and wellbeing of young people aged 16- 24.

## **Over 65s**

- The number of people over 65 is expected to rise by 23.7% over the next 20 years.

## **Learning Disabilities**

- Number of persons with learning difficulties in Ceredigion set to rise over the next 10 years.
- CCC's Learning Disability Strategy identifies the need for continued focus on developing services that will promote independence wherever possible.
- The importance of appropriate housing solutions needs to supported living in our HSP Programme.

## **VAWDASV**

- Early intervention and prevention is an integrated priority in Mid and West Wales.
- More work is needed with families experiencing the so called 'toxic trio' of poor mental health, substance misuse and domestic abuse.

## **Offenders**

- 5% of HSG service users identified criminal offending history as their primary need.
- Ex-offender numbers requiring accommodation are low in Ceredigion however there are a small number of persons who cannot be accommodated despite being

homeless due to the risks they pose to others associated with shared living environments.

- Further work should be undertaken to explore supported accommodation opportunities which are self-contained.

## **Our Housing Support Programme Priorities**

Our high-level, strategic priorities have been derived from:

- Findings from the needs assessment undertaken to inform this Programme
- Relevant objectives within a range of corporate and service-related strategies and plans
- Review of existing regional and local priorities for preventing homelessness and supporting people under the HSG
- Duties incumbent on the Council under the Housing Act and subsequent policy drivers
- The core aim of preventing homelessness and supporting people to have the capability, independence, skills and confidence to access and/ or maintain a stable and suitable home and the suggested mechanisms for achieving this, as stated in the Welsh Government's HSG Guidance
- Evidence of the impact of emergency response provision brought in during the pandemic, much of which should be maintained and consolidated if long-term demand is to be met effectively

Some of our priorities are by their nature long-term; whilst tangible impact is expected as implementation progresses, full benefits will often take longer to be realised.

### **Strategic Priority 1:**

#### **Enhance access to HSG support services and strengthen links with generic advice services to address problems early and reduce the risk of escalation**

Prevention and early intervention are key to our Programme. We will need to ensure that our future prevention and early intervention services are accessible and closely aligned with information and advice services for people who use services and their carers. Our HSG support services must be primarily designed to address problems early and reduce the risk of escalation of needs. This aligns with our corporate Through-Age and Wellbeing (TAW) Strategy.

### **Strategic Priority 2:**

#### **Provide appropriate interventions for all groups ensuring high level support is provided where needed.**

Support will be provided for all groups according to identified needs. This includes specifically support for younger people with struggling with substance misuse and/ or mental health.

**Strategic Priority 3:**

**Maximise support for people in temporary accommodation, enabling people to move on swiftly to settled accommodation with appropriate ongoing support, in line with a Rapid Rehousing approach.**

This will ensure that both support and having access to a better range of accommodation options are highlighted as both being an equally important part of the solution.

**Strategic Priority 4:**

**Strengthen access to PRS**

Increasing access to PRS and further developing the National Leasing Scheme will help us respond to a high demand for accommodation. Access to social housing options is limited and addressing issues of affordability and availability of accommodation in the PRS will aid stability and allow people to move on from temporary solutions.



# Ceredigion County Council

## Housing Support Grant Needs Assessment

June 2022

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## Glossary

HSG – Housing Support Grant

HMO – House in Multiple Occupation

LA – Local Authority

LD – Learning difficulties

LDP – Local Development Plan

LSOA – Lower layer Super Output Area

PRS – Private Rented Sector

RSL – Registered Social Landlord, otherwise known as housing associations

S66 – Section 66, duty to prevent

S73 – Section 73, duty to help secure accommodation (for 56 days)

S75 – Section 75, final duty

SHG – Social Housing Grant

TA – Temporary accommodation

VAWDASV – Violence against women, domestic abuse, sexual violence

WHO12 – A quarterly return of data surrounding homelessness sent from Local Authorities to the Welsh Government

WIMD – Welsh Index of Multiple Deprivation

WG -Welsh Government

## Introduction

The Housing Support Grant (HSG) is an amalgamation of three previous grants; Supporting People Programme, Homelessness Prevention Grant, and Rent Smart Wales Enforcement.

It came into being in April 2019 following the Welsh Government funding flexibilities pathfinder project. A Ministerial decision was made in October 2018 to form two grants from the Early Intervention, Prevention and Support grant (EIPS) work, separating the housing-related grants from non-housing elements for all local authorities. Consequently, from April 2019, the Welsh Government established a Children and Communities Grant (CCG) (encompassing Flying Start, Families First, the Legacy Fund, Promoting Positive Engagement for Young People, St David's Day Fund, Communities for Work Plus and Childcare and Play), and a single Housing Support Grant (HSG) (encompassing Supporting People, Homelessness Prevention and Rent Smart Wales Enforcement).

Local authorities must undertake a comprehensive needs assessment every four years, with a light touch review every two years. This assessment is a statement of what the Authority knows about the needs and future demand for homelessness prevention and housing support services. The assessment encompasses the statutory requirement for a homelessness review as well as the full assessment for the HSG. The assessment needs to be informed by the following data:

- Population needs assessment
- Local authority well-being assessment
- Homelessness statistics and other housing data such as waiting lists.
- Welsh index of multiple deprivation
- Feedback from service users
- Regional VAWDASV needs assessments
- Any relevant research/national publication
- Outcomes data
- Needs data from providers, gateway panels
- Unmet needs data over the last 12 months from providers, homelessness reviews

Local authorities should produce a 'Statement of Need' based on findings from the needs assessment. The statement should set out the current and future demands and should include regional needs where the needs are met by the local authority.

The statement should also set out how statutory needs identified will be met through the discharge of statutory duties.

## **Background and National Policy Context**

Welsh Government has maintained a focus on tackling homelessness in the context of the long-term impact of UK Government policy, in relation to austerity and welfare support, and also other non-devolved policy areas that have an impact on homelessness such as the work of the Police and Prisons. Local authorities have a duty to prevent and relieve homelessness that has led to a strengthening of local partnership arrangements. The guiding principle remains one of preventing homelessness, but where not possible, ensuring it is brief and non-repeated. There is a renewed commitment to fundamentally reform homelessness services to focus on prevention and rapid rehousing. Understanding what works, what is promising, and what isn't effective will be crucial to Welsh Government in delivering its policy goals.

Housing First was a change of direction for Government, in response to emerging evidence of its efficacy. The Phase 2 response during the initial phases of the pandemic sought to protect homeless people through providing temporary accommodation solutions and significantly reducing street homelessness. The gradual return to 'normality' provides the opportunity to evaluate the impact and benefits of the variously funded programmes to inform the next phase of policy development with a particular focus on prevention and rapid re-housing.

There are a number of principles that underpin the Welsh Government approach to homelessness prevention, that should be enshrined across public and commissioned services:

- The earliest preventions are most effective and most cost effective and should always be the interventions of first choice.
- Tackling and preventing homelessness is a public services matter – rather than a 'housing matter'.
- All services should place the individual at the centre and work together in a trauma informed way.
- The duties in Part 2 of the Housing (Wales) Act 2014 should be the last line of defence – not the first - and all services should work to the spirit not simply the letter of the law.
- Policy, service delivery and practice should be informed and shaped in a co-productive manner and by those with lived experience.

The summary below outlines relevant legislation and policy and their intended impact:

Policy /legislation	Intended action/impact/purpose
☐ Housing (Wales) Act 2014 (Part 2)	☐ A new <b>strengthened duty</b> on local authorities to take reasonable steps to prevent and relieve homelessness, with an emphasis on prevention
☐ Social Services and Wellbeing (Wales) Act 2014 (Part 6)	☐ Strengthening arrangements for leaving care including suitable accommodation and support
☐ Well-being of Future Generations (Wales) 2015 Act	☐ Provides a lens through which all public services policy and service planning is to be considered with an emphasis on well-being, prevention, and early intervention
☐ Equality Act 2010	☐ Duty to promote equality, takes account of protected characteristics, and a new duty to consider socio-economic inequality
☐ Publication of Preventing Homelessness and Promoting Independence: (Welsh Government 2016)	☐ Supporting young people with economic independence through housing advice, options, and homelessness prevention
☐ Care Leaver Accommodation and Support Framework, (Barnardo's 2016)	☐ Support effective planning and provision of housing and support for young people and care leavers.
☐ Development of the "When I'm Ready" (Welsh Government 2016b) programme	☐ Enabling young people in foster care to stay with their foster carers for longer;
☐ Introduction of the Youth Engagement and Progression Framework (Welsh Government 2014)	☐ Reduce the number of young people who are not in education, employment, or training;
☐ Establishment of the End Youth Homelessness Cymru campaign 2018	☐ Focusing on: <ul style="list-style-type: none"> <li>o ending youth homelessness within the LGBT+ community;</li> <li>o reducing the links between educational disengagement and youth homelessness;</li> </ul>

Policy /legislation	Intended action/impact/purpose
	<ul style="list-style-type: none"> <li>o reducing links between the care system and youth homelessness; and</li> <li>o support for those with mental health issues.</li> </ul>
<ul style="list-style-type: none"> <li>□ An additional £10m allocated by Welsh Government for the financial year 2019-20</li> </ul>	<ul style="list-style-type: none"> <li>□ To tackle youth homelessness.</li> </ul>
<ul style="list-style-type: none"> <li>□ Wales Centre for Public Policy (WCPP) 2018</li> </ul>	<ul style="list-style-type: none"> <li>□ Research into the causes and prevention of youth homelessness.</li> </ul>
<ul style="list-style-type: none"> <li>□ The Welsh Government invested an additional £10m into youth homelessness prevention in 2019-20</li> </ul>	<ul style="list-style-type: none"> <li>□ To develop new and enhance existing services</li> </ul>
<ul style="list-style-type: none"> <li>□ A WG £4.8m innovation fund, which is supporting 26 projects to deliver new and innovative housing and support approaches 2019-20</li> </ul>	<ul style="list-style-type: none"> <li>□ Deliver new and innovative housing and support approaches for vulnerable young people at risk of becoming homeless or currently homeless</li> </ul>
<ul style="list-style-type: none"> <li>□ Evaluation of homelessness services to young people in the secure estate (Welsh Government) 2019</li> </ul>	<ul style="list-style-type: none"> <li>□ To understand the early impacts of the legislation on those young people who are homeless or at risk of homelessness as they approach their release.</li> </ul>
<ul style="list-style-type: none"> <li>□ Various Reports from the Homelessness Action Group for the Welsh Government 2020</li> </ul>	<p>Summary of reports:</p> <ul style="list-style-type: none"> <li>□ Maximum homelessness prevention at all stages, e.g. crisis response, more targeted/earlier prevention for people at risk of homelessness, and a universal approach across society to tackle the root causes.</li> <li>□ Rapid rehousing as the default approach to quickly help people experiencing homelessness to be rehoused with all the support they need.</li> <li>□ Investing in people to help end homelessness by funding and supporting workforces, involving people with lived experience of homelessness, and mobilising charities and volunteers more.</li> </ul>

<b>Policy /legislation</b>	<b>Intended action/impact/purpose</b>
<ul style="list-style-type: none"> <li>• Housing First (HF) – National Principles and Guidance for Wales 2018</li> </ul>	<ul style="list-style-type: none"> <li>□ Policy of quickly moving people experiencing homelessness into independent and permanent housing and then providing additional support and services as needed.</li> </ul>
<ul style="list-style-type: none"> <li>□ Strategy for Preventing and Ending Homelessness 2019</li> </ul>	<ul style="list-style-type: none"> <li>□ Sets out the strategic approach the Welsh Government is taking to prevent and address homelessness in Wales</li> </ul>
<ul style="list-style-type: none"> <li>□ Phase 2 – Planning Guidance for Homelessness and Housing Related Support Services 2020</li> </ul>	<ul style="list-style-type: none"> <li>□ Focus on transforming approaches to preventing homelessness whilst ensuring that everyone brought into temporary accommodation secures long term accommodation</li> </ul>
<ul style="list-style-type: none"> <li>□ Phase 3 – Planning Guidance for Homelessness and Housing Related Support Services 2020 Move to ‘New Normal’</li> </ul>	<ul style="list-style-type: none"> <li>□ Design and build resilient, sustainable services for the future.</li> </ul>
<ul style="list-style-type: none"> <li>□ The framework of policies, approaches and plans needed to end homelessness in Wales - Report from the Homelessness Action Group for the Welsh Government 2020</li> </ul>	<ul style="list-style-type: none"> <li>□ What ending homelessness in Wales needs to look like from a holistic policy perspective.</li> </ul>

*Table 1: Summary of relevant legislation and policy in Wales and their intended impact:*

## About Ceredigion

### Headlines

Ceredigion is a largely rural County with 6 main towns in coastal and river valley locations.

The population is the fourth lowest in Wales and has been decreasing since 2012.

Alongside a continued decrease in overall population, expected to be the steepest in Wales, the number of people over 65 is expected to rise by 23.7% over the next 20 years.

Whilst population data indicates a reduction overall, the Local Housing Market Summary projects an increase in the number of households, due to a greater number of smaller households, leading to a demand for 1 & 2 bedroom properties.

The County has lower than average earnings and higher than average house prices and rents.

Ceredigion covers an area of 1,900km<sup>2</sup> and is mostly made up of agricultural land, moorland, and forestry, with the upland areas to the east forming a significant portion of the Cambrian Mountains. There are six main towns in Ceredigion that are located on the coast or in river valley locations. The towns are Aberystwyth, Cardigan, Lampeter, Aberaeron, Llandysul and Tregaron.

The latest Welsh Government figures estimates Ceredigion's **population** to be 72,895 (2021), which is the fourth lowest amongst counties in Wales. The population has been decreasing since 2012. The latest Welsh Government projections suggest that it will continue to decline over the next 25 years, from 72,895 in 2021 to 68,745 in 2043, a 6% decrease and an estimated reduction of approximately 4,150 people. Out of the 22 local authorities in Wales, Ceredigion is predicted to have the greatest percentage decrease in population during 2018-2043.



Against this overall projected decline, Ceredigion's older population (65+) is expected to grow significantly over the next 20 years (by 23.7% or +4,305 people), whilst the working age population (16-64) and children (0-15) are expected to decrease. The largest projected increase within the 65+ age group will be those aged 75-84.

The **economy** of Ceredigion is fairly typical of that of many rural and coastal areas. A high proportion of jobs are in the tourism industry (12.9%), wholesale and retail (12.9%) and human health and social work activities (12.3%). Education is the largest sector in the county, employing around 4,300 people and accounting for around 13.9% of jobs in the county.

Unlike many rural areas, the county has two universities at Aberystwyth and the University of Wales Trinity St. David's Campus at Lampeter, and national institutions such as the National Library of Wales. The knowledge economy is strong in Ceredigion, and it has a growing 'green economy' focusing on low carbon emissions, efficient use of resources and being socially inclusive.

Self-employment is an important element in the local economy, and Ceredigion often has the highest proportion of self-employed people nationally. Many are farmers with others working in a range of established small-scale enterprises such as building repair and maintenance. Around 14.9% of residents aged 16-64 are self-employed in Ceredigion which is higher than Wales' average of 8.9%, although this has been decreasing during 2021, possibly as a result of the COVID-19 pandemic.

The vast majority (99%) of enterprises in Ceredigion are 'micro' sized, i.e., up to 9 employees or 'small' (10 to 49 employees). Only 1% of enterprises in Ceredigion have fifty or more employees. Whilst this could suggest some enterprises are more risk averse than other areas, it could equally provide a reflection of the level of support and stability for new businesses in the County. The survival rates of businesses in Ceredigion, for example, are consistently above the national average and some of the highest amongst all areas in Wales. This is one of the County's strengths and unique selling points along with a strong knowledge sector, higher than average economic growth in recent years and higher than average skills and qualifications levels.

The latest Annual Survey of Hours and Earnings 2020 that average (median) annual earnings are over £1,637 lower in Ceredigion (£22,028) than the national average (£23,665), and apart from Powys, are also lower than the rest of mid and South West Wales.

Along with lower-than-average earnings, Ceredigion residents are also faced with higher than average, house prices and rents. In April 2021 the average property price was £237,450 in Ceredigion which is far higher than the national average of £185,041. The COVID-19 pandemic has had a major impact on the housing market and housing affordability locally. The increase in demand combined with the limited stock has caused a mini housing 'boom' in the County which has subsequently been felt across most of Wales. The increased opportunity for homeworking is one of the drivers behind the increase in demand, along with the pull of Ceredigion's unique natural environment.

However, the economy has several unique selling points that provide the platform to drive economic growth in the future. The survival rates of businesses in Ceredigion are consistently higher than average and some of the best in Wales, the level of skills and qualifications are much higher than average, and the economy has grown at a faster rate than across Wales over the last five years.

Ceredigion is considered as being one of the heartlands of the **Welsh language**, despite a substantial student population. Results from the 2011 Census showed that 47.3% of Ceredigion residents could speak the Welsh language. Ceredigion had the third highest percentage of Welsh speakers out of all other Welsh local authorities, with Gwynedd (64.3%) and Anglesey (56.1%) being in first and second place.

## Wellbeing assessment

### Headlines

The Public Services Board is currently undertaking its second Wellbeing Assessment, required under the Wellbeing of Future Generations (Wales) Act.

A public survey undertaken as part of this exercise reveals a range of concerns regarding housing. These include lack of affordable housing, insufficient housing and the continued impact of the high level of second homes across the County.

The Council has a legal duty to work together with the people of Ceredigion, for their future well-being. This duty is set out in the Well-being of Future Generations (Wales) Act. The Act includes seven national well-being goals, which the Council have to contribute to achieving:



Figure 1 Seven National Well-being Goals of the Well-being of Future Generations (Wales) Act

Public Services Boards (PSB) were established under the Act, originally in each of the 22 county areas in Wales. These comprise partners from across the statutory and independent sectors and have the aim of improving joint working within their area. Each PSB has a statutory duty to carry out a wellbeing assessment and publish

an annual local wellbeing plan, setting out how they will meet their more general responsibilities under the Act. This happens on a 5-year cycle, with the first assessments having been undertaken in 2017 and the first wellbeing plans published in 2018.

Ceredigion PSB conducted its second wellbeing assessment during the late summer and autumn of 2021. It is currently consulting on the assessment with various stakeholders prior to publication in June 2022.

A key element of the wellbeing assessment was engagement with residents, in the form of an online survey made available to residents between 10 August and 8 October 2021. The survey was conducted on a regional basis, along with Carmarthenshire and Pembrokeshire, and the questions were standardised to allow for identification of wider regional issues affecting West Wales.

405 responses to the survey were received from Ceredigion residents, alongside 741 written submissions with comments and suggestions on wellbeing in the County.

Specific questions were asked around 6 themes. People were invited to consider what was important to them in respect of each and what their principal concerns were when thinking about the future.

The themes were as follows:

- A prosperous Ceredigion
- A resilient Ceredigion
- A more equal Ceredigion
- A healthier Ceredigion
- A Ceredigion of cohesive communities
- A Ceredigion of vibrant culture and thriving Welsh language

Severable variables linked to availability of housing and homelessness were identified under each theme and these were afforded varying levels of importance by respondents. These are highlighted below:

- When asked what three things' people valued most in a prosperous community, the top answer (47% of respondents) was **affordable housing opportunities**.
- Looking ahead, 62% cited **lack of affordable housing** as the primary concern in relation to local prosperity.
- 55% of respondents suggested that **insufficient housing to meet different needs** was a factor that was likely to inhibit a fairer Ceredigion in the future
- When considering what contributes to a healthier Ceredigion, 13% of those responding to the survey indicated that **having a nice place to live** was important. 26% thought that not having this in the future would be of concern to them.

In addition to the survey, the PSB held stakeholder events to capture the views of the local community on well-being, particularly the harder to reach groups and those with protected characteristics. Once again, a number of concerns relating to housing and homelessness were raised in a number of these events:

- In a session held with young people, significant concerns included poverty, finding a job and **housing**.
- **Access to housing and affordable housing** were identified as concerns in a workshop was held with the local Youth Council.
- The Corporate Equalities Working Group felt that **affordable housing to retain the younger population** was one of the key challenges to the future wellbeing and equalities in the region
- The **high number of second homes**, and the implications of this for affordability and supply of homes for local people, was raised in a number of discussions

The Housing Support Grant delivery plan for 2022/23 includes detail on further engagement with clients and stakeholders to shape and design future services which address and positively contribute to these issues. In addressing the issues and needs, the HSG Programme is seen as a key enabler to delivering the Well-being plan.

## Wellbeing Plan

The PSB will be required to prepare its second Wellbeing Plan in response to the Assessment. This needs to be published by June 2023. Elements of HSP are likely to

continue to contribute to some of the objectives within the new Plan and this will be kept under review.

The consultation was completed in the Autumn of 2021 and the Engagement Feedback Report published in November 2021. This forms the basis for the Well-being plan which is being prepared for consultation.

The needs and priorities identified in the Engagement Feedback Report have been reviewed and mapped to HSG services and guidance. The delivery plan for 2022/23 and matching spend plan have been mapped to the priorities and needs identified.

*Further alignment and review will take place during Q1 and Q2 22/23 to ensure needs, outcomes and support align to the authorities Well-being and Corporate priorities.*

## Deprivation

### Headlines

Ceredigion's WIMD data suggests that there are fewer deprived areas in the local authority compared with the national average and that these areas are concentrated in the towns of Cardigan and, to a lesser extent, Aberystwyth.

The levels of deprivation are lower than the wider region, with a much lower proportion of areas among the 30% most deprived in Ceredigion than the regional average. However, the high levels of **housing** deprivation and low levels of access to services suggest that Ceredigion faces similar challenges to the wider region that stem from its rural nature.

The urban areas of Ceredigion tend to have high levels of housing deprivation alongside other forms of deprivation, such as employment and income, that are likely create a higher risk of homelessness.

The Welsh Index of Multiple Deprivation (WIMD) is the agreed measure of relative deprivation for small areas in Wales. It identifies areas with the highest concentrations of several different types of deprivation including, income, health, and education. Data in the WIMD is broken down into Lower layer Super Output Areas (LSOAs) comprised of an average of 1,500 people – in Wales there are 1,909

LSOAs. This enables community level insights into overall deprivation and specific domains, such as health, which are closely linked with people's vulnerability to homelessness.

Levels of deprivation are low across Ceredigion with the majority of areas in the Authority among the 50% least deprived in Wales. Similar to other local authorities in the Mid and West Wales region, deprivation is generally higher in urban areas, such as Aberystwyth and Cardigan, and lower in the rural hinterland. However, there are few areas of acute deprivation, with only 3 of the 46 areas in Ceredigion among the 30% most deprived in Wales. In Ceredigion, there is only a single area, Cardigan – Teifi, among the 10% most deprived in Wales.

The lowest levels of deprivation are in Aberystwyth and areas to the north and north-east of the town, with the following areas all among the 20% least deprived in Wales: Penglais, Aberystwyth Bronglais, Trefeurig, Llanbadarn Fawr North and Faenor 1.

The highest levels of deprivation are concentrated in Cardigan with the areas comprising most of the town, Cardigan–Teifi and Cardigan–Rhyd-y-Fuwch, both among the 20% most deprived in Wales, and the adjacent areas to the north, Cardigan-Mwldan and Pen-parc 1, both among the 50% most deprived.

The towns of Aberystwyth, Llandysul and Tregaron all feature areas among the 30% and 40% most deprived in Wales.

The two rural areas of Llanfihangel Ystrad (the area around Felinfach) and Lledrod (inland from Llanrhystyd) are among the 40% most deprived. No other rural towns or villages in Ceredigion are among the 40% most deprived, with the majority in the 50% least deprived or above.

Indicators for health, income, employment, and housing highlight the different pressures that people can face, which can put them at higher risk of homelessness.

The health domain is comprised of the following indicators:

- 31% GP-recorded chronic conditions (rate per 100), age-sex standardised
- 30% Limiting long-term illness (rate per 100), age-sex standardised
- 18% Premature deaths (rate per 100,000), age-sex standardised
- 10% GP-recorded mental health conditions (rate per 100), age-sex standardised
- 4% Cancer incidence (rate per 100,000), age-sex standardised

- 4% Low birth weight (live single births less than 2.5 Kg, percentage)
- 3% Children aged 4-5 who are obese (percentage)

Health deprivation is at a particularly low level and concentrated in urban areas in Ceredigion with only four areas among the 50% most deprived in Wales, and all are located in two of Ceredigion's urban hubs: Aberystwyth and Cardigan.

The employment domain is made up of one indicator, containing four elements:

- Jobseeker's Allowance (JSA)
- Employment and Support Allowance (ESA)
- Incapacity Benefit (replaced Severe Disablement Allowance)
- Universal Credit (UC) and not in employment

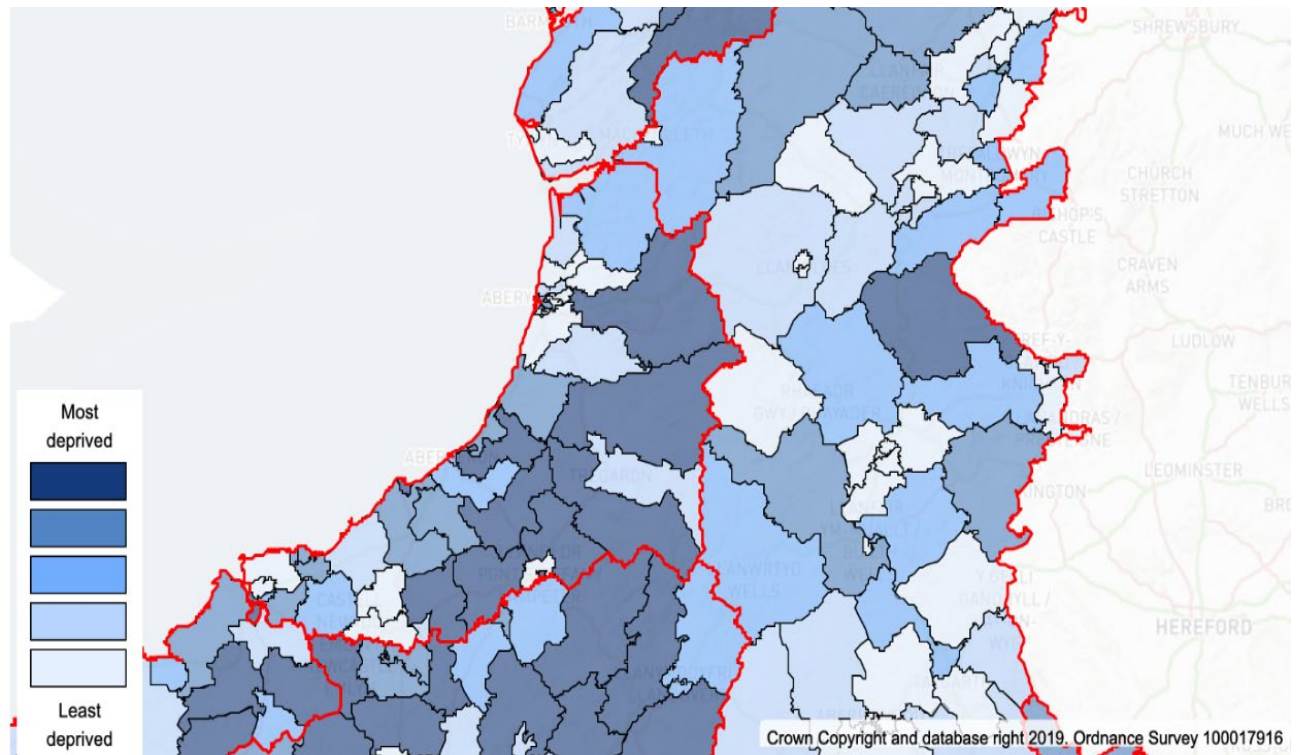
Like health deprivation, employment deprivation is concentrated in urban areas, with the two main areas that comprise Cardigan, Teifi and Rhyd-y-Fuwch, both among the 10% most deprived in Wales, ranking 101<sup>st</sup> and 107<sup>th</sup> respectively out of 1,909 areas in Wales. The towns of Aberystwyth, Lampeter, Llandysul and Aberporth all contained areas ranked as among the 40% most deprived for health, with very few rural areas among the 50% most deprived, reflecting that employment deprivation is largely a challenge in urban, rather than rural, areas.

In all rural areas in Ceredigion there are very low levels of access to public services, with the vast majority ranking amongst the 10% most deprived in Wales for access to services. This is due to the high average travel times to essential public services such as GPs, schools, and pharmacies as well as lower levels of availability of broadband at 30Mb/s.

The housing domain is made up of two equally weighted measures: the likelihood of poor-quality housing (being in disrepair or containing serious hazards) and the percentage of people living in overcrowded households (bedrooms measure). Housing deprivation is present across all towns as well as the more rural areas which comprise the majority of Ceredigion, however, it is at its lowest in the rural hinterlands north of Aberystwyth and north of Cardigan.



## Map of housing deprivation in Mid Wales



The levels of homelessness and accommodation insecurity draws parallels with the levels of deprivation, particularly for areas performing worse in the health, employment and housing domains identified above.

There are no areas of deep-rooted deprivation in Ceredigion. Deep-rooted deprivation is defined as an area that has remained within the top 50 most deprived, roughly equal to the top 2.6% of small areas in Wales for the last five publications of WIMD rankings (WIMD 2005, 2008, 2011, 2014 and 2019).

However, Cardigan, Teifi was ranked 125<sup>th</sup> out of 1,909 areas in 2019, making it among the 6.6% most deprived areas in Wales, and since WIMD 2011 it has fallen from 250<sup>th</sup> in the country, a decline of 125 places between 2011 and 2019.

**Table 1: Five most deprived LSOAs in Ceredigion in 2019**

LSOA	National rank in WIMD 2014	National rank in WIMD 2019	Change in national rank 2014-19
Cardigan – Teifi	149	125	-24
Cardigan – Rhyd-y-Fuwch	529	370	-159

Aberystwyth Penparcau 1	536	533	-3
Aberystwyth Penparcau 2	591	594	+ 3
Llangeitho	843	685	-158

**Table 2: Average levels of deprivations in Ceredigion and comparators**

<b>Area</b>	<b>% of LSOAs in the 10% most deprived</b>	<b>% of LSOAs in the 20% most deprived</b>	<b>% of LSOAs in the 30% most deprived</b>	<b>% of LSOAs in the 50% most deprived</b>
Ceredigion	2%	4%	7%	46%
Mid and West Wales*	3%	8%	15%	42%
Wales	10%	20%	30%	50%

\*Combined average of Pembrokeshire, Carmarthenshire, Ceredigion, and Powys

## Homelessness in Ceredigion

### Headlines

Under the Housing (Wales) Act 2014 all Councils have a range of duties:

- Section 60 – Duty to provide information, advice, and assistance in accessing help
- Section 62 – Duty to assess a person's case where they have applied to a local housing authority for accommodation or help in retaining or obtaining accommodation, or it appears to the authority that the person may be homeless or threatened with homelessness
- Section 66 – Duty to help to prevent an applicant from becoming homeless
- Section 68 - Interim duty to secure accommodation for homeless applicants in priority need
- Section 73 – Duty to help to secure accommodation
- Section 75 – Duty to secure accommodation for applicants in priority need when the duty in section 73 ends

Numbers of cases closed as Section 60 (not requiring a Section 62 assessment) has declined each year since 2018-9

Section 66 outcomes have improved significantly since 2018-19 with the proportion of successful preventions rising to above pre-pandemic levels. The pandemic can be seen as having a direct impact here.

The proportion of successfully relieved Section 73 cases had declined prior to the pandemic and continued to decline during the pandemic (in 2020-21). More households are progressing from relief duty (Section 73) to final duty (Section 75). However, the number and proportion of cases positively discharged has increased consistently

The rate of presentations from single person households for support under the various duties is significant, representing more than 60% of cases, although this is just below the national average. This has clear implications given the deficit in 1-bedroomed properties within the County

There is no significant difference between the outcomes of single and multiple person households for any duty.

The Private Rented Sector plays a significant role in aiding homeless prevention and relief, especially at S66 and S73.

The WHO12 Homelessness returns, are produced by Ceredigion County Council for Welsh Government on a quarterly basis and provide the trends of levels of homelessness and how the Council discharged its duties under the Housing (Wales) Act 2014. Specifically, they provide information on the number of households for which assistance has been provided, categorised by household type, and the outcomes of the intervention.

### **Section 60 – Duty to provide information, advice, and assistance in accessing help**

The number of cases closed as Section 60 (i.e., not requiring a Section 62 assessment) has gone down slightly over the past three years, as set out in Table 3 below:

**Table 3: Numbers of cases closed as Section 60**

2018-19	336
2019-20	310
2020-21	290

### **Section 62 – Duty to assess**

The number of people assessed under Section 62 has increased slightly over the same period – see Table 4.

**Table 4: Numbers of cases assessed under Section 62**

2018-19	419
2019-20	427
2020-21	435

### **Section 66 – Duty to help to prevent an applicant from becoming homeless**

In 2020-21 a total of 144 households in Ceredigion threatened with homelessness were provided with prevention assistance under the Section 66 duty. This total contrasts with a total of 198 cases in 2016-17, with a consistent decline in overall numbers over the intervening period. This is a trend reflected across the country and may be linked to a combination of factors such as;

- the ban on evictions in Wales which was in place until July 2021;

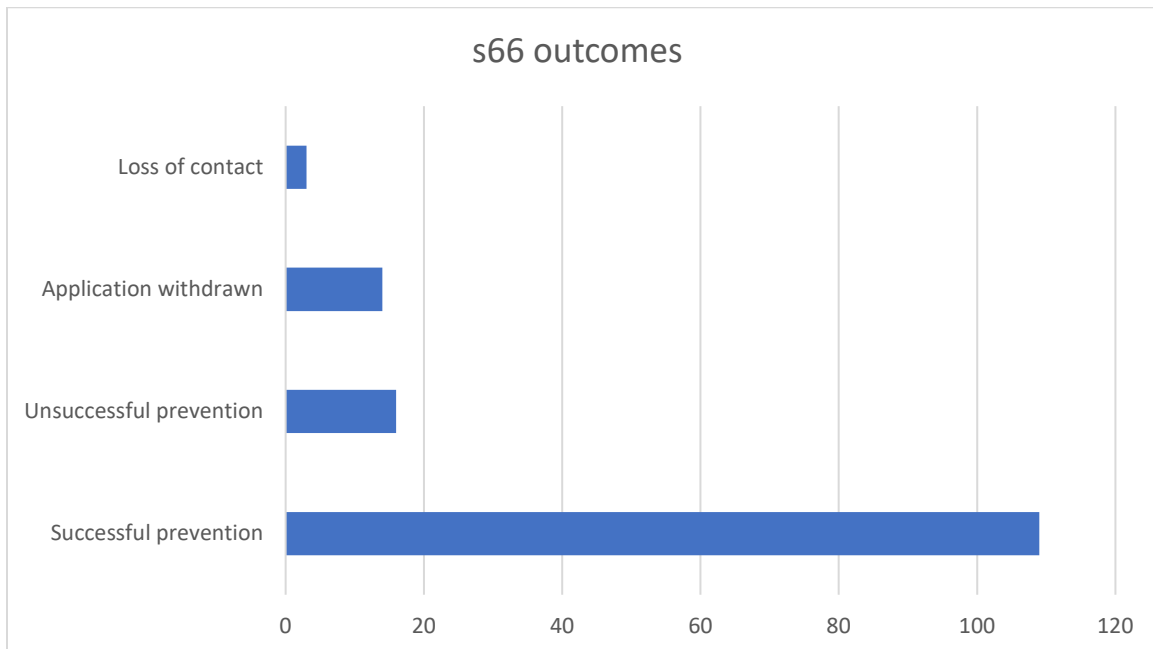
- fewer cases of family breakdown leading to evictions during the Covid-19 pandemic.

In relation to the former, there is evidence that since the eviction ban was lifted and notice periods reverted to the norm, we have seen steady approaches to homelessness due to tenancies ending.

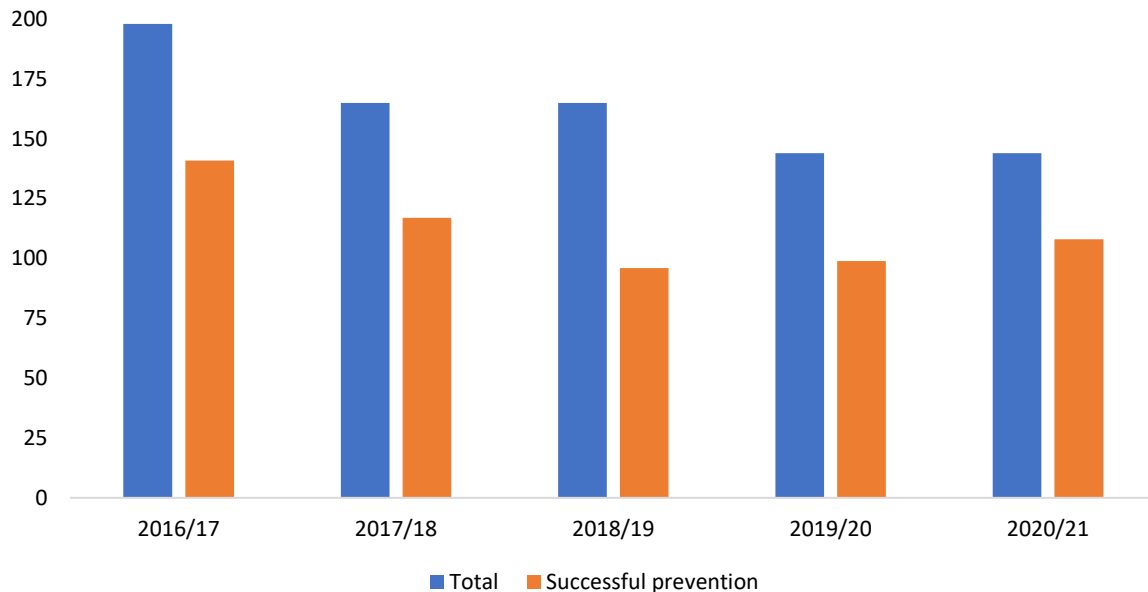
The number of successful preventions has increased since the start of the pandemic. In 2019-20, 65% of cases were prevented, compared with an equivalent figure of 75% (108) cases in 2020-21. This followed a broad average success rate of around 70% in over recent years, except for 2018-19 where this dipped to 58%. Leaving aside cases where the application was withdrawn or contact was lost, in 2021-22 the Council was unsuccessful in preventing homelessness in around 10% of cases where assistance was provided. These cases followed the Homeless duty process and were helped further.

More details are provided in the following tables:

**Figure 1: Section 66 outcomes - Eligible, threatened with homelessness, prevention assistance provided 2020-21: Ceredigion**



**Figure 2: Section 66 number of cases and outcomes, 2016 – 2021**



Approaches which have led to successful prevention have included:

- Checking whether notices are valid and liaising with landlords as necessary, for example in relation to the 6 months requirement, RSW, deposit and EPC checks
- Supporting those in arrears through HSG services and other support
- Assisting people to alternative accommodation before Section 73 applies.

### **Section 73 – Duty to help to secure accommodation**

In 2020-21, 189 cases received assistance in Ceredigion under the duty to help secure accommodation (Section 73). The broad level of cases has remained consistent with no significant deviation year-on-year between 2017 and 2021.

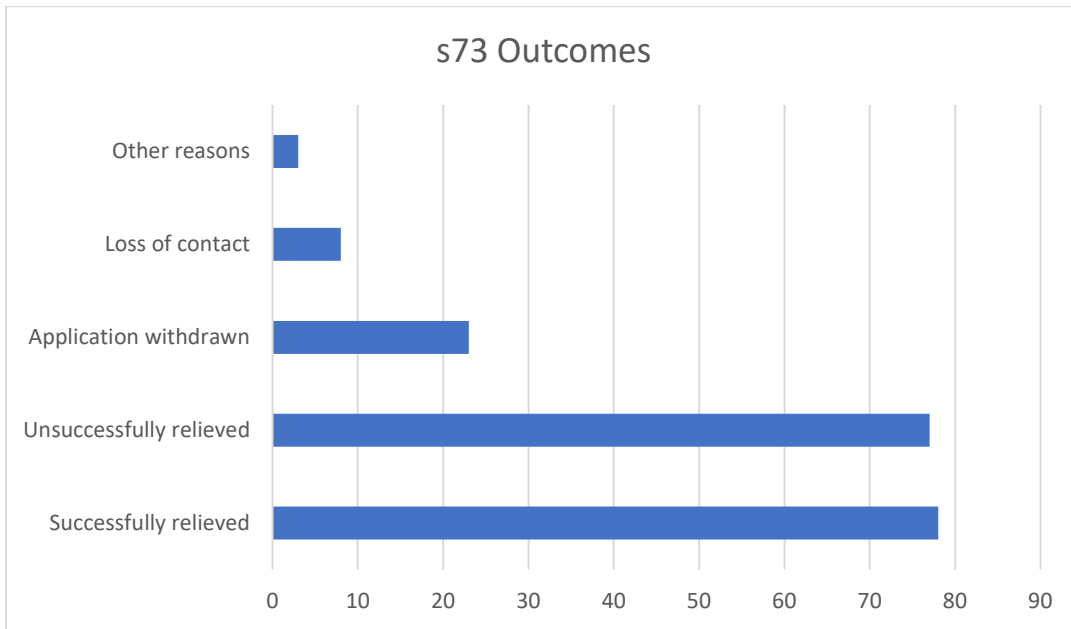
78 of these cases were successfully relieved in 2020-21 whilst the same number were unsuccessful. The proportion of cases successfully relieved has decreased slightly over the period from 2017-18 to 2020-21, from 47% in the first year to 41% in the last. In numerical terms, the number of successful cases declined from 90 to 78 over the same period.

Unsuccessful cases have risen by around 30%. Significant factors in this figure have been the legislation changes during the pandemic, along with the increased demand in the Housing Market. In turn, causing difficulties in discharging from homelessness, lack of RSL accommodation and deficits in affordable PRS

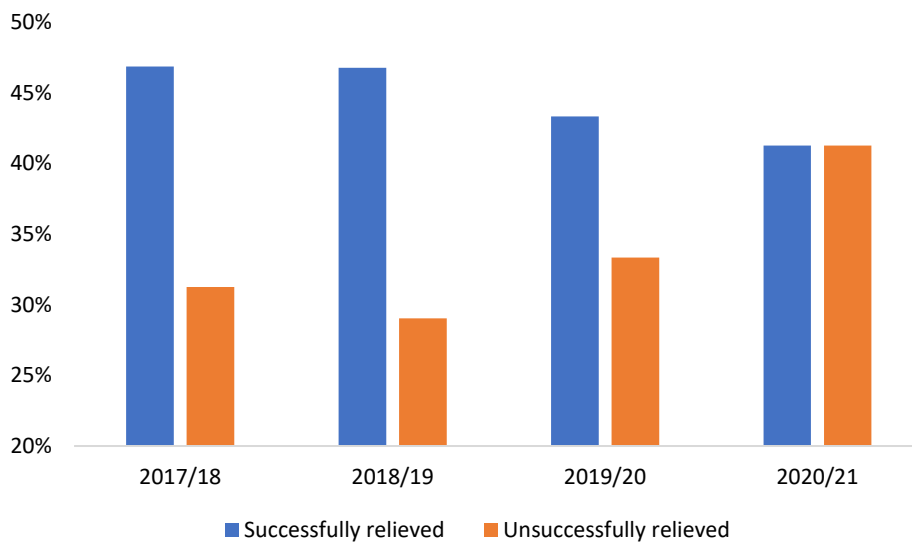
properties. Discharge to RSL accommodation has decreased markedly and remains an unlikely outcome due to levels of availability.

The following tables provide more detailed information.

**Figure 3: Section 73 outcomes – Eligible, homeless, subject to duty to help secure 2020-21: Ceredigion**



**Figure 4: Section 73 cases successfully and unsuccessfully relieved 2017-18 to 2020-21: Ceredigion**



More details of cases where positive action succeeded in preventing or relieving homelessness in 2018-19 (the latest figures available) are provided in the following table.

**Table 5 All cases where positive action succeeded in preventing/relieving homelessness: Ceredigion, 2018-19**

		Homelessness prevented	Homelessness relieved	Total
Total cases able to remain in existing home		18		18
Total cases able to remain in existing home	Mediation and conciliation	18		3
	Of which are for a young person	3		*
	Financial payments	*		*
	Debt and financial advice	*		*
	Resolving housing and welfare benefit problems	*		3
	Resolving rent or service charge arrears	3		3
	Measure to prevent domestic abuse	3		*
	Negotiation or legal advocacy to ensure that someone can remain in accommodation in the - private rented sector	*		*
	Mortgage arrears interventions or mortgage rescue	*		*
	Providing other assistance or specialist support for problems	6		6
Total cases assisted to obtain alternative accommodation		78	87	165
Total cases assisted to obtain alternative accommodation	Any form of non-self-contained supported accommodation	*	24	24
	Private rented sector accommodation with landlord incentive scheme (e.g., cashless bond, finder's	18	27	48



	fee, deposit payment, rent in advance, landlord insurance payment)			
	Private rented sector accommodation without landlord incentive scheme	27	18	45
	Accommodation arranged with friends, relatives or returning home	*	6	6
	Self-contained supported accommodation	*	*	*
	Social housing – Local authority	*	*	*
	Social housing - RSL	27	15	39
	Low cost home ownership scheme, low cost market housing solution	*	*	*
	Other assistance or support	*	*	*

\* Data disclosive or insufficiently robust for publication

Where applicants are assisted into alternative accommodation the Private Rented Sector plays a significant role in aiding discharge.

**Table 6 - % of homeless cases discharged to Private Rented Sector at s73**

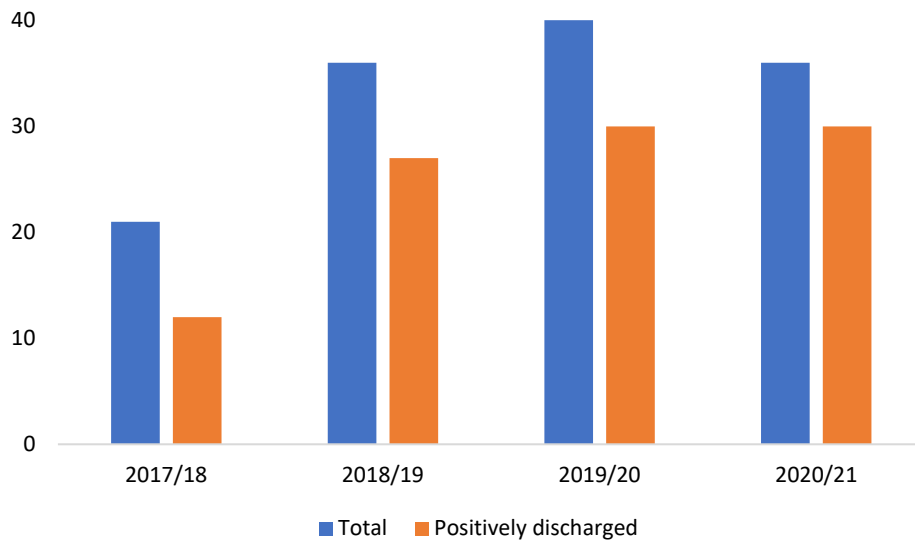
	PRS	RSL
2018-19	52%	17%
2019-20	65%	13%
2020-21	50%	7%

### **Section 75 – Duty to secure accommodation for applicants in priority need when the duty in section 73 ends**

There has been an increase in cases in Ceredigion handled under Section 75, otherwise referred to as final duty, in recent years - from 21 cases in 2017-18 to 36 in 2020-21, suggesting that more people are progressing from the relief duty (Section 73) to the final duty. This can be attributed to the changes in Welsh Government introduced because of the pandemic, indicating that **all** homeless persons are now deemed vulnerable and therefore in priority need.

However, final duty cases remain a small proportion of the total number of cases in Ceredigion, representing less than 10% of cases where households received assistance or were assessed as ineligible. More details are provided in the following tables.

**Figure 5: Number of Section 75 cases and number of cases positively discharged 2017-18 to 2020-21: Ceredigion**



The proportion of cases positively discharged from final duty has risen significantly from 57% of total outcomes in 2017-18 to 83% in 2020-21.

Reasons for this include:

- The 'Everybody In' requirement which means that evictions from Temporary Accommodation (e.g., due to rent or service charge arrears), which would unsuccessfully end the duty, are less likely
- More people are staying in Temporary Accommodation until they find an alternative to move on to
- At award of section 75 duty, people not previously eligible for social housing e.g., due to no local connection, are given a banding where they are eligible (Band B)

Discharge to PRS/ RSL figures are provided in Table 7 below:

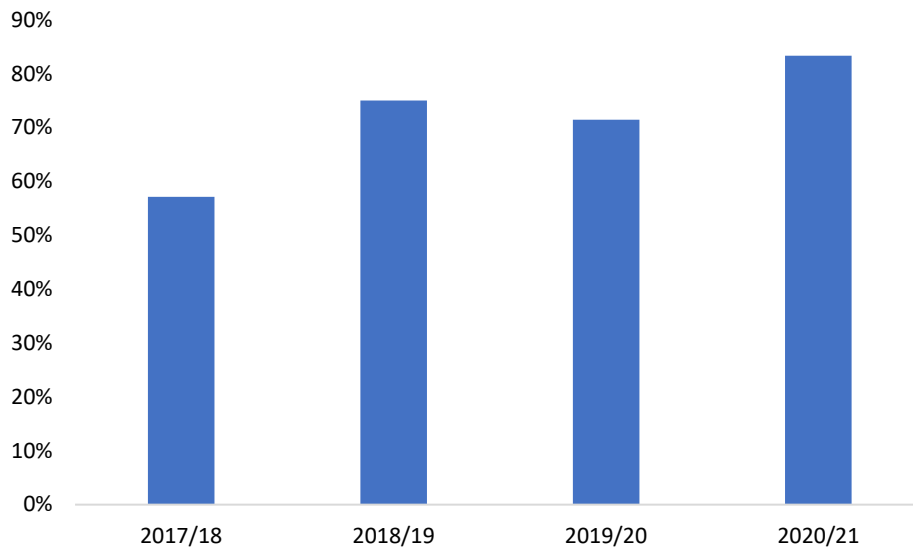
**Table 7 % of homeless cases discharged to Private Rented Sector at s75**

	PRS	RSL
2018-19	17%	58%
2019-20	19%	55%
2020-21	18%	59%

This trend contrasts with Section 73 outcomes. More people are progressing from Section 73 to final duty (Section 75), and those who are progressing through to final duty are having increasingly positive outcomes.

The number of discharges from s75 to RSL accommodation is directly attributable to Ceredigion’s Allocations Policy, which allows for previously non-eligible applicants to be eligible and banded appropriately.

**Figure 6: proportion of Section 75 cases positively discharged 2017-18 to 2020-21: Ceredigion**



### Single person households

In 2020-21, Single person households accounted for 62% of the total (444) cases presenting as homeless in Ceredigion. The number of successful interventions for both single person and larger household was equally successful. Single people supported under Section 73 achieved a slightly higher success rate than larger households (81% compared with 76%), although there was a slightly lower success rate of 60% (compared with 67% In general) for Section 75 interventions (see table 8 below).

**Table 8: Single person household as a proportion of total outcomes and successful outcomes by duty 2020-21: Ceredigion**

<b>Outcomes</b>	<b>Section 66</b>	<b>Section 73</b>	<b>Section 75</b>
Total outcomes of duty	42%	76%	67%
Successful outcomes (prevention or relief)	42%	81%	60%

There was no significant difference in outcomes (rate of prevention and relief) between single and multiple person households.

The greatest difference was between the proportion of single person households subject to final duty (67%) and the proportion who were positively discharged (60%), a difference of 7%. However, single person households subject to a duty to secure accommodation (Section 73) had better outcomes than multiple person households. This could partly be due to the availability of HMO accommodation in the two University towns. Though generally students and homeless persons rarely co-exist in premises, there are a number of HMO accommodation which cater for non-students in Aberystwyth and Lampeter.

With single person households representing 81% of cases of successful relief despite comprising 76% of cases where assistance was provided under Section 73. This suggests that outcomes were broadly similar across different household types in Ceredigion in 2020/21.

## National trends in Wales

### Headlines

Ceredigion performs better than the regional and national average for every duty.

Ceredigion appears to be effective at securing suitable accommodation (including for those who have progressed through relief duty) and preventing homelessness.

The greater availability of HMO accommodation appears to be a contributory factor.

Using national data covering homelessness returns, comparisons can be made between Ceredigion and Wales;

- Single person households comprise a lower proportion of outcomes in Ceredigion, at 62% of total outcomes, than the national average of 68%.
- Single person households are significantly lower proportion of Section 66 (prevention duty) outcomes than the national average at 42% of total outcomes for the duty, more than 10% less than the national average.
- Single person households comprised a similar proportion of Section 73 (relief duty) and Section 75 (final duty) compared with the national average.

**Table 9: Single person household as a proportion of total outcomes and successful outcomes by duty 2020-21: Ceredigion & Wales**

Area	Section 66	Section 73	Section 75
Ceredigion	42%	76%	67%
Wales	54%	77%	65%

Ceredigion’s proportion of successful outcomes for Section 66 is significantly higher than the West Wales region or Wales as a whole at 75% of total Section 66 outcomes. Neighbouring authorities, such as Powys (63% of outcomes) and Carmarthenshire (46% of outcomes), have a lower proportion of successful outcomes at this stage, with Gwynedd being the only neighbouring authority to have a higher proportion of successful outcomes at 82%.

41% of Section 73 outcomes are successfully relieved, a higher proportion than the regional average of 33% and in line with the national average of 39%, despite falling year-on-year.

Ceredigion outperforms both the regional and national average for final duty outcomes, with 83% positively discharged, the highest proportion out of any local authority in Mid and West Wales and significantly higher than the national average.

**Table 10: Proportion of successful outcomes by duty 2020-21: Ceredigion, Region & Wales**

Area	Section 66	Section 73	Section 75
Ceredigion	75%	41%	83%
Mid and West Wales	62%	33%	73%
Wales	65%	39%	75%

## Impact of COVID-19

Covid-19 on homelessness has impacted homelessness in Ceredigion in a number of ways, principally:

- Both the demand and provision of Temporary Accommodation has increased following the inclusion of all cases as priority need
- An increase in evictions for end of tenancy, including increase in landlords selling the property. This dipped temporarily during the period in which the ban on evictions and increased notice period was operating Lack of affordable move-on accommodation (meaning delays in moving people on from Temporary Accommodation)

## Accommodation

This section reviews the data on availability of accommodation, specifically:

- Current Housing Register demand
- Temporary Accommodation
- Private Rented Sector
- Planning and new building

## Headlines

The County has agreed a Common Allocations Policy with RSL partners, which aims to strengthen the role of social housing in providing for people most in need and supporting the Welsh language.

There is a high level of need for 1 bedroom properties in the major settlements and 2 bedroom family homes more generally, alongside significant demand for 2 and 3 bedroom Wheelchair Accessible bungalows

Ceredigion Housing Services have significantly increased the volume of Temporary Accommodation to match the increased number of placements resulting from Welsh Government's 'Everybody In' policy, during the pandemic.

The market impacts have significantly reduced the progression from Temporary Accommodation over the same period.

Ceredigion's position as a non-stock holding Authority has limited flexibility to develop internal solutions to homelessness. Consequently, it relies heavily on the PRS and partner RSL's, with participation in the Welsh Government's Private Sector Leasing Scheme.

The Council's Housing Market Summary projects that by 2033:

- There will be a decrease in household size
- This will be accompanied by a rise in the number of households
- There will be an increase in demand for 1 and 2 bedrooled properties
- 28% of the total housing need will be for affordable housing

In response, Ceredigion is committed to increase the number of affordable homes across tenures, using a range of mechanisms.

Local Housing Allowance (LHA) rates were below the equivalent lower quartile private rents (although housing benefit funded tenancies are excluded from the data)

## Allocations

Ceredigion County Council, in partnership with its Registered Social Landlords (Caredig, Barcud and Wales and West Housing Association), have agreed a Common Allocations Policy which reflects the growing demand on social housing coupled with the growing need to maintain and strengthen communities.

The high level aims of the policy are;

- Strengthen the role that social housing has in sustainment of both the community and Welsh language,
- To work to deliver housing to people most in need, whose housing options cannot be met outside of the Social Housing sector
- Streamline the Housing Register application process for customers and partner agencies

The Allocations Policy reflects;

- The Housing (Wales) Act 2014, and the changes in homelessness duty
- The role that the Private Rented Sector will play in the provision of good quality, affordable, stable, and sustainable housing.
- The Welfare Reform changes
- Embed the prevention agenda

The Common Allocation Policy as the main framework combines the Common Housing Register, Accessible Housing, Older Persons Housing and Affordable Housing. In conjunction this enables applicants to apply for a home that most suit their requirements.

The bandings and relevant criteria are summarised below.



**Table 11 Ceredigion Common Allocations Policy – Bandings**

Band A	<ul style="list-style-type: none"> <li>• High Priority medical/ mental health / welfare (including Learning Disabilities) needs for one or more people.</li> <li>• Ceredigion Social Housing tenants occupying an adapted property for which they have no need.</li> <li>• Ceredigion Social Housing tenants under-occupying current accommodation by two or more bedrooms.</li> <li>• Resident in Ceredigion and in full time (or equivalent) employment, for the previous five years, prior to the date of application. – Allowed once, this is void once adequately housed.</li> <li>• Multiples of Band B.</li> </ul>
Band B	<ul style="list-style-type: none"> <li>• Medium Priority Medical/ mental health and/or welfare needs including learning disabilities</li> <li>• Homeless - Owed a duty Under S. 75</li> <li>• Planned discharge/ move-on from institution, supported project and/or Care system (excluding prison).</li> <li>• Ceredigion Social Housing tenants under-occupying current accommodation by one bedroom</li> <li>• A HHSRS assessed Category 1 Hazard or cumulative Category 2 hazards</li> <li>• A Ceredigion housing tenant who is overcrowded by two or more bedrooms</li> <li>• Multiples of Band C</li> </ul>
Band C	<ul style="list-style-type: none"> <li>• Low Priority medical/ mental health and/or welfare needs including learning disabilities</li> <li>• Homeless or threatened with homelessness and owed a duty under s.66 s.68 or s.73</li> <li>• A higher range Category 2 HHSRS issue</li> <li>• Ceredigion housing tenants who are overcrowded by one bedroom.</li> <li>• To support or be supported in Ceredigion</li> <li>• Economic factors / Key Workers - move closer to work (full time/ permanent position)</li> </ul>
Band D	<ul style="list-style-type: none"> <li>• Inappropriate accommodation, by virtue of lack of garden for children (under eight years)</li> <li>• Category. 2 Hazards present that would be minimised by action the tenant could take</li> </ul>
Band E	<ul style="list-style-type: none"> <li>• No disrepair, medical, mental health and/or welfare issues</li> </ul>

	<ul style="list-style-type: none"> <li>Earnings of between £25,000 &amp; £35,000</li> <li>No identified housing need, as per allocation policy, at present</li> </ul>
Band F	<ul style="list-style-type: none"> <li>History of persistent arrears, in the Social and Private Rented Sector</li> <li>History of persistent Anti-Social Behaviour that could be deemed serious enough to warrant a possession order</li> <li>Evidence of deliberately worsening housing circumstances with the intention of securing Social Housing</li> <li>Refusals of one reasonable offer of accommodation, excluding offers that are refused on grounds of affordability due to Welfare Reform</li> <li>No local connection as per allocations policy (excluding people owed a duty under s.75) • Equity and Savings of +£75,000 and/or household earning above £35,000. (The equity and savings criteria are waived for older persons 55 years and above seeking sheltered/ extra care housing)</li> <li>Identified hazard that is being addressed through Public Health Protection Team. (9 weeks)</li> <li>Applicants seeking rehousing within 12 months of a suitable allocation (With the exception of medical concerns or other risks)</li> </ul>

The tables below reflect the information drawn from an analysis of applicants on the Housing Registers on 1 November 2021, against their primary needs.

### General Needs:

Area	Band A					Band B					Band C					Band E				
	1	2	3	4	5+	1	2	3	4	5+	1	2	3	4	5+	1	2	3	4	5
Bedrooms																				
Aberystwyth/Penparcau/Llanbadarn/Trefechan	97	37	18	15	4	73	16	6	4	2	62	13	10	4	1	182	62	24	6	2
Bow Street/Llandre	24	12	6	7	1	14	5	2			13	9	6	1		53	21	12	4	2
Borth	12	5	3	2		6	3	1			7	5	3			28	13	4	3	
Talybont	4	1	1	1		2	2	1	1		4	2	2	0	1	12	4	1	2	
Aberaeron/Llanon/Ffos Y Ffin	24	12	7	2	0	26	5	3	1		18	8	7	3	0	81	32	9		
Llwynycelyn/Llanarth/Synod Inn	8	3	2			4	2				4	2	3			25	10	3		
Lampeter	14	7	5	0	1	16	3			1	11	2	2	1		37	24	9	4	1
Newcastle Emlyn/Beulah/Cenarth	9	7	1	2		7	5				5	7	2		1	23	14	10		1
Llandyssul/Crocelan/Penrhiwllan	5	1	2			8	2				6	3	3		1	24	10	8	1	
Aberporth/Parcilyn area	11	5	4	1		12	7	1	1	1	7	5	5	1	1	34	12	7		
Cardigan/Penparc/Llechryd	40	11	5	4		27	10	5			19	18	6	3	2	88	35	11	1	2

## Older Persons (Over 55's)

Older Persons Acc	Band A					Band B					Band C					Band D					Band E		
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3
<b>Bedrooms</b>																							
Aberystwyth/Penparcau/Llanbadarn/Trefechan	58	11	3			31	2				37	2									59	7	2
Bow Street/Llandre	10	3	1			6					5	2									16	1	1
Borth	6					2	1				3										10	2	1
Aberaeron/Llanon/Ffos Y Ffin	16	5	1			8	2				10	2									33	3	1
Lampeter	9	0	1			2					5										6	1	1
Llandyssul/Croeslan/Penrhiwllan						1															6	1	1
Cardigan/Penparc/Llechryd	23	1	1	2		8		1			9	1									29	6	1

## Wheelchair Accessible Housing

Accessible/Mobility Impaired	Full WCA					Part WCA				
	1	2	3	4	5+	1	2	3	4	5+
<b>Bedrooms</b>										
Aberystwyth/Penparcau/Llanbadarn/Trefechan	10	5	1			4	2	1	1	
Bow Street/Llandre	2								1	
Borth	1	1							1	
Talybont	0					0				
Aberaeron/Llanon/Ffos Y Ffin	3	3	1	1		2	1	1		
Llwyncelyn/Llanarth/Synod Inn	0					1	1			
Lampeter			1			1	1			
Adpar/Beulah/Cenarth		1	1							
Llandyssul/Croeslan/Penrhiwllan	0					0				
Aberporth/Parcllyn area	0					1	1			
Cardigan/Penparc/Llechryd	6		2			5		2		

## Sheltered Accommodation:

Sheltered	Band A					Band B					Band C					Band D					Band E				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
<b>Location</b>																									
Aberystwyth/Penparcau/Llanbadarn	35	2				28	1				24										38	4	1		
Bow Street/Llandre	8					4					3					0					8	2			
Aberaeron/Llanon/Ffos Y Ffin	7	2				8					6	2									11				
Lampeter	5					3					2					7	1								
Llandyssul/Croeslan/Penrhiwllan						1															1		1		
Cardigan/Penparc/Llechryd	13					12					9										16	1			

## Extra Care:

Extra Care	Band A					Band B					Band C					Band D					Band E				
Location	1	2	1			1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Aberystwyth/Penparcau/Llanbadarn/Tr	34	2	1			26	1				19					0					22	2	1		
Bow Street/Llandre	3					3					2										2	1			
Cardigan/Penparc/Llechryd	14					4					4										7	1			

The tables above demonstrate clearly;

- the need for 1 bedroom properties is high in all the major towns,
- the need for small 2 bed family homes
- A reduced need for 3 bed and a smaller number of 4 and 5 bed homes
- A limited but significant demand for 2 and 3 bedroom Wheelchair Accessible Bungalows for specific, known individuals.

## Use of temporary accommodation

A total of 43 single units and 40 self-contained units of temporary accommodation are available across Ceredigion. Details are provided below.

**Table 12: Current Temporary Accommodation Units in Ceredigion – by Area and Support**

*Blue denotes units with some shared facilities, Green denotes self-contained.*

<b>Aberystwyth</b>		
<b>Accommodation Type</b>	<b>Details</b>	<b>Staffing</b>
Emergency Assessment Centre - Shared	10 bedrooms - shared facilities Single persons accommodation 1 wheelchair accessible room	Fully manned Support provision funded through combined HSG and S180 homeless prevention funding.
General needs - Shared	8 bedrooms – shared facilities 3 beds are en-suite; 2 have wc; shared bathrooms also available 7 single and 1 double.	Fully manned Staffing funded partially through a combination of HSG and S180, as above

<b>Aberystwyth</b>		
<b>Accommodation Type</b>	<b>Details</b>	<b>Staffing</b>
	3 rooms ground floor, with some steps involved. Additional pandemic provision.	
General need - Shared	5 bedrooms - shared facilities 4 singles and 1 double 1 room en-suite. Additional pandemic provision.	Floating support provision funded by HSG
Harm reduction project - Shared	6 bedrooms – shared facilities Not generally used as TA, but as supported placements.	Fully manned Funded by HSG
Ex-Offenders project - Shared	5 bedrooms – shared facilities Not generally used as TA, but as supported placements.	Fully manned Funded through HSG in combination with step down below
Step down - shared	6 bedrooms - shared facilities 5 single and 1 double Step down to more independent living from above projects.	Floating support funded by HSG in combination with above project.
Young persons Emergency Placement Centre – shared	4 bedrooms - shared facilities Designated for youth homeless, 16 – 25 (but usually 16-18)	Staffing funded by HSG 7 days p.w. with emergency/call out support
Mental health Self-contained flats, same block	3 x 1 bed flats. Proximity of this location to community mental health services means persons receiving extra support via statutory services for mental health issues are often placed here.	The Care Society support all TA clients, funded via HSG
Older persons/ mobility needs Self-contained flats	3 x 1 bed flats. All ground floor, 1 suitable for wheelchair user	Funded by HSG for all Housing Support Needs.

<b>Aberystwyth</b>		
<b>Accommodation Type</b>	<b>Details</b>	<b>Staffing</b>
	Linked to sheltered housing scheme, therefore sensitive lets only	
General need Self-contained flats Same block	4 x 1 bed flats 1 x 2 bed flat. General needs accommodation	Floating support funded by HSG
General need Self-contained flats Same block	6 x 1bed self-contained flats 3 x 2 bed self-contained flats General needs accommodation	Floating support funded by HSG
Young persons HSG Project for Young People - LAC	5 bedrooms - shared facilities for youth (16-25).	Supported accommodation Fully staffed by HSG
Young persons – HSG Project Step Down to independence	9 x 1 bed self-contained flats For young people	HSG funded Supported housing
Young persons Housing First for Youth Project	5 x 1 bed self-contained flats Youth (16-25) with complex needs.	Combined HSG and S180 funded scheme
General need (3 bed) Families	3 x 3 bed house 1 x 3 bed flat Dispersed	Floating support funded by HSG
General need (2 bed) Families	5 x 2 bed flat 2 x 2 bed house Dispersed	Floating support funded by HSG
General need (1bed)	1 x 1 bed flat	Floating support funded by HSG

<b>Cardigan</b>		
<b>Accommodation Type</b>	<b>Accommodation Type</b>	<b>Accommodation Type</b>
General need Self-contained flat, same block	3 flats in building. 1 x 1bed ground floor, level access showering.	Operated by Castell Care & Support and funded through HSG

	1 x 2 bed flat 1 x 1 bed flat	
General need (3 bed) Families	1 x 3 bed house Dispersed	Floating support funded by HSG
General need (2 bed) Families	1 x 2 bed house Dispersed	Floating support funded by HSG
General need (1 bed)	1 x 1 bed flat	Floating support funded by HSG

<b>Bow Street</b>		
<b>Accommodation Type</b>	<b>Accommodation Type</b>	<b>Accommodation Type</b>
General need (2 bed) Families	1 x 2 bed flat Dispersed	Floating support funded by HSG

<b>Lampeter</b>		
<b>Accommodation Type</b>	<b>Accommodation Type</b>	<b>Accommodation Type</b>
General need (2 bed) Families	1 x 2 bed house Dispersed	Floating support funded by HSG

<b>Llanilar</b>		
<b>Accommodation Type</b>	<b>Accommodation Type</b>	<b>Accommodation Type</b>
General need (2 bed) Families	1 x 2 bed bungalow Dispersed	Floating support funded by HSG

<b>Aberporth</b>		
<b>Accommodation Type</b>	<b>Accommodation Type</b>	<b>Accommodation Type</b>
General need (1 bed)	2 x 1 bed bungalow	Floating support funded by HSG

Ceredigion's approach to Temporary Accommodation is in line with the requirements of the Housing (Wales) Act and the extension of priority need to all applicants in response to Covid-19. Local Connection is considered, with applicants

not being able to demonstrate this referred to another Local Authority as appropriate.

The volume of Temporary Accommodation available has risen significantly since the start of the pandemic (see Table 13). Additional provision has been funded largely through the Welsh Government’s Hardship Fund.

**Table 13: Number of Temporary Accommodation units**

	Single room (shared)	Self-contained unit (flat or house)
Pre-pandemic	25	36
Current	44	44

Placements into Temporary Accommodation have increased markedly, with the changes in guidance around priority need thought to be a significant factor behind this increase. Table 14 provides further detail.

**Table 14: Numbers of placements into Temporary Accommodation**

	2018-19	2019-20	2020-21
Placements under s68/73/75	78	80	156
Placements outside s68/73/75 (for example, non-priority cases) – placements outside the legislation		45	19

Progression from Temporary Accommodation has slowed down over this period. Bed and Breakfast accommodation has been used sparingly, where necessary but this has been kept to a minimum.

### Private rented sector

As a non-stock holding Local Authority, Ceredigion has less flexibility than others in developing internal solutions to help address homelessness. Partnerships with the Private Rented Sector, alongside RSLs, social letting agencies and HSG-funded homelessness providers is therefore key to minimising its incidence and impact



across the County. The forthcoming Rapid Rehousing Plan will review these arrangements and look to build upon them.

PRS levels in Ceredigion are comparatively high, the September 2020 stock estimate suggesting a figure of 5,906 out of 35,660 households or 16.6%, against a Wales average of 14.2%. This is thought to be a contributor to the higher proportion of successful discharges, as discharges to PRS are actively pursued. 75 such discharges took place in 2020-21. All PRS properties to which people are discharged are compliant with Rent Smart Wales and Minimum Energy Efficiency standards. The Council is working with Housing Standards to improve conditions across all Private Rented Sector.

The Council is actively running the Welsh Government's Private Rented Sector Leasing Scheme, which was introduced to increase access to, and affordability of, renting privately in Wales. Under the scheme, properties are leased by local authorities to help prevent and relieve homelessness, with incentives provided to property owners participating in the scheme and tenants housed through it supported to help maintain their tenancy.

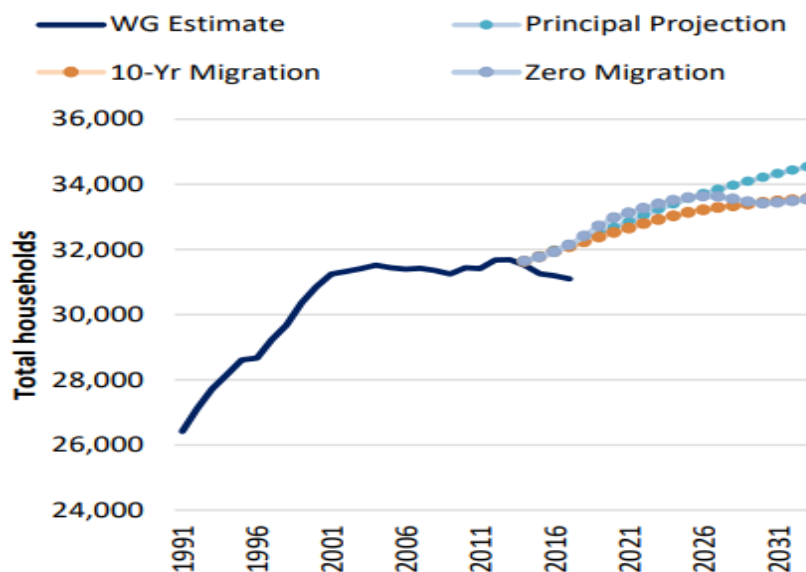
### **Planning and building**

Housing needs in Ceredigion are set out in a Housing Market Summary prepared in 2019-20 by Opinion Research Services as part of a wider exercise spanning the Mid and West Wales region. Set against population trends and projections, the Summary includes:

- Household trends and projections
- Cost of home ownership
- Cost of renting
- Overall housing need
- Requirements by bedroom size

There is an ongoing reduction in household sizes which is set to continue, and which indicates an increase in the number of households required, see Figure 7 below

**Figure 7 - Household Trends and Projections (Source: Welsh Government Household Estimates and Welsh Government 2014-based Household Predictions)**



Changes in household numbers are projected across four identified sub-areas, as set out in the table below:

**Table 15 - Projected Household Change 2018-2033 by Sub-Area (Source: Welsh Government, ORS Model)**

	Total Households				Total change 2018-33
	2018	2023	2028	2033	
Aberystwyth	10,168	10,327	10,611	10,734	+566
Coastal	6,697	6,842	6,908	6,916	+219
Other	6,994	7,195	7,322	7,465	+471
Teifi Valley	8,463	8,865	9,131	9,423	+959
<b>TOTAL</b>	<b>32,322</b>	<b>33,229</b>	<b>33,972</b>	<b>34,538</b>	<b>+2,216</b>

There have been changes in housing tenure over time, with a slight decrease in home ownership between 2001 and 2011, following an increase over the preceding period from 1981.

The number of private tenants rose, against a decline in social tenants, between 2001 and 2011. PRS tenants are more at risk of homelessness due to less secure tenancies. The Renting Homes (Wales) Act is looking to in part address this with the restrictions in notices, including prevention of retaliatory eviction. Unaffordability also makes homelessness a risk.

There was a sharp increase in lower quartile house prices between 2001 and 2018 from £57,400 to £136,000, albeit with some fluctuations in the intervening period – it should be noted however, that the affordability ratio for median and lower quartile housing suggests that property has become more affordable since 2008.

Local Housing Allowance (LHA) rates were below the equivalent lower quartile private rents (although housing benefit funded tenancies are excluded from the data)

Housing need by tenure (including concealed and homeless households and overcrowded households) is set to increase over the period from 2018 to 2033, as set out in the following table

**Table 16 - Housing Need by Tenure 2018-33 (Source: ORS model. Note: figures may not sum due to rounding)**

	Households Requiring Market Housing			Households Requiring Affordable Housing			Overall Total Change 2018-33	%age affordable change within sub-area
	2018	2033	Net Change	2018	2033	Net Change		
Aberystwyth	8,486	8,880	394	1,682	1,892	210	604	35%
Coastal	5,941	6,100	159	756	832	76	235	32%
Other	6,243	6,635	392	751	846	95	487	20%
Teifi Valley	6,822	7,537	715	1,641	1,921	280	995	28%
<b>TOTAL</b>	<b>27,492</b>	<b>29,152</b>	<b>1,659</b>	<b>4,830</b>	<b>5,490</b>	<b>660</b>	<b>2,319</b>	<b>28%</b>

Increased needs by bedroom size demonstrate significant increases for 1 and 2 bedroomed properties, as illustrated in the following table:

**Table 17 - Changes in Bedroom Requirements by Tenure – Households 2018-33 (Source: Welsh Government, ORS Model. Note: figures may not sum due to rounding)**

	Households Requiring Housing				
	1-bedroom	2-bedroom	3-bedroom	4+ bedrooms	TOTAL
<b>MARKET HOUSING</b>					
Aberystwyth	+60	+107	+136	+91	+394
Coastal	+17	+60	+58	+24	+159
Other	+20	+100	+165	+107	+392
Teifi Valley	+41	+153	+324	+198	+715
<b>TOTAL MARKET HOUSING</b>	<b>+137</b>	<b>+420</b>	<b>+682</b>	<b>+420</b>	<b>+1,659</b>
<b>AFFORDABLE HOUSING</b>					
Aberystwyth	+89	+79	+29	+12	+210
Coastal	+30	+32	+11	+4	+76
Other	+10	+40	+35	+9	+95
Teifi Valley	+71	+105	+86	+18	+280
<b>TOTAL AFFORDABLE HOUSING</b>	<b>+201</b>	<b>+257</b>	<b>+161</b>	<b>+42</b>	<b>+660</b>

The summary concludes that of the total housing need, 72% is for market tenures and the remaining 28% is for affordable. There will likely be changes in the types of dwelling required across all tenures, most notably an increase in two to four-bedroom market properties and one to three-bedroom properties in the affordable tenures.

The above affordable housing figure equates to a need for a total of 660 new affordable homes in Ceredigion.

In response to the above assessment, a key commitment of the Council is **increasing the number of affordable homes in Ceredigion, across tenures and in line with the Welsh Government's national target of 20,000 new Affordable Homes being delivered within the current Senedd term** and additional investment totalling £2bn since 2016. Specifically, the Council's stated priorities include:

- Provision of General Needs Social Rented and Intermediate Affordable Housing where appropriate in areas of highest need
- Provision of wheelchair accessible/ mobility impaired housing for pre-identified applicants as required
- Delivery of high quality, one bedroomed properties in larger towns and population centres
- Provision of purpose-built supported housing for specific client groups, including learning and physical disabilities, complex needs, and mental health, in partnership with Social Services

- Continued remodelling and repurposing of redundant existing assets and buildings
- Provision of temporary/ supported living for people aged 16 to 24 years who are homeless and/ or need support
- Utilisation of relevant funding streams to repatriate people from Ceredigion needing accommodation so as to bring them nearer to family and support networks
- Investigation of opportunities for additional Low-Cost Home Ownership Opportunities (LCHO) for Ceredigion residents, including an expanded range of affordable tenures

Delivering these priorities will help sustain recent increases in the number of affordable tenures in Ceredigion (see Table 18). Increases in the Social Housing Grant (SHG) will support these ongoing enhancements. They

**Table 18: Affordable Housing Delivery for Ceredigion**

Affordable Housing Delivery for Ceredigion :					
AH Type	2017/18	2018/19	2019/20	2020/21	2021/22
Social Rented (SR)	15	35	41	45	68
Intermediate Rent (IR)		5	2	2	
Discounted For Sale	18	9	16	33	
Rent To Own (R2O)				2	8
Extra Care					56
<b>Totals =</b>	<b>33</b>	<b>49</b>	<b>59</b>	<b>82</b>	<b>132</b>

Affordable home tenures currently available within Ceredigion are:

- Social Rent (via SHG)
- Intermediate Rent - (via SHG although limited take-up)
- Discounted for sale - (S106 – Planning gain)
- Intermediate Rent - (S106 – Planning Gain although limited numbers)
- Extra Care - (Via SHG)
- Rent To Own - (Via SHG)
- Section 157 Homes. (Note: These are Ex Right to buy properties for sale)

The Council is currently reviewing the range of Affordable options available and investigating any additional opportunities that may be available for creating additional affordable pathways to home ownership.

## Housing Support Grant Services

This section summarises how HSG funded services are provided by the Council currently, demonstrating a range of services already meeting needs within the community.

The Housing Support Grant typically funds support activities via two types of services:

- Supported Accommodation
- Floating Support

Further details are provided below.

### Supported Accommodation

The following contracts are in place:

**Table 19 – Housing Support Grant contracts**

Provider	Service	Details
<b>The Wallich</b>	<b>Ty Nesaf</b>	<ul style="list-style-type: none"> <li>• Supported Accommodation for homeless people with complex and compound needs. Primarily, substance misuse and mental health issues.</li> <li>• Accommodation is allocated via Housing Options, support as Direct Placement.</li> <li>• 24 hour support is provided for individuals with complex needs. A PIE and Trauma Informed approach is followed with the aim of stabilising people in crisis.</li> </ul>
	<b>Offender Resettlement, 9 Corporation Street</b>	<ul style="list-style-type: none"> <li>• Temporary accommodation with 24 hour residential support for homeless people with complex needs e.g., offending behaviour, prison leavers, those mental health and substance misuse issues.</li> </ul>

Provider	Service	Details
		<ul style="list-style-type: none"> <li>• Support provided as Direct Placement</li> <li>• Support offered with budgeting, reducing offending behaviour, accessing drug / alcohol services, and securing independent accommodation</li> </ul> <p>Also includes floating support for rough sleepers and those at risk of becoming homeless through an outreach team</p>
	<b>13 Corporation Street</b>	<ul style="list-style-type: none"> <li>• Temporary accommodation for single homeless people or individuals ready to move on from other projects and wishing to increase their independence</li> <li>• Step down support from Ty Nesaf and TCI</li> <li>• Support as Direct Placement</li> </ul>
	<b>Support for Young Persons Project - Castle St, Cardigan</b>	<ul style="list-style-type: none"> <li>• Supported accommodation project based in Cardigan for young persons (16-25yrs) - provides assistance with accessing education, training, daily living skills and with finding suitable accommodation in the PRS.</li> <li>• Direct placement subject to YPP panel approval</li> </ul>
	<b>Emergency Assessment Centre (Aberglasney)</b>	<ul style="list-style-type: none"> <li>• Emergency / temporary accommodation with support providing emergency assessment and triage for homeless people with complex needs</li> </ul>
<b>Barcud</b>	<b>Older Adults Support (Sheltered Accommodation)</b>	<ul style="list-style-type: none"> <li>• Sheltered accommodation for older people (+50yrs) across 9 schemes throughout Ceredigion.</li> <li>• Support provided by scheme coordinators 9-5 to enable independence and reduce the need for residential / nursing care - aim is to provide a "home for life."</li> <li>• Out of hours, emergencies are handled by Delta Wellbeing via a warden call system.</li> </ul>

Provider	Service	Details
<b>Castell Ventures Ltd</b>	<b>Young Peoples Accommodation Project (Ty Curig/Tan Y Castell/Portland St)</b>	<ul style="list-style-type: none"> <li>Support services for young people (16-25yrs) who are at risk of homelessness or need support to develop appropriate life skills. 24/7 supported housing provided at Ty Curig (6 units) along with floating support services provided at Tan Y Castell (9 units) and Portland Street (4 units).</li> <li>Direct placement for support with panel approval</li> </ul>
<b>WWDAS</b>	<b>Aberystwyth Refuge</b>	<ul style="list-style-type: none"> <li>Domestic abuse refuges based in Aberystwyth &amp; Cardigan supporting victims of abuse, accessible 24hrs. Service delivers a trauma informed approach with support available. Clients supported to find safe and appropriate accommodation.</li> </ul>
	<b>Cardigan Refuge</b>	
	<b>Dispersed Refuge Unit</b>	<ul style="list-style-type: none"> <li>Self-contained dispersed refuge unit in Ceredigion offering emergency accommodation and support to those who are escaping domestic abuse. The unit can accommodate male victims and their families who are fleeing domestic abuse. The victim and any children will receive support to overcome the effects of abuse and assistance is also provided with benefits, schools, legal issues, and housing.</li> </ul>

## Floating Support

The following contracts are currently in place:

Provider	Service	Details
<b>Barod</b>	<b>Floating Support</b>	<ul style="list-style-type: none"> <li>Floating Support for people experiencing issues relating to substance and alcohol misuse, including prescription or over the counter medicines</li> <li>Support promotes independent living, maximising income and improving quality of life</li> </ul>



<b>Provider</b>	<b>Service</b>	<b>Details</b>
		<ul style="list-style-type: none"> <li>• Areas of support include housing (obtaining and maintaining private and social tenancies), access to benefits i.e., form filling and supporting to assessments, accessing health care professionals, financial support including accessing grants for bonds, furniture and discount schemes, debt management and signposting for training, education, and employment</li> </ul>
<b>The Wallich</b>	<b>TCI &amp; Rapid Resettlement</b>	<ul style="list-style-type: none"> <li>• Time critical interventions and rapid resettlement to appropriate schemes or projects including transfer to Housing First.</li> <li>• Support allocation agreed once Risk Matrix is approved via Gateway.</li> <li>• Primary focus is to reduce crisis in relation to complex cases and to coordinate multi-agency support</li> <li>• Supplemented with additional specialist support from Adferiad focusing on Mental Health Needs and Barod supporting people with Substance issues.</li> </ul>
	<b>Complex Family Tenancy Support</b>	<ul style="list-style-type: none"> <li>• Residential support for homeless people with complex needs e.g., offending behaviour, prison leavers, mental health, and substance misuse issues. Support offered with budgeting, reducing offending behaviour, accessing drug / alcohol services, and securing independent accommodation.</li> </ul>
<b>Age Cymru Dyfed</b>	<b>Older Adults Information &amp; Advice Pilot 2020/21</b>	<ul style="list-style-type: none"> <li>• Information and Advice for older people, specifically Dementia related conditions, support pilot service.</li> </ul>
<b>The Care Society</b>	<b>Floating Support for Families with Support Needs</b>	<ul style="list-style-type: none"> <li>• Housing &amp; tenancy floating support service for families - enables homeless &amp; potentially homeless people to acquire the skills and resources they need to sustain a tenancy. Helps people to live successfully and independently in settled accommodation within their community.</li> </ul>
	<b>Generic floating support service</b>	<ul style="list-style-type: none"> <li>• Housing &amp; tenancy related floating support services offering a range of services to maximise independence and helping people to maintain their tenancies.</li> <li>• Provides generic housing-related and specific complex needs-related support, including learning disabilities, mental health issues, substance misuse, old and infirm, etc.</li> </ul>

Provider	Service	Details
		<ul style="list-style-type: none"> <li>Housing Assessment Support &amp; Rapid Rehousing Support delivered across 56 Care Society managed temporary accommodation units</li> </ul>
	<b>Housing Support for People with Disabilities (Physical)</b>	<ul style="list-style-type: none"> <li>Housing related support service for people with physical disabilities.</li> </ul>
<b>Hafal</b>	<b>Mental Health Support (Ex Queen St - ASC Support)</b>	<ul style="list-style-type: none"> <li>Support with complex M/H issues and delivered via floating support in the community and limited supported accommodation.</li> </ul>
<b>Pobl Care &amp; Support</b>	<b>Pobl Mental Health Floating Support - MIND (N)</b>	<ul style="list-style-type: none"> <li>Mental health floating support service delivered by MIND in Aberystwyth covering the North of Ceredigion and Pobl covering the South of Ceredigion. Additionally, there are drop in centres at both MIND in Aberystwyth and Camfan in Lampeter.</li> </ul>
	<b>Pobl Mental Health Floating Support - Pobl Camfan (S)</b>	
<b>Castell Ventures Ltd</b>	<b>Floating Support (Ex-Offenders Project - 16+)</b>	<ul style="list-style-type: none"> <li>Floating support for ex-offenders, typically referred by Integrated Offenders Management / Probation Service. Provides services to enable independence, assistance with benefits and to secure / maintain appropriate accommodation.</li> </ul>
	<b>Floating Support - Homeless Support Service (Cardigan)</b>	<ul style="list-style-type: none"> <li>Age neutral floating support service in Cardigan offering temporary / emergency accommodation (owned by Wales &amp; West Housing) consisting of 1x block with 3 self-contained flats and 3 other units in the community - contracted support for 6 people. Floating support service provides assistance with securing accommodation and also education / employment as required.</li> </ul>
	<b>Older Adults Support</b>	<ul style="list-style-type: none"> <li>Tenure neutral floating support service for people over 50yrs and delivered throughout Ceredigion. Service helps clients to</li> </ul>

Provider	Service	Details
		live independently offering assistance with benefit checks, income/expenditure reviews, care packages, home adaptations, blue badge scheme and securing alternative accommodation (mostly sheltered) by helping with online housing applications.
<b>Mirus Wales</b>	<b>Connecting People Pilot (LD Floating Support)</b>	<ul style="list-style-type: none"> <li>• Tenure neutral floating support service for people with learning disabilities. Services provide skills building, resolving housing related issues &amp; mediation with landlords, budgeting &amp; paying bills and reducing social isolation.</li> <li>• Support can be 1-2-1 but generally delivered via peer group workshops.</li> </ul>
<b>Ceredig (formerly FHA)</b>	<b>Maes Mwldan Floating Support</b>	<ul style="list-style-type: none"> <li>• Older person's floating support service provided at Maes Mwldan extra-care scheme in Cardigan.</li> <li>• The service aims to support people's independence and in particular, their needs around health and emotional wellbeing whilst also providing assistance with attending appointments and medication reminder calls.</li> </ul>
<b>WWDAS</b>	<b>Floating Support</b>	<ul style="list-style-type: none"> <li>• Floating support service for people who are experiencing or have experienced domestic abuse but who are not currently living in refuge.</li> <li>• The service helps people feel safe and secure at home and within the community and facilitates opportunities to rebuild / develop new skills and interests - the service also recognises the emotional and educational needs of any children involved. A 24hr helpline and call-out facility is also available to access out of hour's advice and support.</li> </ul>
	<b>OWLS project</b>	<ul style="list-style-type: none"> <li>• The OWLS (Older Women Living With &amp; Surviving Domestic Abuse) project delivers outreach and floating support services to older women over the age of 55yrs who are living with or fleeing domestic abuse in Ceredigion.</li> </ul>
	<b>Young Persons Support</b>	<ul style="list-style-type: none"> <li>• Support for 18-25 year old's where refuge or dispersed accommodation is not appropriate or where victims perhaps live with their family or friends.</li> </ul>

## Referrals for Housing Support Grant Funded Services

### Highlights

This section summarises the referrals for both supported accommodation and floating support.

Lead client support categories in recent data show People over 55 with support needs (28%) and Generic floating support (24%) as the highest. This was followed by people with mental health issues (10%).

Mental health issues (21%) were the leading secondary and tertiary client support category, alongside being the third most common lead client support category, suggesting that they are a common issue among service users. (Excluding People over 55 years due to the high number of sheltered accommodation units)

Similarly, physical and/or sensory disabilities were more common as a secondary client support category than as a lead category, accounting for the secondary client support category of 157 service users (15% of service users with a secondary support category). Substance misuse issues (alcohol/substance) accounted for 15% of service user's secondary client support.

81 clients recorded a lead need for VAWDASV support, (7% of service users) an additional 7 clients identified this category as secondary and tertiary needs.

The main reason for leaving support was that needs had been met (47% of clients), with 23% moved into suitable accommodation, including extra care accommodation.

A relatively large proportion of unplanned leavers (46%) did so because of non-engagement with support. The Programme and delivery plans will develop support solutions to reduce this figure.

During 2021-2022, in Ceredigion, there were 986 people in Q2 (Oct-Mar) people receiving housing support with a lead client support category, 790 with a secondary client support category and 439 with a tertiary client support category.

A summary of users and their client support category is provided in the table below.

**Table 20 – Total number of service users by client support category**

<b>Client support category</b>	<b>Lead client support category</b>	<b>Secondary client support category</b>	<b>Tertiary client support category</b>
Generic Floating support to prevent homelessness (tenancy support services which cover a range of user needs, but which must be exclusive of fixed site support)	275	26	10
People with Mental health Issues	115	211	75
People over 55 years of age with Support needs (this category must be exclusive of alarm services).	315	80	94
People with Physical and/or Sensory Disabilities	83	157	51
People with Chronic Illnesses (including HIV, Aids)	60	37	19
People with Criminal Offending History	52	15	3
People with Substance Misuse Issues (Alcohol)	27	41	49
People with Substance Misuse Issues (Drugs and Volatile substances)	15	67	35
People with Learning Disabilities	8	15	8

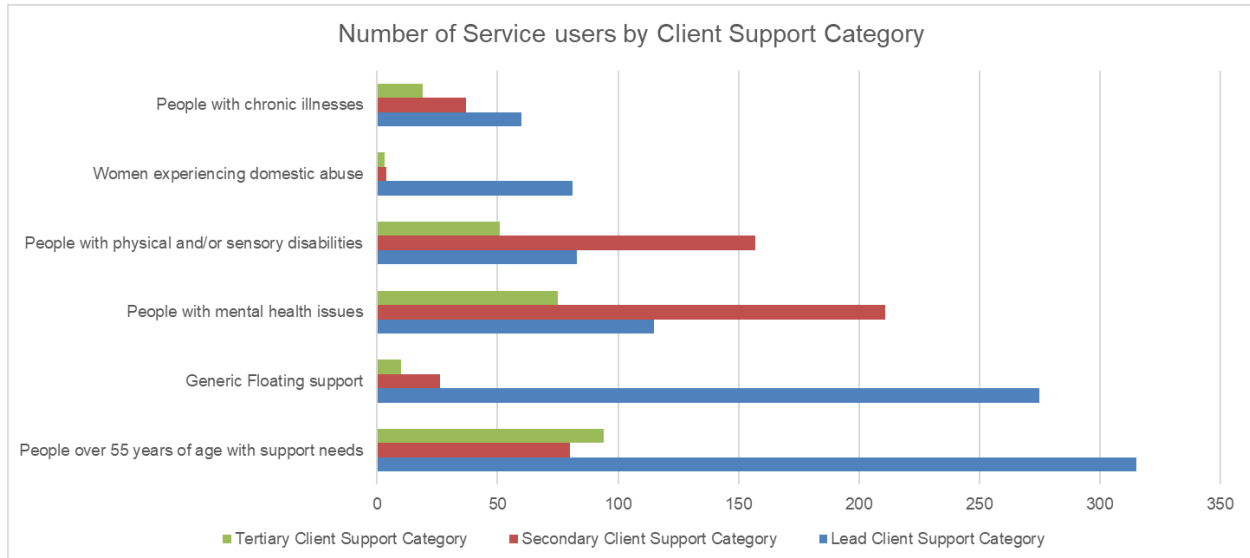
Single people with Support Needs not listed above (25-54)	14	6	10
Alarm Services (including in sheltered/extra care).	26	0	0
Families with Support Needs	7	2	0
Young People with Support Needs (16-24)	7	3	1
People with Developmental Disorders (I.e., Autism.)	8	11	10
People with Refugee Status	0	0	0
Single parent Families with Support needs	1	20	9
Women experiencing Domestic Abuse	81	4	3
Young People who are Care Leavers	0	1	1

It should be noted in relation to the above table some of the 'nil' figures could signify direct referrals and some relevant cases being included within the generic category.

Further work is ongoing during 2022/23 to refine categorisation and recording.

A further breakdown of numbers of service users across the five most common lead client support categories is provided below:

**Figure 8 – Number of service users across the five most common lead client support categories**



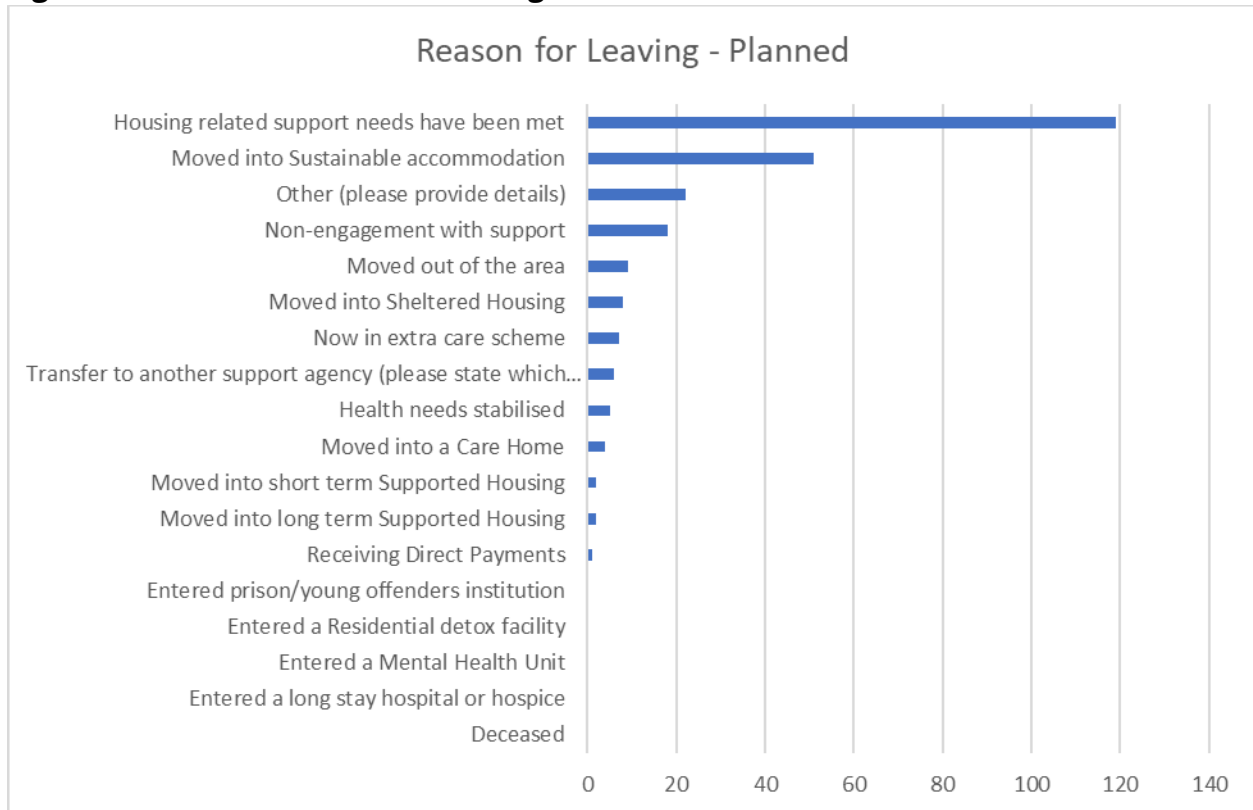
## Planned and unplanned leavers

A total of 325 people left services in the second quarter of 2021/2022, of which 254 were planned (78%) and 71 were unplanned (22%). The main planned reasons for leaving were:

- Housing related support needs having been met
- Moved into sustainable accommodation
- Other (Transfer to other support or services)

Housing related support needs having been met and moving into sustainable accommodation, combined, accounted for 73 service users' reason for leaving, more than half of planned leavers.

**Figure 9: Planned reasons for leaving**



Non-engagement with support was by far the most common reason for unplanned leaving, accounting for 33 unplanned leavers – 46% of total unplanned leavers. This was followed by deceased (15 unplanned leavers – 21%) and other (10 unplanned leavers – 14%).

The complex nature of a few clients slightly distorts the unplanned data, with certain individuals evicted for ASB and then provided accommodation under the Authorities Homeless duty in emergency accommodation.

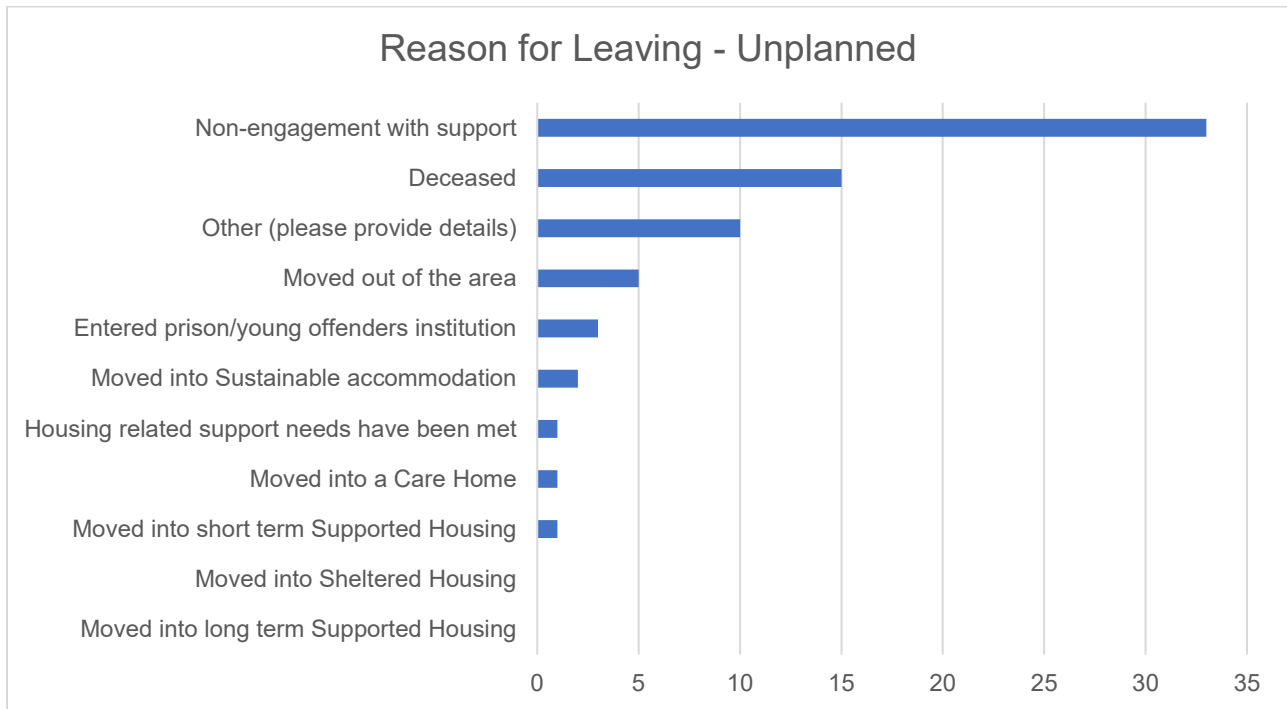
Further work is ongoing to refine categorisation and recording

The following were not reasons for any unplanned leavers:

- Moved into Sheltered Housing
- Moved into long term Supported Housing
- Health needs stabilised



**Figure 10: Unplanned reasons for leaving**



### **HSG in Adult Services - (through age)**

There is a fair understanding of HSG services through Social Service teams. More work needs to be undertaken in respect of the referral mechanism, governance and any TAW proposed changes. New changes to the social care gateway (including proportionate assessment tool, sift and triage) provide an opportunity to review these processes.

The Housing Service, sitting within Porth Gofal, is ideally located to ensure continued close working to enable maximum alignment of HSG Programme to TAW Strategy, and deliver holistic approach. This will include better links with community connectors and universal services to create more joined-up support.

## HSG in Children's Services

The Team Manager – Housing Options and Support sits on the Children's and Communities Grant Steering Group, to aid in links between the two programmes. However, there is further work to develop in this area including further exploration of the Youth Engagement and Progression Framework and young person's guarantee in relation to early identification and tracking of potential NEET young people and Care Leavers.

## Population needs

This section provides an overview of needs across a range of population groups which should be considered when identifying strategic priorities and developing support services. The information is drawn from a number of sources, namely:

- The statutory Population Assessment undertaken by the West Wales Care Partnership in 2017 in accordance with Part 2 of the Social Services and Wellbeing Act, which identifies levels of need for care and support (although it should be noted that this information is now dated, and a new Population Assessment is currently under development)
- In advance of the new Population Assessment, more recent data available at national, regional, and local level
- Specific information on the impact of Covid-19 and implications for future homelessness-related provision

This information will be important in shaping future strategic priorities in relation to homelessness and associated support.

## Substance Misuse

The effects of alcohol and drug misuse are far-reaching; impacting on children, young people, adults, whole families, and communities. Partnership work to address this agenda is taken forward through the Dyfed Area Planning Board for Substance Misuse, their needs assessment, strategy, and action plan. Regional working in this area needs to reflect the priorities of the Welsh Government's Drug and Alcohol Strategy "Working Together to Reduce Harm", namely:

- Preventing Harm

- Support for Individuals – to improve health and aid and maintain recovery
- Supporting and Protecting families
- Tackling availability and protecting individuals and communities via enforcement activity
- Partnership

The 2017 Population Assessment indicated that:

- In West Wales region the percentage of adults drinking above the recommended guidelines had declined by 5% since 2010/11 and from 40% to 37% in 2014/15 (Welsh Government, 2016). Similarly, the percentage of adult's binge drinking had reduced by 4% over the same time period from 24% to 20%. The Hywel Dda UHB area was below the Welsh average for both indicators.
- In 2015/16 there were 1137 referrals for alcohol treatment across the region, with 82% successfully completing treatment. In the same year there were 713 referrals for drug treatment with 79% completing treatment. The figures for those successfully completing treatment are above the Welsh baseline. Of those accessing drug treatment 65% were male and the largest number of referrals were in the 30-39 years age group (27%), followed by 24% in the 40-49 year age group and 13% in the 50-59 year age group.
- Incidences of Children in Need cases where substance misuse if a factor were low in Ceredigion (likely to be due in part to Hidden Harm and Integrated Family Support Services (IFSS) provision. National data (Public Health Wales, 2016) indicates that permanent exclusions as a result of drug or alcohol related incidents across Wales was 20.2% in 2015/16. Exclusion from school is a key vulnerability for young people and can result in lack of meaningful daily learning and activities.

The effect of substance misuse on household stability and resulting risks regarding homelessness are clear.

## **Mental Health**

The mental health needs of society have changed significantly over the past decade. Treatment advances have also changed with delivery of services moving away from a reliance on hospital care and instead providing services in community settings where people can remain supported primarily by families and friends or, when required, by services delivered by health, social care and the third sector.

Since 2012 and the introduction of the Mental Health (Wales) Measure 2010 (the Measure), the vast majority of people with mental health problems are treated at a primary care level, either through their GP or Primary Care Mental Health Services. This promotes early intervention for people experiencing mental health difficulties, the aim being to reduce the likelihood of their condition deteriorating and the need for secondary mental health services.

The introduction of the Local Primary Mental Health Support service (LPMHSS) has enabled closer integration of mental health services with primary care and GP services to provide short term psychological interventions, both individual and group, to individuals with a mild to moderate mental health problem. In addition, the LPMHSS also provide support and training to professionals working within primary care teams in relation to their management of individuals on their caseloads with mental health issues.

Evidence suggests that:

- One in four people will require support with respect to their mental health throughout their lives whether this is low intensity support for difficulties such as low-level anxiety / depression or longer-term support.
- Mental illness can develop from a number of factors including social traumas, illegal drug use and genetic predisposition. Mental health does not discriminate and can affect anyone often leading to debilitating conditions.
- Early intervention is crucial, and this can take the form of providing information or referral to community or third sector services. Admissions to inpatient services may occur in extreme situations, where the individual cannot be treated in the community and presents a risk to themselves and / or others.
- It has been estimated that the economic and social costs of mental health problems in Wales is estimated to be £7billion a year.

As well as increasing demand, Hywel Dda University Health Board has been hit with challenges from different factors such as difficulties in the recruitment and retention of staff and the shift in focus to a more preventative and recovery-based approach to mental health issues. The demand for mental health services has been increasing in recent years and the COVID-19 pandemic is predicted to have an impact on these services going forward. Although the majority of this increased demand is felt on primary care services, often, housing and housing support needs are a common factor affecting many people accessing mental health services.

Evidence further suggests the following impacts of Covid-19 on mental health:

- 1 in 5 people in Wales were unable to access mental health support at the start of lockdown, leading to possible escalation of need and need for emergency care.
- Doubling of depressive symptoms during lockdown with 1 in 5 adults experiencing some form of depression
- Disproportionate effect of Covid-19 on the mental health of people from Black and Minority Ethnic (BAME) communities, those facing financial insecurity and lower income households
- 83% of under 25s report that the pandemic has caused deterioration in mental health and wellbeing; 26% said they were unable to access mental health support, peer, or community-based support
- Worsening of mental health for those with existing mental health conditions during the pandemic
- Increase in referrals
- Increase in Mental Health Act Assessments
- Concern regarding health and wellbeing of young people aged 16- 24
- Impact of economic repercussions on mental health and potential suicide ideation in high-risk groups

In Ceredigion in 2015-16:

- 1130 individuals were referred to Primary Mental Health Support Services
- There were 520 referrals to Mental Health Crisis Resolution Home Treatment Teams

## **Learning Disability**

Learning Disability can be defined as:

- A significantly reduced ability to understand new or complex information and to learn new skills (impaired intelligence)
- A reduced ability to cope independently (impaired social functioning); or
- These are in evidence before adulthood and have a lasting effect on development

The way in which the needs of people with a Learning Disability are met has changed over the last twenty years. People who would historically have been placed in institutional care are increasingly being supported to live in their communities.

Health and social care services along with the third sector collaborate to maximise the independence and potential of those who use our services. Local authorities submit numbers of all persons identified as having a learning disability currently known to the authority and included in a register of records for the purpose of planning or providing services. Note: the register of people with learning disabilities may be an underestimate of the total number of people with learning disabilities as registration is voluntary. Research suggests that below-average learning ability is a risk factor for homelessness and a predisposing factor for vulnerability among rough sleepers.

Covid-19 is recognised to have had an impact on people with a Learning Disability, including autistic people. Effects, which are likely to give rise to increased emotional and mental health support and which could affect housing status, include:

- Increased isolation and loneliness
- Reduced confidence to leave home
- Employment vulnerability

Ceredigion's Learning Disability Strategy 2018-23 identified the following:

- As of 31st March 2018, 194 people with a learning disability were supported by service provided and / or commissioned by Ceredigion County Council.
- Of these, 135 (70%) were supported to live in the community with 59 (30%) supported in residential care.
- This percentage for residential care is the highest in Wales and the HDUHB region.
- By 2035, it is predicted that there will be 1538 adults aged 18 and over who have learning disabilities living in Ceredigion.
- By 2035, it is predicted that people aged 75 and over who have learning disabilities is set to rise by 60%.

The Programme plan identified a number of implications for future service provision. These include:

- The need to ensure that there are a range of opportunities available to people with learning disabilities of all ages to enable them to lead a full and active life as valued members of their communities

- Requirement for alternative commissioning strategies to be developed that build community capacity and resilience so that future services are self-sustaining, recognising the financial challenges faced by the public sector
- The need for statutory and other partners to work with people with a learning disability to design and grow sustainable, resilient, and innovative services, recognising the benefit of co-production
- The need for continued focus on developing services that will promote independence wherever possible

The importance **of appropriate housing solutions** is obvious in relation these implications and any actions the Council and partners take to address them.

## Children and Young People

The County Council has specific Temporary Accommodation for young people which provides a tailored, supportive environment to meet their needs. This is supported by Youth Innovation Funding and managed by an RSL. Support at the project is funded via HSG.

The accommodation provided covers a number of options;

- 6 units of Supported Accommodation providing client's own room with shared facilities and access to support 24/7, to develop independent living skills
- 9 units of Supported Accommodation with support ad-hoc and as needed with increased independence
- 4 units of Supported Accommodation for Care Leavers/Looked after Children with needs focused support
- 6 flats providing "Housing First for Youth" with support for individuals on the first step of independent living

Further detail relating to HSG supported projects with youth elements, reflecting the number of service users, pathways, mediation, and joint approaches will be reflected in our Rapid Rehousing Plans.

## Older People

### Key facts

The Population Assessment highlighted the high level of and predicted significant growth in the numbers of older people in the region over the coming period, as follows:

- The proportion of older people (aged over 65) is higher in West Wales than in Wales as a whole (21.3% compared with 18.6%)
- An increase of approximately 60% in the numbers of people over 65 in West Wales is predicted by 2035
- An even higher rate of increase in the number of people over 85 in West Wales – 122% - is predicted over the same period
- Disability-free life expectancy is rising more slowly than life expectancy, suggesting an increased need for care and support over time
- Significantly higher numbers of older people undergo emergency admission to hospital in West Wales than the population as a whole with a similar discrepancy in the number of people receiving inpatient care for chronic conditions
- Rates of dementia in older people are also set to rise
- Rurality can be an accelerating factor in exacerbating the needs of older people, due to social isolation, higher levels of deprivation and poor access to services

Evidence suggests that Covid-19 has had a number of impacts on older people, including mental health problems and accelerated cognitive decline. These factors could precipitate housing vulnerability and lead to increased levels of need for those seeking advice and support.

### **Physical Disability and/ or Sensory Impairment**

Whilst HSG provides support services for people with impairments or disabilities, more detail and analysis are required to identify service gaps and opportunities. In partnership with Social Care and Health

A full stakeholder review will be held to identify service needs and gaps for future service design and commissioning during 2022/23.

### **Carers**

Carers in Ceredigion are supported with a Carers Information Service which provides a regular magazine with useful information, a regular carers forum, training events and support for those who provide unpaid care to others.



During the pandemic carers received additional service from the Council, including two wellbeing packs to provide a wellbeing boost during this period.

All HSG services are open to Carers and the Dementia Support service, provides families and Carers with direct support to enable independent living as well as future option planning.

This is an area that has been identified that needs wider communication across the authority with clearer access to enable direct applications for support from Carers and professionals alike. During 22/23, a wider communication campaign is planned to advise on the support and pathways for HSG.

## **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)**

The enactment of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 requires the public sector in Wales to work together in a consistent and cohesive way to improve the outcomes for individuals and their families subjected to Violence against women, Domestic Abuse or Sexual Violence. The Act sits alongside the Social Services and Well-Being (Wales) Act 2014 which provides a legal framework for transforming social services and improving the well-being of adults and children who need care and support and the Well-being of Future Generations (Wales) Act 2015 which requires public bodies to think about what actions and activities are required to improve the well-being of current and future generations. Collaboration, preventative activity, the involvement of individuals, and long-term incremental improvements in the services delivered are threaded throughout our legislative landscape.

The Mid and West Wales' joint strategy to tackle Violence against Women, Domestic Abuse and Sexual Violence outlines how the region will support victims and survivors, tackle perpetrators, ensure professionals have the tools and knowledge to act, increase awareness of the issues and help children, young people, and other vulnerable groups to understand inequality in relationships and that abusive behaviour is always wrong.

- Strategic Priority 1: Increase knowledge and awareness and challenge attitudes towards equality and violence against women domestic abuse and sexual violence amongst citizens of Mid and West Wales

- Strategic Priority 2: Increase awareness of children and young people of the importance of safe, equal, and healthy relationships and that abusive behaviour is always wrong
- Strategic Priority 3: Increase focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety
- Strategic Priority 4: Make early intervention and prevention an integrated priority in Mid and West Wales
- Strategic Priority 5: Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors
- Strategic Priority 6: Provide victims with equal access to appropriately resourced, high quality, needs led, strength based, gender responsive services throughout the region.

A recent audit report by Oxford Brookes undertaken for the regional group identified that there was a good understanding of local need shared between both providers and service commissioners.

This included acknowledgement that more work is needed with families experiencing the so called 'toxic trio' of poor mental health, substance misuse and domestic abuse in order to safeguard children. The report also recognised the importance of ensuring VAWDASV is included in service area strategic planning and stronger links with Safeguarding.

The rurality of the location of support and the availability of move on accommodation was felt to be an issue.

Ceredigion have recently improved their accommodation offer for refuge placements increasing provision through acquiring 1 additional unit, fully accessible for disabled victims and their families.

Across Mid and West Wales, the Housing Support Grant invests approximately £1.7 million in services for women and men who have experienced domestic abuse. These services include refuge provision for men and women, floating support, drop-in services, family support and target hardening. In addition, the programme

funding across the region enables people to receive other support that reduces their risk of becoming homeless including direct financial support and support for people with needs that often co-occur with violence against women, domestic abuse, and sexual violence e.g., mental health, substance misuse, debt etc.

### **Impact of COVID-19**

Current figures for Ceredigion demonstrate that the accommodation restrictions reduced the capacity for refuge places in line with safe distancing. This resulted in a significant increase for the floating support services and in some cases, clients remained in their own accommodation, longer than ideal. In all cases where there was a significant threat to personal safety, alternative accommodation was sourced.

The movement restrictions also adversely impacted the Older Women's (OWLS) as many clients couldn't leave home to meet or discuss support. Since the cessation of movement restrictions, there is evidence for a rise in clients re-engaging with support.

### **Offenders**

The Council runs a dedicated ex-offender's project providing accommodation (totalling 5 rooms) and HSG-funded support for ex-offenders leaving the secure estate. Thorough risk assessments are carried out prior to offering a placement.

Whilst numbers are generally manageable, occasionally ex-offenders need to be housed in regular Temporary Accommodation. Further, there can be occasions where, due to the risks associated with the offenders and in particular in a shared environment, accommodation cannot always be identified.

The Council work closely with the Police and HMPPS in a number of multi-agency settings to identify and support offenders. This can be through IOM, MAP, Wisdom and MAPPA platforms. The current prisoner pathway is being redefined by Welsh Government in conjunction with Local Authorities input and this has offered the opportunity to further clarify the route for HSG support to be provided to this cohort.

## Housing First

Currently Housing First is provided in partnership with both RSL's and providers, with a clear selection and vetting process to ensure that the most complex/chaotic cases are given an equal opportunity.

At present, 3 adults are supported via Housing First, living in independent accommodation and working as part of a wider MDT, led by the relevant Social Worker, with links to Health through CDAT and CMHT. The support is funded via HSG and there are plans to expand the service for another 4 clients during 2022/23.

Whilst still in its infancy, the support has proved effective for the clients with 1 person now living independently with minimal floating support.

Housing First for Youth is based on a partnership approach with a provider, match funding S180 funds from WG. During the pandemic, significant issues occurred with substance misuse and ASB. HSG support has been increased with access to specialist substance misuse support, plus increasing support workers developing skills, plans and outcomes for resident.

## Stakeholder Engagement

During 2020/21, monthly meetings were held with providers through the Housing Support Framework and were asked to undertake a review of their services, aimed at:

- Assessing the impact of Covid-19 on services and implications for the future
- Identifying potential service improvements, short-term efficiencies, and longer-term solutions for inclusion in the HSP Programme.

Structured discussions were then held between commissioners and providers to explore emerging issues. Providers were also required to engage with service users as part of this exercise.

A summary of key issues emerging from these reviews by providers is provided below:

- The pandemic has had a range of impacts on provision, for example:
- Inability to hold face to face consultations, increasing isolation of vulnerable people and causing deterioration of mental health for some

- Many providers have adapted their services to make them available online
- There are connectivity issues in parts of the County and for some groups and also difficulties around levels of IT literacy
- Face to face support hampered by PPE which makes communication more difficult and general anxiety for some people around meeting physically
- Whilst funded services seek to provide holistic support to their users, improved links with broader services would be helpful. This would enable the 'baton to be passed' and appropriate support be identified for people once the crisis intervention has ended
- Mainstream services are not always sufficiently responsive to the needs of the individual, giving rise to avoidable crisis and jeopardising ongoing recovery and wellbeing after the homelessness intervention
- There are gaps in intensive services, for example substance misuse support and complex mental health
- Some people are still moved from 'pillar to post' to obtain the support they need – this includes some people suffering from domestic violence. Better join-up of services is required

This engagement with providers was followed up with a separate exercise undertaken in March and April 2022. A questionnaire was produced and circulated among a range of stakeholders providing them with the opportunity to comment on:

- Their awareness of how HSG services are utilised in Ceredigion
- What they feel works well
- Identified gaps and duplication
- What they feel should be the priorities for HSG services moving forward, generally, and specifically in relation to their service area
- What works well in relation to homelessness prevention
- What could be improved in relation to the above
- Homelessness relief in the County and where improvements could be made
- Effectiveness of partnership working
- Suggested future priorities for the HSP Programme

The questionnaire was sent to 13 managers within the Council in service areas that have an interface with homelessness services and to representatives of the following partner organisations:

- Hywel Dda University Health Board
- Dyfed Powys Police
- Probation Service
- Barcud
- Wales and West Housing Association

Four questionnaires were returned by Ceredigion County Council managers and one from an external housing provider. Separate workshops or one to one meetings were also offered to both internal and external partners, although this invitation was taken up by just one RSL partner and a one to one conversation took place with their representative on that basis.

Summary findings of the engagement are provided below.

### **HSG services**

Responses suggested a high level of general awareness among Council managers of the HSG and supported services.

Aspects of HSG services that are considered to work well include:

- Management of housing issues not covered by statutory providers
- Collaborative planning with other services
- Close working between HSG and other services to meet needs of individuals
- Wrap-around support provided by HSG partners for individuals with complex needs

Identified gaps include:

- Support for people with dementia, including early onset of the condition
- Low level support for individuals not requiring a statutory care plan
- Resources and staffing generally
- Specialist accommodation to house individuals who are unwilling or unable to manage even the most basic accommodation
- Lack of provision of supported accommodation for clients with complex needs and chaotic lifestyles

Responses indicated that future priorities for the HSG should include:

- Maintaining current provision and enhancing the range of specialist accommodation available
- Support for older people who have their own homes rather than tenancies
- Use of the proportionate assessment undertaken by Porth Gofal to be referral tool for HSG support, rather than another form being required
- Increased support for those at risk of homelessness
- Extended range of affordable accommodation
- Investment in training around trauma-informed practice and for school pupils
- Improved training to help staff support people with complex needs
- Alignment of the Youth Engagement and Progression Framework and young person's guarantee in relation to early identification and tracking of potential NEET young people
- Enhanced working with schools and other education providers to support identification and referral of pupils at risk of being affected by homelessness and assessment of the impact of exclusions and Education Other Than at School in terms of homelessness
- More person-centred support with identified personal outcomes
- Focus on preventative work including for people living with dementia, to help keep people in their homes
- Better links with community connectors and universal services to create more joined-up support
- Development of a strategy for care leavers in terms of tenancy support and establishing links with relevant statutory and non-statutory support
- Stronger links between HSG and the police, health, and other areas of the local authority
- Better support for care leavers with complex needs
- Increased staff resources

### **Homelessness prevention**

Areas identified as working well include:

- Sustaining tenancies
- Strong performance of the Ceredigion Housing Register in achieving the right balance and prioritising secure accommodation needs appropriately
- Training for early help and prevention workforce within the County Council

- Regular meetings between housing, other Council services and partner agencies
- Range of services
- Proactive housing service
- Help and prevention support accessible to secondary schools
- Clear communication, pathways, and support services for schools
- Strong links between homelessness and front door services
- Support provided by HSG providers for people with complex mental health needs and substance misuse issues
- Numbers of drop-in centres providing information and advice

Areas for improvement were identified as follows:

- Earlier identification
- Stronger links with health to support people with mental health problems
- Clearer strategy for accommodating young people leaving care
- Further support around social isolation and mental health
- Raising of awareness of homelessness among children and young people – a previous initiative between local theatre company Arod Goch, the Council and a housing provider to create a film highlighting support available to individuals provides a helpful precedent
- Mobile youth support
- More information and awareness session for Council colleagues
- A more strategic approach to commissioning and more resources for third sector organisations to support homelessness prevention for young people
- Provision of learning event/s on housing first

### **Homelessness relief**

Areas identified as working well include:

- Close links with front door services and the Emergency Duty Team through Porth Gofal
- Multi-agency homelessness cell meetings which provide a forum for sharing information so that early interventions can be made
- Strong links with the community enabling early identification of risk
- Housing options team providing support for vulnerable people
- Good links with mental wellbeing and safeguarding services



- Range of provision
- Cooperation between agencies
- Communication

Areas suggested for improvement included:

- More engagement from the University Health Board in relation to mental health
- Greater recognition of the wider health benefits of preventing homelessness
- Expansion of bond schemes, RSL capacity and housing first schemes
- Increased out of hours support
- Provision of accommodation for clients with chaotic lifestyles

### **Partnership working**

The following additional observations were made:

- Collaborative working is facilitated by close networks between corporate managers within the local authority
- There is good and open partnership working between housing and HSG in the County Council and with provider agencies
- Scheme coordinators work creatively with clients in identifying and implementing solutions
- There are some examples of poor communication across agencies, including feedback to non-statutory agencies on safeguarding issues
- Ceredigion's (relatively small) size and corresponding small numbers of users makes joint working easier
- Covid-19 has encouraged closer joint working within and across agencies, for example through multi-agency Silver Command arrangements – these need to be consolidated during the recovery phase
- Close working between those providing services for vulnerable children and housing, for example HSG colleagues and programme lead for the St David's Day Fund
- Housing services have an opportunity to inform deployment of the youth support grant in relation to youth homelessness

### **HSP Plan future priorities**

Suggestions included:

- Supporting care leavers with complex needs
- Strategy for supporting people with dementia
- Development of 9 sheltered schemes into community hubs providing a range of accessible services to tenants and tenure-neutral residents
- Enabling and empowering older people to live safely at home
- Responding clearly to client feedback
- Specialist supported accommodation for clients with chaotic lifestyles
- Ensuring equity of provision across all service providers
- Increasing level of staff resources
- Training staff to support adults with more complex needs
- Broader range of specialist accommodation
- Working with school and education providers to place greater emphasis on restorative approaches rather than exclusions
- Aligning the YEPF with youth homelessness prevention
- Prioritising provision of universal support for children and young people in both rural and urban settings
- Focus on value for money and return on investment in relation to HSP

In addition, a health needs assessment of homeless people undertaken by Hywel Dda University Health Board was submitted in response to the engagement exercise. This includes detailed analysis of (1) the complex health needs of homeless people and the impact of these on services and (2) policies and evidence base that impact on and prevent homelessness. Highlights of this report include:

- The prevalence of mental health and substance misuse problems among homeless people
- High incidence of risky sexual behaviour among people who are homeless
- Evident gaps in access to healthcare by people affected by homelessness
- The importance of Psychologically Informed Environments (PIEs) in helping reduce the risk of homelessness
- Suggested effective interventions, including early help, supportive housing, and housing first approaches

The report includes several recommendations, which include:

- Improved data collection by the Health Board and its partners regarding homelessness in primary care settings, admission to hospital and in Accident and Emergency Departments, to identify people at risk
- Changed registration processes with GP practices to allow homeless people to access care
- Measures to enable health staff to receive medical communications on behalf of homeless people and to pass these on as appropriate
- An 'assertive outreach' approach to improve healthcare for homeless people
- Better sharing of local authority processes to support an integrated approach with health

Ways of addressing these recommendations should be explored further in multi-agency discussions between the County Council, Health Board, and other relevant partners.

### Feedback from service users

Feedback from service users was sought by individual providers as part of the original review exercise outlined above.

This initial engagement revealed generally high levels of satisfaction with the services provided. Examples of feedback are provided below.

*"I was so happy and very surprised when I was entitled to PIP. I always doubted I would qualify"*

*"I am now able to accept that I need help were before I wasn't able to ask. Thank you so much."*

*"My support worker has been a star. Consistent support, hearing me and enabling me to take control and helped to keep me alive. They have also reduced my isolation by referring me to other agencies. Good at networking and bringing all my agencies together to support me. The support worker has always done what they said you would do. They have been very supportive around my sexual identity and have provided me with pragmatic and honest support."*

*"Had there been six stars on this question the staff would have qualified. They have followed rigorous rules but have also been able to meet the needs of clients to provide support while ensuring maximum safety."*

*"You are always doing things for me; I can trust you"*

This engagement was followed up by a further exercise in March/ April in which a short survey was distributed to service users by the Council and provider agencies. All responses received (29) were from users of Mental Health floating support in the Lampeter area.

When asked what currently helps them most with your situation, responses from users included the following:

*"Knowing everything possible has been done to help me and you have built a team around us to help"*

*"Having consistent, regular support from my support worker"*

*"Having counselling support"*

*"Regular weekly visits bring stability"*

*"Benefit support has brought finances under control"*

*"Regular training sessions, a great help was sorting 10 years' letters and filing them"*

*"More money with benefits and grant help"*

*"Having regular appointments with various health professionals including diabetic nurse, psychiatrist, respiratory specialist and haematologist"*

*"Support from my support worker to contact various agencies, [e.g.] Ceredigion County Council, DWP"*

*"Weekly support to help achieve goals"*

*"Managing money, and support to communicate with homeless team"*

*“Attending craft workshops once a week and having regular check-ups with my GP/ nurse”*

*“I feel much better and have changed my life during floating support”*

Whilst some respondents identified things that would help them live without the support of services, such as ‘a place to live and debts resolved’, “for my mental health to be stable” and “to be free of debt”, many respondents felt that they would always need services, if perhaps at a lower level than those currently received. This is potentially something that needs to be looked at when developing services in the future.

Whilst these engagement exercises with providers and service users have been invaluable and key findings are reflected in the strategic priorities identified for the Programme, the Council acknowledges that further engagement will be necessary with providers and housing colleagues to help shape future provision and ensure an aligned strategic approach to homelessness moving forward. It commits to further engagement in the first Quarter of 2022-23, and this is reflected in the Programme Delivery Plan.

## Housing Support Outcomes

In line with the national outcomes' framework, the Outcomes monitoring data for the 6-month period **October 2021 to March 2022** is summarised below in line with the returns to Welsh Government for Housing Support Grant conditions.

The data summarises the Outcomes that people have achieved through HSG support and gives a clear baseline for future comparison and reviews.

The highest needs for support focus on Managing Accommodation and Managing Money, whilst feeling safe and being part of the community are significant needs. These compare significantly with the results from the Well-being survey.

Outcome category	Outcome Achieved	Number of people
Promoting personal and community safety	Feeling safe	496
	Contributing to the safety and well-being of themselves and of others	289

Promoting independence and control	Managing accommodation	643
	Managing relationships	310
	Feeling part of the community	415
Promoting economic progress and financial control	Managing money	576
	Engaging in educational learning	50
	Engaging in employment/voluntary work	26
Promoting health and well-being	Physically healthy	312
	Mentally healthy	292
	Leading a healthy and active lifestyle	236

In addition, the information gathered on people completing support in line with the planned activity is shown below. Notably, 47% of clients achieved their housing related support needs with 20% moving to sustainable accommodation.

Main reason for leaving	No. of Planned leavers
Entered a long stay hospital or hospice	0
Entered a mental health unit	0
Entered a residential detox facility	0
Entered prison/young offenders institution	0
Health needs stabilised	5
Housing related support needs have been met	119
Moved in to a care home	4
Moved in to long term supported housing	2
Moved in to sheltered housing	8
Moved in to short term supported housing	2
Moved in to sustainable accommodation	51
Moved out of the area	9
Non-engagement with support	18
Now in extra care scheme	7
Receiving direct payments	1
Transfer to another HSG agency	6
Moved on to longer term service e.g., Homecare	22
Other	0

Total number of planned leavers	254
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The outcomes data also identifies the changes in personal circumstances during the period and following the support intervention and partnership with Housing Options and Homelessness to accommodate the people, most in need. Considering the significant movement in the Housing Market during and post pandemic, this is a noteworthy achievement. In particular, there has been a reduction of 46% in people needing support to manage their tenancies, with an 82% reduction of people at threat of homelessness within 56 days. Overall, 168 people have maintained stable accommodation for over 6 months.

Status	Homelessness Status at start - No.	Homelessness status at exit - No.
Homeless	57	37
At threat of Homelessness within 56 days	39	7
In interim accommodation	33	11
Need support to remain in own home	235	128
Maintaining stable accommodation independently (6mths +)		168
Total	364	351

## Unmet Needs

Under the approved Governance, HSG has a planned cycle of Continuous Improvement cycle. The service is monitored through quarterly reviews with all providers using Key Performance data, Outcomes Monitoring information and support plan audits. In conjunction with quarterly stakeholder meetings, the aim is to ensure that services flex in line with demand changes over the 4 years. Where significant gaps or service shortfalls are identified, in partnership with providers and stakeholders, service will be re-commissioned. Regular client feedback via providers will also be incorporated to ensure people have a voice in the design of services.

Whilst not specifically Unmet needs, HSG is proactively working to streamline pathways to support and improve the interfaces with external and internal services to ensure alignment with the TAW model and strategic priorities.

Whilst there are clearly identified needs in this report which will be addressed through the Programme Action Plan, and re-commissioning of services, the intention is to create a

programme which can be flexible to accommodate shifting trends as they emerge. This will shape future direction of travel, in line with Welsh Government's policy through the light touch review after 2 years, and a full review at the end of the programme.

## Summary

The needs assessment carried out in preparation for the Housing Support Programme Plan has identified that that Housing Support Grant contributes to local, regional, and national strategies. Locally the needs assessment has highlighted several areas to focus on in the coming period, which links with the Corporate Through Age and Wellbeing Strategy and Action Plan and the Housing Strategy as well as identifying some areas where there is a need for continued discovery.

Conclusions drawn from the needs assessment include the following;

## Population

- Population assessments indicate the total population is predicted to continue to decline over the next 25 years, with a 6% expected decrease in number.
- However, this will be accompanied by the number of households increasing as household size gets smaller.
- Alongside this, the number of people over 65 is expected to rise by 23.7% over the next 20 years.

## Wellbeing

- Residents are concerned about affordable housing opportunities.
- 55% of respondents suggested that insufficient housing to meet different needs.

## Deprivation - WIMD

- Fewer deprived areas in the local authority compared with the national average
- These areas are concentrated in the towns of Cardigan and to a lesser extent Aberystwyth.



## Homelessness

- The number and proportion of cases positively discharged (homelessness prevented or alleviated) has increased consistently.
- Single person households account for more than 60% of cases.
- The Private Rented Sector plays a significant part in preventing and relieving homelessness.
- Ceredigion performs better than the regional and national average for every duty.
- Changes to Welsh Government guidance around priority need have seen a greater number of people assisted through to full duty. Welsh Government are committed to ensuring this approach continues.
- The number of available temporary accommodation units has increased by 36% over the pandemic period. (Driven by need)
- The number of placements into temporary accommodation has almost doubled in 2020/21 compared to 2019/20.
- Average length of stay in temporary accommodation is 117 days, though this ranges from a few days to 600+.

## Accommodation needs

- The County has agreed a Common Allocations Policy with RSL partners.
- There is a high level of need for 1 bedroom homes in the major settlements and 2 bedroom family homes more generally.
- Social housing accounts for only 10% of Ceredigion housing, compared with a national average of 16%.
- The private rented sector accounts for 16.6% of housing in Ceredigion, compared with a national average of 14%.
- Local Housing Allowance (LHA) rates are below the equivalent lower quartile private rents.

## Housing Support Grant – Current delivery

- Greatest identified need for support is in homeless prevention (floating).
- Primary and secondary needs identified as significant include those with poor Mental Health, Substance Misuse issues, Physical or Sensory Disabilities, Chronic Health needs and Over 55's.

- Unplanned leaving of service accounts for 26% of closures. Non-engagement with support is the largest reason at 46%.
- Applications for support can be made via internal and external professionals.

### Substance misuse

- Hywel Dda UHB area was below the Welsh averages for adults drinking above the guidelines and adult binge drinking.
- Of those accessing drug treatment services, 65% were male.
- There is scope for more exploration with statutory services in this area.

### Mental Health

- One in four people will require support with respect to their mental health throughout their lives.
- Early intervention is crucial to prevent the need for escalation to statutory services and maintain stable living environments.
- 83% of under 25s report that the pandemic has caused deterioration in mental health and wellbeing.
- 26% said they were unable to access mental health support, peer or community-based support.
- There has been an increase in referrals for mental health services and in Mental Health Act assessments.
- Concern regarding health and wellbeing of young people aged 16- 24.

### Over 55's

- The number of people over 65 is expected to rise by 23.7% over the next 20 years.

### Learning Disabilities

- 70% of the County's learning disability service users were supported to live in the community.
- Number of persons with learning difficulties in Ceredigion set to rise over the next 10 years.

- CCC's Learning Disability Strategy identifies the need for continued focus on developing services that will promote independence wherever possible.
- The importance of appropriate housing solutions is identified in the strategy.

## VAWDASV

- Mid and West Wales have a joint strategy to tackle Violence against Women, Domestic Abuse and Sexual Violence.
- Early intervention and prevention is an integrated priority in Mid and West Wales.
- More work is needed with families experiencing the so called 'toxic trio' of poor mental health, substance misuse and domestic abuse
- Ceredigion have improved their accommodation opportunities in this area with the provision of 1 dispersed unit for victims with disabilities and their families

## Offenders

- 5% of HSG service users identified criminal offending history as their primary need.
- Ex-offender numbers requiring accommodation are low in Ceredigion however there is a number of people who cannot be accommodated despite being homeless due to the risks they pose to others associated with shared living environments.
- The Council work closely with the Police and HMPPS in several multi- agency settings to identify and support offenders.
- Further work should be undertaken to explore supported accommodation opportunities which are self-contained.

## Unmet Needs

Areas of future discovery to enhance service planning over the term include;

## Carers

- There are 1468 carers in Ceredigion is with 121 receiving Outreach Support
- Unpaid carers receive support via Carers Information Service.
- There is an opportunity to raise awareness of HSG services with the carers unit and unpaid carers to ensure they receive additional support.

### Physical and/ or Sensory Disabilities

- There is a lack of data collated in this area and required further exploration in the future in conjunction with the Extended Support and Occupational Therapy teams.

### Chronic illnesses

- There is a lack of data collated in this area and required further exploration in the future in conjunction with the Extended Support and Occupational Therapy teams.

### Continued Focus

Areas where the Authority are already focussed as a result of both the development of HSG and other strategic aims, and which require a continued focus include;

- Limiting the increase in TA, by developing Rapid Rehousing solutions.
- Lack of affordable accommodation, developing the PRS offer
- Lack of 1 and 2 bed accommodation – use of SHG to increase supply.
- Homeless prevention
- Mental Health is a key area of concern, adversely impacted by pandemic
- Older persons – proportion higher than Wales and set to increase by 60% by 2035
- Substance Misuse (despite apparently reducing, regional data) due to its large adverse impact
- Learning Difficulties, 70% were supported to live in the community – older LD set to increase by 60% by 2035
- Young persons – working with the Through Age Model
- Non-engagement, working to counter this

-----End of Document-----

# Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

An integrated tool to inform effective decision making



This **Integrated Impact Assessment tool** incorporates the principles of the Well-being of Future Generations (Wales) Act 2015 and the Sustainable Development Principles, the Equality Act 2010 and the Welsh Language Measure 2011 (Welsh Language Standards requirements) and Risk Management in order to inform effective decision making and ensuring compliance with respective legislation.

## 1. PROPOSAL DETAILS: (Policy/Change Objective/Budget saving)

Proposal Title	Housing Support Programme (HSP) Impact Assessment
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Service Area	Porth Gofal, Housing Services	Corporate Lead Officer	Donna Pritchard	Strategic Director	Sian Howys
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Name of Officer completing the IIA	Martin Gillard	E-mail	martin.gillard@ceredigion.gov.uk	Phone no	01545 574008
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Please give a brief description of the purpose of the proposal

The Housing Support Programme sets out the Authorities plans for the next 4 years (2022-2026), affirming the strategic priorities of Ceredigion County Council and its partner agencies for homelessness prevention and housing related support services. It reflects existing priorities at corporate level and in relation to the Council's housing and homelessness services as well as the HSG Delivery Plan for 2022-23. It explains how these will be developed, built upon, and reviewed, over the intervening years. The priorities set out within this programme were informed by a needs assessment exercise which is provided as an accompanying document. The priorities have also been integrated with the implementation of the Through Age & Well-being and directly linked to Ceredigion's Strategic Priorities.

Who will be directly affected by this proposal? (e.g. The general public, specific sections of the public such as youth groups, carers, road users, people using country parks, people on benefits, staff members or those who fall under the protected characteristics groups as defined by the Equality Act and for whom the authority must have due regard).

The Housing Support Grant (HSG) forms a key element of the overall programme. HSG 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. The grant is designed to augment, complement and support statutory services, thus ensuring that the overall local offer helps people into the right homes, with the right support to succeed in living independently with minimal involvement from statutory services. It makes a significant contribution to the implementation of Part 2 of the Housing (Wales) Act 2014 which focuses

# Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

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on homelessness prevention. The services supported through the HSG are person centred and address a range of needs, with specific regard for people within the full range of protected characteristics.

The clients are primarily vulnerable people who are homeless or likely to become homeless through a range of issues. The problems client often face cover a wide range of areas such as debt, unemployment, substance misuse, violence against women, domestic and sexual abuse and mental well-being. The services should ultimately reduce the need for costly intervention in these areas from other public services, including Social Care, Housing, Health, Law Enforcement, and Probation.

**VERSION CONTROL:** The IIA should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development, Welsh language and equality considerations wherever possible.

Author	Decision making stage	Version number	Date considered	Brief description of any amendments made following consideration
M.Gillard	<i>Steering Group Approval</i>	V0.1		Initial document for circulation and comment

**COUNCIL STRATEGIC OBJECTIVES:** Which of the Council's Strategic Objectives does the proposal address and how?

Boosting the Economy	Through support, 13% of people working with HSG providers are taking steps to increase employment and volunteering opportunities, along with 8% of respondents engaging in education and skills increase.
Investing in People's Future	Over 70% of people being supported through HSG are receiving help to manage money and ensure their incomes are maximised, enabling them to maintain their tenancies and also support the lowest income households to minimise the impact of current cost of living rises.
Enabling Individual and Family Resilience	HSG provides a range of support focused on individual and family resilience, with the primary focus to maintain stable accommodation and live as independently as feasible, with minimal involvement of statutory services. Overall, 71% of people achieved an outcome improvement across a range of

# Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

An integrated tool to inform effective decision making



	measures, improving their wellbeing and wellbeing of others, feeling part of the community and managing relationships.
Promoting Environmental and Community Resilience	HSG will deliver an increasing range of services at community level, with increased support for “drop-in” support and development of Peer network support. In turn, the aim is to reduce the volume of one to one support, except for crisis and remote cases, reducing miles travelled and contributing to reduce carbon emissions. Additionally, the development of peer support networks will provide a vital contribution to community resilience and crisis prevention

**NOTE:** As you complete this tool you will be asked for **evidence to support your views**. These need to include your baseline position, measures and studies that have informed your thinking and the judgement you are making. It should allow you to identify whether any changes resulting from the implementation of the recommendation will have a positive or negative effect. Data sources include for example:

- *Quantitative data - data that provides numerical information, e.g. population figures, number of users/non-users*
- *Qualitative data – data that furnishes evidence of people’s perception/views of the service/policy, e.g. analysis of complaints, outcomes of focus groups, surveys*
- *Local population data from the census figures (such as Ceredigion Welsh language Profile and Ceredigion Demographic Equality data)*
- *National Household survey data*
- *Service User data*
- *Feedback from consultation and engagement campaigns*
- *Recommendations from Scrutiny*
- *Comparisons with similar policies in other authorities*
- *Academic publications, research reports, consultants’ reports, and reports on any consultation with e.g. trade unions or the voluntary and community sectors, ‘Is Wales Fairer’ document.*
- *Welsh Language skills data for Council staff*

**2. SUSTAINABLE DEVELOPMENT PRINCIPLES:** How has your proposal embedded and prioritised the five sustainable development principles, as outlined in the Well-being of Future Generations (Wales) Act 2015, in its development?

Sustainable Development Principle	Does the proposal demonstrate you have met this principle? If yes, describe how. If not, explain why.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the principle?
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<p><b>Long Term</b> Balancing short term need with long term and planning for the future.</p>	<ul style="list-style-type: none"> <li>• Previously, the grant was issued on an annual basis with no long term commitment from WG for service funding.</li> <li>• This year has seen the introduction of a commitment for funding for 4 years and the requirement for a future strategy for Housing Support.</li> <li>• Historically, services have been delivered to maximise future benefits and reduce peoples reliance on statutory services.</li> <li>• HSG services are focused to developing and maintaining independent living and as such incorporate longer term planning for peoples benefit.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Support Programme (HSP) Plan</li> <li>• HSG Guidance &amp; Practice</li> <li>• HSG Needs Assessment</li> </ul>	<p>On-going needs assessment and analysis will enable the continuous review of service demands and enable service alignment to changes and long term planning.</p> <p>In addition, WG will hold a review every 2 years of the HSP plan as well as annual delivery plans, demonstrating how the services will be delivered and enable for long term, future planning.</p>
<p><b>Collaboration</b> Working together with other partners to deliver.</p>	<ul style="list-style-type: none"> <li>• HSG actively works with all partners to design and develop and provide services. The range and variety of people’s needs, requires a person centric approach covering health, social care and housing.</li> </ul>	<ul style="list-style-type: none"> <li>• Existing forums and services reviews are in place for quarterly monitoring and partnership working</li> <li>• The Homeless Co-ordination cell, led by Housing Services, was developed at the start of the pandemic. This</li> </ul>	





		<p>continues to meet at least monthly and provides the forum for partnership working and addressing short term, tactical issues as monitoring service gaps and issues for wider input and resolution.</p>	
<p><b>Involvement</b> Involving those with an interest and seeking their views.</p>	<ul style="list-style-type: none"> <li>• In developing the HSP plan, the grant conditions stated by WG, require a full needs assessment and analysis to be completed to support the HSP Plan.</li> <li>• The associated Housing Support Statement of Need document provides a summary of the involvement covering clients across the complete range of HSG services.</li> <li>• In producing the Statement of Need and the Needs Assessment, a series of client engagements were held during Autumn 2021 by the providers. The client and stakeholder feedback has been summarised, and has been actively included in the HSP Plan development</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Support Programme (HSP) Plan</li> <li>• HSG Guidance &amp; Practice</li> <li>• HSG Needs Assessment</li> </ul>	<p>HSG has a regular client feedback mechanism as part of the grant guidance. Future information will be collected and analysed for provider and service reviews as well as future service -redesign and delivery.</p>

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<p><b>Prevention</b> Putting resources into preventing problems occurring or getting worse.</p>	<ul style="list-style-type: none"> <li>• HSG, through the needs analysis provides services which actively transfer skills to people to develop and maintain independent living. Providing a focus on prevention and crisis reduction</li> <li>• In addition, the HSP plan describes the increased development of community focused support with the addition of peer support networks across all services.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Support Programme (HSP) Plan</li> <li>• HSG Guidance &amp; Practice</li> <li>• HSG Needs Assessment</li> </ul>	
<p><b>Integration</b> Positively impacting on people, economy, environment and culture and trying to benefit all three.</p>	<ul style="list-style-type: none"> <li>• HSG works in partnership across Housing and Social Care, reducing the risks of homelessness and its causes. As such HSG makes a positive contribution to all areas of the authority's duty.</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Support Programme (HSP) Plan</li> <li>• HSG Guidance &amp; Practice</li> <li>• HSG Needs Assessment</li> </ul>	



**3. WELL-BEING GOALS:** Does your proposal deliver any of the seven National Well-being Goals for Wales as outlined on the Well-being of Future Generations (Wales) Act 2015? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. We need to ensure that the steps we take to meet one of the goals aren't detrimental to meeting another.

Well-being Goal	Does the proposal contribute to this goal? Describe the positive or negative impacts-	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to the goal?
<p><b>3.1. A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs.</p>	<p>The HSP Plan covers the work with the Private Rented Sector (PRS) to develop capacity and long term commitment to domestic property rental. The aim is to strengthen and develop the supply of rental housing across Ceredigion. As such the HSP Plan will have a positive to all Well-being Goals which are specified in each goal category;</p> <ul style="list-style-type: none"> <li>• Engaging in Education/Learning</li> <li>• Engaging in Employment/Voluntary work</li> <li>• Managing Money</li> </ul>	<ul style="list-style-type: none"> <li>• HSG Needs assessment</li> <li>• Outcomes Reporting</li> </ul>	
<p><b>3.2. A resilient Wales</b> Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change).</p>	<ul style="list-style-type: none"> <li>• Managing accommodation</li> <li>• Physically Healthy</li> <li>• Mentally Healthy</li> <li>• Leading a healthy and active lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>• HSG Needs assessment</li> <li>• Outcomes Reporting</li> </ul>	
<p><b>3.3. A healthier Wales</b></p>	<ul style="list-style-type: none"> <li>• Physically Healthy</li> <li>• Mentally Healthy</li> </ul>	<ul style="list-style-type: none"> <li>• HSG Needs assessment</li> </ul>	

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<p>People's physical and mental wellbeing is maximised and health impacts are understood.</p>	<ul style="list-style-type: none"> <li>• Leading a healthy and active lifestyle</li> </ul>	<p>Outcomes Reporting</p>	
<p><b>3.4. A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected.</p>	<ul style="list-style-type: none"> <li>• Feeling safe</li> <li>• Contributing to the safety and well-being of themselves and others</li> <li>• Managing relationships</li> <li>• Feeling part of the community</li> </ul>	<ul style="list-style-type: none"> <li>• HSG Needs assessment</li> <li>• Outcomes Reporting</li> </ul>	
<p><b>3.5. A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental well-being.</p>	<p>All HSG Services follow the Authority's aims for;</p> <ul style="list-style-type: none"> <li>• Improved infrastructure to meet community needs</li> <li>• Reduce the environmental impact of services, where possible reducing carbon emissions, using alternative methods, such as increased digital support.</li> </ul>	<ul style="list-style-type: none"> <li>• HSG Needs assessment</li> <li>• Outcomes Reporting</li> </ul>	

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<p><b>3.6. A more equal Wales</b>                  People can fulfil their potential no matter what their background or circumstances.</p> <p><i>In this section you need to consider the impact on equality groups, the evidence and any action you are taking for improvement.</i>  <i>You need to consider how might the proposal impact on equality protected groups in accordance with the Equality Act 2010?</i>  <i>These include the protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or beliefs, gender, sexual orientation.</i>  <b>Please also consider the following guide::</b>  <a href="#">Equality Human Rights - Assessing Impact &amp; Equality Duty</a></p>	<p>Describe why it will have a positive/negative or negligible impact.</p> <p><i>Using your evidence consider the impact for each of the protected groups. You will need to consider do these groups have equal access to the service, or do they need to receive the service in a different way from other people because of their protected characteristics. It is not acceptable to state simply that a proposal will universally benefit/disadvantage everyone. You should demonstrate that you have considered all the available evidence and address any gaps or disparities revealed.</i></p>	<p>What evidence do you have to support this view?</p> <p><i>Gathering Equality data and evidence is vital for an IIA. You should consider who uses or is likely to use the service. Failure to use <u>data</u> or <u>engage</u> where change is planned can leave decisions open to legal challenge. Please link to <b>involvement</b> box within this template. Please also consider the general guidance.</i></p>	<p>What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?</p> <p><i>These actions can include a range of positive actions which allows the organisation to treat individuals according to their needs, even when that might mean treating some more favourably than others, in order for them to have a good outcome. You may also have actions to identify any gaps in data or an action to engage with those who will/likely to be effected by the proposal. These actions need to link to Section 4 of this template.</i></p>								
<p><b>Age</b>                  Do you think this proposal will have a positive or a negative impact on people because of their age? (Please tick ✓)</p> <table border="1" data-bbox="76 1134 792 1442"> <tr> <td data-bbox="76 1134 297 1310">Children and Young People up to 18</td> <td data-bbox="297 1134 448 1310">Positive ✓</td> <td data-bbox="448 1134 618 1310">Negative</td> <td data-bbox="618 1134 792 1310">None/ Negligible</td> </tr> <tr> <td data-bbox="76 1310 297 1442">People 18-50</td> <td data-bbox="297 1310 448 1442">Positive ✓</td> <td data-bbox="448 1310 618 1442">Negative</td> <td data-bbox="618 1310 792 1442">None/ Negligible</td> </tr> </table>	Children and Young People up to 18	Positive ✓	Negative	None/ Negligible	People 18-50	Positive ✓	Negative	None/ Negligible	<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
Children and Young People up to 18	Positive ✓	Negative	None/ Negligible								
People 18-50	Positive ✓	Negative	None/ Negligible								

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	Positive	Negative	None/ Negligible			
Older People 50+	✓			<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	

<b>Disability</b> Do you think this proposal will have a positive or a negative impact on people because of their disability? (Please tick ✓)						
Hearing Impairment	Positive	Negative	None/ Negligible	<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
	✓					
Physical Impairment	Positive	Negative	None/ Negligible			
	✓					
Visual Impairment	Positive	Negative	None/ Negligible			

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	✓			<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
Learning Disability	Positive	Negative	None/ Negligible			
	✓					
Long Standing Illness	Positive	Negative	None/ Negligible			
	✓					
Mental Health	Positive	Negative	None/ Negligible			
	✓					
Other	Positive	Negative	None/ Negligible			
<p><b>Transgender</b> Do you think this proposal will have a positive or a negative impact on transgender people? (Please tick ✓)</p>				<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
Transgender	Positive	Negative	None/ Negligible			
	✓					

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				<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
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<p><b>Marriage or Civil Partnership</b> Do you think this proposal will have a positive or a negative impact on marriage or Civil partnership? (Please tick ✓)</p>				<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
Marriage	Positive	Negative	None/ Negligible			
	✓					
Civil partnership	Positive	Negative	None/ Negligible			
	✓					



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				<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
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<p><b>Pregnancy or Maternity</b> Do you think this proposal will have a positive or a negative impact on pregnancy or maternity? (Please tick ✓)</p>				<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
Pregnancy	Positive	Negative	None/ Negligible			
	✓					
Maternity	Positive	Negative	None/ Negligible			
	✓					

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				<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
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<b>Race</b> Do you think this proposal will have a positive or a negative impact on race? (Please tick ✓)				Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.	An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.	
White	Positive	Negative	None/ Negligible			
	✓					
Mixed/Multiple Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					
Asian / Asian British	Positive	Negative	None/ Negligible			

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	✓			<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
Black / African / Caribbean / Black British	Positive	Negative	None/ Negligible			
	✓					
Other Ethnic Groups	Positive	Negative	None/ Negligible			
	✓					

<p><b>Religion or non-beliefs</b> Do you think this proposal will have a positive or a negative impact on people with different religions, beliefs or non-beliefs? (Please tick ✓)</p>				<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups identified with protected characteristics.</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
Christian	Positive	Negative	None/ Negligible			
	✓					
Buddhist	Positive	Negative	None/ Negligible			
Hindu	Positive	Negative	None/ Negligible			

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				<p>During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
Humanist	Positive	Negative	None/ Negligible			
Jewish	Positive	Negative	None/ Negligible			
Muslim	Positive	Negative	None/ Negligible			
Sikh	Positive	Negative	None/ Negligible			
Non-belief	Positive	Negative	None/ Negligible			
Other	Positive	Negative	None/ Negligible			

<p><b>Sex</b> Do you think this proposal will have a positive or a negative impact on men and/or women? (Please tick ✓)</p>				<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the</p>	
Men	Positive	Negative	None/ Negligible			
	✓					
Women	Positive	Negative	None/ Negligible			

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	✓			<p>identified with protected characteristics. During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.</p> <p>All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.</p>	<p>quarterly reporting and review of services.</p> <p>The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.</p>	
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<p><b>Sexual Orientation</b> Do you think this proposal will have a positive or a negative impact on people with different sexual orientation? (Please tick ✓)</p>				<p>Current HSG services provides support across a range of ages from 16+, as well as provides support for families, providing indirect support for Young People and children. HSG covers the range of citizen needs, especially the groups</p>	<p>An essential element of the HSG conditions and practice guidance requires recording and reporting of outcomes data, against the national outcomes framework. The data is provided to WG and is also used as part of the quarterly reporting and review of services.</p>	
Bisexual	Positive	Negative	None/ Negligible			
	✓					
Gay Men	Positive	Negative	None/ Negligible			
	✓					

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Gay Women / Lesbian	Positive	Negative	None/ Negligible	identified with protected characteristics. During 2022/23, HSG will complete further engagement with stakeholders and refine service specifications across the full range of needs and characteristics. This will form the basis of Re-commissioning during the Autumn/Winter 2022.	The outcomes and performance data are monitored through the HSG Steering Group which includes elected members. This enables continuous service improvement as well as alignment to corporate priorities.	
	✓					
Heterosexual / Straight	Positive	Negative	None/ Negligible	All services are openly accessible irrespective of ability, age (16+), race, religion, gender, sexuality or partnership status.		
	✓					

**Having due regards in relation to the three aims of the Equality Duty - determine whether the proposal will assist or inhibit your ability to eliminate discrimination; advance equality and foster good relations.**

### 3.6.2. How could/does the proposal help advance/promote equality of opportunity?

*You should consider whether the proposal will help you to:*

- Remove or minimise disadvantage
- To meet the needs of people with certain characteristics
- Encourage increased participation of people with particular characteristics

All HSG services are openly accessible, and promote equality of service. HSG providers are required to be assessed and join the Housing Support Framework. As part of the assessment, all providers are required to provide compliant equality statements, policies and procedures.



In addition, specialist HSG services are provided for particular groups and characteristics to ensure the promotion of equality of service.

### **3.6.3. How could/does the proposal/decision help to eliminate unlawful discrimination, harassment, or victimisation?**

*You should consider whether there is evidence to indicate that:* ● *The proposal may result in less favourable treatment for people with certain characteristics* ● *The proposal may give rise to indirect discrimination* ● *The proposal is more likely to assist or impeded you in making reasonable adjustments*

Under the Housing Support Framework, all providers must provide statements and policies which mirror or better the standards covering discrimination, harassment and victimisation.

### **3.6.4. How could/does the proposal impact on advancing/promoting good relations and wider community cohesion?**

*You should consider whether the proposal will help you to:* ● *Tackle prejudice* ● *Promote understanding*

Promotion of community safety and well-being is a key outcomes monitored as well as Managing Relationships and feeling part of the community.

### **Having due regard of the Socio-Economic Duty of the Equality Act 2010.**

#### **Socio-Economic Disadvantage is living in less favourable social and economic circumstances than others in the same society.**

*As a listed public body, Ceredigion County Council is required to have due regard to the Socio-Economic Duty of the Equality Act 2010. Effectively this means carrying out a poverty impact assessment. The duty covers all people who suffer socio-economic disadvantage, including people with protected characteristics.*

### **3.6.5 What evidence do you have about socio-economic disadvantage and inequalities of outcome in relation to the proposal?**

Describe why it will have a positive/negative or negligible impact.

HSG provides Support to help people improve money management, covering income maximisation, budgeting, healthy lifestyle and managing accommodation. All factors which provide a positive contribution to the authority's Socio-Economic duty.

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What evidence do you have to support this view?

Through the Outcomes monitoring and reporting, HSG can demonstrate the impact and evidence.

What action(s) can you take to mitigate any negative impacts or better contribute to positive impacts?

Any negative aspects of HSG Support will be identified in the needs assessment and quarterly monitoring and reporting to WG as well as the HSG Steering Group. Through the involvement of stakeholders, partners and providers, any impacts can be mitigated, Managed and removed through Development and Re-design of Services.





<b>3.7. A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh Language are promoted and protected. <i>In this section you need to consider the impact, the evidence and any action you are taking for improvement. This in order to ensure that the opportunities for people who choose to live their lives and access services through the medium of Welsh are not inferior to what is afforded to those choosing to do so in English, in accordance with the requirement of the Welsh Language Measure 2011.</i>				Describe why it will have a positive/negative or negligible impact.	What evidence do you have to support this view?	What action (s) can you take to mitigate any negative impacts or better contribute to positive impacts?
Will the proposal be delivered bilingually (Welsh & English)?	Positive	Negative	None/ Negligible	As part of the Housing Support Framework, providers are required to ensure access and opportunity are available through the medium of Welsh		
	Yes					
Will the proposal have an effect on opportunities for persons to use the Welsh language?	Positive	Negative	None/ Negligible	As part of the Housing Support Framework, providers are required to ensure access and opportunity are available through the medium of Welsh		
	Yes					
Will the proposal increase or reduce the opportunity for persons to access services through the medium of Welsh?	Positive	Negative	None/ Negligible	As part of the Housing Support Framework, providers are required to ensure access and opportunity are available through the medium of Welsh		
	Yes					

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How will the proposal treat the Welsh language no less favourably than the English language?	Positive	Negative	None/ Negligible	People have direct access to support in Welsh or English, dependant on their personal choice.		
Will it preserve promote and enhance local culture and heritage?	Positive  Yes	Negative	None/ Negligible	Many of the support activities focus on alternative areas to promote engagement and develop community and personal resilience. As such, involvement in Art, History and heritage are promoted as alternative support methods.		



**4. STRENGTHENING THE PROPOSAL:** If the proposal is likely to have a negative impact on any of the above (including any of the protected characteristics), what practical changes/actions could help reduce or remove any negative impacts as identified in sections 2 and 3?

**4.1 Actions.**

What are you going to do?	When are you going to do it?	Who is responsible?	Progress
N/A			

**4.2. If no action is to be taken to remove or mitigate negative impacts please justify why.**  
*(Please remember that if you have identified unlawful discrimination, immediate and potential, as a result of this proposal, the proposal must be changed or revised).*

N/A

**4.3. Monitoring, evaluating and reviewing.**

*How will you monitor the impact and effectiveness of the proposal?*

N/A

**5. RISK:** What is the risk associated with this proposal?



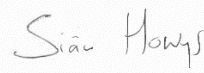
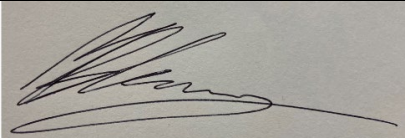
Impact Criteria	1 - Very low	2 - Low	3 - Medium	4 - High	5 - Very High
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# Cyngor Sir Ceredigion County Council - Integrated Impact Assessment (IIA)

An integrated tool to inform effective decision making



Likelihood Criteria	1 - Unlikely to occur	2 - Lower than average chance of occurrence	3 - Even chance of occurrence	4 - Higher than average chance of occurrence	5 - Expected to occur
Risk Description	Impact (severity)		Probability (deliverability)		Risk Score
Demand for services in other languages, specifically Ukraine/Russian	4		4		16
Does your proposal have a potential impact on another Service area?					

6. SIGN OFF			
Position	Name	Signature	Date
Service Manager	Llyr Hughes		15/06/2022
Corporate Lead Officer	Donna Pritchard		15/06/2022
Strategic Director	Sian Howys		15/06/2022
Portfolio Holder	Matthew Vaux		17/06/2022

<b>Ceredigion County Council</b>	
<b>REPORT TO:</b>	<b>Cabinet</b>
<b>DATE:</b>	<b>6 September 2022</b>
<b>LOCATION:</b>	<b>Hybrid Meeting</b>
<b>TITLE:</b>	<b>Housing Support Programme 2022 - 2026</b>
<b>PURPOSE OF THE REPORT:</b>	<b>To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 28 July 2022</b>
<b>BACKGROUND:</b>	
<p>Llyr Evans presented the report to the Committee, noting that the Housing Support Grant Programme was aimed at supporting homelessness prevention by expanding and supporting statutory services on the basis of a 4 year report. The report includes a needs summary, to be reviewed after 2 years.</p> <p>Members asked if the scheme encompasses all housing needs and it was noted that the plan is underpinned by the overarching strategy.</p> <p>Members asked whether there has been an increase in homelessness in recent months and what the implications of this would be. It was noted that there has been an increase in private rent and bonds which is causing difficulty for the most vulnerable residents, increasing the pressure on the Council to support them through a signposting service and intervention support. Members noted that they had seen a significant increase in the number of enquiries they receive in recent months.</p> <p><b>RECOMMENDATIONS:</b></p> <p>The Healthier Communities Overview and Scrutiny Committee was asked to note the content of the Housing Support Programme, and the Statement of Needs and to approve the proposals in full.</p> <p>It was agreed to recommend the Housing Support Programme and a Statement of Needs for Cabinet approval.</p>	

**Councillor Caryl Roberts**  
***Chair of the Healthier Communities*** Overview and Scrutiny Committee