

Ending homelessness: A high level action plan – 2021-2026

How we will end homelessness in Wales

Introduction

The Welsh Government published its Strategy for Ending Homelessness¹ in October 2019. At the same time, an expert Homelessness Action Group was commissioned to address a number of key questions to assist in achieving our longer term goal of ending homelessness in Wales. The Group engaged widely with those with lived experience and other key stakeholders, in producing three reports² which contain a range of recommendations.

Whilst the impact of the pandemic has significantly changed the landscape across all aspects of our lives in Wales, the strategic direction set out in our 2019 Strategy, and supported by the recommendations within the Homelessness Action Group reports, remains unchanged. The actions taken by the Welsh Government throughout the pandemic and the transformation we have begun in our homelessness services has been informed by the recommendations of the Action Group.

This all age action plan therefore builds on the work we have already begun and sets out the high level actions we will be taking over the next 5 years. The plan is intended to be a living document, which we will update annually to record progress made and to update actions and outline the next steps to be taken.

Strategic Direction

The Programme for Government includes two key actions which will be critical to ending homelessness through a commitment to fundamentally reform homelessness services to focus on prevention and rapid rehousing and building 20,000 new low carbon social homes for rent. We know that to end all forms of homelessness in Wales we have to focus far more of our time and resources on preventing it in the first place. Many people who are homeless or have experienced homelessness will have faced shared experiences and barriers, including different forms of discrimination, lack the means to manage day to day aspects of their lives and encountered a lack of coordinated support between public services. The actions within this plan are designed to provide the right environment and working practices for staff and services to deliver interventions that can make a difference over an individual's lifetime, not just a few weeks.

We are committed to moving away from the 'staircase', earned rewards, model of service delivery. As part of the transformation we want to re-shape services around a

¹ [Homelessness strategy | GOV.WALES](#)

² i) <https://gov.wales/homelessness-action-group-report-october-2019>; ii) <https://gov.wales/homelessness-action-group-report-march-2020>; iii) <https://gov.wales/homelessness-action-group-report-july-2020>

rapid re-housing approach - shifting the focus of our policy, practice and resources towards long term, settled, housing solutions, away from the provision of emergency, temporary and hostel services.

Policy Principles

As set out in our 2019 Strategy, there are a number of principles that underpin our approach to homelessness prevention and we expect these principles to underpin the work of our delivery partners and to be reflected across public services. These are:

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

Action Plan

The chapters of the action plan set out the key components required to make homelessness rare, brief and unrepeated. The overarching importance of partnership working is also recognised and outlined with a specific chapter in the plan. These elements then come together to provide a table of high level actions we will be undertaking in the short, medium and longer term.

Equalities, anti-discrimination and human rights

The Welsh Government is wholly committed to promotion of equality, to active anti-discrimination and to human rights. There is a robust legal and policy framework to underpin this in Wales, including the Public Sector Equalities Duty, Rights of Children and Young Persons Measure, socio-economic duty and the Welsh Government equalities plans, including most recently the development of the Race Equality Action Plan. Equalities, anti-discrimination and human rights will underpin the Ending Homelessness Action Plan, recognising the barriers of inequality, discrimination and marginalisation that particular groups are much more likely to face. This includes those with protected characteristics under the Equality Act 2010, and those living with and in socio-economic disadvantage and poverty. Often people will face multiple barriers and the ‘intersectionality’ of their experience of inequality and the poorer outcomes this drives will inform the plan and the outcomes it is

seeking to achieve. The voices of those with lived experience of homelessness will be key to this.

There will be an ongoing and iterative assessment of the impact on equality, including potential negative impacts on particular groups and people, and opportunities to advance equality and embed the progressive realisation of people's human rights across all areas of the plan.

'Partnerships'

The Welsh Government's Homelessness Strategy makes clear that homelessness cannot be prevented through housing alone and that all public services and the third sector have a role to play, working together to prevent homelessness and where it cannot be prevented ensure it is rare, brief and unrepeatable. Partnership working therefore must be at the heart of everything we do.

Homelessness is not the starting point for people, but rather the result of a combination of adverse life events and the lack of the right support at the right time, where early intervention has either not been available or has failed. Such adverse events might include the loss of loved ones; ill health; job loss; domestic abuse; relationship breakdown; family disputes; and/or structural factors such as poverty, lack of affordable housing, unfavourable labour market conditions. These circumstances make individuals vulnerable to inequalities of outcome, of which homelessness is a severe kind. In August 2020, the Equality, Local Government & Communities Committee³ found that:

“During the pandemic, our chances of dying, losing jobs or falling behind in education have in part been determined by our age, race, gender, disability, income and where we live. The virus and the response to it is widening existing inequalities, by reducing the incomes and increasing risks disproportionately for some groups of people”.

With over 12,400 people being supported into temporary accommodation between March 2020 and June 2021, the scale of what may once have been considered hidden homelessness and inequality within Wales has become evident.

Homelessness prevention requires a holistic response, grounded in partnership working. Preventative action will happen at different stages, but will follow along a continuum, allowing a range of public services and service providers opportunities to assist, depending on the situation. This is illustrated by following four prevention elements, outlined in the 2019 Homelessness Strategy, which reflect the scope and intensity of partnership working:

- Primary Prevention - Preventing or minimising the risk of problems arising, usually through universal policies e.g. education; health promotion; good housing management and tenancy support.

³ <https://senedd.wales/laid%20documents/cr-ld13403/cr-ld13403-e.pdf>

- Secondary Prevention - Targeting individuals or groups at high risk or showing early signs of a particular problem to try to stop it occurring e.g. early referral to family or youth support services.
- Tertiary Prevention - Intervening once there is a problem to stop it getting worse and to redress the situation e.g. writing off rent arrears to avoid eviction.
- Acute Spending - Spending to manage the impact of a strongly negative situation - does little or nothing to prevent problems recurring in future e.g. cost of temporary housing when made homeless; long term cost of supporting children who have suffered Adverse Childhood Experiences (ACEs) as a result of loss of home.

Reports produced by the Homelessness Action Group identified a number of issues relevant to partnership working to be addressed by the Welsh Government and homelessness prevention delivery partners, broadly summarised as the following:

- Providing clearer strategic direction through a homelessness prevention outcomes framework
- Creating a space for uncovering strategic issues
- Reviewing and evaluating existing structures for partnerships
- Practical support to join up delivery and empowering staff and improving their skills (PATH training)
- Strategic oversight/scrutiny and reporting on policies and practice to prevent homelessness
- Involving people with lived experience of homelessness in decision making
- Improving understanding of homelessness and preventative actions through better data and communications/language

Work has been underway throughout the pandemic to strengthen partnership working in line with the recommendations of the Action Group. A Housing Support National Advisory Board has been established to provide oversight and examine and provide advice on strategic issues. The Welsh Government has established a team of Relationship Managers to work closely with every local authority in Wales with the aim of strengthening partnership working and supporting delivery of homelessness prevention policy. The guidance issued by the Welsh Government at the start of the pandemic required the establishment of homelessness coordination cells to improve collaboration between partners, share good practice and identify how best to integrate priorities to deliver on homelessness prevention objectives. All these actions have considerably strengthened partnership working and provide a strong basis to build on over the next five years.

‘Rare’ – Ensuring homelessness is rare means preventing people becoming homeless in the first place

When making decisions of a strategic nature public bodies in Wales must give weight to particular issues, in proportion to its relevance, as part of their statutory duties towards equality, reducing inequalities of outcome and social, economic, environmental and cultural well-being. Policies and practice which improve people’s health, give opportunities to access employment or gain employment are key in preventing homelessness and reflect the wider role played by services outside the housing sector.

As part of secondary prevention measures we know that identifying people at risk of homelessness at a much earlier stage and ensuring the appropriate response is in place is crucial to ending all forms of homelessness. This is particularly important for young people, where there are real opportunities for early identification of risk factors at school age and the chance to put support structures and services in place to ensure a positive life trajectory that makes the prospect or experience of homelessness rare.

Certain groups and individuals within society are particularly vulnerable to homelessness. Their unique characteristics as well as their circumstances or lived experiences will contribute towards the level of risk they face. For these people, targeted and tailored support will be required at different points, alongside more universal preventative action in order to make the prospect or experience of homelessness rare. The Welsh Government considers that a particular focus should be given to existing ‘pathways’⁴ that are followed, the roles and responsibilities of institutions to assist people to live independently, training requirements to improve culture and practice and governance frameworks that operate at national and local levels.

The Homelessness Action Group’s reports explored the issue of prevention at a range of levels (crisis, targeted or universal) and produced a number of recommendations, which can be broadly summarised as follows:

- Identifying opportunities to improve practice through existing legal provision.
- Improving practice and provision of substance misuse services.
- Smoothing pathways for groups at risk of harm (people leaving prison, care experienced young people, people with physical/MH problems, former members of the Armed Forces personnel, refugees, etc.)
- Aligning housing construction and supply with the demand and needs of those at risk of homelessness or are experiencing it.
- Ensuring comprehensive local authority tenancy sustainment services are in place, designed to respond proactively to issues arise that could lead to people becoming homeless.
- Ensuring actions to reduce child poverty and adverse childhood experiences are aligned with homelessness prevention policy and practice.

⁴ Pathways represent the experiences a person is likely to encounter as they move on from institutions which have controlled or affected the control they have on their own lives.

- Improving communication strategies and campaigns to benefit understanding and support interventions for preventing homelessness.

As with partnership working, actions taken throughout the pandemic have meant a range of preventative actions have been taken. This is particularly the case in respect of targeted prevention. The Welsh Government has taken unprecedented actions to support tenants, preventing them from becoming homeless and supporting them to stay in their own home. In addition to existing support, this has included:

- Legal measures to prevent evictions from December 2020 to June 2021;
- Legal measures to extend notice periods to six months before court action and eviction can take place in almost all cases - to the end of December 2021;
- £4.1 million to top up Department for Work and Pensions funding for Discretionary Housing Payments, to help those in receipt of housing related benefits who are in rent arrears;
- Funding of the Private Rented Sector (PRS) Debt Helpline to advise and support private sector tenants struggling with rent, income and housing benefits; delivered by Citizen's Advice Cymru;
- Funding of £166 million to local authorities in 2021-22 through the Housing Support Grant to deliver housing related support services (£40m increase on previous year). The services help to prevent people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation.
- £10m Tenant Hardship Grant to help those in rent arrears as a result of the pandemic;
- Funding for Shelter Cymru to advise and support tenants.

As a result of the measures put in place, eviction action leading to tenants being made homeless has reduced significantly during the pandemic. This has also been due to the fact that local authorities and registered social landlords in this period have adapted their practices further, strengthening the commitment that many had already made to limit eviction action and where that is not possible ensure that eviction does not lead to homelessness. Whilst the possibility of evicting a tenant into homelessness was paused due to legal restraints, there is potential to reach a critical mass, where a 'no evictions into homelessness' policy is adopted close to a universal level.

The emergency measures put in place during the pandemic and actions taken by local authorities to house all who are homeless, due to the public health risks caused by the pandemic, has led to an unprecedented increase in acute level actions and associated spend. The Welsh Government has provided additional funding of on average £2 million a month to provide accommodation and support to those experiencing homelessness, with over 12,400 people supported since March 2020. This response has been inclusive, and due to the public health emergency has included those with No Recourse to Public Funds.

With an additional £50 million investment local authorities, housing associations and third sector partners have helped us deliver hundreds of new temporary and

permanent homes, as well as new wrap-around services across housing support, substance misuse, mental health, primary care and community safety. Whilst such acute actions have been required due to the public health emergency, our medium to long term aim is to shift our resources and response to earlier prevention activity.

The Welsh Government recognises that the easing of lockdown measures presents risks for those who have been found a place to live during the pandemic, but are yet to find a safe and secure home. As homelessness will not be ended in the short-term, the actions taken and investment made during the pandemic, to accelerate the initial stages of the transformation, will now focus on maintaining the rapidity of the response for people who lose their homes and provide the best possible options that meet their needs and aspirations.

‘Brief’ – how a national focus on rapid rehousing will lead to a Wales where homelessness is brief

Rapid rehousing is an internationally recognised approach designed to provide people experiencing homelessness with secure, settled and self-contained housing as quickly as possible. Rapid rehousing includes the following characteristics:

- A focus on helping people into permanent accommodation at the same time as, rather than after, addressing any other support needs.
- No requirement to be assessed for ‘housing readiness’ in order to access accommodation.
- Offering a package of assistance and multi-agency support, specially tailored to individual needs where this is required.
- Helping people experiencing homelessness or at risk of homelessness with lower or no support needs, and in doing so preventing complex needs or chronic problems from occurring or escalating.

Rapid rehousing recognises that the vast majority of people who have experienced homelessness, even those who have been severely marginalised and homeless for a long time, are able to maintain their tenancies in self-contained housing, with the right level of support. Providing a home as quickly as possible will help avoid the destabilising and marginalising effects of prolonged homelessness or prolonged stays in emergency or temporary settings while remaining homeless. If rapid rehousing can be widely adopted then the need for many forms of temporary accommodation should diminish, although the Welsh Government recognises that there will continue to be a need for temporary housing solutions at times.

Housing First and/or other intensive options, must form a key part of each authorities rapid rehousing approach and in particular be the default approach for those who are identified as requiring high needs (i.e. requiring over 3 hours of support per week).

The ambition of this action plan will be for rapid rehousing to provide the overarching response for anyone who is experiencing homelessness or at imminent risk of homelessness. Housing First will represent one form of rapid rehousing for people with multiple and complex support needs in addition to their housing need. We also need to ensure that all services continue to provide support to individuals even when tenancies have failed or their behaviour would otherwise have led to their expulsion from services. This working in a trauma informed, non-judgemental way will be absolutely critical in adopting rapid rehousing.

We must resist the temptation to dilute existing Housing First services in the face of additional demand as a result of adopting rapid rehousing or risk repeating the failures of the past, and see some of Wales’ most marginalised and disadvantaged citizens left without a service that can meet their needs. As a result, and for a certain cohort of people experiencing homelessness, Housing First, and other intensive packages, will be the right response amongst a spectrum of other services.

The Homelessness Action Group recommended that the Welsh Government and local authorities lead a transition to sustaining tenancies and rapid rehousing as the default approach for those at risk of homelessness or experiencing it.

The move to a national approach to rapid rehousing has been taken forward through the pandemic, although it is important to recognise that such a fundamental shift is a three to five year transformation. Those changes will involve the development by local authorities of transition plans to housing and homelessness services from the current model to the rapid rehousing approach. This reshaping of services will inevitably take time to develop enough housing supply in order to get the right housing, in the right place at the right time for those experiencing or at risk of homelessness. To assist with this work, the Welsh Government will consider how communications can be developed which promote the use of rapid rehousing principles in order to support local authorities embed it within their practices. The guidance published by the Welsh Government to inform the planning and bids as part of the £50 million Phase 2 scheme, was based on rapid rehousing and the recommendations of the Homelessness Action Group. Welsh Government investment in the Housing First Programme (£1.9 million in 2021/22) over a number of years, together with the work of the Housing First Network, has instilled this approach throughout Wales. Therefore, whilst there is a considerable programme of transformation to undertake to ensure the legislative, funding and policy framework supports rapid rehousing, there is a foundation of activity to build on.

‘Unrepeated’ – Ensuring we have a system which places the right people in the right homes in the right communities with the right support, in order for people to succeed and thrive

For homelessness to be rare and brief, steps must also be taken to prevent it from reoccurring. The supply and availability of housing for households who have experienced or face homelessness plays a vital role in meeting this objective. The Welsh Government considers that four overriding steps must be taken.

- Ensure there is a strong interface between the strategic planning for housing supply and development and the needs of households experiencing homelessness;
- Ensure the process of allocating housing is aligned to and supports the goal of ending homelessness;
- Ensure reduction of barriers to people experiencing homelessness who need to access housing in the social and private rented sectors;
- Ensure housing support is in place for those who need it to help them sustain their home and thrive in it.

The process of determining supply in Wales is led primarily by local authorities who are responsible for identifying need within their area. The Welsh Government allocates funding via the Social Housing Grant Programme to allow local authorities to support their strategic affordable housing priorities. The calculation of housing need is initially captured by a Local Housing Market Assessment (LHMA). Local authorities use the evidence from the LHMA to develop their prospectus which summarises the housing need and the priorities for the Social Housing Grant in their area. Local authorities will then work with registered social landlords and their own development team to bring forward schemes, which enable local need to be met. This will include accommodation to alleviate homelessness.

The Welsh Government recognises the important role social housing plays in ending homelessness as reflected by the Programme for Government’s ambitious target to build 20,000 new low carbon social homes for rent during the term of this Government. Through this commitment there will be an opportunity for social landlords to provide enough housing of the right type and quality in the right locations, to meet the needs of people who are homeless, or at risk of experiencing it.

Welsh Government statistics indicate a mixed approach across Wales when it comes to allocating social housing to households experiencing homelessness. As part of the fundamental reform to transform homelessness services, we are committed to reviewing the allocations process, to build on good practice, and where necessary reforming it to ensure it is sufficiently aligned to and supports the goal of ending homelessness.

The private rented sector also has an important role to play. The Welsh Government Private Rented Sector leasing scheme will strengthen links between local authorities and private sector landlords providing pathways for homeless households into housing and offering financial stability and support for landlords who are able to make housing available to households nominated by the local authority. One of the

key objectives of the scheme is to improve access to longer term, good quality accommodation for those at risk of homelessness or actually homeless. The scheme provides additional funding to ensure that tenants receive tailored and regular support aimed at supporting the success of the tenancy. The Welsh Government plans to launch the scheme nationally in the autumn and anticipates that it will be a useful tool in local authorities' rapid rehousing approach.

The forthcoming implementation of the Renting Homes (Wales) Act 2016, as recently amended to improve security of tenure, represents a wholesale change to the law governing residential tenancies and licences in Wales. Generally, local authority and registered social landlord tenants and licensees, termed 'contract-holders' under the Act, will be issued with a 'secure contract', based on the current secure tenancy issued by local authorities. Contract-holders of private landlords will generally be issued with a 'standard contract', under which they will be entitled to a minimum six-month 'no-fault' notice to end the contract, and the notice can only be served after six months' of occupation. This means that, providing a contract-holder does not breach their contract, they will be entitled to a minimum occupation of one year, effectively doubling current security of tenure in the private rented sector. The Act also includes provision to prevent retaliatory eviction, ensure dwellings are fit for human habitation, and require that all contract-holders are given written contracts, to help ensure clarity on the rights and responsibilities of both landlords and tenants.

Table of High Level Actions

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
1	<p>Develop rapid rehousing transition (including Housing First) plans in all areas of Wales</p> <p>Local authorities to develop rapid rehousing transition plans as part of their Housing Support Programme Strategies. WG will develop and publish guidance to support LAs in this process, as well as holding a range of engagement events to explain and explore issues and challenges where rapid rehousing may conflict with existing allocation policies.</p>	<p>LAs / WG / RSLs</p> <p>LAs will lead on this work working with housing provider partners.</p>	<p>Short term – rapid rehousing transition plans in place by end of September 2022 (draft by end of June 2022)</p>
2	<p>Support the continued emergency response and transition to rapid rehousing</p> <p>WG to maintain the emergency (public health) housing arrangements, developing guidance and direction on the transition process for rapid rehousing and provide local authorities with the means to revise and develop their housing and homelessness services so that they are aligned with rapid rehousing.</p>	<p>WG, LAs and RSLs, Third sector partners</p> <p>WG will be the primary lead, engaging other partners in this work</p>	<p>Short term – funding to LAs in 2021/22 through the Local Authority Hardship Fund for continued emergency response. Guidance on repaid rehousing transition developed and issued.</p> <p>Medium term – LA transition plans in place and implementation underway</p>
3	<p>Develop and publish a Green Paper examining required legislative reform</p> <p>The WG will evaluate existing homelessness prevention legal provision and review areas to</p>	<p>WG – engaging with a range of partners</p>	<p>Short term – Green Paper to be published in 2022</p>

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	<p>improve the law, to maintain the ‘no-one left out’ approach taken through the pandemic and to ensure that all public services are working in partnership to prevent homelessness. This work will be taken forward initially through a Green Paper, examining both legislative and non-legislative options.</p> <p>This will include consideration of:</p> <ul style="list-style-type: none"> - Priority Need - Intentionality - Allocations - Evictions - Local connection - Suitability - Duties on public bodies - Rights based approach 		
4	<p>Increase housing supply, availability and accessibility in the social and private sector</p> <p>WG will work with LAs, RSLs, RSW and others to increase supply, availability and accessibility across both sectors – ensuring that the needs of those experiencing homelessness are reflected in the processes for assessing need, developing and delivering additional homes and within allocation arrangements.</p>	<p>WG (via 20k target), LAs with RSLs control over how housing development links reflects the homeless population.</p>	<p>Short term - increased funding. 2021-22 – Social Housing Grant funding almost doubled to £250m to support increased delivery.</p> <p>Medium term – national roll-out of PRS Leasing Scheme</p> <p>Long term - 20,000 delivery by end of term of government</p>

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	<p>20,000 new social homes for rent will be built within the current Welsh Government term, which alongside the leasing of homes from private landlords, will help ease pressure on housing services for people at risk or are experiencing homelessness.</p> <p>The Welsh Government recognises the vital role private landlords will need to play to help end homelessness and will identify with the sector barriers which can be removed or opportunities taken to increase and sustain their contribution.</p>		
5	<p>Commission work to develop a workforce training, development and recognition framework</p> <p>WG will commission work to develop with partners a workforce recruitment, training and development framework for homelessness and housing support staff. This work will promote the sector as a career and explore how we establish a psychologically informed approach across housing services. The framework will highlight how we influence cultures across governance, funding and commissioning structures as well as front line teams in the sector.</p>	<p>WG, LAs and service delivery partners</p> <p>WG will be the primary lead, engaging other partners in this work. Once a framework is established local authorities will be encouraged to progress this work within their operational arrangements and also in engagement with other service delivery partners</p>	<p>Short term – work to commission the framework</p> <p>Medium to long-term – delivery and implementation of the framework</p>
6	<p>Develop new Homelessness Outcomes Framework</p>	<p>WG, LAs, RSLs, Third Sector housing partners</p>	<p>Short to medium term</p>

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	The homelessness outcomes within the framework will be designed so that other policy frameworks are integrated and contributing actively to their achievement.	WG will be the primary lead, engaging other partners in this work	[Policy development - Now to Nov Formal Stakeholder Engagement - Nov-Feb Launch - 2022 Evaluation - Six months after launch]
7	<p>Review and revise data collection to support new outcomes framework</p> <p>WG will evaluate existing data collection arrangements and requirements, both statutory and non-statutory across homelessness and housing support to ensure they clearly and accurately illustrate progress towards ending homelessness and support the new outcomes framework</p>	<p>WG, LAs, RSLs and housing delivery partners</p> <p>WG will be the primary lead, engaging other partners in this work</p>	<p>Short term – work to commence</p> <p>Medium term – any new statutory data collection to align with legislative reform</p>
8	<p>Strengthen Housing Support Services</p> <p>WG and local authorities to ensure that funding and commissioning frameworks ensure comprehensive tenancy sustainment services are in place, designed to respond proactively to issues, as they arise, that could lead to people becoming homeless.</p> <p>Services should not be limited to housing alone and will extend more widely, recognising the integrated nature of factors influencing homelessness. Effective</p>	<p>LAs</p> <p>LAs will lead on this work working with housing provider partners and those supporting housing services more generally.</p>	<p>Short term – increase funding to Housing Support Grant – increase by £40m to £166.7m in 2021/22</p> <p>Medium term – strengthened support services</p>

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	responses will require a person-centred approach extending across a variety of sectors.		
9	<p>Improving practice and provision of services for people with mental health and/or neurodevelopmental issues</p> <p>We will continue to support our key actions within the mental health delivery plan to enable tailored mental health support for individuals to manage tenancies independently, and support the trial of new approaches to working in partnership to support rough sleepers and people who are homeless or who are at risk of homeless.</p> <p>We will identify and map, through a programme of research, the spectrum of individuals and the differing needs of people who are experiencing homelessness. This will include developing a better insight into the differing cohorts of people (for example those using stimulants, depressants or opioids) and their mental health and substance misuse needs. We will use this information to strengthen pathways to services that will help prevent or address homelessness.</p>	WG, Health Boards, Local authorities and Third sector	Medium to long term
10	<p>Improve practice and provision of services for people with substance misuse issues including those with co-occurring mental health issues</p>	WG, Area Planning Boards, Health Boards, Local authorities and Third sector	Medium to long term

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	<p>Although not all people who are homeless or at risk of homelessness will have substance misuse or mental health problems, homelessness may lead to pressures that make sustaining a tenancy difficult.</p> <p>We will continue to support our key actions within both the substance misuse and mental health delivery plans to support the homeless. This will include learning from the £1m in Complex Needs we have provided to four pilots in Wales specifically supporting this work. Further development will be led through our Deep Dive group supporting improvements in provision for those experiencing co-occurring substance misuse and mental health.</p>		
11	<p>Improve early intervention and targeted prevention measures</p> <p>Local authorities to strengthen systems for identifying young people at risk of homelessness much earlier. Ensuring suitable support is put in place for those identified.</p> <p>WG will work to develop, revise or improve implementation of pathways with tailored support, appropriate interventions and housing solutions for groups at risk of harm (children at risk of adverse childhood experiences, people leaving prison, care experienced young people, people with physical/mental health problems, former members of</p>	<p>WG (Housing Policy, Health, Education and Social Care, SM/MH), HMPPS/MoJ, LAs</p> <p>WG will lead on this and will rely on partner organisations with operational responsibility to deliver on this action.</p>	Short to medium term

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	the Armed Forces, refugees, etc.). This will lead to public services adopting a no discharge/release into homelessness policy. Measures should recognise the urgency of need and deliver support at pace whenever that is required.		
12	<p>Review and reform family mediation provision to ensure effective and consistent provision across Wales</p> <p>WG will undertake a review of family mediation services with the aim of developing an approach which ensures effective and consistent provision across Wales to assist families at an earlier stage.</p>	<p>WG</p> <p>WG will be the primary lead, engaging other partners in this work as part of the review process.</p>	Short to medium term
13	<p>Establish a communications programme</p> <p>WG to establish an ongoing communications programme aligned to the Outcomes Framework and aimed at reframing perceptions on a universal basis about homelessness and supporting delivery of the policy approach. The programme should have a national focus, but be suitable for adaptation to specific regional issues / audiences, including young people, where possible as part of elements of learning and education, as well as wider communications for adults.</p>	<p>WG, LAs, RSLs and housing delivery partners</p> <p>WG will be the primary lead, engaging other partners in this work.</p>	<p>Short term – new WG communications campaign to be commissioned in Autumn 21</p> <p>Medium term – communications programme established</p>
14	Ensure alignment with ACEs and Tackling poverty policies	WG (Housing Policy, Tackling poverty, Health and Social Care, SM/MH)	Medium term

No.	Action	Delivery partners (national, regional or local)	Timetable (short (<1 year), medium (1-2 years) or long-term (>3 years))
	WG to ensure that the workforce development of Welsh public services are designed to reduce poverty, including child poverty, and promote financial security and independence and are aligned with homelessness prevention policy and practice.	WG will be the primary lead, engaging other partners in this work	
15	<p>Adopt assertive outreach approaches across Wales</p> <p>Local authorities and homelessness prevention service providers to ensure outreach workers have capacity and capability to support move away from rough sleeping to appropriate accommodation at the earliest opportunity.</p>	<p>LAs</p> <p>LAs will lead on this action working with housing provider partners and those supporting housing services more generally.</p>	Short to medium term