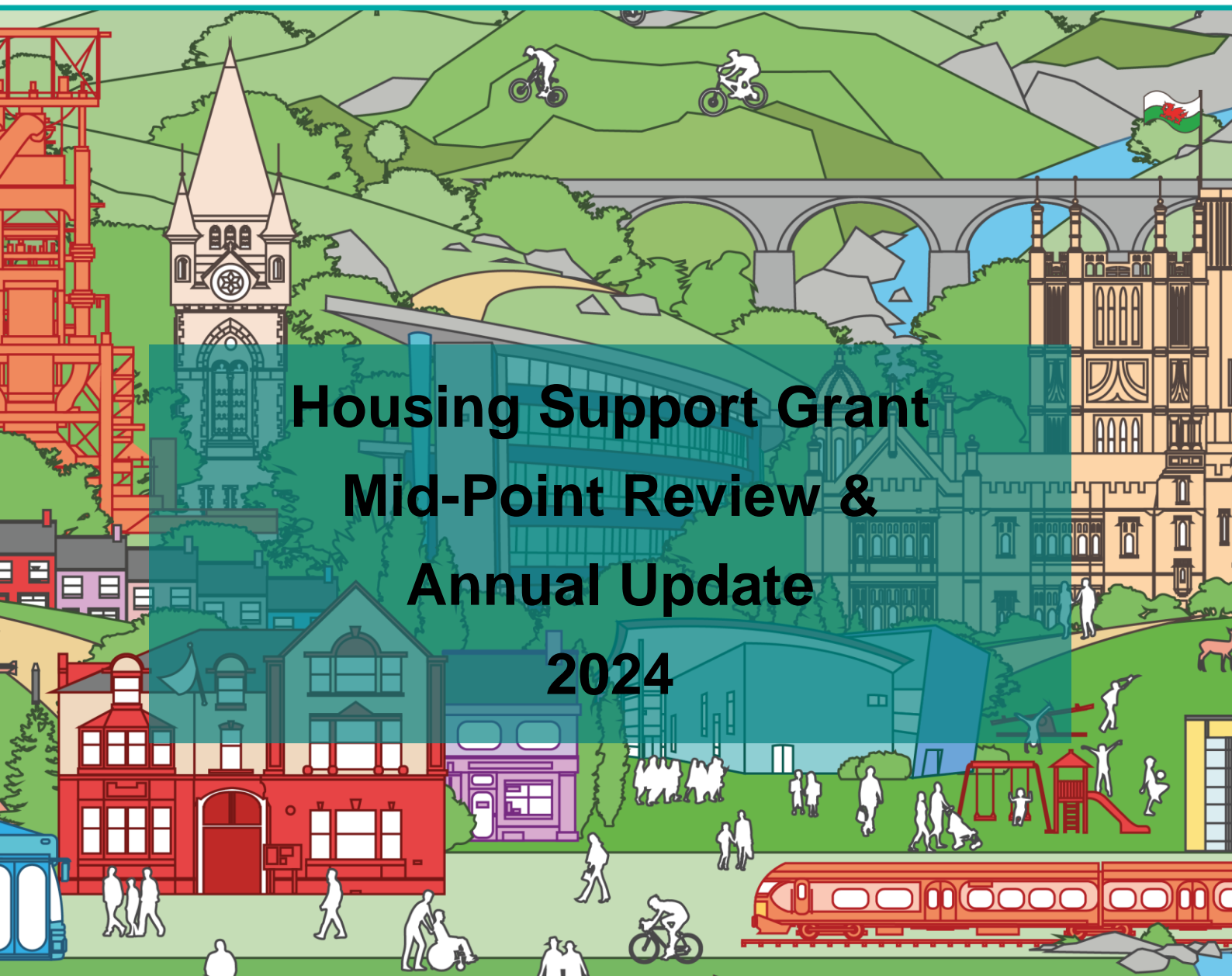




Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



Housing Support Grant Mid-Point Review & Annual Update 2024

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1. Introduction

Housing Support Grant (HSG) is the Welsh Government (WG) specific revenue grant, paid to Neath Port Talbot County Borough Council (the Council) annually, to either deliver or externally procure housing related support services to homeless households and other vulnerable adults.

Supporting People Programme Grant (SPPG) and Homelessness Prevention Grant (HPG) were subsumed within HSG in April 2020.

1.1. Strategic context

HSG is a non-statutory early intervention grant programme focussing on preventing homelessness and the avoiding the escalation of other housing related support need in order to avoid institutionalisation.

Housing is a key priority area in the Welsh Government's National Strategy, Prosperity for All, which sets out the vision that:

- *Everyone lives in a home that meets their needs and supports a healthy, successful, and prosperous life; and*
- *nobody is homeless but has a safe home where they can flourish and live a fulfilled, active, and independent life”.*

HSG consequently contributes to and complements many other WG programmes and agendas.

HSG priorities are therefore influenced by several key national legislative drivers for change, including:

- Housing (Wales) Act 2014.
- Social Services and Wellbeing (Wales) Act 2014.
- Wellbeing of Future Generations (Wales) Act 2015.
- Violence against Women Domestic Abuse and Sexual Violence (Wales) Act 2015; and
- Renting Homes (Wales) Act 2016.

White Paper for Ending Homelessness in Wales

In 2023, Welsh Government published their white paper for ending homelessness in Wales, which sets out a range of proposals for changes to policy and the law to ensure homelessness in Wales is rare, brief, and unrepeatable.

The proposals set out in the paper are based on recommendations and advice provided to the Welsh Government by an Independent Expert Review Panel.

Housing Support Grant funded services play a critical role in preventing homelessness, preventing the need for statutory service involvement.

Neath Port Talbot Housing & Homeless Strategic Plan

In January 2024 NPT Council's Social Services, Housing and Community Safety Cabinet Board signed-off on 'A Place Called Home' - the Council's Housing and Homelessness Strategic Plan 2024-2027.

The last few years has seen a dramatic rise in the number of people presenting as homeless, and a sharp decrease in access to affordable housing. The links between access to sustainable affordable housing and homelessness mean that both issues need to be tackled together if we are to successfully prevent homelessness and create cohesive communities.

Our Plan sets out a clear statement of intent to take actions that ensure all people of Neath Port Talbot are able to quickly access quality housing that is affordable and that there are sufficient interventions to prevent and alleviate homelessness.

Through four overarching Strategic Priority areas, the plan sets out how NPT Council's Housing Services will:

- **Implement a more strategic approach to housing and homelessness;** by working more closely with partners and other Council departments to ensure we make the best use of our resources, including available land as well as grant funding opportunities.
- **Prevent homelessness:** We want to make sure that homelessness is rare, and when it does occur it is brief and doesn't happen again.
- **Increase access to appropriate affordable housing:** We want to work with landlords and others to increase the amount of available accommodation, including bringing empty homes back into use.
- **Support those with social care needs to live well in their communities:** We will offer new models of care to help people live in their communities longer, whether they are older, disabled or are young people leaving care.

Rapid Rehousing Transition Plan

To better prevent homelessness from occurring, Welsh Government required all Councils to implement a Rapid Rehousing Transition Plan and develop a Housing First model within the next five years. The Council's Rapid Rehousing Plan was agreed in October 2022 and necessitates a whole scale change in relations to how we respond to homelessness, including the services we commission and deliver. All existing HSG funded services will be reviewed with a view to remodelling, in line with a Rapid Rehousing model of support

Youth Homeless

Following a review of Youth Homelessness in Neath Port Talbot, the Draft Youth Accommodation Strategy was developed in 2023/24 which outlines how Neath Port Talbot will look to prevent and manage youth homelessness. In collaboration with Children Services, Housing Support Grant, Housing Services, and the Youth Services are developing a Youth Accommodation Pathway which will allow young people to access the support required to prevent them becoming homeless, through to moving into long term accommodation where they can live independently.

All Young Persons services funded via the HSG will be reviewed with a view to remodelling in line with the Draft Youth Accommodation Strategy.

2. Review of Strategic Priorities

The following table summarised the progress made towards the Strategic Priorities outlined in the HSG Strategy 2022-26.

Priority 1 - Strengthening approaches to early intervention and prevention	Progress to date
1.1	<p>We will review existing services to ensure that we are making best use of our available resources to deliver preventative interventions through the delivery of trauma informed support</p>
1.2	<p>We will ensure services are available to deliver targeted prevention for high-risk clients, including young people, ex-offenders, those with mental health issues and other complex needs.</p>
1.3	<p>We will also look at how people currently access these services and explore the potential to shift more resources from crisis interventions to prevention.</p>
1.4	<p>We will ensure all staff are appropriately trained to deliver a high quality trauma informed service that that is person centred and takes into account the specific needs and strengths of the clients.</p>
1.5	<p>We will look to strengthen our current partnership working arrangements with key agencies to ensure a collective approach to homeless prevention.</p>

HSG Commissioning Plan

HSG Commissioning Plan 2024-2026 developed outlining services to be reviewed, with a view to remodelling in line with strategic objectives, guidance, best practice and the RRTP.

Housing Options Re-Structure

Following an internal review, the Housing Options Service has being restructured with an increased focus on prevention, with a dedicated prevention team being established. Alongside the Young Persons Social Worker, there is also a Mental Health Social Worker attached to the Housing Options Service.

All Housing Options Staff have received enhanced trauma awareness training to enable them to deliver person centred support, taking into account the specific needs and strengths of clients. Additional training has also been provided to allow them to address the increasingly complex needs of clients, including.

- Outcome focussed support,
- neurodiversity
- Mental Health
- Substance misuse
- Personal Resilience
- Violence and aggression
- Psychologically Informed Environments
- Dual diagnosis
- Trauma Informed Practices.

Recommissioning

All future re-commissioning will require services to deliver trauma informed support.

Tenancy Sustainment Panel

The Tenancy Sustainment Panel is a co-production/partnership arrangement

between NPTCBC and RSLs in the borough. The purpose of the Panel is to provide short-term, intensive support to tenants with multiple needs, who are at serious risk of losing their tenancy if intervention is not provided. The panel will endeavour to support the tenants whereby all avenues for support have been exhausted.

Joint Working between Housing Options and Housing Support Providers

Closer working between Housing Options and supported accommodation providers allows for additional support to be provided to ensure that individuals are able to remain in their tenancy.

Originally established at the start of the Covid-19 Pandemic, Neath Port Talbot's Homeless Cell continues to meet regularly.

Youth Homelessness / Accommodation

The Housing & Communities Department, and the Children and Young People (CYP) department have undertaken a joint review of their approach to youth homelessness. This has resulted in the development of a joint action plan that is overseen by the revised Youth Accommodation Strategic Group. The plan sets out how the authority and its partners how it can move forward to prevent and manage youth housing for those most in need. Actions include

- Establish a single access point for referrals (eg a 'Gateway / Brokerage')
- Develop 'move-on pathways from youth accommodation services
- Implement a joint approach to the commissioning of youth accommodation services.

Accommodation Pathway Panel

Made up of key officers from Adult Services, Commissioning and Housing, the newly established panel will ensure there is a clear pathway to meet the care, support and housing needs of individuals.

The analysis of referral data will allow for the identification of gaps in service provision, and the commissioning of high quality services,

that provide value for money and meet the care, support and accommodation needs of individuals.

Priority 2 – Working in Partnership	Progress to date
<p>2.1 We will work in collaboration with Registered Social Landlord partners to continue to increase the supply of suitable and affordable accommodation.</p> <p>2.2 We will work with Private Sector Landlords, social housing landlords and other partners to implement the Council’s Rapid Rehousing Transition Plan to provide more sustainable models of accommodation and support.</p> <p>2.3 We will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs.</p> <p>2.4 We will work with service users and stakeholders to implement mechanisms for co-production and engagement to inform the development of services.</p>	<p><u>Housing Strategy Team</u></p> <p>The newly established Housing Strategy Team is leading on the progression of the Housing and Homeless Strategic Plan 2024-2027, and the Rapid Rehousing Plan in collaboration with the Homeless Assessment Prevention and Support Service and the Commissioning Unit, as well as strategic partners including Registered Social Landlords and the Third Sector.</p> <p><u>RSL Partners</u></p> <p>RSL’s are a key partner in delivering the Rapid Rehousing Transition plan and are closely working with NPTCBC to develop and increase the supply of general needs accommodation, and supported accommodation.</p> <p>Negotiations between NPT Housing Options Service and RSL partners has seen an increase in the number of nominations made available.</p> <p><u>Social Housing Grant</u></p> <p>The 2023/24 SHG allocation was increased to £22.2 million, with 2024/25 allocation of £14.1million fully allocated over 6 schemes, which will create 186 homes.</p> <p><u>PRS Landlord Forum</u></p> <p>In conjunction with the Environmental Health Department, the NPT PRS Landlords Forum has been re-established, with between 40 – 100 landlords attending the first two meetings. The forums have included presentations from Welsh Government (WG) in relation to the Leasing Scheme Wales initiative and Rent Smart Wales. In addition, there is representation from the National Residents Landlords Association (NRLA). The next forum</p>

		<p>meeting has been scheduled for Easter 2025.</p> <p><u>Service User Engagement</u></p> <p>We are working with Shelter Cymru to set up engagement forums to allow us to hear the views and experiences of people with lived experience of homelessness.</p> <p><u>Reduce the Use of B&Bs for Families with Children</u></p> <p>Working in partnership with Tai Tarian, the Council has established a number of dispersed TA schemes to prevent the use of B&Bs for homeless families.</p>
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Priority 3 – Rapid Rehousing		Progress to date
3.1	<p>In line with Welsh Government’s policy direction, we will work with stakeholders to develop and take forward our Rapid Rehousing Transition Plan outlining how we will move to a Rapid Rehousing approach over the next five years.</p>	<p><u>Rapid Rehousing Transition plan</u></p> <p>Neath Port Talbot’s Rapid Rehousing Transition Plan was developed and approved in 2022. A number of working groups have been established to take forward the 30 priorities identified.</p> <p><u>Housing First</u></p> <p>A project group has been established, consisting of officers from the newly established Housing Strategy Team and the Commissioning Unit. Research into different models, and an analysis of local needs has been undertaken to develop a service model to meet the needs of NPT.</p> <p>Engagement with key stakeholders has commenced to inform a service model, and a market engagement event is planned for early 2025 to present and test out the proposed service model.</p> <p><u>Triage</u></p> <p>A service model and accommodation specification has been developed, alongside a financial case for investment. However to date it has not been possible to identify a suitable location/building for the scheme.</p> <p><u>Review of the Housing Register</u></p>

		<p>Following a review of the Housing Register a number of changes have been made, with Housing Options now meeting with Tai Tarian on a regular basis to manage referrals and allocations. A data sharing agreement has been entered into which has enhanced information sharing, resulting in a reduction in housing options cases.</p> <p><u>Review of the Nominations Process</u></p> <p>A co-design approach with Registered Social Landlords will be undertaken to review the current nomination process, this will be led by the recently appointed Accommodation Pathway Officer</p> <p><u>Review of Social Housing Stock</u></p> <p>A review of social housing stock is underway which will provide data on all social housing in neath Port Talbot, including type, size and location.</p> <p><u>Flipping Tenancies</u></p> <p>Working in partnership with RSLs, the Council has established a scheme that turns a tenancy agreement from temporary to permanent for those in dispersed TA.</p>
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Priority 4 - Strengthening or improving access to support services		Progress to date
4.1	We will explore how IT could be better used to help deliver information, advice, and assistance.	<p><u>Digital Transformation</u></p> <p>An application to NPT’s Digital Transformation Board has been accepted, which will allow for enhancements to existing systems, including Housing Options Database, reporting and web pages, which will –</p> <ul style="list-style-type: none"> ● Increase efficiencies ● Increase service agility ● Unlock new value for frontline staff, customers, and stakeholders ● Change how we engage with clients ● Enable the service to adopt new technologies and focus on more value work by removing duplications
4.2	We will continue to develop the HSG Gateway to facilitate equitable access to support services.	
4.3	We will explore the development of online referrals to increase the ways in which people can access support.	
4.4	We will continue to improve the way we use data on clients and services to make sure we have the best support available.	

	<p>Discovery sessions are now being held with Digital Transformation Officers to scope the requirements and project plan developments.</p> <p><u>HSG Gateway</u> Following a review, the HSG Gateway is now integrated with the Brokerage service, with a streamlined assessment process to ensure quicker access to services.</p>
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Priority 5 – Commissioning		Progress to date
5.1	We will look to strengthen our current partnership working arrangements with those agencies that can help support our planning, commissioning, and delivery of support.	<p><u>Alliance Commissioning</u></p> <p>A new ‘whole systems approach’ called the Alliance has been approved to replace the current range of substances use services. This Alliance will include HSG funded substance use services.</p>
5.2	We will establish a robust programme of Service Area Reviews, working with Children and Adult’s Social Services, and other key funders to identify further opportunities for joint commissioning or funding.	<p><u>Youth Homelessness - Supported Accommodation</u></p> <p>In line with the Youth Accommodation Joint Action plan, a review of CYP and HSG funded supported accommodation for young people has commenced with a view to developing a range of options to meet the needs of young people who are threatened with homelessness.</p>
5.3	We will update our current monitoring arrangements for HSG to ensure the services we deliver are of high quality and provide value for money.	<p><u>VAWDASV Commissioning</u></p> <p>Following a review of current VAWDASV emergency accommodation, approval was granted to consult on a new model of support. Consultation has commenced and seeks the views of those in receipt of a service, those who do not access services, the public and other stakeholders.</p>
5.4	We will work with all support providers to implement the outcomes framework to ensure we are effectively deploying resources.	<p><u>Homeless Prevention Grant – Bond Board</u></p> <p>In preparation for Welsh Government Homeless Prevention Grant (HPG) funding for Bond Boards transferring to the Housing Support Grant (HSG) from 2025/26, a review of the Bond Board provision has commenced and will be completed by the end of 2024/25.</p>
5.5	We will review all services using an evidence-based approach to ensure they meet the ambitions of the Rapid Rehousing Transition Plan and realign funding as necessary to better meet identified needs.	
5.6	We will work with our regional partners to develop and take forward a regional strategy that sets out areas for regional working, regional commissioning, and regional approaches.	

HSG Outcomes Framework

Following successful pilot of the HSG Outcomes Framework, the final version went live from April 2023, with all providers invited to attend workshops and 1:1 sessions.

Regional Housing Support Collaborative Group (RHSCG)

The RHSCG has been established to bring together stakeholders, organisations, citizens and service users from across the region to inform and support a regional response to the needs of the housing sector (including housing and housing support), the health sector and social care.

Regional Monitoring

A Task & Finish Group has been established to review existing monitoring and evaluation processes across the region in order to share best practice, gain consistency across the region and consider mechanisms for identifying ongoing concerns with shared providers.

Provider Annual Report / Strategic Relevance Assessments

In addition to ongoing monitoring, the HSG Team have developed a provider Annual Report / Strategic Relevance Assessment (SRA), which utilises routinely collected information, including Quarterly Returns and Outcomes. To demonstrate strategic relevance, services are required to achieve an overall score of 70%.

In addition to using with providers as part of individual Performance Reviews, this information will be considered as part of wider service area reviews.

Quality Assurance Framework

The development of a 'Quality Assurance Framework for Service Commissioned by NPT' Housing Support Grant', is ongoing.

The Framework will set out the criteria against which providers of HSG funded services in Neath Port Talbot will be assessed. The Framework aims to

- | | |
|--|---|
| | <ul style="list-style-type: none"> • Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users • Encourage continuous improvement and best practice in supported living services • To have a clear sense of what quality means in practical terms in operational services |
|--|---|

3. Funding 2023/24 – 2024/25

3.1. Housing Support Grant

Neath Port Talbot saw its Housing Support Grant allocation increase by 32% in 2021/22, to £6.5 million, allowing for an uplift to all commissioned services, an increase in staff within the Housing Options Service, the ongoing funding of Phase 2 funded services, and the development of several pilot schemes. From 2022/23 funding for 3 Homeless Prevention Grant (HPG) services transferred to the Housing Support Grant. This funding was ring-fenced for a transition period of 2 years.

The HSG for 2024/25 originally increased to £6.6 million because of the redistribution of Homeless Prevention Grant funding. Alongside this, WG provided an 7.8% increase to improve workforce terms and conditions, bringing the final allocation for that year to £7.1 million.

3.2. Homeless Prevention Grant

From 2024/25 funding for a Homeless Prevention Grant (HPG) Bond Scheme Guarantee project is transferred to the Housing Support Grant. This funding is ring-fenced for a transition period of 1 year, during which time the Scheme will be reviewed to determine on-going funding.

4. Supply Map – 2023/24

Neath Port Talbot CBC currently commission 19 organisations to provide a range of Housing Related Support services to Neath Port Talbot residents. These services were previously funded either by the Supporting People Program Grant, Housing Prevention Grant, or Rent Smart Wales. For a full list of HSG funded services see [Appendix 1](#)

4.1. Short Term Services

Fifteen organisations provide a range of homeless prevention services which include supported accommodation, floating support, refuge accommodation, outreach services and daytime drop in services. In addition to general homeless support, support is also provided to specific client groups, including those experiencing domestic abuse, mental health, young people, rough sleepers, and those with substance use issues.

4.2. Long Term Services

Six organisations provide long term support for older people or care managed individuals with learning disabilities or mental health issues and focuses on maintaining independence in their home.

4.3. Internal Services

In addition to the external commissioned services, several internal services are also funded via the Housing Support Grant, including a Gateway Service, temporary accommodation, floating support, and early intervention and prevention services.

4.4. Homeless Prevention Grant

Funding and oversight for 3 services transferred to local authorities from 2022/23, including a mediation service for young people, a daytime drop-in service for homeless individuals and crisis support for individuals with mental health / housing difficulties.

5. HSG Needs Data – 2022/23

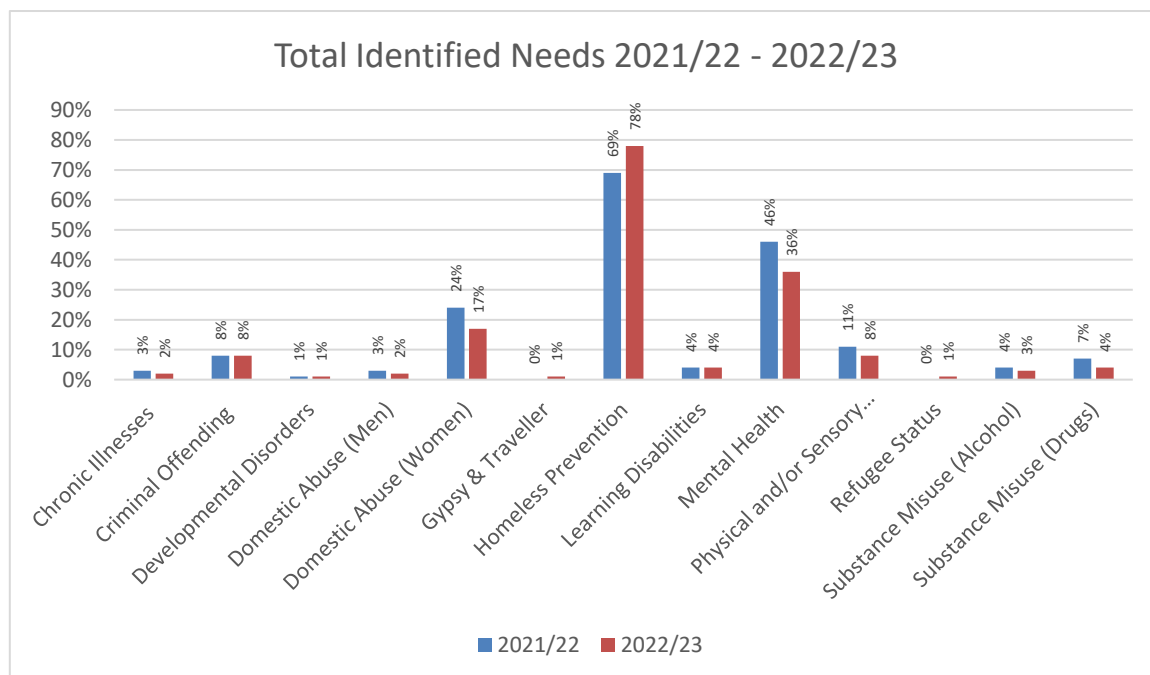
A needs mapping exercise is undertaken annually in conjunction with HSG funded service providers, the purpose of which is to identify the needs of existing service users and analyse the profiles of individuals accessing services. this information contributes to the development of priorities for commissioning and service developments.

This report focuses on individuals accessing Housing Support Grant funded services for the 2022/23 period. The data is provided by both externally commissioned services, and NPTCBC internal services.

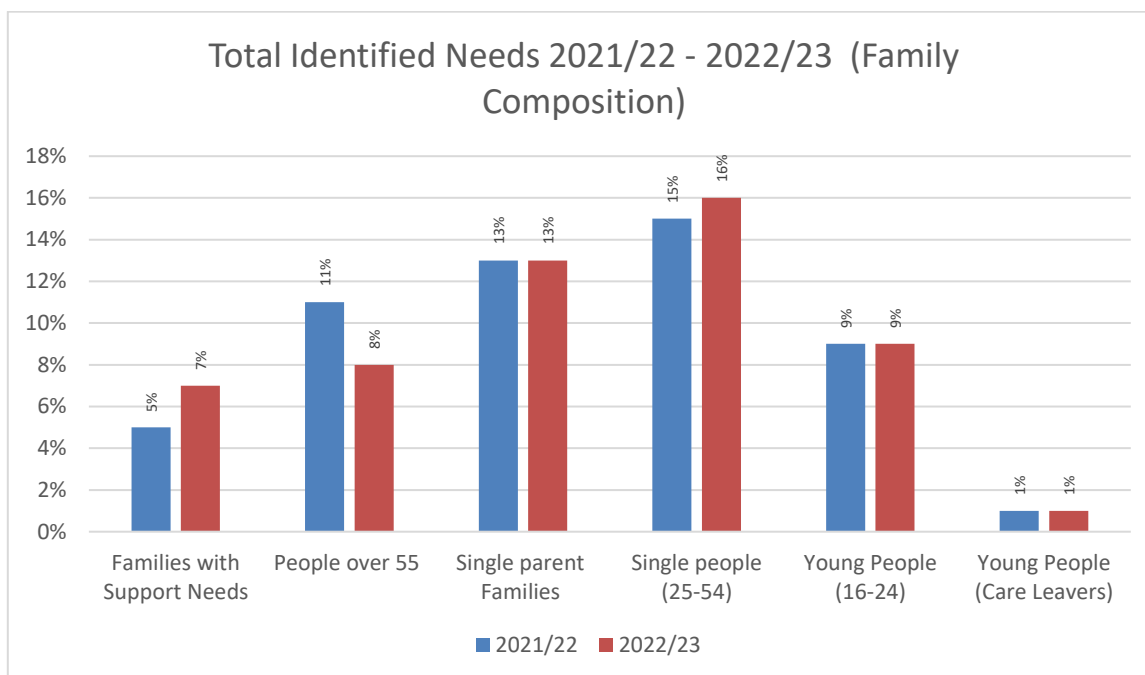
5.1. Summary of service demand by area of need in 2022/23

During 2022/23, 3,728 periods of support were provided to 2,533 individuals and families, an increase of 18% from 2021/22.

For a full breakdown of lead, second and third needs see [Appendix 2](#).



While the actual family composition is not collected, there are several second / third need categories relating to family composition, as outlined below.



Generic homelessness prevention, mental health, and domestic abuse (women) continue to be the highest area of need for people accessing services.

Fixed Site Support

974 families /individuals accessed fixed site support (including Local Authority temporary accommodation), with 647 moving in within 2022/23.

Floating Support

2,600 families /individuals received floating support with 1,737 starting support in 2022/23.

Outreach

102 individuals received support via an Outreach service, with 80 starting support during the year.

Drop-In

51 individuals accessed support via a drop-in service during the year.

6. Outcomes Analysis (April – September 2023)

6.1. Background

HSG was introduced by WG in April 2019. The overall purpose of the grant is to prevent homelessness and support people to have the capability, independence, skills, and confidence to access and / or maintain a stable and suitable home.

In 2021, it was agreed that a new Outcomes Framework for the HSG should be developed to accurately capture the core purpose of the grant and its wider benefits. Prior to this, Local Authorities reported against defined outcomes in the legacy Supporting People (SP) Outcomes Framework for people supported by the HSG.

6.2. Development of the new Outcomes Framework

A Task & Finish Group was set up in November 2021 to co-produce the new HSG Outcomes Framework. Neath Port Talbot CBC HSG team were one of the local authorities invited to be part of the task & finish

group along with HSG funded support providers, Welsh Government and Cymorth Cymru. As part of the process and to inform the development of the final HSG Outcomes Framework, Welsh Government held four virtual engagement events with local authorities and housing support providers in autumn 2022. Cymorth Cymru also hosted a dedicated event for frontline workers from the homelessness and housing sector.

In addition to the engagement events, six local authorities (including Neath Port Talbot CBC) and thirty service providers took part in a pilot of the first draft of the HSG Outcomes Framework between June 2022 – March 2023. All feedback received from the pilots and the engagement event informed the final HSG Outcomes Framework.

Prior to the implementation of the Pilot Neath Port Talbot HSG team delivered workshops to NPT providers who were taking part in the Pilot. Also in attendance were providers from RCT and Cardiff.

6.3. Structure of the HSG Outcomes Framework

The HSG Outcomes Framework consists of both primary and secondary outcomes that evidence the support funded via the HSG.

The Primary Outcomes evidence the main purpose of the HSG and cover all types of HSG services provided by the grant from short term support via drop-ins or outreach services; emergency or temporary accommodation, temporary supported accommodation, or floating support in an individual's own home / accommodation.

The secondary outcomes are a menu of tailored outcomes, based on an individual's assessed needs, and support plan (where applicable). These are not goals that every individual must achieve and should be clearly aligned to the support intervention received.

6.4. April – September 2023

During the first reporting period for the fully implemented HSG Outcomes Framework, (April – September 2023), Outcomes were reported for 1,951 individuals.

Between them, they were receiving support with 4,258 secondary outcomes, an average of two outcomes each.

The outcome areas that are most identified are Independence & Control (75%), which includes managing money and Mental Health & Wellbeing (40%).

For a full breakdown of the Outcomes submission for April - March 2022 see [Appendix 3](#)

7. Housing Support Gateway

The Housing Support Gateway (formerly Supporting People Gateway) was established in July 2017, to initially manage referrals for the Wallich PAWS Floating Support Service. This was extended in 2018 to include referrals for Young Persons Supported Accommodation services, and a comprehensive referral, assessment and allocations process was developed in conjunction with support providers. During 2020, the Gateway was again extended to manage referrals for Generic Homeless Supported Accommodation, Mental Health Floating Support and Supported Accommodation, and Substance Use Floating Support. From April 2021 the Gateway took over referral management for Supported Accommodation for Women who have experienced DVA, and from August / September 2021, the additional units of Supported Accommodation for Young People, and those with Mental Health / Complex Needs. Since the

Housing Support Gateway (HS Gateway) was established, there has been a steady increase in referrals received at the Gateway, particularly during the Covid-19 pandemic (20/21).

7.1. Services Accessed via Gateway

Between 2017, when the HS Gateway was established, and 2023, the number of providers / schemes accessed via the Gateway has increased from 1 to 14. The number of units has increased from 360 to 539, an increase of 50%.

Provider / Scheme	Number of Contracted Units					
	17/18	18/19	19/20	20/21	21/22	22/23
Wallich PAWS (Generic)	340	340	340	340	340	340
Llamau (Young Persons)	-	35	35	35	35	35
Clarewood (Young Persons)	-	8	8	8	8	8
Adferiad (Sub/Alcohol Use)	-	-	-	16	22	22
Caredig Wish (Mental Health)	-	-	-	6	7	7
Goleudy (Homelessness)	-	-	-	12	12	12
Platform (Mental Health)	-	-	-	33	42	42
Caredig Terminus 2 (Mental Health / Complex Needs)	-	-	-	-	6	6
Stori (VAWDASV)	-	-	-	-	14	14
Wallich PAWS Rapid Rehousing	-	-	-	-	16	16
Wallich PAWS Supported Accommodation (Homelessness)	-	-	-	-	-	12
	340	383	383	450	508	520

7.2. Referrals

A total of 668 referrals were received at the HS Gateway between 01/04/22- 31/03/23 for both Floating Support (FS) and Supported Accommodation (SA) services.

A total of 567 referrals were for FS, whilst 163 referrals were for SA. The below table (Table 1) shows a breakdown of the numbers of referrals sent per referrer group. The total amount of referrals received has decreased from the year prior 21/22, where the total amount of referrals received was 776. However, we have still had an increase in SA referrals of 23% from the previous financial year.

The percentage of referrals received from each referrer, highlights that Housing Options Team (HOT) remains the main referrer for Floating Support & in total, with a majority of 34% of all referrals received at the HS Gateway.

For a full breakdown of the Referrals April 2022 – March 2023 see [Appendix 4](#)

8. Renting Homes (Wales) Act 2016

The Renting Homes (Wales) Act 2016 replaced an abundance of existing legislation and consolidated them into one clear framework, with the aim of making renting a home simpler and easier for individuals. The main aim of the Act is to allow for greater security amongst those who rent properties.

Under the new Act, tenants and licensees are now known as 'contract-holders' and tenancy agreements have been replaced with 'occupation contracts'.

Landlords of supported accommodation can choose initially to provide a tenancy or licence agreement that is not an occupation contract. However they can issue a 'secure 'contract' or a 'supported standard contract' immediately if they prefer. If the initial tenancy or licence continues past the 'relevant' period, then it automatically becomes an occupation contract. This 'relevant period' can be extended by the landlord, if they have good reason, this can only be done with the consent of the Local Authority.

During 2023, licence extensions were requested for 23 individuals.

Where included in a supported standard contract, a mobility clause will allow landlords to relocate individuals within a building. This may, for example to be used to avoid conflict with the occupier of a neighbouring flat. This can be done without needing to end one contract and start another. During 2023, there were no reported usage of the mobility clause.

Supported standard contracts may also include a temporary exclusion clause. This will allow landlords, in specific circumstances to exclude an individual from their accommodation for up to 48 hours, on no more than three occasion in a rolling six-month period. This should only be used as a last resort where the landlord believes the contract holder is

- Using violence against any person in the dwelling
- Doing something in the dwelling which creates a risk of significant harm to any person
- Behaving in a way (in the dwelling) which seriously impedes the ability of another resident of supported accommodation provided by the landlord to benefit from the support provided in connection with that accommodation.

During 2023 there was no reported usage of the temporary exclusion clause.

Service Areas

9. Homeless Prevention

9.1. Service Provision

Temporary supported accommodation is available to single people who are homeless, or threatened with homeless, with low to moderate support needs.

Floating support is available to those who are homeless, threatened with homelessness, or just struggling to manage their tenancy.

Both services are in addition to the temporary accommodation and floating support provided through the councils Housing Options Service, for those who are owed a statutory homeless duty.

Additional services include a mentoring project for individuals who have successfully moved on from temporary accommodation, the provision of life skills training at the homeless hub and a drop-in service.

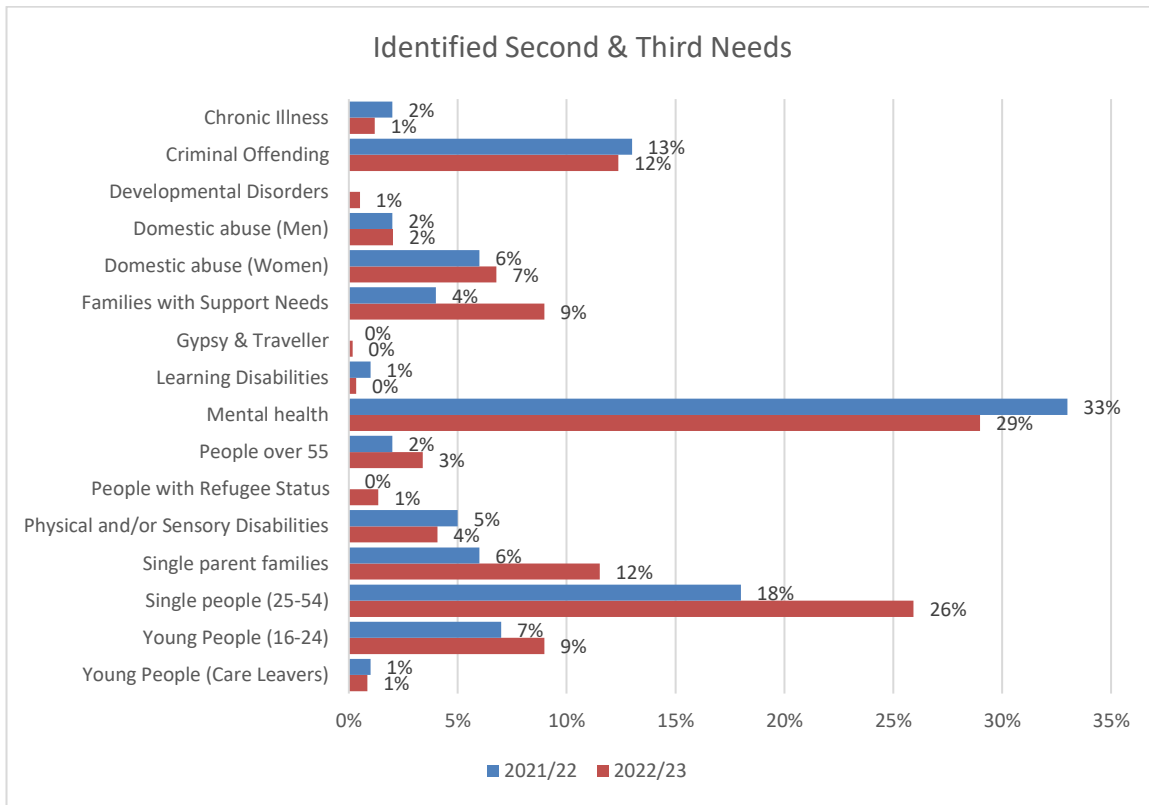
Provider/Scheme	Type of Support	Units
Goleudy – Shared Housing	Temporary supported accommodation (shared) for single people who are homeless, or threatened with homelessness	9
Goleudy Routes	Day time drop-in	N/A
Housing Justice Cymru – Citadel Project	Volunteer led floating support / mentoring for individuals who have experienced homelessness	N/A
Salvation Army	Life skills training	N/A
The Wallich – PAWS	Short term floating support for those who are homeless, or threatened with homelessness	340
SBUHB	Homelessness Nurse	N/A

9.2. Identified support needs

During 2022/23, 1,742 individuals had identified homelessness as a support need. Of these, 590 required supported / temporary accommodation, and 1,891 received floating support, outreach or accessed life skills training.

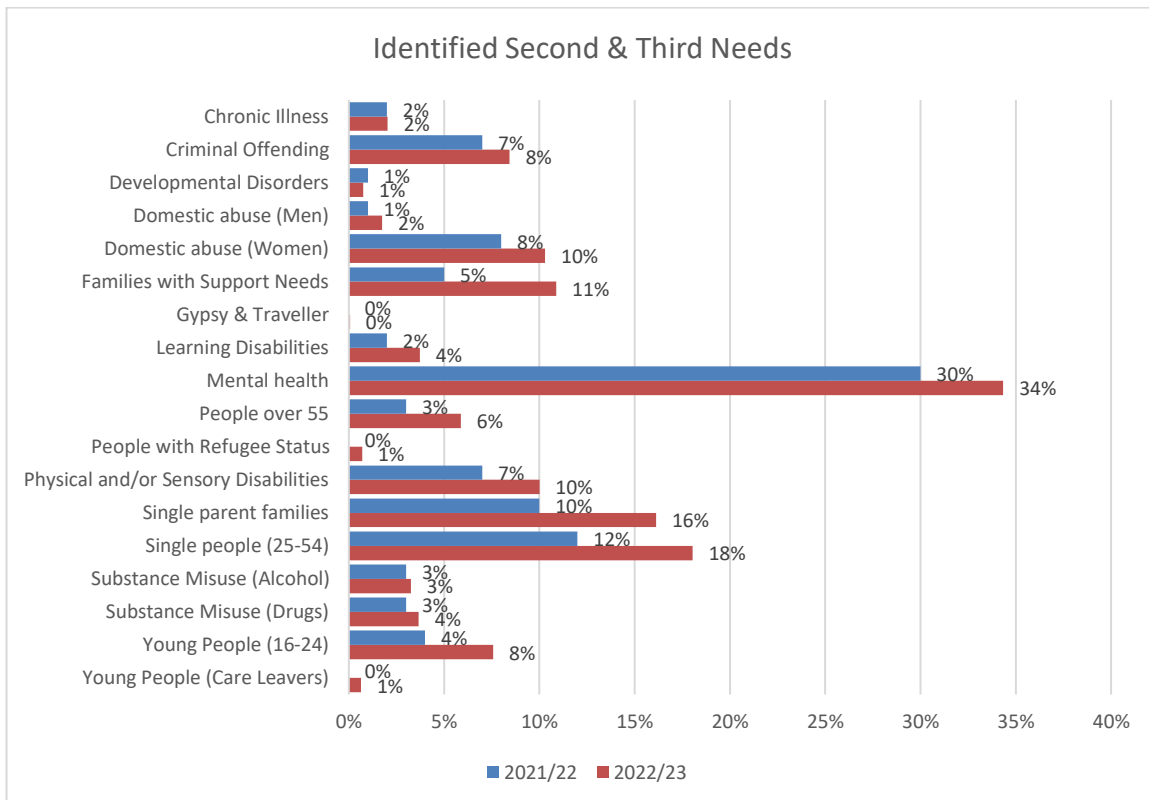
Supported Accommodation

Of the 590 individuals who accessed supported / temporary accommodation, all (100%) had a second identified need, and 15% had third identified need.



Floating Support

Of the 1,718 who accessed floating support, 098% had a second identified need, and 29% had a third identified need.



9.3. Service Developments / Commissioning Activity 2023/24

Previously funded by Welsh Governments Homeless Prevention Grant, from April 2022, funding and oversight of Goleudy's Routes Project transferred to the HSG in Neath Port Talbot for a transitional period of 2 years. Following a review of the Project in 2023, funding will not continue past the transitional period.

9.4. Planned Service Developments / Commissioning Activity for 2024/25 – 2025/26

- Commence review of supported accommodation with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.
- Commence review of generic floating support with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.
- Commence review of day-time drop in services with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.

10. Young Persons Services

10.1. Service Provision

Currently 3 organisations and NPTCBC provide a range of supported accommodation for young people in Neath Port Talbot, including 24hr supported accommodation, bedsits, shared accommodation, self-contained flats, and supported lodgings. Additional services include outreach for homeless young people, and a mediation service for young people at risk of homelessness.

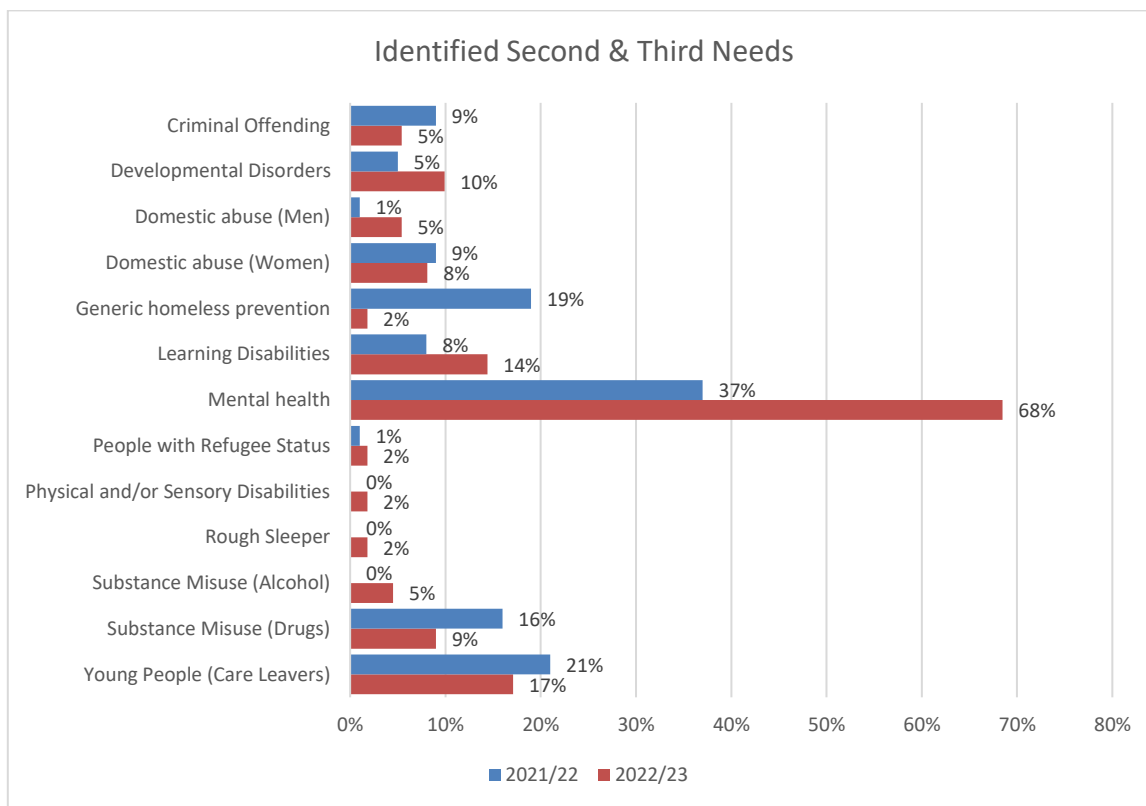
Provider/Scheme	Type of Support	Units
Dewis	Crisis Beds for Care Leavers (<i>jointly funded with CYPS</i>)	5
Llamau	Dispersed Supported Accommodation for young people with low – moderate support needs	35
Llamau	Supported Lodgings Scheme for Care Leavers (<i>jointly funded with CYPS</i>)	N/A
Llamau	Mediation for young people at risk of homelessness	N/A
NPTCBC Housing Options	Supported Accommodation for young people with low – moderate support needs	6
Pobl Clarewood	24hr Supported Accommodation for young people with medium to high / complex support needs.	8
Pobl Clarewood Outreach	Outreach Service to young people who are homeless, or threatened with homeless	N/A
Clarewood Taster Tenancies	Step down accommodation for young people moving on from Clarewood	4

10.2. Identified support needs

A total of 371 young people identified either 'Young People (16-24)' or Young People (Care Leaver) as a need in 2022/23, an increase of 37% from 2021/22.

During 2022/23 104 young people accessed services specifically commissioned to provide support for Young People and had a lead need of 'Young People (16-24)'.

Of the 104, 92% had a second identified need, and 62% had a third identified need, this is an increase from 2021/22. The chart below shows a significant increase in the number of young people who identified mental health as an additional support need.



10.3. Service Developments / Commissioning Activity - 2023/24

Homeless Prevention Grant

Previously funded by Welsh Governments Homeless Prevention Grant, from April 2022, funding and oversight of Llamau’s Mediation Service transferred to the HSG in Neath Port Talbot for a transitional period of 2 years. Following a review in 2023/24, it was determined that the service was aligned with the HSG, and funding would continue from April 2024.

Young Persons Supported Accommodation

Following a review of the utilisation of dispersed supported accommodation, a decision was made to reduce the number of commissioned units.

Consultation Exercise

A joint consultation exercise with Children’s Services looking at the experiences of homeless young people who accessed supported accommodation to inform future service delivery was commenced, this will continue into 2024/25.

10.4. Planned Service Developments / Commissioning Activity 2024/25 – 2025/26

Commence a review of Young People Services with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.

11. Mental Health Services

11.1. Service Provision

Short Term Services (upto 2 years)

Temporary supported accommodation and floating support is provided to individuals who are homeless, or threatened with homelessness, but do not have a care manager.

Previously funded by Homeless Prevention Grant, one service delivers floating support alongside the Housing Options Service in their temporary accommodation.

Outreach / Crisis Support

Previously funded by the Homeless Prevention Grant, Crisis Support is available to individuals who are experiencing a mental health and housing crisis, including those living in temporary accommodation, and those leaving a mental health ward/hospital.

Long Term Services (over 2 years)

Longer term floating support and supported accommodation is available for care managed individuals who need support to remain independent in their home. Since April 2020 access to these services is via the Housing Support Gateway.

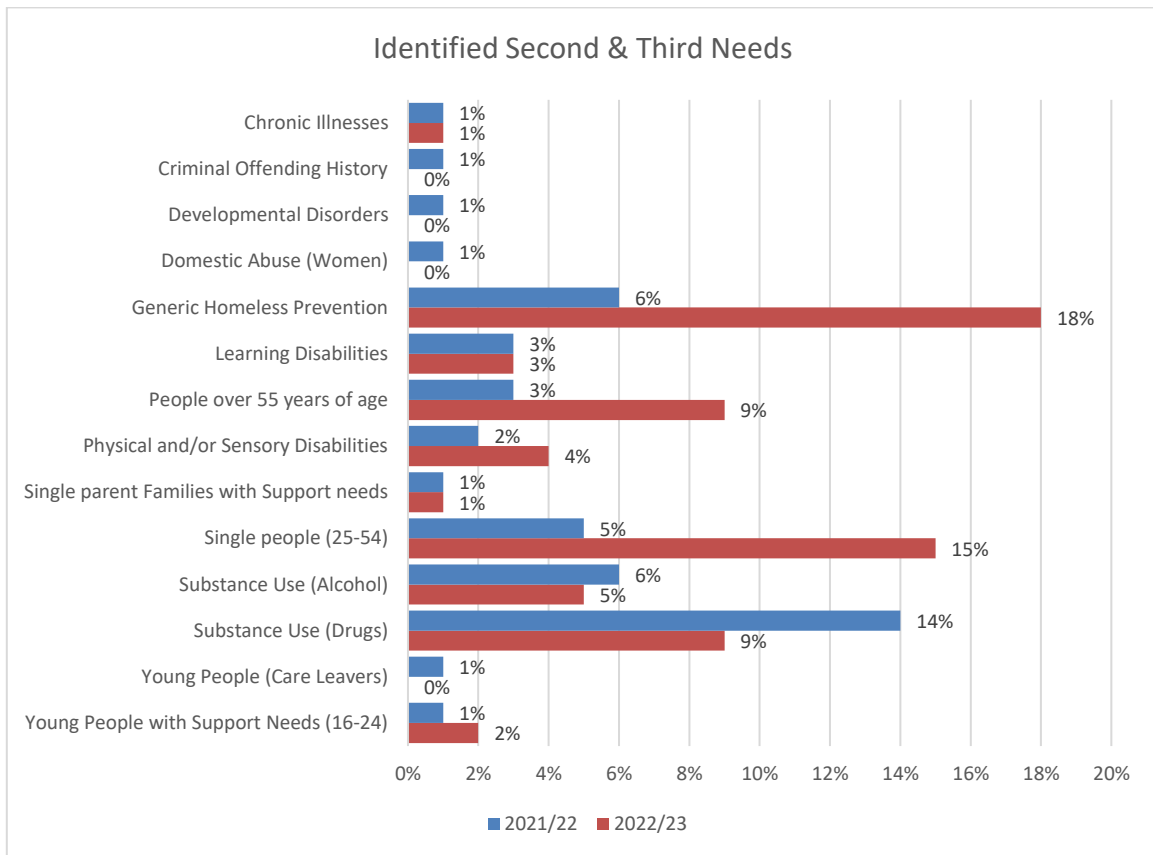
In addition to the externally contracted services, the NPTCBC in-house Community Independence Service provides floating support to care managed individuals, with mental health, learning disabilities or physical disabilities.

Provider/Scheme	Type of Support	Units
Adferiad	Outreach Service for homeless individuals with a mental health issue	N/A
Caredig	Long Term shared accommodation for care managed individuals	3
	Temporary supported accommodation for people with mental health issues	4
	Temporary supported accommodation for people with mental health / complex needs	6
Platform	Short term floating support for people with mental health issues	20
	Resettlement support for individuals with mental health issues	5
	Long term floating support for care managed individuals, including support in dispersed accommodation	19
	Floating Support to individuals living in temporary accommodation	N/A
	Outreach Service for homeless individuals with a mental health issue	N/A
NPTCBC Community Independence Service	Pan Disability Floating Support for Care Managed individuals (inc those with mental health)	142

11.2. Identified support needs

During 2022/23 1,362 individuals identified ‘mental health’ as a support need. Of these 202 had identified it as a lead need, with a further 1,160 identifying mental health as a second or third need.

Of the 202 individuals who had identified mental health as their lead need, 75 (37%) had an identified second need, and 25 (12%) had a third identified need.



11.3. Service Developments / Commissioning Activity 2023/24

Homeless Prevention Grant

Previously funded by Welsh Governments Homeless Prevention Grant, from April 2022, funding and oversight of Platforms Homeless Support & Advice Project transferred to the HSG in Neath Port Talbot for a transitional period of 2 years. Following a review in 2023/24, it was determined that the service was aligned with the HSG, and funding would continue from April 2024.

11.4. Planned Service Developments / Commissioning Activity 2024/25 – 2025/26

Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP. Schemes within scope include

- Adferiad Outreach & Engagement Service
- Caredig Wish Project (Supported Accommodation)

- Platform Floating Support / Mental Health Case Worker / Housing Support & Advice / Resettlement

12. Domestic Abuse

12.1. Service Provision

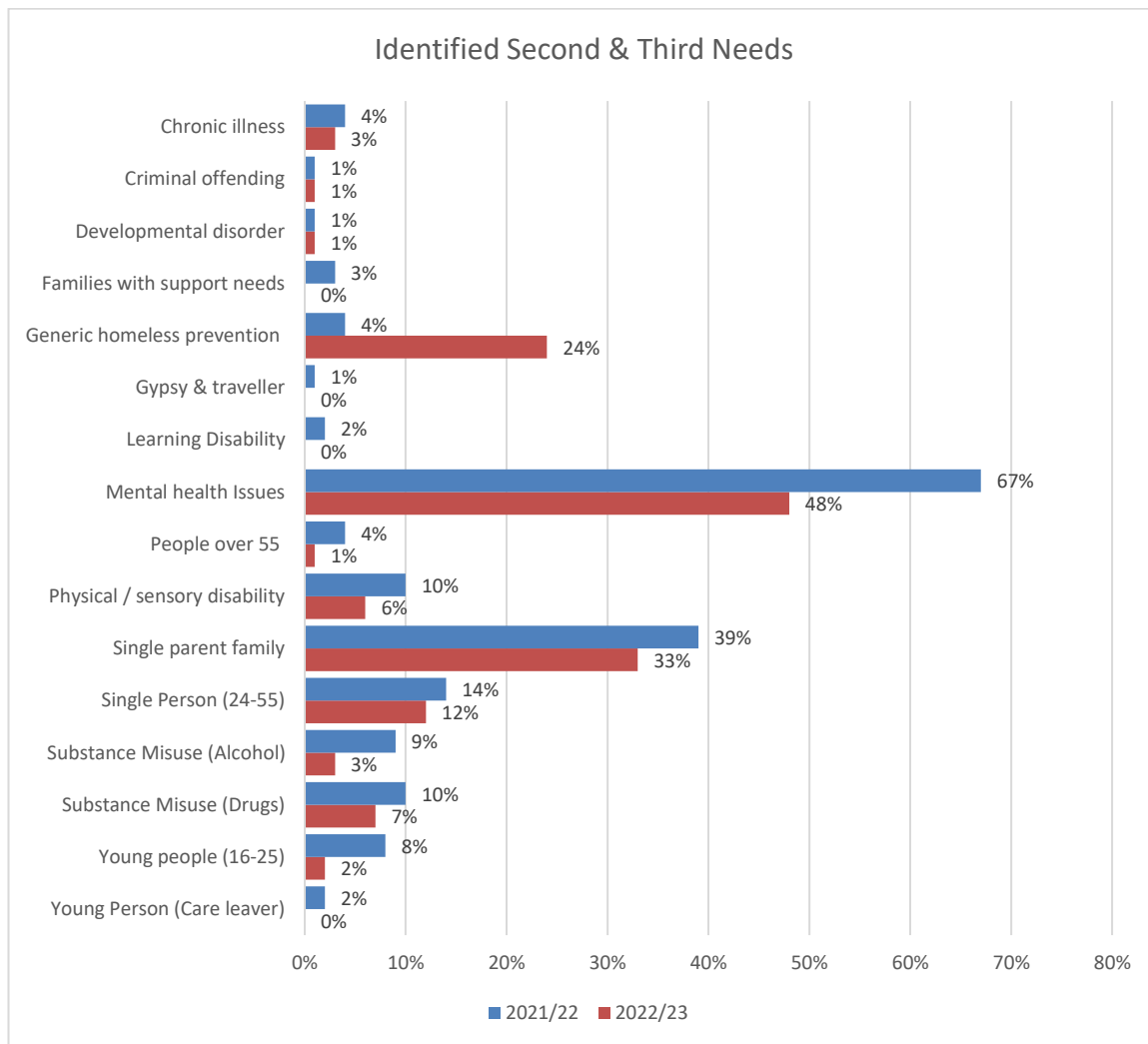
Three organisations provide a range of specialist support for those experiencing domestic abuse, including refuge accommodation, supported accommodation floating support and outreach.

Provider/Scheme	Type of Support	Units
Calan DVS	Floating support for individuals experiencing domestic abuse	20
	Refuge accommodation for women and families experiencing domestic abuse	13
Stori	Floating support for individuals experiencing domestic abuse	1
	Floating support for men experiencing domestic abuse	6
	Supported Accommodation for women and families who have experienced domestic abuse	14
Thrive	Floating support for women experiencing domestic abuse	10
	Refuge accommodation for women and families experiencing domestic abuse	6
	Supported Accommodation for women and families who have experienced domestic abuse (move on)	5
	Outreach service for individuals who are sexually exploited	N/A

12.2. Identified support needs

During 2022/23, 643 women had identified domestic abuse as a support need. Of these, 363 had identified it as a lead need, with a further 253 identifying domestic abuse as a second / third need.

Of the 363 who had identified domestic abuse as their lead need, 336 (93%) had a second identified need, and 157 (43%) had a third identified need. Mental health continues to be the highest secondary / third need identified



12.3. Service Developments / Commissioning Activity in 2023/24

Phase 1 of the wider VAWDASV Commissioned Services review continued with a review of refuge provision completed.

12.4. Planned Service Developments / Commissioning Activity in 2024/25 – 2025/26

Continue phase 1 of the wider VAWDASV Commissioned Services review and retendering – review of VAWDASV refuge provision and conduct consultation on recommendation with a view to retendering

Commence phase 2 of the wider VAWDASV Commissioned Services review and retendering –review of VAWDASV supported accommodation

Commence phase 3 of the wider VAWDASV Commissioned Services review and retendering –review of VAWDASV floating support services

13. People over 55

13.1. Service Provision

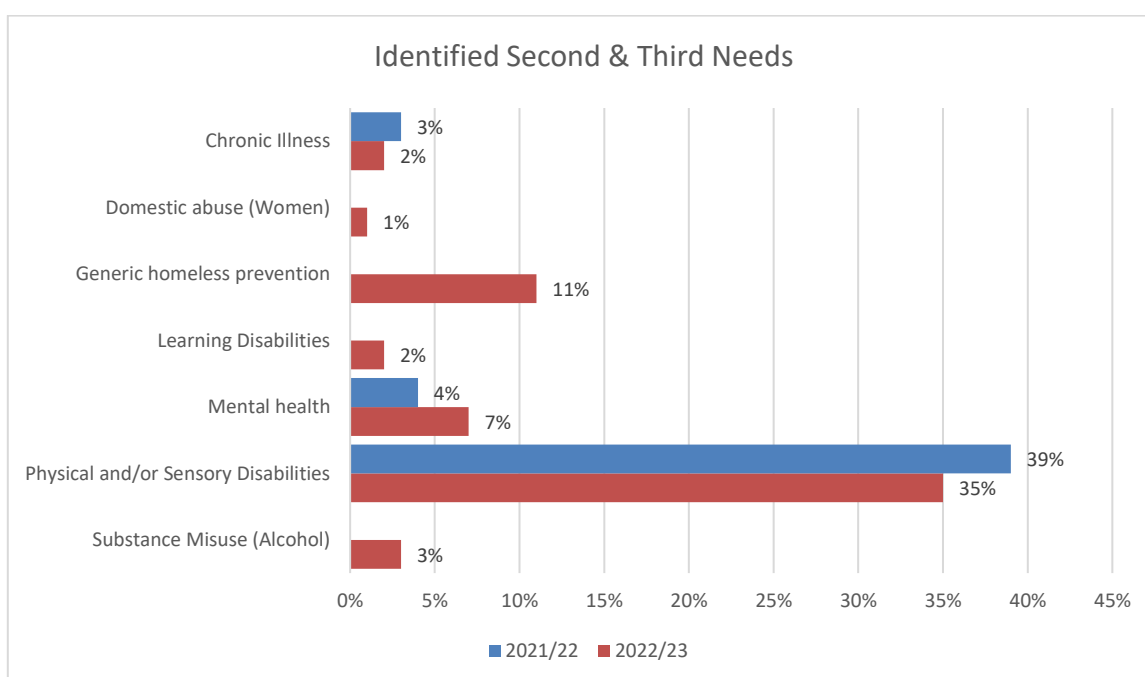
Extra Care accommodation is provided across 2 sites, in the Neath and Port Talbot Areas. Each scheme consists of 1 or 2-bedroom properties including flats and bungalows.

Provider/Scheme	Type of Support	Units
Coastal Housing Extra Care	Extra Care Housing for people over 55	115

13.2. Identified support needs

Three hundred and four individuals identified a need of 'People over 55' in 2022/23, an increase of 35% from 2021/22.

One hundred and thirty-three individuals identified 'People over 55' as a lead need, with 44% having a second identified need, and 16% having a third need. The table below shows the second and third needs identified, with Physical / Sensory Disabilities continuing to be the most frequently identified.



14. Substance Use Services

14.1. Service Provision

Outreach is available to individuals who are homeless and have substance use, including those living in temporary accommodation.

Floating Support is available for individuals at risk of homelessness, with substance use issues to enable them to maintain their tenancy and reduce repeat episodes of homelessness

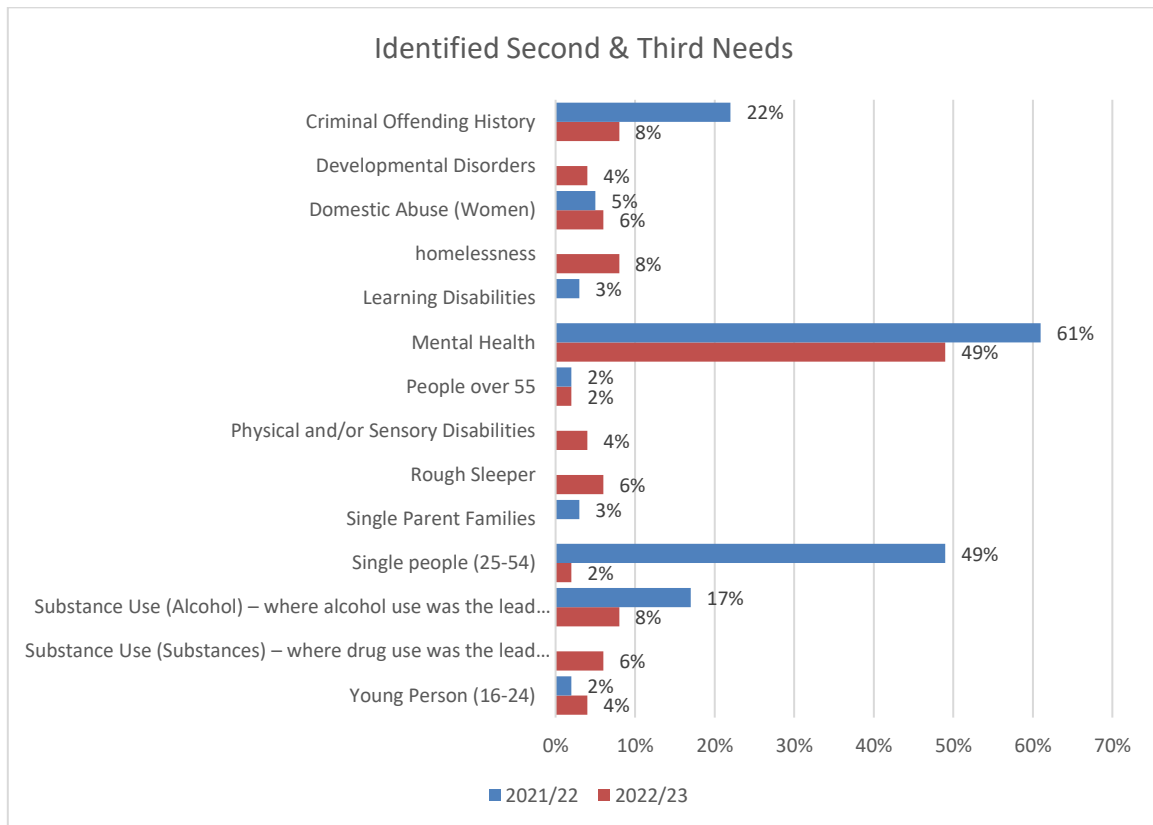
Provider/Scheme	Type of Support	Units
Adferiad	Floating Support for People with Substance Use Issues	16
	Outreach for homeless individuals with substance use issues	N/A

14.2. Identified support needs

During 2022/23, 282 individuals identified substance use issues (either alcohol/substances) as a support need, with 51 identifying substance use as a lead need.

Of the 51 who identified substance use as a lead need, 33 (65%) had a second identified need, and 21 (41%) had a third identified need.

Seven individuals identified a need of both substance and alcohol use, and half also identified a mental health need.



14.3. Service Developments / Commissioning Activity in 2023/24

Following a review of the utilisation of floating support, a decision was made to reduce the number of commissioned units.

14.4. Planned Service Developments / Commissioning Activity in 2024/25 – 2025/26

Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP. Schemes within scope include

- Adferiad Substance Use Floating Support / Outreach & Engagement Service

15. Criminal Offending

15.1. Service Provision

Floating Support is available for individuals who are homeless, or at risk of homelessness, on release from custody to enable them to access accommodation or maintain their tenancy and reduce repeat episodes of homelessness / offending

Provider/Scheme	Type of Support	Units
Dyffodol	Floating Support for individuals who are homeless on release from custody.	8

15.2. Identified support needs

During 2022/23, 287 individuals identified Criminal Offending as a need, with 4 identifying it as a lead need.

15.3. Service Developments – 2023/24

Following a review of usage during 2023/24, the service was decommissioned.

16. Learning Disabilities / Chronic Illness / Physical & Sensory Disabilities

16.1. Service Provision

The Housing Support Grant contributes towards the packages of care for individuals in Supported Living Schemes to enable them to remain independent in their home.

In addition to the externally contracted services, the NPTCBC in-house Community Independence Service provides floating support to care managed individuals, with mental health, learning disabilities or physical disabilities.

Provider/Scheme	Type of Support	Units
Pobl	Supported Living for individuals with learning disabilities	16
Reable	Supported Living for individuals with learning disabilities	5
Community Lives Consortium	Supported Living for individuals with learning disabilities	52
Walsingham	Supported Living for individuals with learning disabilities	16
NPTCBC Community Independence Service	Floating Support for care managed individuals with learning disabilities, mental health, or physical disabilities	142

16.2. Identified support needs.

During 2022/23, 75 individuals identified learning disability, chronic illness, or physical / sensory disability as a lead need.

16.1. Service Developments – 2023/24

During 2023 the Community Independence Service transferred to sit within the Housing Options Service.

16.2. Planned Service Developments / Commissioning Activity in 2024/25 – 2025/26

The Community Independence Service will be remodelled in line with strategic objectives, guidance, best practice and the RRTP.

17. Consultation and Engagement

17.1. Service Providers

All service providers are subject to ongoing monitoring and are required to evidence that they continue to engage with service users and others involved in their lives, in respect of the planning and delivery services.

Examples of provider engagement activities include

- Surveys which allow providers to understand the experiences of individuals accessing services
- Annual event which allowed service users to highlight how they have managed during the cost-of-living crisis.
- Involvement in policy reviews
- Consultation in respect of changes to rent levels
- Community Groups
- House meetings
- Support to access external funding
- Involve the in the rebranding process

Changes and activities undertaken as a result of engagement include

- Changes to accommodation provision – including decoration, facilities, changes to recycling rotas, changes to visitors rules and overnight safety protocols
- Improvement to garden areas
- Establishment of a workshop to collaborate with a local carpenter to develop products to sell
- Annual residential event
- Activity sessions including board game nights, visits to local attractions / parks

Additionally, some providers will support service users to engage in national engagement exercises which have included looking at the perception of police aimed at improving relationships and trust between the police and the public.

17.2. Annual HSG Service User Survey

In December 2023, all service users were invited to complete the annual HSG Service user survey which looks at the overall satisfaction with the support provided. 33 questionnaires were returned, with 73% indicating they felt better overall because of the support they received. 63% reported feeling safer, 39% were managing their money better and 46% felt their physical or mental health was better. 64% felt they were more confident in managing their accommodation / tenancy. For a full breakdown of responses, see [Appendix 5](#)

18. Commissioning Activities & Service Developments - 2022/23 – 2023/24

The following summarises the commissioning and service development activity during 2022/23 – 2023/24 with some of this work continuing into 2024/25

18.1. Domestic Abuse Services

Phase one of the Strategic VAWDASV Review commenced, which looked at the HSG funded refuge provision in NPT. Consultation is due to commence in 2024/25 on proposed service models, which aim to provide equal access to emergency accommodation, for individuals and families with varying levels of risk and need. The proposals are intended to provide a continuous and seamless transitional level of support through service provision and providers.

18.2. Service Reviews

A number of service reviews planned for 2021/22 were put on hold as a result of the Covid-19 pandemic and were carried forward to 2022/23. Service reviews were undertaken with Caredig Wish Project and Goleudy Shared Houses, with strategic reviews of generic homelessness services, and young persons services commencing in 2023/24.

18.3. Homeless Prevention Grant

During 2022/23, funding for three Homeless Prevention Grant projects transferred to the Housing Support Grant. Funding for the projects was ring-fenced for 2 years. During 2022/23 the HSG Team worked closely with projects to gain a deeper understanding of how they operate and complement existing HSG-commissioned services, with formal evaluations undertaken in 2023/24.

As a result of these evaluations, 2 schemes were approved for on-going funding via the HSG, with funding for one scheme withdrawn.

18.4. Housing Support Grant Outcomes Framework

The Welsh Government's (WG) Housing Support Grant (HSG) was introduced in April 2019. The overall purpose of the grant is to prevent homelessness and support people to have the capability, independence, skills, and confidence to access and / or maintain a stable and suitable home.

In 2021, it was agreed that a new Outcomes Framework for the HSG should be developed to accurately capture the core purpose of the grant and its wider benefits. Prior to this, Local Authorities have reported against defined outcomes in the legacy Supporting People (SP) Outcomes Framework for people supported by the HSG.

A Task & Finish Group was established in November 2021 to co-produce the new HSG Outcomes Framework. Neath Port Talbot CBC HSG team were one of the local authorities invited to be part of the task & finish group along with HSG funded support providers, Welsh Government and Cymorth Cymru. As part of the process and to inform the development of the final HSG Outcomes Framework, Welsh Government held four virtual engagement events with local authorities and housing support providers in autumn 2022. Cymorth Cymru also hosted a dedicated event for frontline workers from the homelessness and housing sector.

In addition to the engagement events, six local authorities (including Neath Port Talbot CBC) and 30 service providers participated in a pilot of the initial draft of the HSG Outcomes Framework between June 2022 – March 2023. All feedback received from the pilots and the engagement event informed the final HSG Outcomes Framework.

For a full breakdown of the Outcomes submission for April - March 2022 see [Appendix 3](#)

19. Commissioning Plan 2024/25 – 25/26

The following table outlines Neath Port Talbot’s commissioning and development priorities during 2024/25 – 2025/26

Service Area	
Substance Use	<p>Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.</p> <p>Schemes within scope include</p> <ul style="list-style-type: none"> • Adferiad Substance Use Floating Support / Outreach & Engagement Service
Mental Health	<p>Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.</p> <p>Schemes within scope include</p> <ul style="list-style-type: none"> • Adferiad Outreach & Engagement Service • Caredig Wish Project (Supported Accommodation) • Platform Floating Support / Mental Health Case Worker / Housing Support & Advice / Resettlement
Young People	<p>Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.</p> <p>Schemes within scope include</p> <ul style="list-style-type: none"> • Llamau Supported Accommodation / Young Person Mediation • Pobl Clarewood / Young Persons Outreach • NPT Housing Options • Dewis CCS
Day-time Drop In	<p>Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.</p> <p>Schemes within scope include</p> <ul style="list-style-type: none"> • Sexual health / Homeless Nurse
VAWDASV	<p>Continue review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP.</p> <ul style="list-style-type: none"> • Phase 1 – Review of VAWDASV refuge provision / consultation on recommendation with a view to retendering • Phase 2 – Review of VAWDASV Supported Accommodation (Stori / Thrive WA) • Phase 3 - review of VAWDASV floating support services (Calan DVS / Stori / Thrive WA)

Service Area	
Generic Supported Accommodation	Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP. Schemes within scope include <ul style="list-style-type: none"> • Goleudy Supported Accommodation
Generic Floating support	Commence review with a view to remodelling services in line with strategic objectives, guidance, best practice and the RRTP. Schemes within scope include <ul style="list-style-type: none"> • Wallich PAWS • Housing Justice Cymru Citadel project
Housing 1 st	Develop a Housing 1 st Project in line with strategic objectives, guidance, best practice and the RRTP.
HSG Gateway	Commence review of HSG Gateway function to ensure it best supports the objectives of the RRTP. Develop Gateway Reporting process to support monitoring, review, planning and development of services
Bond Board	Commence review to determine alignment with RRTP
HSG Outcomes	Pilot and implement HSG Outcomes Framework (Distance travelled)
Move-On panel	Commence review of HSG Move-On panel to ensure it best supports the objectives of the RRTP.
Monitoring Framework	Finalise monitoring framework and implement
HSG Web pages	Develop HSG Web pages in conjunction with Housing Options

Appendix 1 – Supply Map 2022/23-2023/24

1. Short Term Services

Provider/Scheme	Client Category	Type of Support	Units
Adferiad	Substance Use (Rough Sleepers)	Outreach	N/A
Adferiad	Mental Health (Rough Sleepers)	Outreach	N/A
Adferiad	Substance use	Floating support	24
Calan DVS	Domestic abuse (women)	Refuge	13
Calan DVS	Domestic abuse (women)	Floating support	20
Caredig	Mental health	Temporary Supported Accommodation	4
Caredig	Mental Health / Complex Needs	Temporary Supported Accommodation	6
Dewis*	Young People (Care Leavers)	Temporary Supported Accommodation	5
Dyffodol	Criminal Offending	Floating Support	8
Goleudy	Homelessness	Temporary Supported Accommodation	9
Stori	Domestic abuse (men)	Floating support	5
Stori	Domestic abuse	Temporary Supported Accommodation	14
Stori	Domestic abuse (women)	Floating support	1
Housing Justice Cymru	Homelessness	Floating support	N/A
Llamau	Young people (16-24)	Temporary Supported Accommodation	35
Llamau*	Young People (Care Leavers)	Supported Lodgings	N/A
Platform	Mental health	Floating Support	14
Platform	Mental Health	Floating Support (Care managed)	19
Platform	Mental Health	Floating Support (Resettlement)	5
Platform	Mental Health	Temporary Accommodation Case Worker	N/A
Pobl (Clarewood)	Young people (16-24)	Temporary Supported Accommodation	8
Pobl	Young people (16-24)	Outreach	N/A
Salvation Army	Homelessness	Daytime Drop-in	N/A
Swansea Bay AMBU	Rough Sleepers	Homelessness Nurse	N/A
Thrive	Domestic abuse (women)	Refuge	6
Thrive	Domestic abuse (women)	Temporary Supported Accommodation	5
Thrive	Domestic abuse (women)	Floating support	10
Thrive	Domestic abuse (women)	Outreach	N/A
Wallich	Homeless prevention	Floating support	340

* Jointly funded with Children's Social Services

2. Long Term Services

Provider/Scheme	Client Category	Type of Support	Units
Caredig	Mental health	Supported Accommodation	3

Coastal Housing (Extra Care)	People over 55	Supported Living	115
Community Lives Consortium*	Learning Disabilities	Floating Support / Supported Living	52
Pobl *	Learning Disabilities	Supported Living	16
Reable*	Learning Disabilities	Supported Living	5
Walsingham*	Learning Disabilities	Supported Living	16

* Jointly funded with Adult Social Care

3. Internal Services

Service	Type
Community Independence Service	Pan Disability Floating Support
Housing Options Service	Homeless Prevention, Temporary Accommodation, and floating support
Housing Support Gateway	Gateway Service
Environmental Health	Housing Engagement
Local Area Co-ordinators	Early Intervention & prevention
IDVA's	Support to high-risk victims of Domestic Abuse

4. Homeless Prevention Grant

Provider/Scheme	Client Category	Type of support
Llamau	Young People	Mediation
Platform	Mental Health	Outreach / Floating Support
Goleudy	Homelessness	Daytime Drop-in

Appendix 2 – Breakdown of support needs / family composition

The following tables provides a breakdown of service demand according to lead, secondary, and tertiary need in 2021/22 and 2022/23.

	2021/22					2022/23					
	Lead Need	Second need	Third need	Total (% of total no supported)		Lead Need	Second need	Third need	Total (% of total no supported)		Change from previous year (%)
Chronic Illnesses	5	39	10	54	3%	8	41	21	70	2%	30%
Criminal Offending	8	114	53	175	8%	4	225	58	287	8%	63%
Developmental Disorders	6	14	11	31	1%	13	23	13	48	1%	55%
Domestic Abuse (Men)	20	25	11	56	3%	28	34	16	78	2%	39%
Domestic Abuse (Women)	311	175	24	510	24%	390	208	45	643	17%	26%
Gypsy & Traveller	0	2	1	3	0%	29	3	0	32	1%	967%
Homeless Prevention	1,428	29	24	1,481	69%	2,694	88	114	2,896	78%	96%
Learning Disabilities	42	30	24	96	4%	34	63	37	134	4%	38%
Mental Health	199	551	227	977	46%	202	839	321	1,362	36%	39%
Physical and/or Sensory Disabilities	9	137	89	235	11%	20	158	137	315	8%	34%
Refugee Status	1	1	0	2	0%	0	24	1	25	1%	1,050%

	2021/22					2022/23					
	Lead Need	Second need	Third need	Total (% of total no supported)		Lead Need	Second need	Third need	Total (% of total no supported)		Change from previous year (%)
Rough Sleepers	2	0	0	2	0%	0	2	3	5	0%	150%
Substance Use (Alcohol)	16	40	35	91	4%	20	57	47	124	3%	35%
Substance Use (Drugs)	39	47	55	141	7%	33	60	65	158	4%	11%
Families with Support Needs	2	108	7	117	5%	0	248	21	269	7%	130%
People over 55	141	66	18	225	11%	133	146	25	304	8%	35%
Single parent Families	1	247	32	280	13%	3	438	58	499	13%	78%
Single people (25-54)	3	272	49	324	15%	6	520	56	582	16%	80%
Young People (16-24)	74	93	23	190	9%	110	189	30	329	9%	67%
Young People (Care Leavers)	0	30	2	32	1%	0	37	4	42	1%	31%

Appendix 3 – Outcomes Analysis April – September 2023

1. Introduction

1.1. Background

The Welsh Government's (WG) Housing Support Grant (HSG) was introduced in April 2019. The overall purpose of the grant is to prevent homelessness and support people to have the capability, independence, skills, and confidence to access and / or maintain a stable and suitable home.

In 2021, it was agreed that a new Outcomes Framework for the HSG should be developed to accurately capture the core purpose of the grant and its wider benefits. Prior to this, Local Authorities have reported against defined outcomes in the legacy Supporting People (SP) Outcomes Framework for people supported by the HSG.

1.2. Development of the new Outcomes Framework

A Task & Finish Group was set up in November 2021 to co-produce the new HSG Outcomes Framework. Neath Port Talbot CBC HSG team were one of the local authorities invited to be part of the task & finish group along with HSG funded support providers, Welsh Government and Cymorth Cymru. As part of the process and to inform the development of the final HSG Outcomes Framework, Welsh Government held four virtual engagement events with local authorities and housing support providers in autumn 2022. Cymorth Cymru also hosted a dedicated event for frontline workers from the homelessness and housing sector.

In addition to the engagement events, six local authorities (including Neath Port Talbot CBC) and thirty service providers took part in a pilot of the first draft of the HSG Outcomes Framework between June 2022 – March 2023. All feedback received from the pilots and the engagement event informed the final HSG Outcomes Framework.

Prior to the implementation of the Pilot Neath Port Talbot HSG team delivered workshops to NPT providers who were taking part in the Pilot. Also in attendance were providers from RCT and Cardiff.

2. Structure of the HSG Outcomes Framework

The HSG Outcomes Framework consists of both primary and secondary outcomes that evidence the support funded via the HSG.

Data previously captured as part of the Supporting People Outcomes has been included in the new HSG Outcomes Framework, including homeless status at the start and end of support, and the reasons for support ending.

2.1. Primary Outcomes

The Primary Outcomes evidence the main purpose of the HSG and cover all types of HSG services provided by the grant from short term support via drop-ins or outreach services; emergency or temporary accommodation, temporary supported accommodation, or floating support in an individual's own home / accommodation.

It is expected that every individual receiving HSG support will achieve only one Primary Outcome per reporting period, however they may also achieve Primary Outcome 1 if they have returned after leaving a service to receive one off support / advice.

The Primary Outcomes are:

Primary Outcome 1 - People have been able to engage with housing related support services (advice, information, and assistance) and are better informed about the options available to them and / or know where to go for assistance

Primary Outcome 2 - People have been able to access emergency / temporary accommodation or short-term supported accommodation

Primary Outcome 3 - People can access and sustain a suitable settled home

Primary Outcome 4 - People can manage their existing accommodation / home which prevents them from either becoming homeless or from having to access more costly public services (e.g., health, social care services)

Each Primary Outcome has a few corresponding 'Service user Indicators,' which require a yes or no response. Only one service user indicator needs to be recorded to achieve the overall Primary Outcome, not all service user indicators have to apply.

For a complete list of the Primary Outcomes, their service user indicators, examples of activities and interventions and relevant service types, see [Appendix 1 – Primary Outcomes](#)

2.2. Secondary Outcomes

The secondary outcomes are a menu of tailored outcomes, based on an individual's assessed needs, and support plan (where applicable). These are not goals that every individual must achieve and should be clearly aligned to the support intervention received.

Each secondary outcome is accompanied by a set of service user indicators. Only one service user indicator needs to be recorded to achieve the overall Secondary Outcome, not all service user indicators have to apply. The secondary outcomes are set out below:

Secondary Outcome 1 - People have positive and healthy relationships with people in their life

Secondary Outcome 2 - People feel safe

Secondary Outcome 3 - People have independence and control of their day to day lives

Secondary Outcome 4 - People are engaged in something meaningful to them

Secondary Outcome 5 - People's physical health is good

Secondary Outcome 6 - People are managing the impact of their dependency

Secondary Outcome 7 - People's mental health and wellbeing is good

[Scaling of responses](#)

To capture a service users experience whilst receiving support, secondary outcomes are recorded using a scaled approach, as set out below,

0 – 'Not Applicable' – the service user indicator does not apply to the individual

1 – 'None of the time' – never happens

- 2 – ‘Rarely’ – on very few occasions, almost never
- 3 – ‘Some of the time’ – occasionally, now, and then
- 4 – ‘Often’ – frequently or many times
- 5 – ‘All of the time’ – constantly, every day.

At this point, there is no process for measuring distance travelled. The task & finish group is considering this.

For a complete list of the secondary outcomes, their service user indicators, examples of interventions & support related to the outcome and links to legacy SP Outcomes, see [Appendix 2 – Secondary Outcomes](#)

2.3. Homeless Status at Start & End of Support

As part of the legacy SP Outcomes collection, providers had to report on the homeless status of individuals at the point they start receiving support and when the support ends, with 4 options available at the start of support and an additional option at the end of support. This requirement continues with the new HSG Outcomes Framework, with the added option of ‘*Not at threat of homeless within 56 days*’ available for the start and end of support. The options available are:

- Homeless
- At threat of Homelessness within 56 days & Need support to remain in own home
- Not at threat of Homelessness within 56 days
- Needing support to remain in own home/permanent supported accommodation
- In temporary accommodation

At the end of support there is an added option of

- Maintaining stable accommodation independently (6mths +)

For a list of the definitions for each option, see [Appendix 3 – Homeless Status Definitions](#)

2.4. Reason for leaving support

Where an individual’s support ends, providers need to report the reason for support ending.

2.5. Changes from legacy SP Outcomes framework

Providers need to report the gender of an individual, this has been amended to include non-binary, transgender, intersex or prefer not to say, in addition to male or female.

The list for project type has been extended, and ‘length of support’ has been removed.

There is no longer the requirement to report on the lead, second and third need of individuals. NPT still collect this data via other reporting mechanisms.

3. April 2023 – September 2023 - Overview

During the first reporting period for the fully implemented HSG Outcomes Framework, (April – September 2023), Outcomes were reported for 1,951 individuals.

Between them, they were receiving support against 4,258 secondary outcomes, an average of two outcomes each.

3.1. Number supported, by type of project and client group

Project Type	Client Group	
Assertive Outreach/Floating Support Services	Substance Use	28
	Young Person	22
Emergency/Temporary Accommodation Provision	Generic	299
Extra Care Services	Older Person	72
Floating Tenancy Support in own home/accommodation	Generic	1060
	Mental Health	16
	Substance Use	17
	VAWDASV	236
	Young Person	2
Long term/ Permanent Supported Accommodation	Learning Disability	10
Other Homelessness Prevention projects	Generic	106
	Mental Health	1
Refuges	VAWDASV	24
Short-term Supported Accommodation	Generic	10
	VAWDASV	15
	Young Person	33

Table 1

4. Primary Outcomes

The final version of the framework requires individuals receiving HSG support to be reported against one Primary Outcome per reporting period, based on their housing situation and the type of service received (e.g. Outreach, Supported Accommodation or Floating Support), with the addition of Primary Outcome 1, if they have returned to receive one off support / advice, after leaving a service. They may report against multiple service user indicators within each Primary Outcome (except Primary Outcome 2 – see below), with a yes / no response. Only one service user indicator needs to be recorded to achieve the overall Primary Outcome, not all service user indicators have to apply.

Chart 1 (below) shows the number of individuals reported against each Primary Outcome.

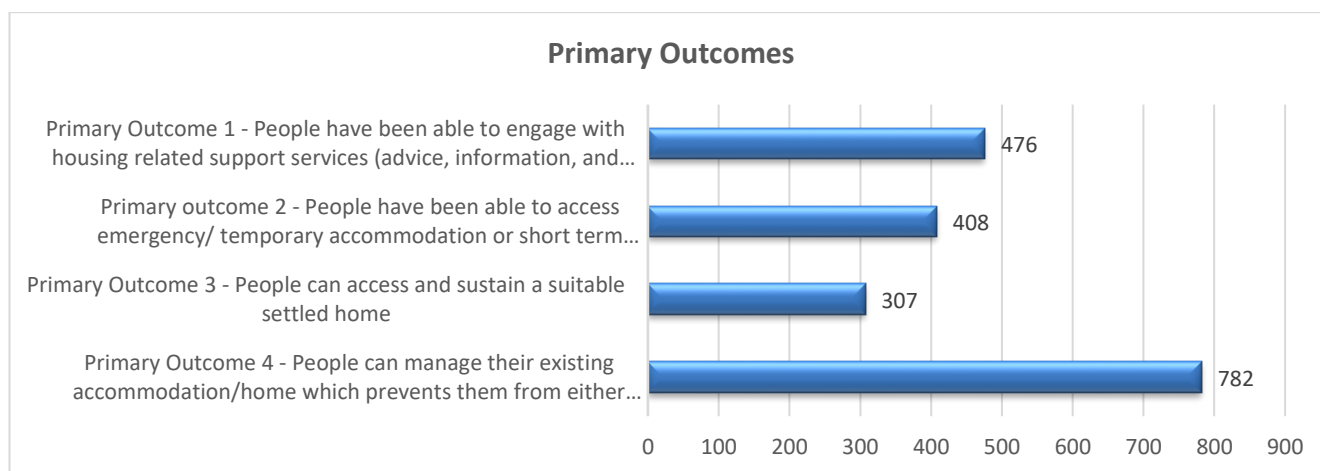


Chart 1

4.1. Primary Outcome 1 - People have been able to engage with housing related support services (advice, information, and assistance) and are better informed about the options available to them and/or know where to go for assistance

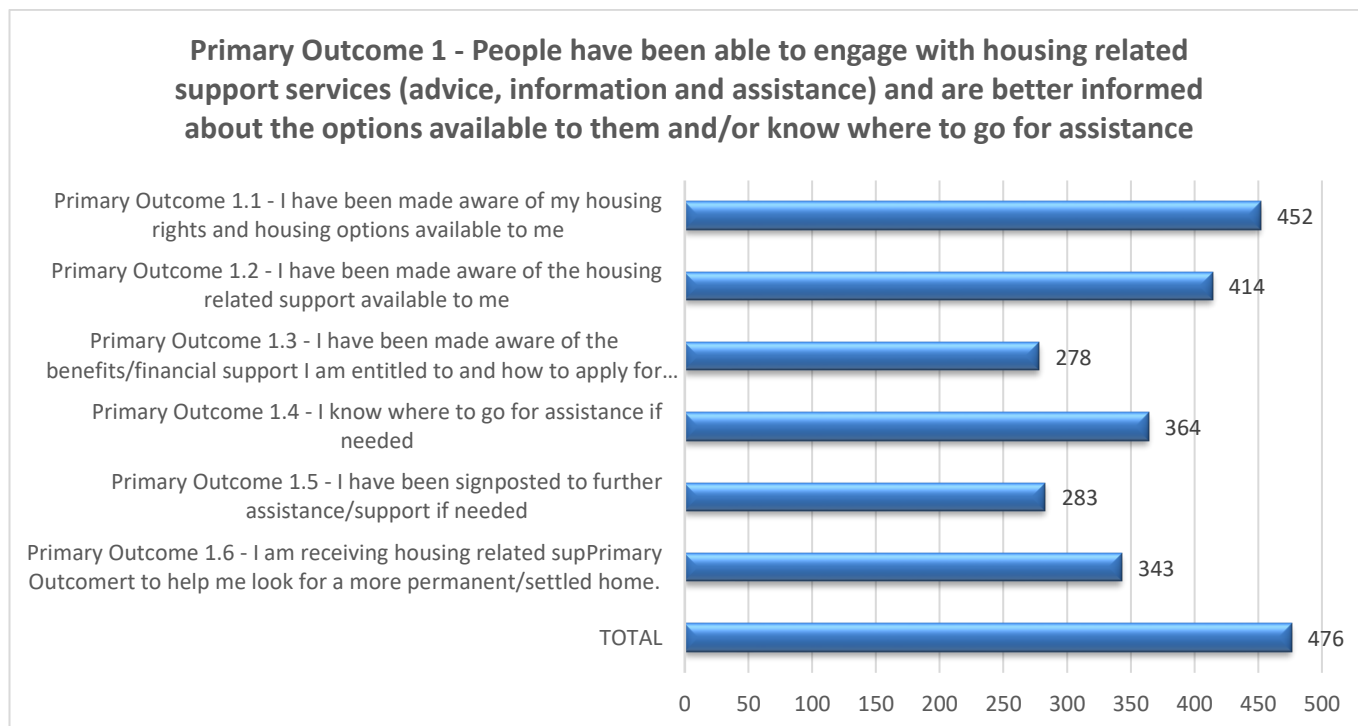


Chart 2

Primary Outcome 1 is relevant to short term support where there is no requirement to have a support plan in place, or where an individual has re-presented to a service for one-off support and advice.

Of the 476 individuals who achieved this Primary Outcome, 454 had only achieved this Primary Outcome, while a further 22 had achieved this as well as a second Primary Outcome (as a result of returning for one-off support).

On average individuals reported against 4 of the 6 service user indicators within this Primary Outcome, with 95% of individuals being made aware of their housing rights and housing options available to them, and a further 87% being made aware of the housing related support available to them.

4.2. Primary Outcome 2 - People have been able to access emergency / temporary accommodation or short-term supported accommodation

Primary Outcome 2 - People have been able to access emergency / temporary accommodation or short-term supported accommodation

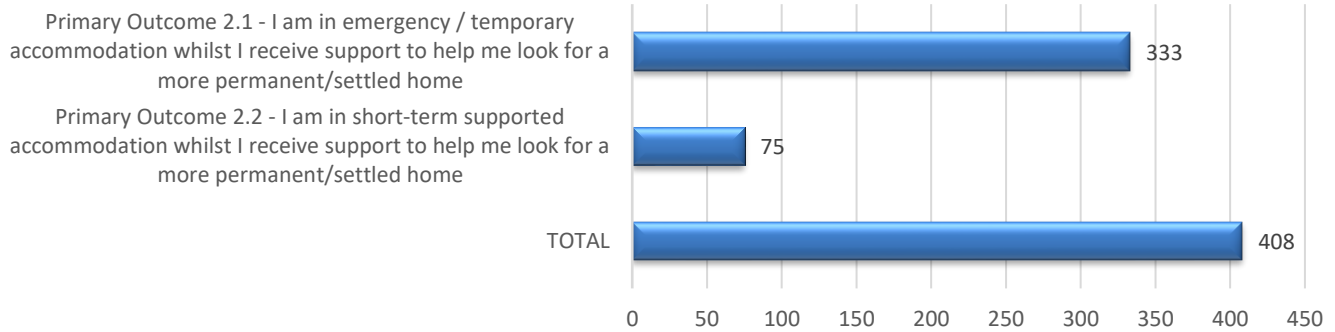


Chart 3

Unlike the other Primary Outcomes, only one service user indicator can be selected within Primary Outcome 2.

Of the 408 individuals reported against this Primary Outcome, 333 were emergency / temporary accommodation, such as homelessness interim accommodation, refuge provision or young persons crisis accommodation. 75 were in supported accommodation for young people, families who have experienced domestic abuse, or single people who have been homeless.

4.3. Primary Outcome 3 - People can access and sustain a suitable settled home

Primary Outcome 3 - People can access and sustain a suitable settled home

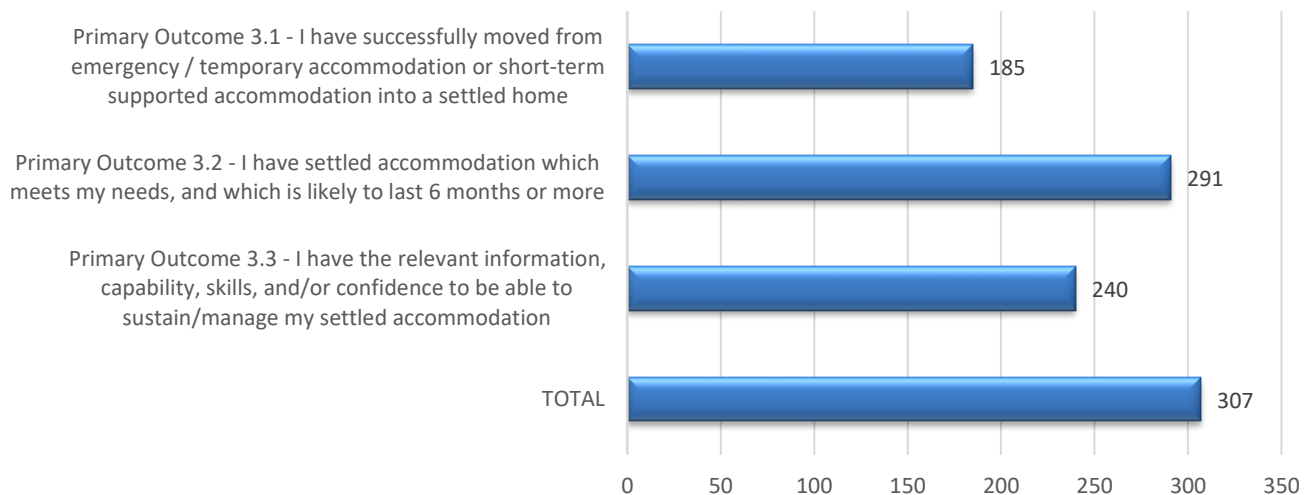


Chart 4

Primary Outcome 3 is relevant to individuals who are receiving floating support following a move from temporary or supported accommodation and have a support plan in place.

307 individuals achieved this Primary Outcome, with an average of 2 service user indicators reported against. 291 individuals had settled accommodation, with 185 moving into settled accommodation from emergency or temporary accommodation.

4.4. Primary Outcome 4 - People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services (e.g. health, social care services)

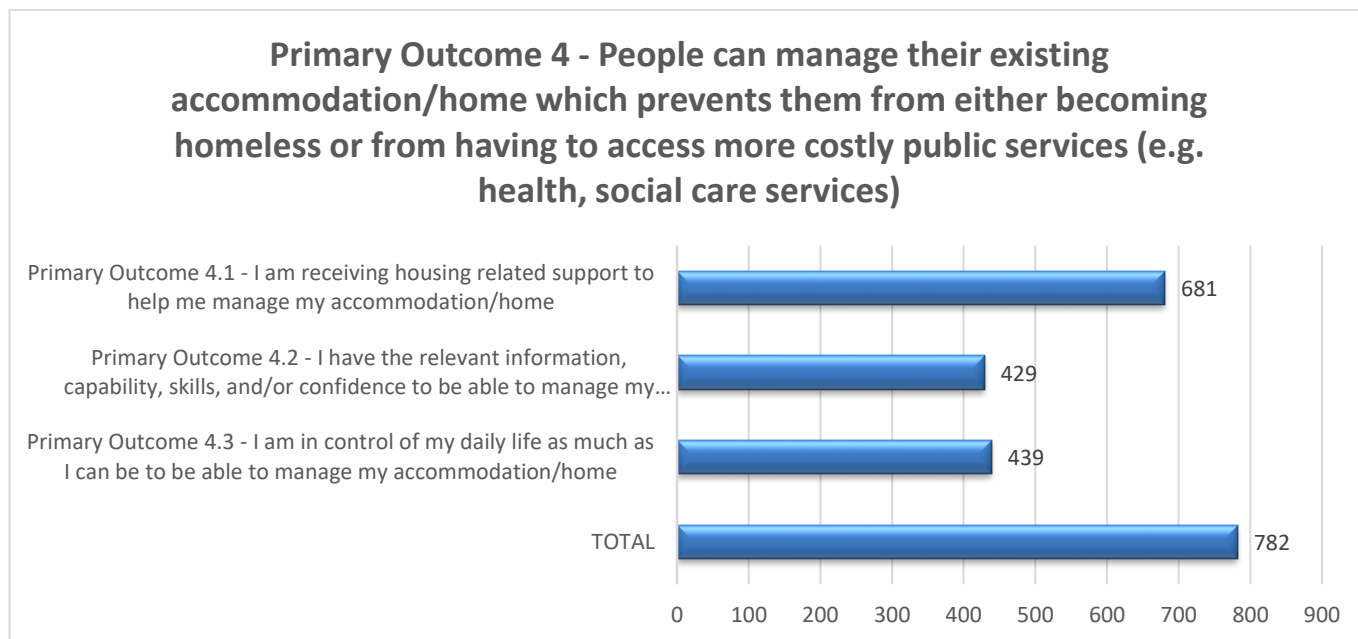


Chart 5

Primary Outcome 4 is relevant to individuals who are either receiving floating support within their existing accommodation, are in permanent supported accommodation or living within an extra care service. There is an expectation that they have a support plan in place.

782 individuals achieved this Primary Outcome, with an average of 2 service user indicators reported against.

5. Secondary Outcomes

The secondary outcomes are a menu of tailored outcomes, based on an individual's assessed needs, and support plan (where applicable). These are not goals that every individual must achieve and should be clearly aligned to the support intervention received.

While each secondary outcome includes several service user indicators, only one service user indicator needs to be recorded to achieve the overall Secondary Outcome, not all service user indicators have to apply.

In the reporting period April – September 2023, the 1,951 individuals reported on were receiving support with 4,258 outcomes, an average of two outcomes per individual.

Secondary Outcome 3 – Independence & Control was the most frequently identified, with 75% of individuals working towards this outcome. Secondary Outcome 7 - Mental Health was the second most frequently identified outcome, with 40% of individuals identifying this as an Outcome area. Both Secondary Outcome 4 – Engaged in Meaningful activity and Secondary Outcome 6 were only identified as an outcome area for less than 10% of all individuals supported.

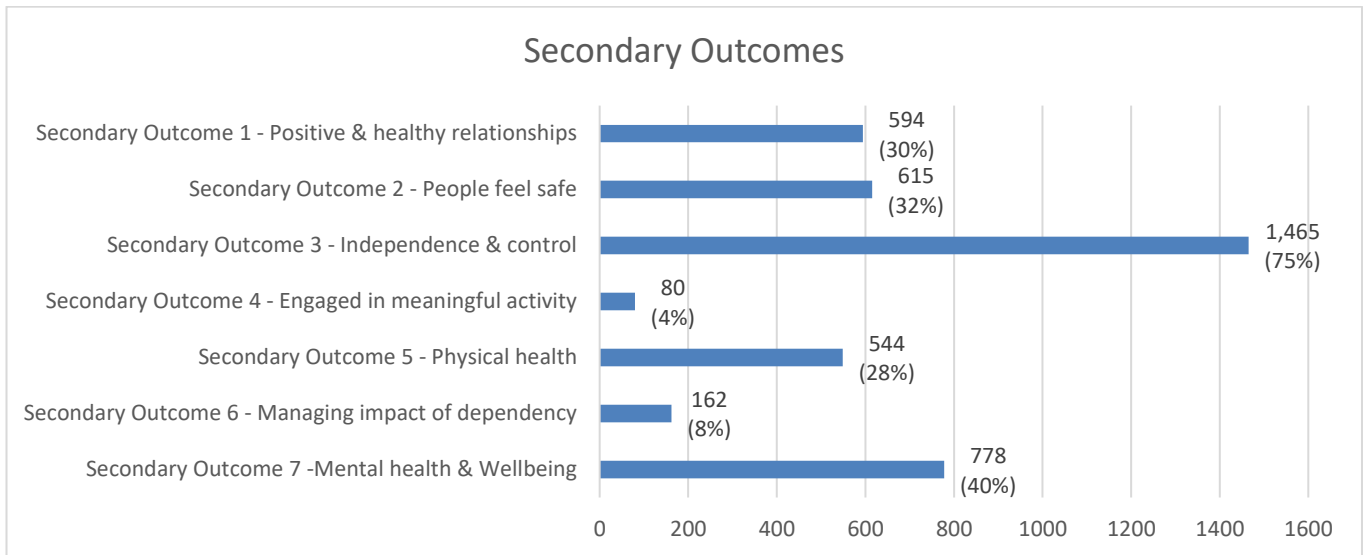


Chart 6

5.1. Secondary Outcome 1 - People have positive and healthy relationships with people in their life

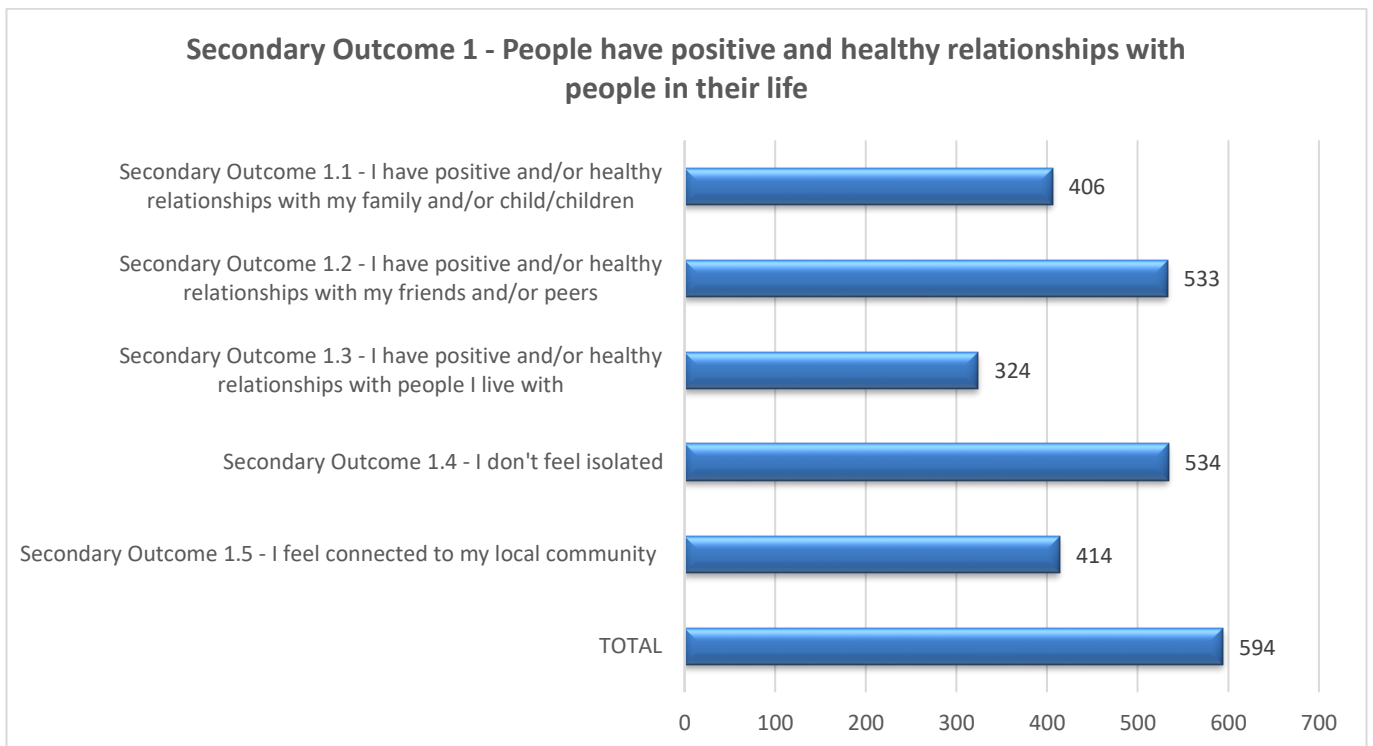


Chart 7

Five-hundred and ninety-four individuals were working towards this Secondary Outcome. This equates to nearly a third of all individuals' supported and is the fourth highest outcome area. Between the 594 individuals, they were receiving support with 2,221 service user indicators, an average of four per individual.

Over three-quarters of individuals in permanent supported accommodation, extra care services and refuges were receiving support with this outcome area.

39% of individuals working towards this outcome had a lead need of VAWDASV, with a further 36% having a lead need of generic homeless prevention.

5.2. Secondary Outcome 2 – People feel safe

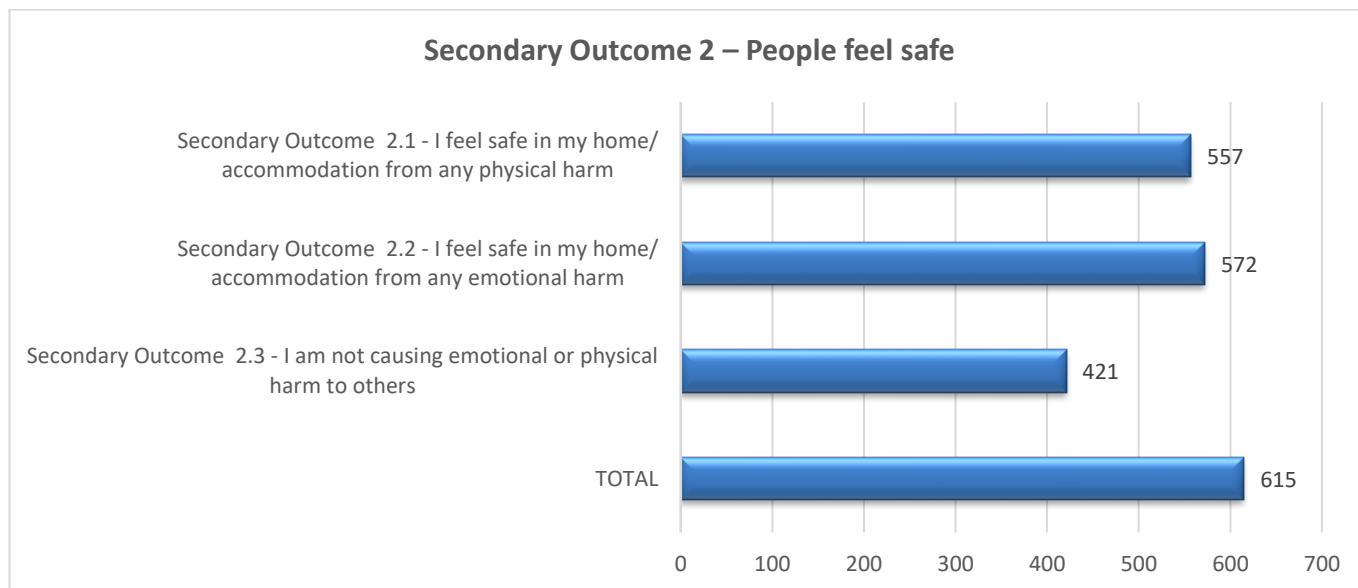


Chart 8

Six hundred and fifteen individuals were working towards this Secondary Outcome. This equates to a third of all individuals' supported and is the third highest outcome area. Between the 615 individuals, they were receiving support with 1,550 service user indicators, an average of 3 per individual.

40% of individuals working towards this outcome had a lead need of VAWDASV, with a further 38% having a lead need of generic homeless prevention, both of which are comparable with Secondary Outcome 1.

5.3. Secondary Outcome 3 – People have independence and control of their day to day lives

Secondary Outcome 3 – People have independence and control of their day to day lives

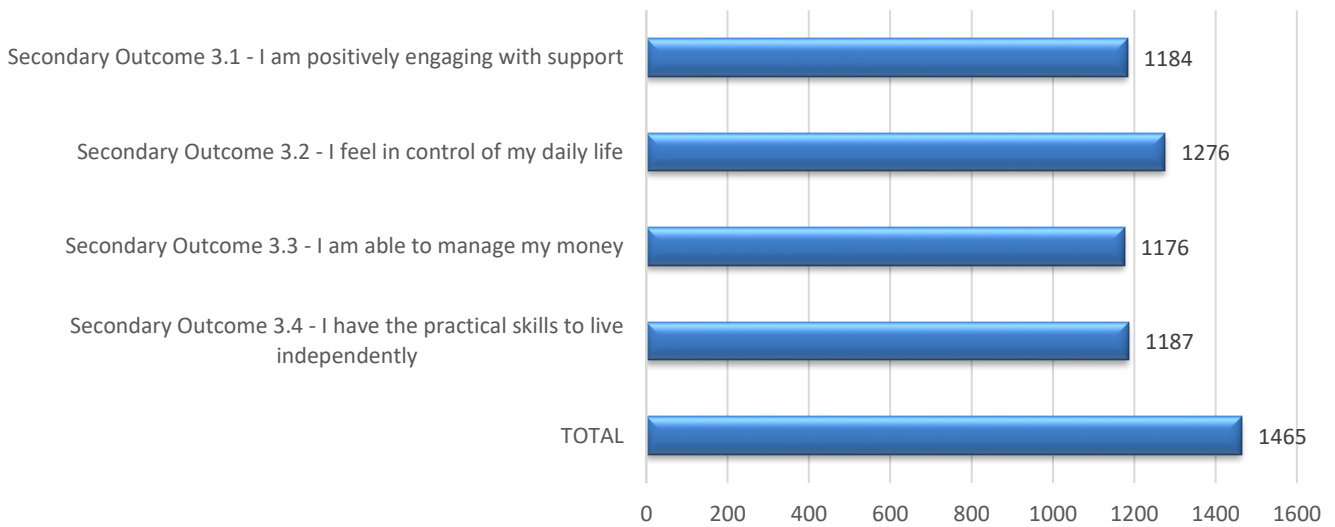


Chart 9

1,465 individuals were working towards this Secondary Outcome. This equates to three quarters of all individuals' supported and is the highest identified outcome area. Between the 1,465 individuals, they were receiving support with 4,824 service user indicators, an average of three per individual.

This Secondary Outcome was relevant for between 64% - 100% of all clients groups.

5.4. Secondary Outcome 4 - People are engaged in something meaningful to them

Secondary Outcome 4 - People are engaged in something meaningful to them

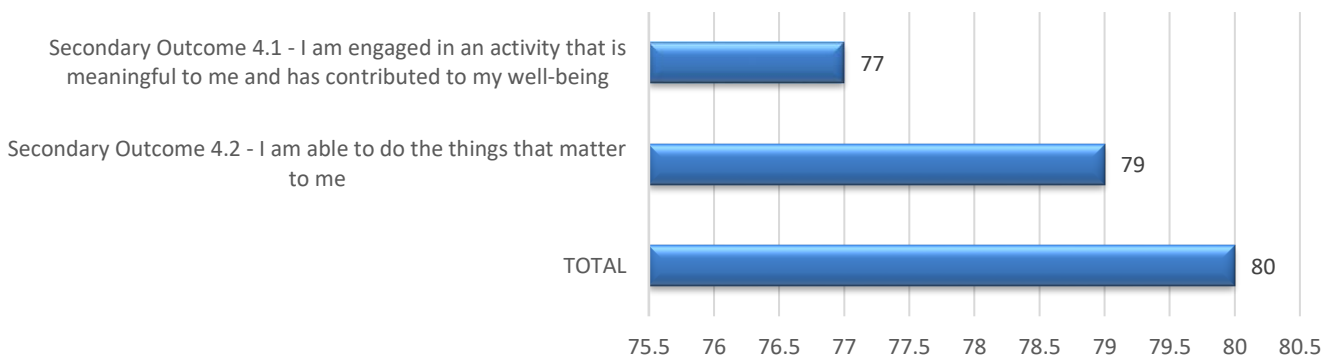


Chart 10

With only 80 (4%) of all individuals supported working towards this outcome, it was the least often identified outcome area. Nearly 100% of individuals were supported with both service user indicators

5.5. Secondary Outcome 5 - People's physical health is good

Secondary Outcome 5 - People's physical health is good

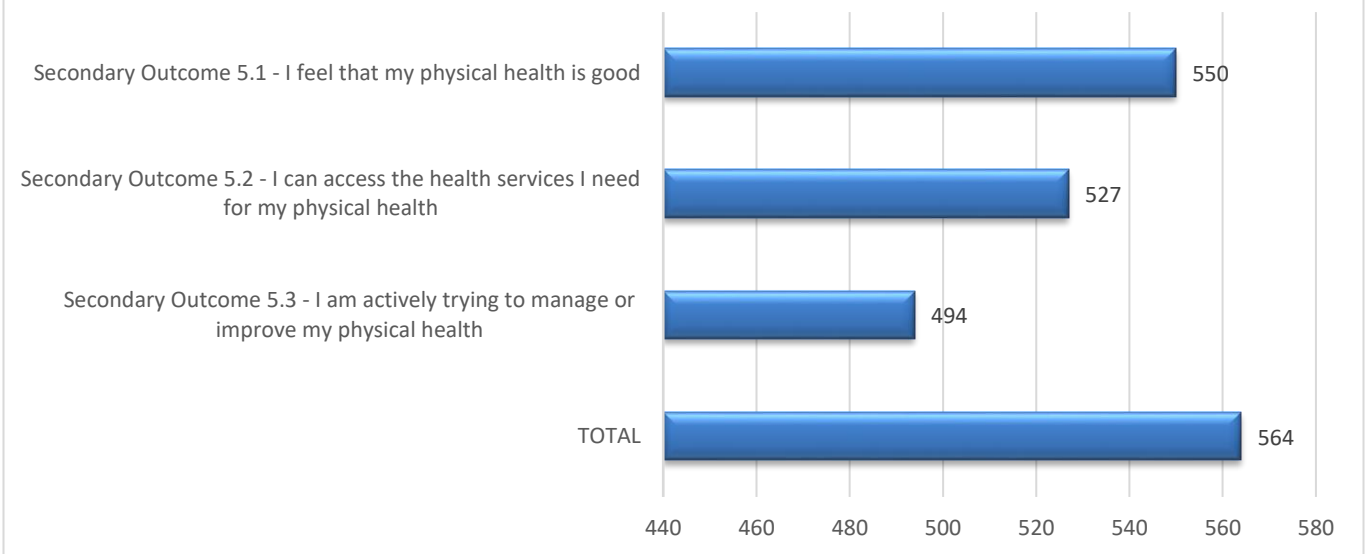


Chart 11

Five hundred and sixty-four individuals were receiving support with this Outcome. Equating to nearly a third of all individuals receiving support, this was the 5th highest reported outcome area.

While this outcome was relevant for between 80% – 100% of older people, or those with a learning disability or mental health, it was only relevant for 17% of those who were receiving generic homelessness support.

5.6. Secondary Outcome 6 - People are managing the impact of their dependency

Secondary Outcome 6 - People are managing the impact of their dependency

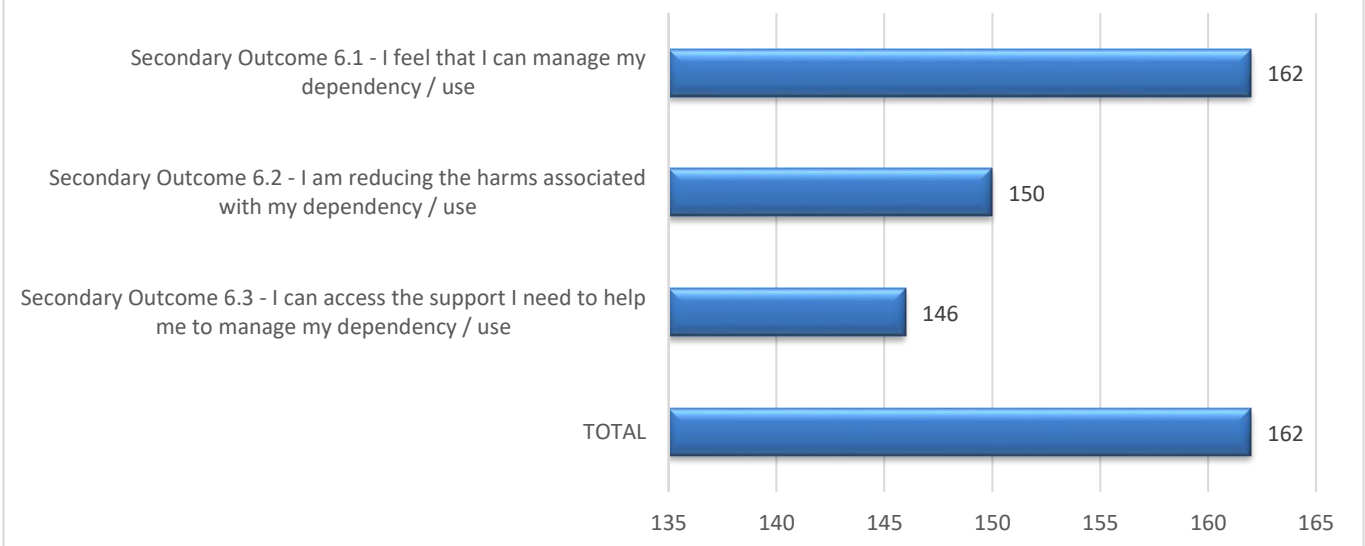


Chart 12

One hundred and sixty-two individuals were receiving support with this Outcome. Equating to just under a tenth of all individuals receiving support, this was the 6th highest reported outcome area.

While this outcome was relevant for between 67% of individuals with a substance use need, it was relevant for less than 15% of those of all other client groups.

5.7. Secondary Outcome 7 - People’s mental health and wellbeing is good

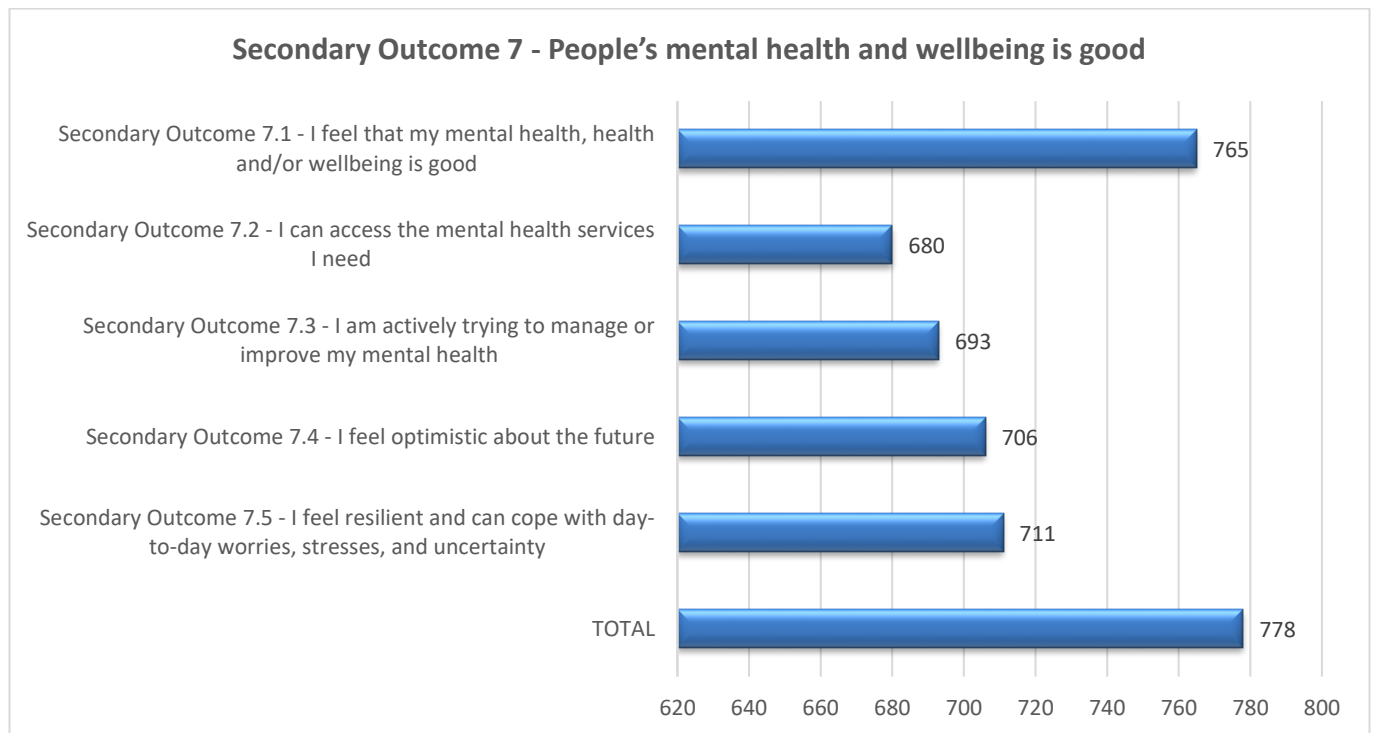


Chart 13

Seven hundred and seventy-eight individuals were working towards this Secondary Outcome. This equates to forty percent of all individuals’ supported and is the second highest identified outcome area. Between the 1,778 individuals, they were receiving support with 3,555 service user indicators, an average of five per individual.

This Secondary Outcome was relevant for between 64% - 100% of all clients groups, except generic homeless prevention, where it was relevant for 28% of individuals.

6. Homeless Status at Start & end of Support

Providers must report on the homeless status of individuals at the point they start receiving support and when the support ends, with 5 options available at the start of support and an additional option at the end of support (Maintaining stable accommodation independently (6mths +)). For a list of the definitions for each option, see [Appendix 3 – Homeless Status Definitions](#)

The chart below shows the homeless status of individuals at the start and end of support, for all 1,951 individuals reported on.

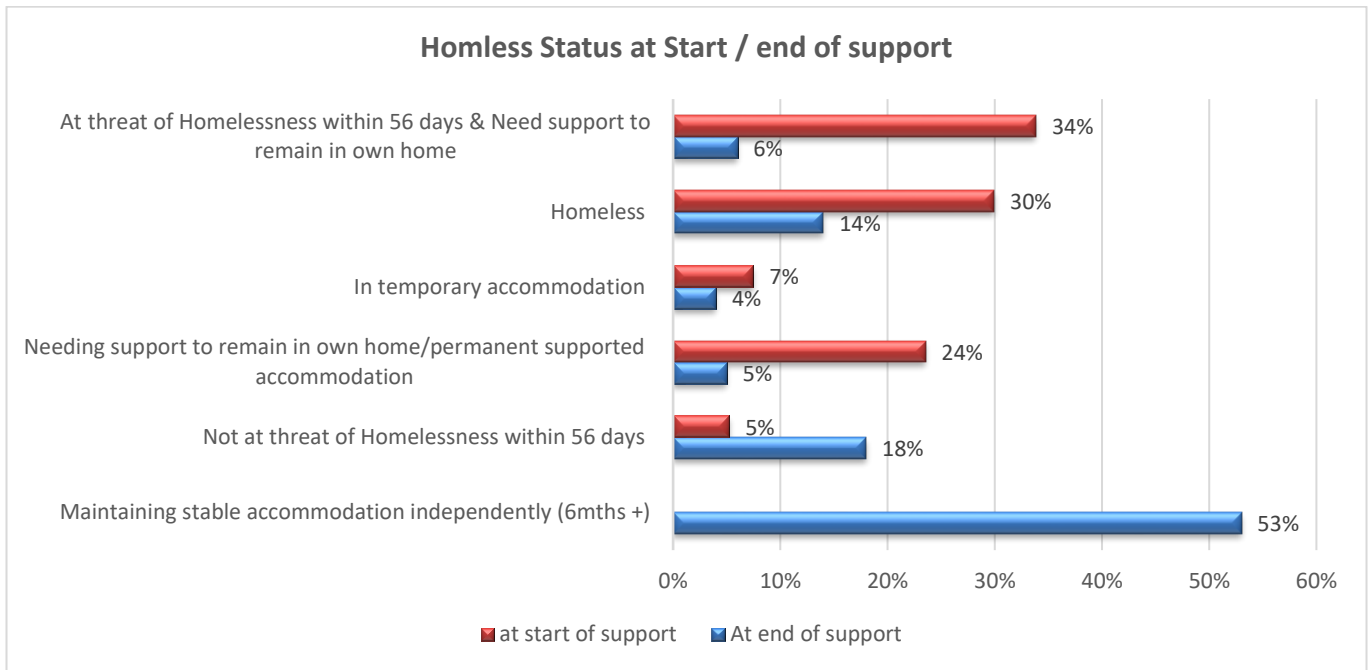


Chart 14

6.1. At threat of Homelessness within 56 days & Need support to remain in own home

660 individuals were reported at the start of support, to be at threat of Homelessness within 56 days, and requiring support to remain in their own home. Of these, 359 ended support during the reporting period.

The number of individuals reported as being at threat of homelessness at the end of support dropped to 57, a reduction of 91%.

Of the 359 who had ended support, 56 (16%) were still at threat of homeless, 10 (3%) had become homeless, and 9 (3%) had moved into temporary accommodation. A further 4 (1%) were reported as requiring support to remain in their own home/permanent supported accommodation, 90 (25%) were no longer at threat of homelessness within 56 days, and 190 (53%) were maintaining stable accommodation independently.

6.2. Homeless

584 individuals were reported as being homeless, at the start of support, with 296 ending support during the reporting period.

Of the 296 individuals whose support ended, 115 (29%) were still reported as being homeless and 7 (2%) had moved into temporary accommodation. The remaining 174 (59%) reported as not being at threat of homelessness, or were maintaining stable accommodating independently, with 4 of these requiring support to remain in their own home.

129 individuals reported as being homeless at the end of support, a reduction of 78%.

6.3. In temporary accommodation

146 individuals were in temporary accommodation at the start of support, with 53 (36%) ending support.

Of these 53, 23 (43%) were maintaining stable accommodation, with 3 (6%) becoming homeless and 23 (43%) still in temporary accommodation

6.4. Not at threat of Homelessness within 56 days

102 individuals reported as not being at threat of homelessness at the start of support, with 50 individuals ending support. Of these 49 (98%) were still reported as either not at threat of homelessness or maintaining stable accommodation.

6.5. Needing support to remain in own home/permanent supported accommodation

459 individuals required support to remain in their own home, at the start of support. Of the 176 that ended support during the reporting period, 134 (76%) were either not at threat of homelessness or were maintaining stable accommodation. A further 38 (22%) still required support to remain in their home.

7. Reason for Support Ending

The table below shows the reasons that support ended, with over half of individuals ending support as they had either moved into settled accommodation, or had their housing related support needs met.

Reason Support Ended	Number	%
Moved in to settled accommodation (and no longer need support)	255	27%
Housing related support needs have been met	249	27%
Non-engagement with support	162	17%
Support no longer required	109	12%
N/A for one off services	43	5%
Moved to another HSG service/provider (but still receiving housing related support)	28	3%
Moved out of the area	26	3%
Other	22	2%
Entered prison/young offender's institution	16	2%
Deceased	9	1%
Moved into a longer-term care or health service (e.g. care home/home care/hospital/hospice)	7	1%
Moved into supported living, extra care, or sheltered housing (and no longer need housing related support)	6	1%
Entered specialist health services (e.g. Mental Health Unit/Detox Unit)	2	0%

Table 2

Appendix 1 – Primary Outcomes

Primary Outcome / Service User Indicator	Types of activities / interventions	Relevant Service Type
<p>Primary Outcome 1. People have been able to engage with housing related support services (advice, information, and assistance) and are better informed about the options available to them and/or know where to go for assistance</p> <p>1.1. I have been made aware of my housing rights and housing options available to me</p> <p>1.2. I have been made aware of the housing related support available to me</p> <p>1.3. I have been made aware of the benefits/financial support I am entitled to and how to apply for them</p> <p>1.4. I know where to go for assistance if needed</p> <p>1.5. I have been signposted to further assistance/support if needed</p> <p>1.6. I am receiving housing related support to help me look for a more permanent/settled home.</p>	<p>Establishing and building trusting relationships with people who are not engaged with services</p> <p>Raising awareness of housing options/housing rights</p> <p>Raising awareness of housing related support available and where to go for assistance</p> <p>Raising awareness of the benefits/financial support the individual may be entitled and how to claim by advising and signposting to appropriate services</p> <p>Provision of housing related support to individuals who are homeless to help access a settled home/accommodation.</p> <p>Signposting/referring or help to access appropriate services, for example:</p> <p>Signposting to local authority housing options/homelessness services</p> <p>Help/signpost to sources/funding to access essential needs (food, clothing, furniture, essential appliances)</p> <p>Help to access/register with healthcare (e.g. GP, dentist, mental health services, midwife)</p> <p>Single issue' help (e.g. help with benefit claim, help to deal with a letter/bill, help to set up utilities in new home)</p>	<p>Assertive outreach/floating support services</p> <p>Day Time Drop in Services</p> <p>Any service that has provided one-off support/advice to an individual that has re-presented/returning after leaving a HSG service</p>
<p>Primary Outcome 2. People have been able to access emergency / temporary accommodation or short-term supported accommodation</p>	<p>Raising awareness of housing options/housing rights</p> <p>Raising awareness of housing related support available</p>	<p>Emergency / temporary Accommodation</p>

Primary Outcome / Service User Indicator	Types of activities / interventions	Relevant Service Type
<p>2.1. I am in emergency / temporary accommodation whilst I receive support to help me look for a more permanent/settled home</p> <p>2.2. I am in short-term supported accommodation whilst I receive support to help me look for a more permanent/settled home</p>	<p>Provision of ongoing housing related support</p> <p>Access to emergency/ temporary accommodation and provision of support to look for a more permanent/settled home</p> <p>Support to access short-term supported accommodation and sustain the accommodation until a more permanent solution is found</p> <p>Support for VAWDASV survivors to access refuge accommodation /dispersed accommodation and ongoing housing related support</p> <p>Signposting and facilitating access to relevant private, public, voluntary services to support an individual's health and wellbeing</p>	<p>Short-term Supported Accommodation (including Refuges)</p>
<p>Primary Outcome 3. People can access and sustain a suitable settled home</p> <p>3.1. I have successfully moved from emergency / temporary accommodation or short-term supported accommodation into a settled home</p> <p>3.2. I have settled accommodation which meets my needs, and which is likely to last 6 months or more</p> <p>3.3. I have the relevant information, capability, skills, and/or confidence to be able to sustain/manage my settled accommodation</p>	<p>Support to access and sustain an occupation contract in the PRS (e.g. bond certificate, Landlord mediation, HRS)</p> <p>Support to access Housing First Accommodation</p> <p>Provision of ongoing housing related support</p> <p>Providing advice and support around sustaining an occupation contract/managing accommodation with appropriate support as outlined within the HSG criteria</p> <p>Raising awareness of contract-holder obligations/contract-holder rights/housing rights in order to retain a housing situation</p> <p>Enabling and facilitating access to finance/debt advice and be given the skills to manage their money in the future</p>	<p>Private Rented Sector Access Scheme</p> <p>Housing First</p> <p>Floating support</p>

Primary Outcome / Service User Indicator	Types of activities / interventions	Relevant Service Type
	<p>Enabling and facilitating the service user to claim welfare benefits/maximise income by advising and signposting to appropriate services</p> <p>Signposting and facilitating access to relevant private, public, voluntary services to support an individual's health and wellbeing</p> <p>Enabling and facilitating service users to access education, training or work or meaningful activities</p> <p>Access to mediation services (landlord and family)</p>	
<p>Primary Outcome 4. People can manage their existing accommodation/home which prevents them from either becoming homeless or from having to access more costly public services (e.g. health, social care services)</p> <p>4.1. I am receiving housing related support to help me manage my accommodation/home</p> <p>4.2. I have the relevant information, capability, skills, and/or confidence to be able to manage my accommodation/home</p> <p>4.3. I am in control of my daily life as much as I can be to be able to manage my accommodation/home</p>	<p>Signposting/facilitating access to appropriate services which enable a service user to have the skills, confidence, and independence to maintain their home (in line with HSG criteria). For example:</p> <ul style="list-style-type: none"> • Raising awareness of contract-holder obligations/contract-holder rights/housing rights in order to retain a housing situation • Enabling and facilitating access to finance/debt advice and be given the skills to manage their money in the future • Enabling and facilitating the service user to claim welfare benefits/maximise income by advising and signposting to appropriate services • Signposting and facilitating access to relevant private, public, voluntary services to support an individual's health and wellbeing 	<p>Floating Support in their own home</p> <p>Long term/Permanent Supported Accommodation</p> <p>Extra Care Services</p>

Primary Outcome / Service User Indicator	Types of activities / interventions	Relevant Service Type
	<ul style="list-style-type: none"> • Enabling and facilitating service users to access education, training or work or meaningful activities • Access to mediation services (landlord and family) • Projects that provide target hardening equipment to enable victims of domestic abuse to remain safe in their own home • Provision of alarms • Signposting to services/funding in relation to organising repairs or improvements to their homes, or adaptations, or other appropriate services 	

Appendix 2 – Secondary Outcomes

Secondary Outcome / Service User Indicator	Types of activities / interventions	Links to legacy SP Outcomes
<p>Secondary Outcome 1. People have positive and healthy relationships with people in their life</p> <p>1.1. I have positive and/or healthy relationships with my family and/or child/children</p> <p>1.2. I have positive and/or healthy relationships with my friends and/or peers</p> <p>1.3. I have positive and/or healthy relationships with people I live with</p> <p>1.4. I don't feel isolated</p> <p>1.5. I feel connected to my local community</p>	<p>Access to family mediation</p> <p>Enabling individuals to establish links with local communities to alleviate loneliness and establish meaningful relationships</p> <p>Enabling individuals to establish / re-establish appropriate links with family and friends</p> <p>Enabling people to recover from abusive or violent relationships</p> <p>Support to move on from negative relationships</p>	<p>Feeling Safe</p> <p>Managing Relationships</p> <p>Feeling part of the community</p>
<p>Secondary Outcome 2. People feel safe in their home / accommodation from either physical or emotional harm, or People are contributing to the safety and wellbeing of themselves</p> <p>2.1. I feel safe in my home/ accommodation from any physical harm</p> <p>2.2. I feel safe in my home/ accommodation from any emotional harm</p> <p>2.3. I am not negatively impacting the emotional or physical well-being of others</p>	<p>Access to family mediation services</p> <p>Projects that provide target hardening equipment or other support to enable victims of domestic abuse to remain safe in their own home</p> <p>Supporting people to escape or avoid other forms of abuse, violence, or exploitation</p> <p>Provision of alarms</p> <p>Supporting people to reduce anti-social behaviour</p> <p>Supporting people to reduce or avoid re-offending</p>	<p>Feeling Safe</p> <p>Contributing to the safety and well-being of themselves and of others</p> <p>Managing Relationships</p>
<p>Secondary Outcome 3. People have independence and control of their day to day lives</p>	<p>Enabling and facilitating access to advice services and be given the skills to</p>	<p>Managing accommodation</p> <p>Managing money</p>

Secondary Outcome / Service User Indicator	Types of activities / interventions	Links to legacy SP Outcomes
<p>3.1. I am positively engaging with support</p> <p>3.2. I feel in control of my daily life</p> <p>3.3. I am able to manage my money</p> <p>3.4. I have the practical skills to live independently</p>	<p>manage their money and able to maintain their accommodation in the future and live independently:</p> <p>Enabling and facilitating the individual to maintain their housing situation by assisting them to make appropriate payment plans or payments to service providers that relate to their property, e.g. utilities, landlords and prevent the loss of their home due to debt.</p> <p>Enabling and facilitating the service user to budget and to be given the skills to manage their budget in the future.</p> <p>Supporting people to develop practical life skills, such as cooking, cleaning, washing and other housekeeping tasks</p> <p>Supporting people or signposting people to services or technologies that help them to develop confidence, literacy, or computer skills to help them manage their lives independently</p> <p>Signposting to appropriate services which enable a service user to retain their home (with an expectation that the service user will not require this advice on an ongoing basis)</p>	<p>Leading a healthy and active lifestyle</p>

Secondary Outcome / Service User Indicator	Types of activities / interventions	Links to legacy SP Outcomes
	Signposting to appropriate services in relation to organising repairs or improvements to their homes, or adaptations, or other appropriate services	
<p>Secondary Outcome 4. People are engaged in something meaningful to them</p> <p><i>This outcome reflects any activity that the provider/support worker has facilitated the individual to access as part of addressing their housing support needs, and has subsequently enabled them to have the capability, independence, skills and/or confidence to access and/or maintain a stable and suitable home/accommodation.</i></p> <p>4.1. I am engaged in an activity that is meaningful to me and has contributed to my well-being E.g.</p> <ul style="list-style-type: none"> ○ Education ○ Training ○ Voluntary opportunities ○ Employment ○ Sports and recreation ○ Hobbies ○ Other activities in the community ○ Diversionary Activities <p>4.2. I am able to do the things that matter to me</p>	Signposting and facilitating individuals to access education, training, employment or voluntary work, or activities in their community. These should be person-centred and strengths-based, helping to provide people with a sense of purpose and improve their well-being.	<p>Engaging in education/learning</p> <p>Engaged in employment/voluntary work</p> <p>Feeling part of the community</p> <p>Leading a healthy and active lifestyle</p>
<p>Secondary Outcome 5. People's physical health is good</p> <p>5.1. I feel that my physical health is good</p> <p>5.2. I can access the health services I need for my physical health</p> <p>5.3. I am actively trying to manage or improve my physical health</p>	Signposting and facilitating initial access to (public) health services (and any appropriate re-referral during the period of support provision), e.g. signing on with a doctor or dentist. (Housing related support does not extend to regularly accompanying individuals	<p>Physically healthy</p> <p>Leading a healthy and active lifestyle</p>

Secondary Outcome / Service User Indicator	Types of activities / interventions	Links to legacy SP Outcomes
	<p>to health appointments or counselling)</p> <p>Signposting and supporting access to information that people can use to improve their physical health (e.g. healthy eating, low level exercise)</p> <p>Signposting and facilitating access to sport and recreational activity in the community</p>	
<p>Secondary Outcome 6. People are managing the impact of their dependency</p> <p>6.1. I feel that I can manage my dependency / use</p> <p>6.2. I am reducing the harms associated with my dependency / use</p> <p>6.3. I can access the support I need to help me to manage my dependency / use</p> <p><i>This may relate to substance use/dependency or behavioural dependency</i></p>	<p>Signposting and facilitating access to specialist support to deal with dependency issues</p> <p>Providing ongoing, non-judgemental, non-specialist support to deal with substance use/ dependency or behavioural dependency</p> <p>Supporting people re: harm reduction e.g. needle exchange</p>	<p>Contributing to the safety and well-being of themselves and of others</p>
<p>Secondary Outcome 7. People's mental health and wellbeing is good</p> <p>7.1. I feel that my mental health, health and/or wellbeing is good</p> <p>7.2. I can access the mental health services I need</p> <p>7.3. I am actively trying to manage or improve my mental health</p> <p>7.4. I feel optimistic about the future</p> <p>7.5. I feel resilient and can cope with day-to-day worries, stresses, and uncertainty</p>	<p>Signposting and facilitating access to emotional support which promotes resilience and well-being for service users in receipt of a housing related support service</p> <p>Signposting and facilitating access to specialist mental health support</p> <p>Providing psychologically informed, non-judgmental listening and support</p>	<p>Mentally healthy</p> <p>Leading a healthy and active lifestyle</p>

Appendix 3 – Homeless Status Definitions

Homelessness is where a person lacks accommodation or where their tenure is not secure. Rough sleeping is the most visible and acute end of the homelessness spectrum, but homelessness includes anyone who has no accommodation, cannot gain access to their accommodation or where it is not reasonable for them to continue to occupy accommodation. This would include overcrowding, ‘sofa surfing,’ victims of abuse and many more scenarios. A person is also homeless if their accommodation is a moveable structure and there is no place where it can be placed (Strategy for Preventing and Ending Homelessness 2019)

<p>Homeless</p>	<p>This would include an assortment of individuals with a variety of circumstances, who are eligible for HSG support (see HSG Guidance for eligibility criteria). Individuals in this category are not in receipt of temporary accommodation. Examples of those who are homeless might include (but will not be limited to):</p> <ul style="list-style-type: none"> - Those sofa surfing - Those sleeping rough - Those who have already been evicted (either by landlord or family) - Those who have left prison or the armed forces and have nowhere to go <p>Those who are resident in accommodation that may be subject to disrepair, overcrowding or experiencing domestic abuse.</p>
<p>At Threat of Homelessness within 56 days & need support to remain in own home</p>	<p>This would also cover those who are at threat of homelessness in the next 7 days, and could cover (but would not be limited to):</p> <ul style="list-style-type: none"> - those who are at risk of domestic abuse - those who have been threatened with eviction (either by landlord – legal notice received - or family). <p>This option includes those who need immediate help to remain in their own home/keep their occupation contract.</p>
<p>Not at Threat of Homelessness within 56 days</p>	<p>This would cover those who are in an insecure tenancy for example, those being evicted but not within 56 days or have not gone through the homelessness system yet.</p>
<p>Needing support to remain in own home/permanent supported accommodation</p>	<p>This covers (but is not limited to):</p> <ul style="list-style-type: none"> - those with learning difficulties/mental health issues/older persons/those with substance use issues - those likely to be at threat of eviction in the future, without support. <p>This option includes those who will require long term support to continue living independently and which prevents them from either becoming</p>

	homeless or from having to access more costly public services (e.g. health, social care services).
In Temporary Accommodation	<p>This covers those who are currently being housed in emergency / temporary accommodation or short-term supported accommodation, for example:</p> <ul style="list-style-type: none"> - Emergency / Temporary Accommodation e.g. Triage Assessment Centres. - Short-term supported accommodation, including refuges
Maintaining Stable Accommodation Independently (6months+)	<p>This option will cover all those who, at the end of their support, are in accommodation likely to last at least 6 months or more and can maintain that accommodation/ occupation contract without support.</p> <p>This accommodation can be family/friends with a sense of permanence to the arrangement (own room), private sector or social rented occupation contract.</p> <p>This option also covers those who no longer need support to remain in their own home/accommodation and no longer at threat of homelessness.</p>

Appendix 4 – Housing Support Gateway 2022/23

Overview

The Housing Support Gateway (formerly Supporting People Gateway) was established in July 2017, to initially manage referrals for the Wallich PAWS Floating Support Service. This was extended in 2018 to include referrals for Young Persons Supported Accommodation services, and a comprehensive referral, assessment and allocations process was developed in conjunction with support providers. During 2020, the Gateway was again extended to manage referrals for Generic Homeless Supported Accommodation, Mental Health Floating Support and Supported Accommodation, and Substance Use Floating Support. From April 2021 the Gateway took over referral management for Supported Accommodation for Women who have experienced DVA, and from August / September 2021, the additional units of Supported Accommodation for Young People, and those with Mental Health / Complex Needs. Since the Housing Support Gateway (HS Gateway) was established, there has been a steady increase in referrals received at the Gateway, particularly during the Covid-19 pandemic (20/21).

Services Accessed via HS Gateway

Between 2017, when the HS Gateway was established, and 2021, the number of providers / schemes accessed via the Gateway has increased from 1 to 14. The number of units has increased from 360 to 539, an increase of 50%.

Provider / Scheme	Number of Contracted Units					
	17/18	18/19	19/20	20/21	21/22	22/23
Wallich PAWS (Generic)	340	340	340	340	340	340
Llamau (Young Persons)	-	35	35	35	35	35
Clarewood (Young Persons)	-	8	8	8	8	8
Adferiad (Sub/Alcohol Use)	-	-	-	16	22	22
Caredig Wish (Mental Health)	-	-	-	6	7	7
Goleudy (Homelessness)	-	-	-	12	12	12
Platform (Mental Health)	-	-	-	33	42	42
Caredig Terminus 2 (Mental Health / Complex Needs)	-	-	-	-	6	6
Stori (VAWDASV)	-	-	-	-	14	14
Wallich PAWS Rapid Rehousing	-	-	-	-	16	16
Wallich PAWS Supported Accommodation (Homelessness)	-	-	-	-	-	12
	340	383	383	450	508	520

Referrals

A total of 668 referrals were received at the HS Gateway between 01/04/22- 31/03/23 for both Floating Support (FS) and Supported Accommodation (SA) services.

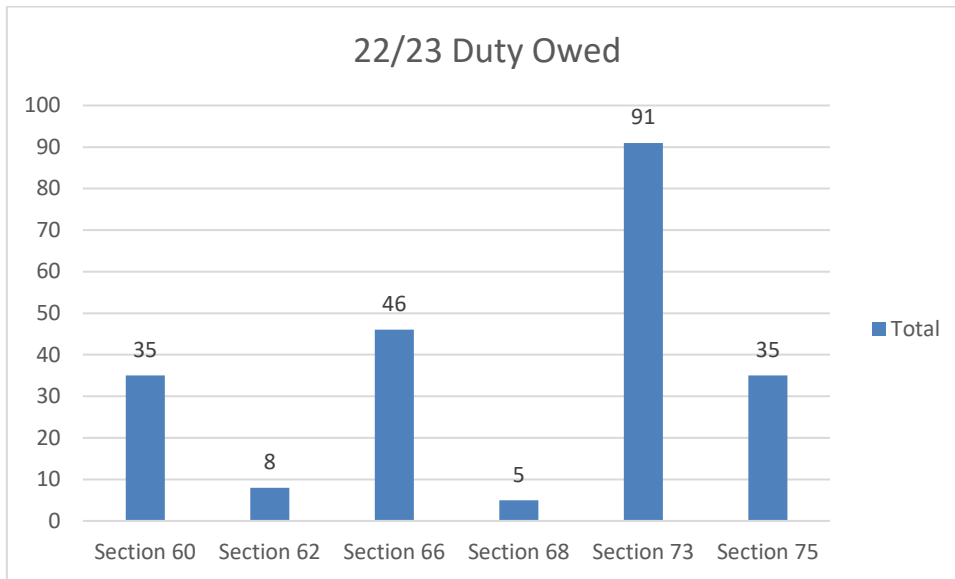
A total of 567 referrals were for FS, whilst 163 referrals were for SA. The below table (Table 1) shows a breakdown of the numbers of referrals sent per referrer group. The total amount of referrals received has decreased from the year prior 21/22, where the total amount of referrals received was 776. However, we have still had an increase in SA referrals of 23% from the previous financial year.

The percentage of referrals received from each referrer, highlights that Housing Options Team (HOT) remains the main referrer for Floating Support & in total, with a majority of 34% of all referrals received at the HS Gateway.

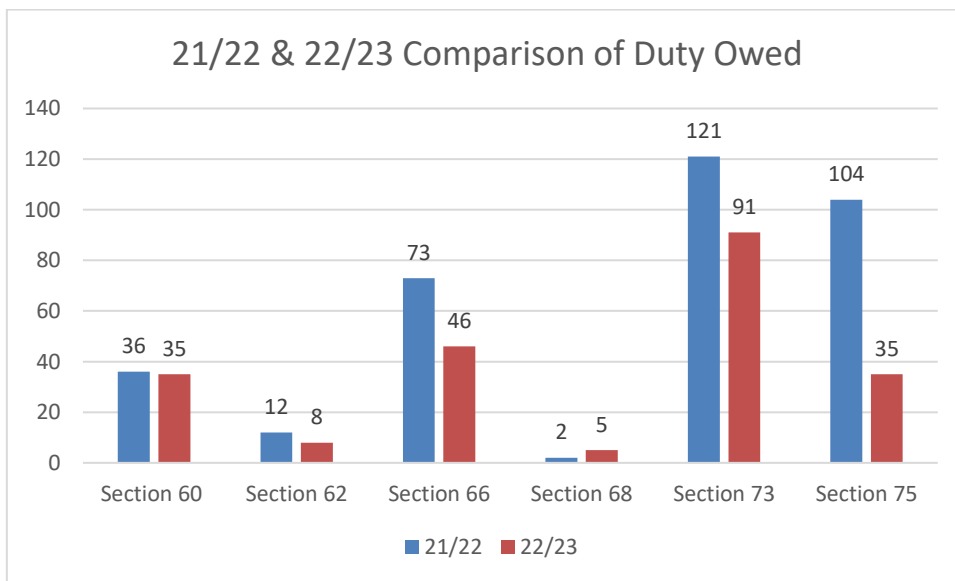
Referrer	Floating Support	Supported Accommodation	Total
<i>Civic</i>	111	11	157
<i>Interim</i>	57	29	109
HOT Total	168 (30 %)	40 (25 %)	208 (31 %)
Tai Tarian	59	5	107
Coastal	14	2	25
Pobl Group	8	2	23
RSL Total	81 (14 %)	9 (6 %)	90 (13 %)
Children's Services	26	27	20
Social Services (including Adult Services, SPOC, FAST)	53	23	25
Social Services Total	79 (14 %)	50 (31 %)	155 (19 %)
Adferiad	3	0	14
Calan DVS	2	3	12
Clarewood	0	12	2
Dewis	1	4	9
Llamau	2	5	2
Platfform	19	3	6
Stori	4	5	6
Wallich	151	4	170
Women's Aid	2	1	5
HSG/HPG funded Services Total	184 (32 %)	37 (18 %)	226 (32 %)
Probation	5 (<1 %)	4 (2 %)	9 (1 %)
Other DA Services	4 (<1 %)	6 (4 %)	10 (2 %)
Other	39 (7 %)	17 (10%)	56 (8 %)
TOTAL REFFERALS	560	163	709

HOT Duty

Of all referrals received, 220 applicants were owed a Duty with HOT. Below chart (Chart 1) shows the breakdown of type of Duty owed at point of referral. Highlighting that the majority of applicants who are owed a duty, are owed a relief duty, to help secure accommodation for homeless applicants (S73).



There has been a decrease in duty owed across all sections (excluding S68), from the previous year, as seen in the breakdown below:



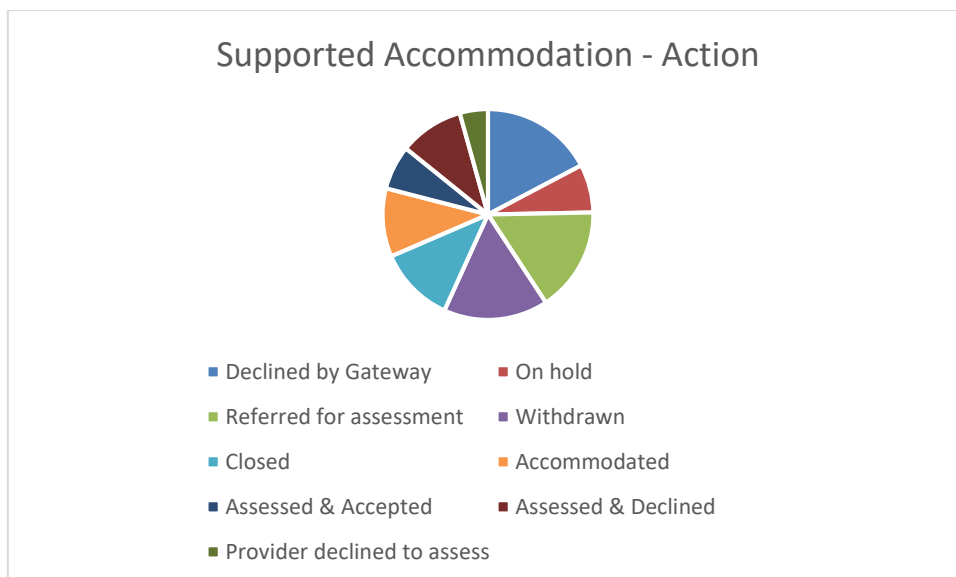
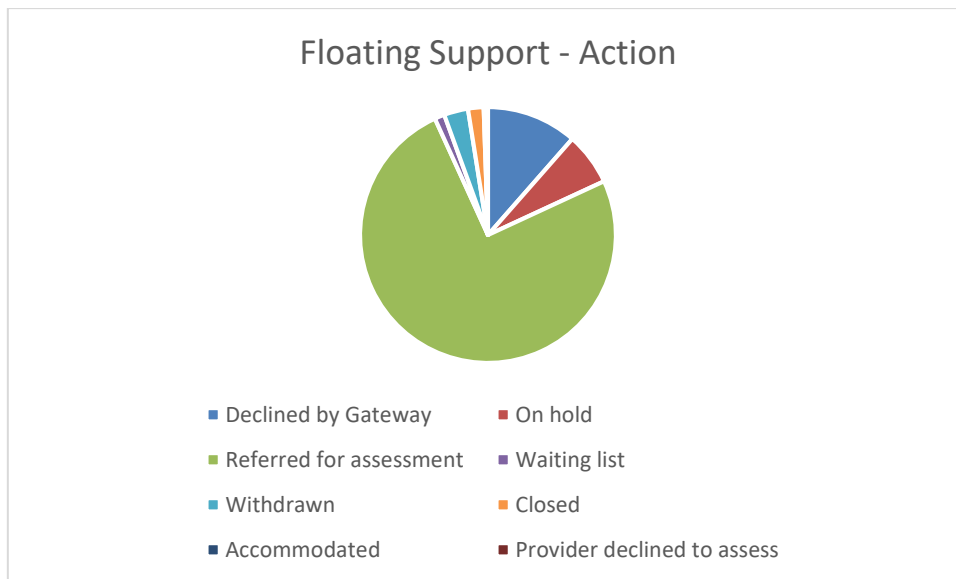
Action following receipt of referral

The below charts (Charts 2.1 & 2.2) shows the 'action' following the referrals received at the Gateway across FS and SA referrals. There a number of reasons why the applicant may not be referred for assessment / accommodated (supported accommodation), these include;

- The applicant has withdrawn their referral – this could be due to no longer requiring the support requested; moving out of area etc.;

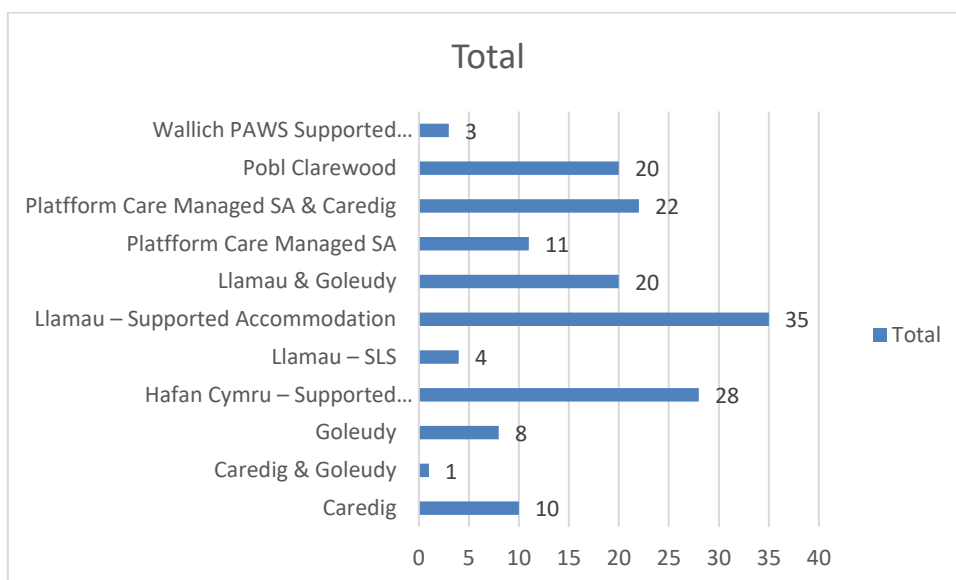
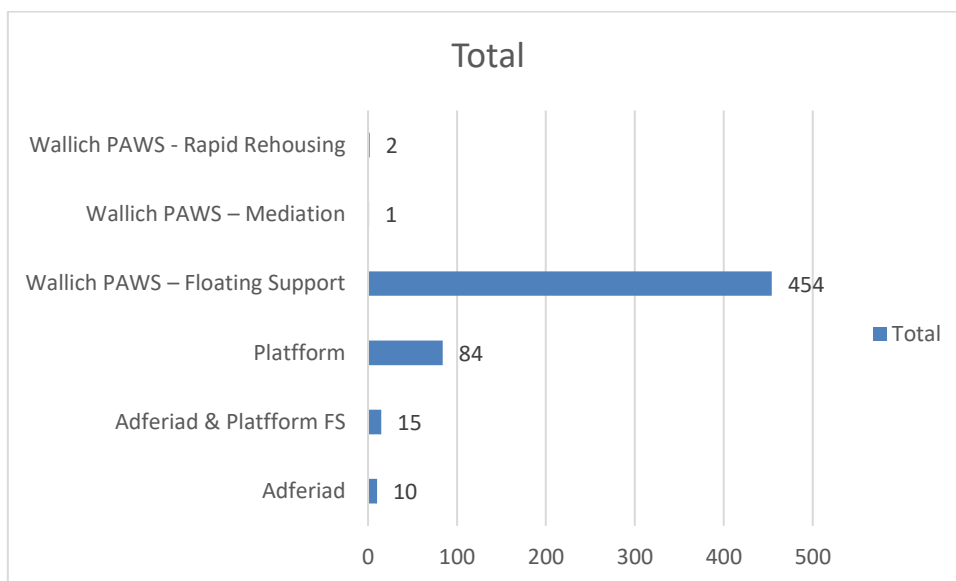
- The HS Gateway has declined the referral – this could be due to the applicant residing outside of the Neath Port Talbot area; the applicant already being open to a HSG funded service; the referrer has failed to provide further information at the request of the HS Gateway;
- The applicant could be assessed by a supported accommodation & declined due to the provider not being able to meet their support needs/not able to mitigate risks associated with the applicant.

As a side note, it is important to note that the Gateway is not able to record the details of the applicant, where consent has not been obtained – therefore, there is likely a higher number of referrals which were unable to progress due to this & not recorded.



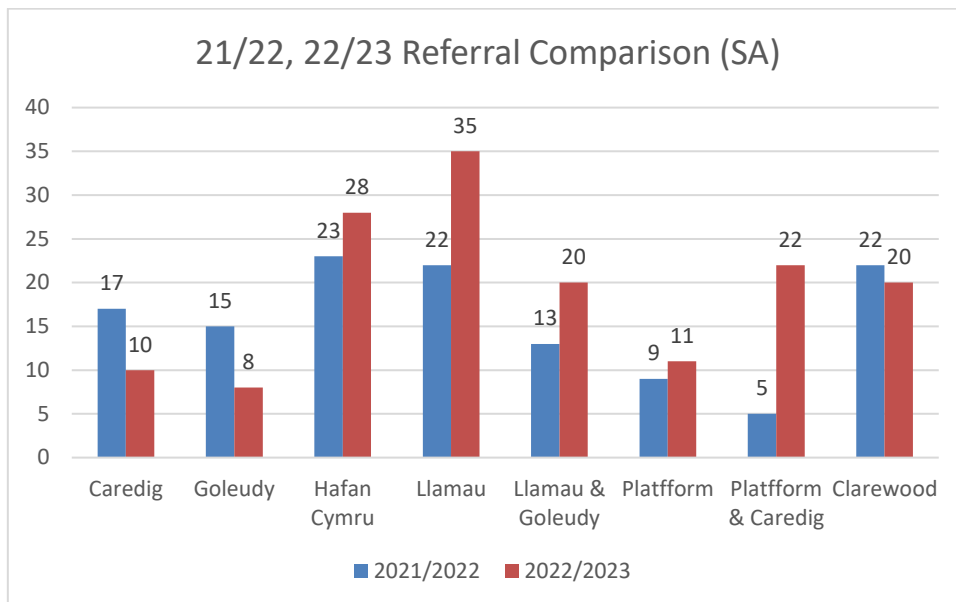
The below charts (3 & 3.1) highlight the amount of referrals received for each of the HSG funded services, for both FS (Chart 3) & SA (Chart 3.1). This shows that PAWS, generic FS service, had received the highest amount of referrals during this period of reporting (including PAWS Rapid Rehousing; PAWS

Mediation; PAWS befriending). This is to be expected as they have the largest capacity of all services that go through the HS Gateway, with 360 units of support.



The above chart highlights that the HS Gateway had received the most referrals for Llamau SA. This accommodation is for young people with low-moderate needs. The second & third most referred scheme was Stori – Domestic Abuse accommodation & Clarewood – Young People’s complex-needs accommodation. All of these services were in the top three last reporting period, evidencing the high demand that still exist in this service area.

The below chart shows a comparison of the demand on services from the previous reporting year. If we compare this to last year’s data, we can see that there has been an increase in demand in 62.5% of our provision. I have not included the Wallich PAWS supported accommodation project mentioned in chart 3.1, as referrals for this scheme did not come through the HS Gateway in 2021/22.



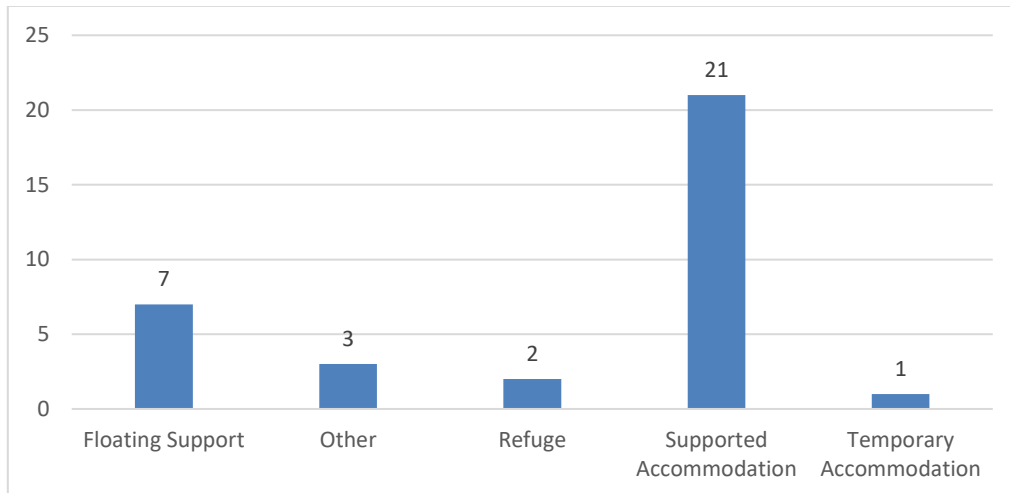
There are some reasons why the referrals for the 22/23 reporting year, may have dipped from the previous year in comparison. For example, for the Caredig SA, 21/22 was the year this project was established and began to accept referrals. This would lead to an influx in referrals as they were required to fill the initial voids, whereas, following these voids being filled, spaces may not arise for up to 2 years. Therefore, referrals are likely to slow down, as there may not be any vacant properties for some time and referrers may refer to alternative schemes, such as Platform, who have seen an increase.

Appendix 5 – Service User Survey Responses

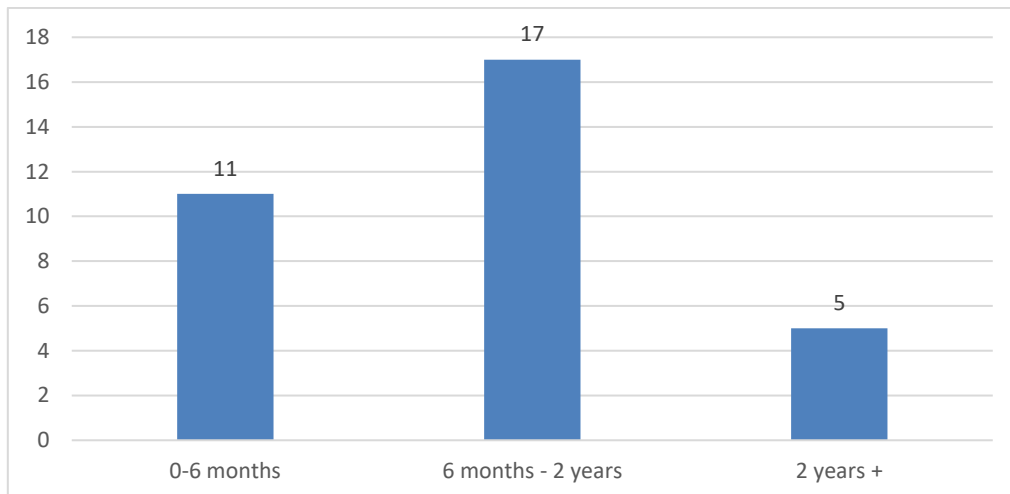
Introduction

The annual HSG Service user survey was completed in December 2023. 33 surveys were returned, representing a range of services including floating support, supported accommodation and temporary accommodation. Service areas included generic homeless prevention, young people, mental health, and domestic abuse.

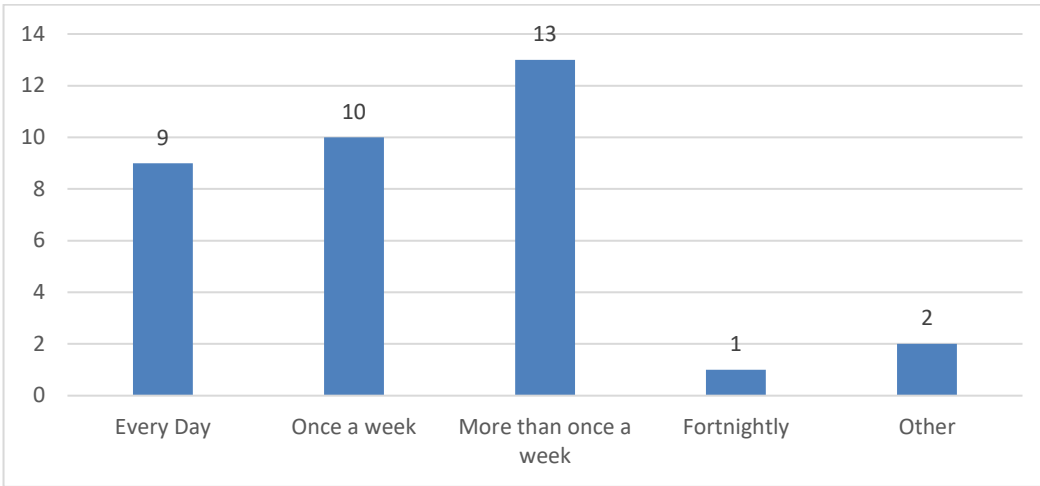
What Services do you receive support from



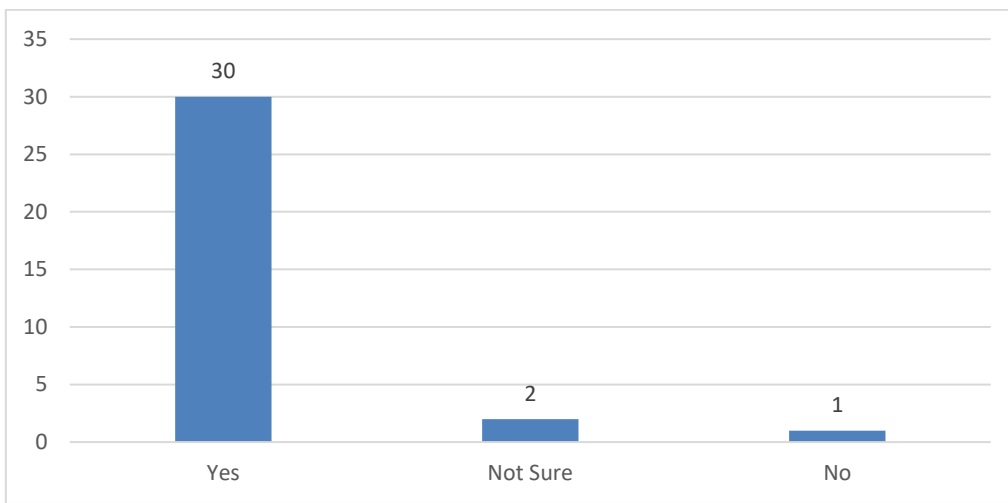
How long have you been receiving support?



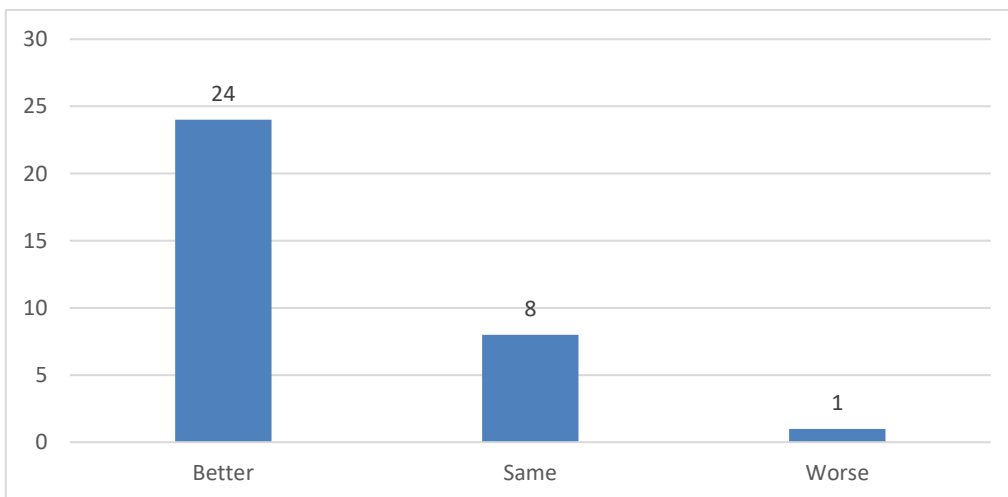
How often do you see or speak to your support worker?



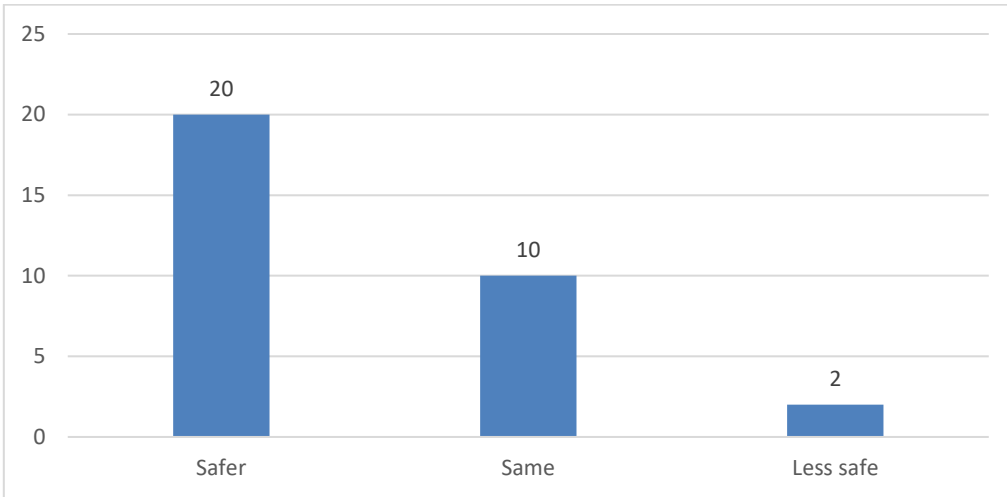
Do you get the right amount of support you feel you need?



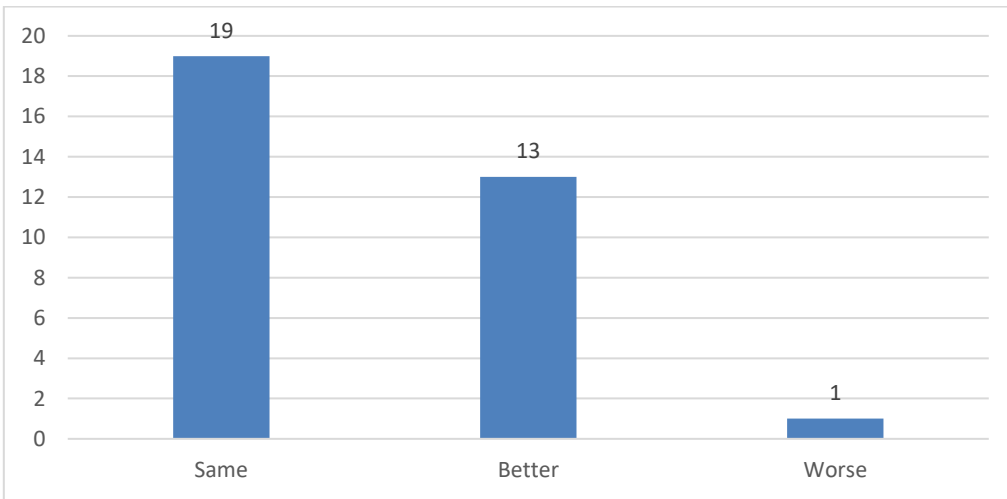
Overall, how do you feel as a result of the support you have received?



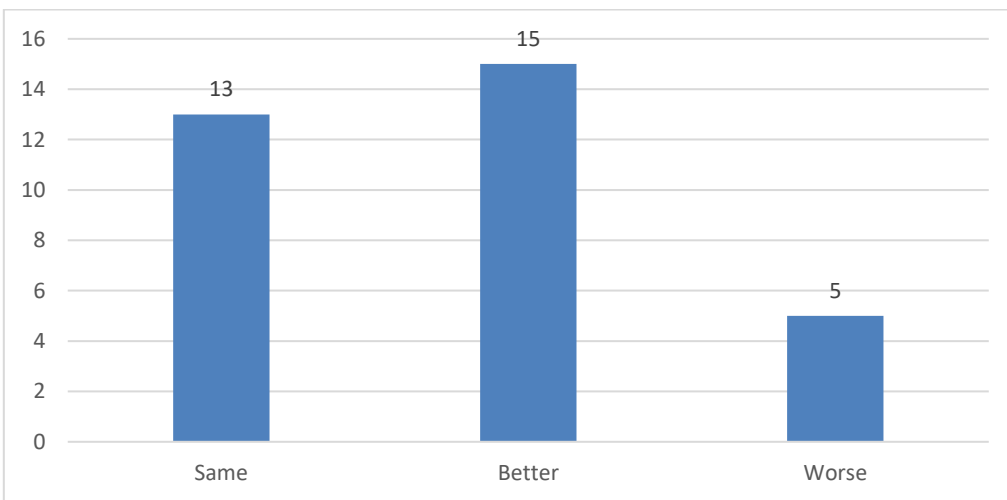
How safe do you feel?



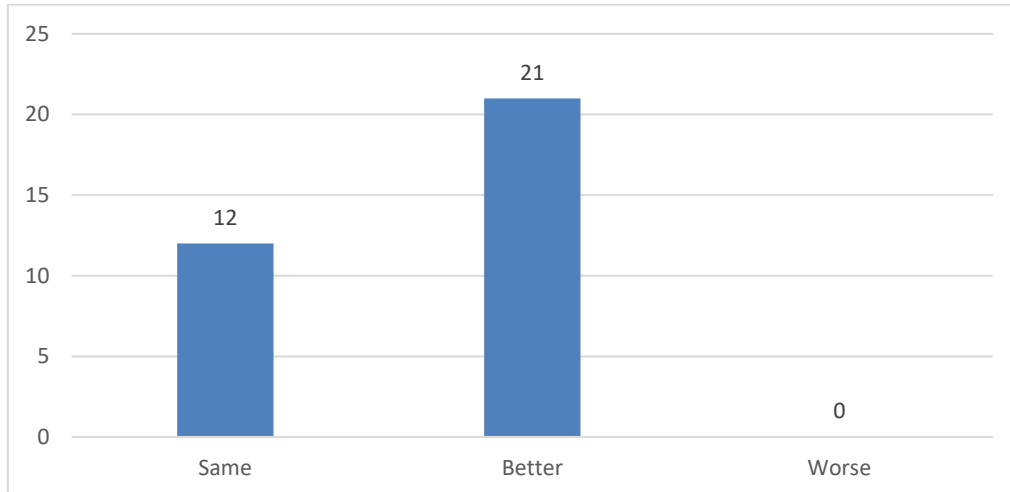
How are you managing your money?



How is your physical or mental health?



How confident do you feel with managing your property/accommodation/tenancy?



What improvements has support has made to your life?

- They helped me find university accommodation
- More money with PIP and appealed with Tai Tarian and now have a live application
- I feel more stable with support from The Wallich. I know that I can call on my support worker at any time. I was staying in a hotel in Swansea which I really hated so I'm much happier here in Ty Raena.
- Helping me to be more independent
- Able to do more things for myself
- Better in yourself and now has had support to open Bank Account
- Made mental health better
- Just more better than my past had been
- Just need a home soon as possible
- They help to fill in forms and speak on my behalf to official people e.g. DWP
- I can cook clean wash
- I have been able to manage my flat better
- Having a support worker has helped me sort the things I need to sort like metal health and housing, and appointment
- More independent and aware of overspending
- I feel less lonely and less likely to harm myself
- It helps me to budget better and deal with things better
- The support I receive is brilliant. There are time when things seem better, worse or the same.
- I feel I can relax
- I don't feel like I get enough
- I think the support has been fabulous
- My bills are being paid the same day as I get my benefits. I am keeping on top of my bills. Before I used to miss payments.
- They have helped with handling bills/rent etc

- It's helped me to be more trusting and brought me out of myself. Staff have massively helped me to come off drugs and remain off them for 15 weeks now, which is the longest in years. Staff helped me access outside support for my substance use, and my mental health. I get support with Adferiad too which is really helpful. I love my little flat; it is my safe space and I enjoy coming home and being in my home. I prefer to be in my home now, than out and about.

Is there anything that could be done better or differently to support you?

- I didn't want to move but had to
- Build more housing
- We have residents meetings in Ty Raena. I enjoy these and would like them to be even more frequently than monthly. Other than that, I'm really happy with the support received.
- No (x18)
- A home
- Basically if I had an accommodation of my own and if there were more properties available to bid on
- More support for wellbeing
- More 24hour supported living
- I feel it is perfect. The support is tailored for me, and my care goals are accurate. I have the chance to contribute to my support plan and express my needs.

Is there anything else you would like to tell us about the support service you are receiving?

- I wanted to stay in my flat but I started uni and had to move. I still need support.
- I am satisfied with my support
- My support worker is very helpful. I like having someone on the end of the phone and she helps me with a lot.
- I am happy with the service
- Everything is good
- At this moment in time it is out of everyone's power because of the situation I am in at present
- No (x8)
- The service has been very good, improved the quality of my life.
- It's awful
- I am very happy with service and wish to continue receiving support
- all the staff are lovely

Is there anything else you would like to tell us about the support service you are receiving?

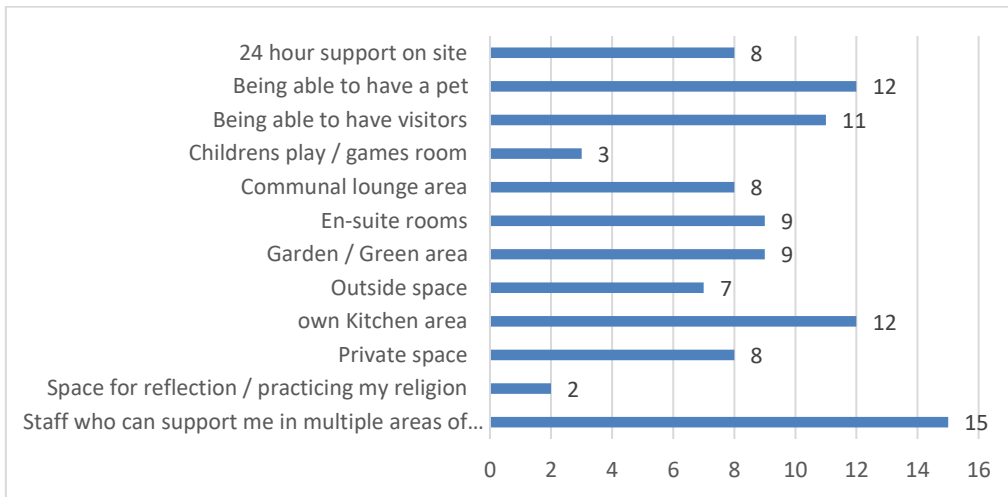
- The support service I am with have been a tremendous support structure for the last two years.
- the staff nag me, but they are great
- I want to thank staff for the support I get
- It has been very helpful. It's good to know that someone cares.
- This is one of the best support services I have experienced, and I have been in supported accommodation since I was 16. I feel that staff listen to me, and we communicate if there are any adjustments that need to be made. I am learning about maintaining a tenancy and paying

bills, but staff help with this. I feel extremely safe and secure in my property and with the staff here. I can sleep at night now, and I am learning to relax. I feel that the supported accommodation is like a place where you can heal, and it's like a little world in itself, but safe. They teach you how to put your life back together.

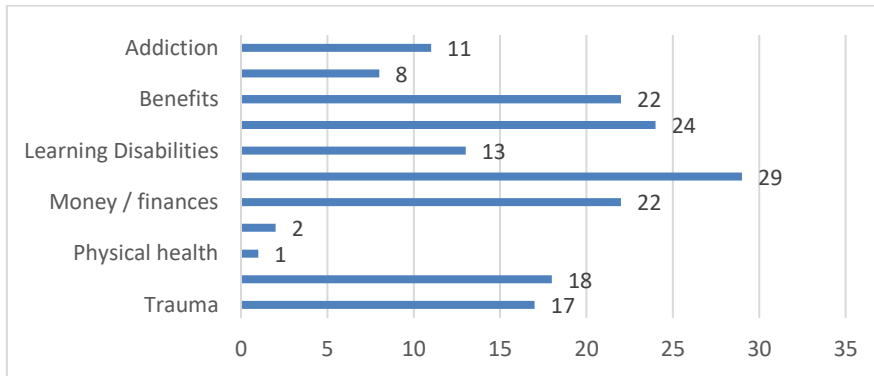
Please tell us what is good about your accommodation, and also what you would like to see improved in your accommodation (e.g. facilities, room size,)

- I liked my flat
- I'm happy with the size of the room which is great as far as supported accommodation goes. I was provided with all the essentials I needed to settle in. The only thing I'd really like is an oven, but I appreciate that this is difficult given the size of the kitchen area.
- No improvement needed
- The level of engagement in is good.
- Room size
- Room size okay - no cooking facilities in room
- Everything
- The rooms are much better and the staff are a great help in support me
- I like the Independence I get
- Room is fine, fixing the one dryer would help
- Room to myself is good
- more house meetings
- Nothing
- Size
- I am happy with the accommodation
- My personal space, sharing is always has its difficulties.
- I would like a new room
- I have my own room
- improve on the heating system
- Everything is fine
- My flat is beautiful, and when I viewed it, I thought it was too good for me. It's perfect for me and I really love it. If I had to be really picky, then I would just say it doesn't have a bath; but the shower is amazing. Other than that it is perfect.
- Just that it's beautiful to me, and it came furnished, which when you're homeless is massive. It even had cups and cutlery, a Hoover. Just little things, which when you're homeless you don't think about. I came with a couple of black bags, and when I moved in there was a starter pack and everything I needed.

To help us in designing future services could you please tell us what support and accommodation facilities are important to you:



Which of the following areas of support do you feel it is important for staff to have specialist knowledge in? Please select the ones which are important to you:



Appendix 6 – Equalities Data 2022/23

The following data is taken from the Service User Quarterly Returns 2022/23

Age/ Gender

Age Range	Female	Male	Other / Not Known	Non-Binary
16-17	11	15	-	-
18-24	216	241	-	1
24-34	630	453	1	1
35-49	674	594	-	-
50-64	290	331	-	-
65+	147	121	-	-

Ethnicity

Asian or Asian British	6
Asian or Asian British - Indian	2
Asian or Asian British - Other	2
Asian or Asian British - Pakistani	1
Black, Black British, Caribbean, or African	2
Black, Black British, Caribbean, or African - African	1
Black, Black British, Caribbean, or African - Caribbean	2
Black, Black British, Caribbean, or African - Other	2
Mixed or multiple ethnic groups	98
Mixed or multiple ethnic groups - Other	3
Mixed or multiple ethnic groups - White and Black Caribbean	2
Not known	142
Other ethnic group	25
Other ethnic group - Arab	1
Prefer not to say	3
White	1,376
White - any other White background	34
White - Gypsy/Irish Traveller	25
White - Welsh, English, Scottish, Northern Irish or British	1,211

Religion

Agnostic	6
Atheist	24
Buddhist	2
Christian (all denominations)	269
Muslim	5
None	814
Not known	1,716
Other	14
Prefer not to say	17
Sikh	1

Spiritualist	2
--------------	---

Sexuality

Bisexual	31
Gay or Lesbian	23
Heterosexual	1071
Not known	1,663
Other	3
Prefer not to say	106

Breakdown of Disability

None	1,385
Not known	821
Yes - Chronic Illness	37
Yes - Developmental Disability	13
Yes - Learning Disability	50
Yes - Mental Health	377
Yes – Not Stated	155
Yes - Physical & mental	6
Yes - Physical disability	70
Yes - Sensory	3