



Llywodraeth Cymru
Welsh Government

Number: WG45289

Welsh Government
Consultation Document

Ending Homelessness Outcomes Framework- Consultation

We want your views on our proposed Ending Homelessness Outcomes Framework.

Date of issue: 12 June 2023

Action required: Responses by 18 September 2023

Overview

This consultation is to gather views on the draft Ending Homelessness Outcomes Framework.

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Mae'r ddogfen hon ar gael yn Gymraeg hefyd / This document is also available in Welsh

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg / We welcome correspondence and telephone calls in Welsh

How to respond

This consultation will be for a total of 14 weeks. Submit your comments by 18 September 2023, in any of the following ways:

Complete our online form:

<https://www.gov.wales/ending-homelessness-outcomes-framework>

Download, complete our response form and email

<https://www.gov.wales/ending-homelessness-outcomes-framework>

email: homelessnesspolicy@gov.wales

Download, complete our response form and post to:

Housing Policy Division
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

We will be running virtual consultation events to guide and support respondents through the consultation.

Please respond by completing the online form or download and complete our response form. When you reply, it would be useful if you confirm whether you are replying as an individual or submitting an official response on behalf of an organisation and include:

- your name,
- your position (if applicable), and;
- the name of organisation (if applicable).

Further information and related documents

Large print, Braille and alternative language versions of this document are available on request.

Contact details

For further information:

Housing Policy Division
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Email: homelessnesspolicy@gov.wales

This document is also available in Welsh: <https://www.llyw.cymru/fframwaith-canlyniadau-ar-gyfer-rhoi-diwedd-ar-ddigartrefedd>

UK General Data Protection Regulation (UK GDPR)

The Welsh Government will be data controller for any personal data you provide as part of your response to the consultation. Welsh Ministers have statutory powers they will rely on to process this personal data which will enable them to make informed decisions about how they exercise their public functions. Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about or planning future consultations. Where the Welsh Government undertakes further analysis of consultation responses then this work may be commissioned to be carried out by an accredited third party (e.g. a research organisation or a consultancy company). Any such work will only be undertaken under contract. Welsh Government's standard terms and conditions for such contracts set out strict requirements for the processing and safekeeping of personal data.

In order to show that the consultation was carried out properly, the Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. If you do not want your name or address published, please tell us this in writing when you send your response. We will then redact them before publishing.

You should also be aware of our responsibilities under Freedom of Information legislation

If your details are published as part of the consultation response then these published reports will be retained indefinitely. Any of your data held otherwise by Welsh Government will be kept for no more than three years.

Your rights

Under the data protection legislation, you have the right:

- to be informed of the personal data held about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection.

For further details about the information the Welsh Government holds and its use, or if you want to exercise your rights under the UK GDPR, please see contact details below

Data Protection Officer:
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ
e-mail: Data.ProtectionOfficer@gov.wales

The contact details for the Information Commissioner's Office are:

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 01625 545 745 or
0303 123 1113
Website: <https://ico.org.uk/>

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1. What is this consultation about?

- 1.1 The purpose of this consultation is to seek views on a new Ending Homelessness Outcomes Framework (EHOF).
- 1.2 The broad purpose of an Outcomes Framework is to provide a structured approach to defining, measuring, and reporting the intended results of a programme, policy, or initiative. It involves identifying the desired outcomes or changes that a programme/policy/initiative aims to achieve, as well as the indicators or measures that will be used to track progress towards those outcomes.
- 1.3 The EHOF has been developed to provide a clear strategic direction for preventing and ending homelessness in Wales by identifying the desired long-term outcomes and illustrate progress towards achieving those outcomes over time.
- 1.4 Specifically, the EHOF has been designed to demonstrate the impact of, and progress against, the high-level actions set out in Welsh Government's [Ending Homelessness Action Plan](#), published in November 2021. See **Section 2 Background** for more information on the Action Plan.
- 1.5 **The Welsh Government is inviting responses to the consultation questions, which will help inform the final Ending Homelessness Outcomes Framework.**

2. Background

- 2.1 Homelessness is where a person lacks accommodation, or where their tenure is not secure. Homelessness, or the risk of it, can have a devastating impact on individuals and families, affecting their physical and mental health and well-being, isolating them from their local communities and negatively impacting society.
- 2.2 The Welsh Government has a vision of a Wales where everyone has a safe home that meets their needs and supports a healthy, successful and prosperous life. A Wales where we work together to prevent homelessness and where it cannot be prevented, ensure that it is rare, brief and unrepeatable.
- 2.3 It is recognised that housing alone cannot prevent homelessness or help us achieve this vision, and all public services and the third sector in Wales have a role to play in helping us to deliver this vision.

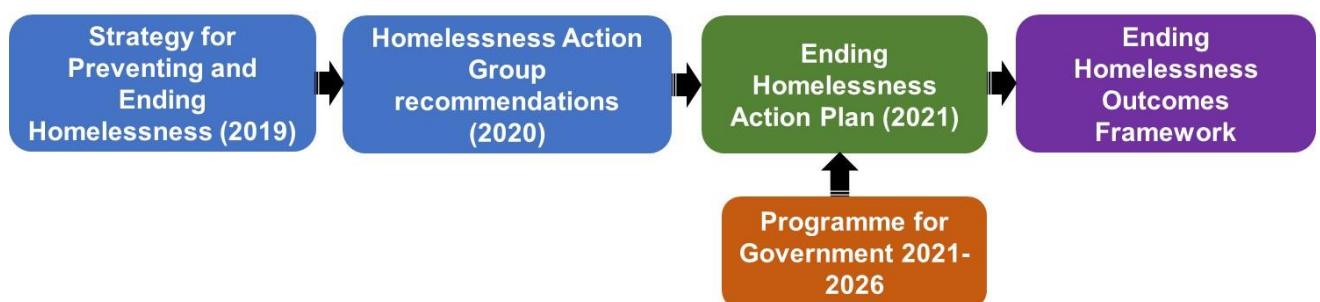
Programme for Government

- 2.4 Welsh Government's updated [Programme for Government 2021-2026](#) includes a commitment to **Reform housing law and implement the Homelessness Action Group's recommendation to fundamentally reform homelessness services to focus on prevention and rapid rehousing.**

Ending Homelessness Action Plan

- 2.5 The development of a new Ending Homelessness Outcomes Framework is a key action (Action 13) in Welsh Government's [Ending Homelessness Action Plan](#), published in November 2021. The Ending Homelessness Action Plan aims to direct activity at a high-level for the work required by the Welsh Government and its partners to end homelessness in Wales. The Action Plan was informed by the 2019 [Strategy for Preventing and Ending Homelessness](#) and recommendations made by the expert [Homelessness Action Group](#) in its July 2020 reports. This evolution is illustrated in **Diagram 1** below:

Diagram 1: Development of the Ending Homelessness Outcomes Framework



3. What is the current position?

- 3.1 There is currently no existing Ending Homelessness Outcomes Framework in Wales. Wales is also the first UK nation to develop an Outcomes Framework for ending homelessness.
- 3.2 While the Welsh Government collects relevant data to monitor the extent of homelessness in Wales, through published [Monthly Management Information](#) and annual [Statutory Homelessness statistics](#), there is no focused framework that collates the available data into an accessible format that focusses purely on the progress towards preventing and ending homelessness in Wales.
- 3.3 This new Ending Homelessness Outcomes Framework therefore aims to provide a clearer strategic direction for ending homelessness in Wales. It does this by identifying the desired long-term outcomes and illustrates progress towards achieving those outcomes over time, through proposed 'data indicators' which have been selected to measure progress against the proposed outcomes in the EHOFF.

Development of the Ending Homelessness Outcomes Framework

- 3.4 In November 2021, under the remit of the EHNAB, Welsh Government established an Ending Homelessness Strategic Task & Finish Group to co-produce the new EHOFF presented in this consultation. The group's membership (see **Annex A**) comprised key external stakeholders, including members of the EHNAB and historic members of the Homelessness Action Group. Throughout its work, the Strategic Task & Finish Group provided updates to the EHNAB on the key development stages of the EHOFF.
- 3.5 Since its establishment, the Task & Finish Group has provided a forum for members to debate and agree the desired long-term outcomes for the people of Wales. This consideration has been informed by the key themes, policy principles and agreed actions - as defined in the [Ending Homelessness Action Plan](#) - that are needed across homelessness and housing services, the third sector and across wider public services in Wales to end homelessness.
- 3.6 In parallel, the proposed detailed outcomes have been tested with two other Task & Finish groups which also report to the EHNAB:
 - The Rapid Rehousing Task and Finish Group has advised on development of Strategic Outcome 2: Brief.
 - The Workforce Task and Finish Group has advised on development of Strategic Outcome 4: Workforce
- 3.7 The Ending Homelessness Strategic Task & Finish Group has also been responsible for identifying a range of measures – or 'data indicators' – against each proposed detailed outcome. A proposed 'long list' of data indicators was suggested by members which has subsequently been refined by Welsh

Government policy officials, working closely with statistical colleagues. Consideration has also been given to the availability of existing data sources and feasibility of future data collections, to ensure that the proposed 'data indicators' accurately inform and measure progress against each detailed outcome.

Key principles for the Ending Homelessness Outcomes Framework

3.8 The following key principles have been adopted by the Task & Finish Group to inform development of the EHOFF.

The identified outcomes should be:

- Aligned with the key themes of the Ending Homelessness Action Plan
- Grouped into 'Strategic' overarching outcomes underpinned by detailed outcomes
- Long-term or 'ultimate' desired outcomes for the people of Wales
- Plain and simple in their language and framed positively

The 'data indicators' should be:

- Focussed and specific to ensure we are measuring the most important aspects of homelessness to understand the progress being made against each detailed outcome
- Proportionate in their volume, to reflect the level of complexity in measuring a detailed outcome
- Drawn from robust data sources where possible, such as official statistics or management information
- Based on existing data measures where possible, but can also be identified as aspirational data measures to be collected in the future where they are not yet available

4. How will the Outcomes Framework be used?

- 4.1 Subject to the consultation responses, we aim to publish the final Ending Homelessness Outcomes Framework in Winter 2023 alongside our response to this consultation.

Implementation Plans

- 4.2 We propose to implement the Outcomes Framework from early 2024 through publication of a 'baseline' report to reflect the final agreed 'data indicators' that are currently collected.
- 4.3 Beyond that point, we intend to publish an update against the 'baseline' report annually to measure progress towards achieving the detailed outcomes.

Review and Future Development

- 4.4 This Ending Homelessness Outcomes Framework will provide a clear narrative of where we have made progress towards achieving the identified long-term outcomes. It will therefore inform future policy proposals and allow us to identify and address areas where there is no data currently collected.
- 4.5 As such, the EHOF will continue to evolve over time, to ensure it is relevant and responsive to the environment we operate in and the data available. The EHOF will be reviewed following the forthcoming policy and legislative reform in lines with the Programme for Government 2021-2026 commitment, to ensure our outcomes remain relevant to evidence our progress towards ending homelessness across Wales.

5. The proposed Ending Homelessness Outcomes Framework

Ending Homelessness Outcomes Framework concept

5.1 Given the breadth of the [Ending Homelessness Action Plan](#), and the wide range of desired outcomes in our overall, long-term, aim end homelessness in Wales, the Outcomes Framework presented in this consultation is structured as follows:

- **Strategic Outcomes** – To set out the broad overarching outcomes that align with key themes of the [Ending Homelessness Action Plan](#).
- **Detailed Outcomes** – Each Strategic Outcome is underpinned by a range of detailed outcomes to define the specific outcomes desired for the people of Wales.
- **Data indicators** – Each detailed outcome has at least one proposed ‘data indicator’ that has been identified as a way to measure progress over time in achieving an outcome.

This approach is illustrated in **Diagram 2** below:

Diagram 2: Conceptual approach to developing the Ending Homelessness Outcomes Framework



5.2 Given the importance of ensuring the Ending Homelessness Outcome Framework is fit for purpose and captures the key long-term outcomes in our overall aim to end homelessness in Wales, **the full Ending Homelessness Outcomes Framework** <https://www.gov.wales/ending-homelessness-outcomes-framework> **is published alongside this consultation document.** It sets out the Strategic Outcomes and the detailed outcomes that underpin each Strategic Outcome. It also presents the proposed ‘data indicators’ which have been selected to measure progress over time towards achieving each detailed outcome. **That document should be read alongside this consultation document.**

- 5.3 **Your views are sought on this proposed Ending Homelessness Outcome Framework.** The Framework should be considered as a whole, but we also welcome your views on each of the individual Strategic Outcomes proposed (consultation question 1), and the detailed outcomes for each (consultation questions 2 a), b) and c). Where relevant, specific questions have been asked about the proposed 'data indicators'.
- 5.4 The next section presents the consultation questions, alongside the rationale for why the proposed Strategic Outcomes have been identified. It also sets out why each detailed outcome has been identified for each Strategic Outcome.

6. Consultation Questions

6.1 Please respond to the questions listed at the end of each table. You are welcome to add additional information or comments should you wish. We are asking **10 consultation questions** in total:

- 1 question relates to the Strategic Outcomes;
- 1 question relates to the detailed outcomes
- 5 questions seek specific views on aspects of the proposed detailed outcomes and ‘data indicators’
- 2 questions relate to the Welsh Language
- 1 question to record additional comments

Consultation question on the Strategic Outcomes

6.2 We propose that the Ending Homelessness Outcomes Framework <https://www.gov.wales/ending-homelessness-outcomes-framework> comprises **six overarching Strategic Outcomes** presented below. These have been identified to capture key themes in our Ending Homelessness Action Plan to make homelessness rare, brief and unrepeated and the Plan’s underpinning policy principles:

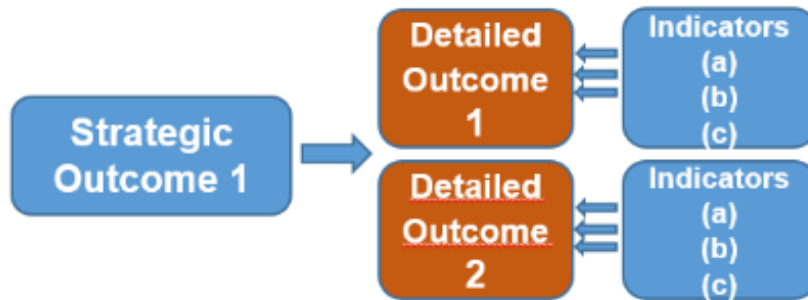
	Strategic Outcome	Rationale
1	Rare: People are prevented from experiencing homelessness in the first place as early as possible	To reflect our commitment to prevent homelessness in the first place and to ensure the right focus in the right preventative areas. <i>This aligns with an overarching theme and policy principle in the Action Plan that the earliest preventions are most effective and most cost effective and should always be the interventions of first choice.</i>
2	Brief: People get a quick and effective response if they experience homelessness	To reflect our commitment to transition towards a ‘rapid rehousing’ approach to ensure people experiencing homelessness are moved to a settled home as quickly as possible and are able to access the right level of support to achieve this. <i>This aligns with an overarching theme in the Action Plan that a national focus on rapid rehousing will lead to a Wales where homelessness is brief.</i>
3	Unrepeated: People do not experience multiple episodes of homelessness	To reflect our commitment to taking a person-centred approach - ensuring we have a system which places the right people in the right homes in the right communities with the right support, to enable people to succeed and thrive.

		<i>This aligns with an overarching theme in the Action Plan.</i>
4	Workforce: A resilient and valued homelessness and housing support workforce recognised for their expertise	To reflect our commitment to develop a resilient and valued homelessness and housing support workforce recognised for their expertise. <i>This aligns with Action 5 in the Action Plan.</i>
5	Public Service response: Public services work effectively in a trauma-informed way to end homelessness	To reflect our ambition that Welsh public services work effectively in partnership to prevent and end homelessness. <i>This aligns with a policy principle in the Action Plan that tackling and preventing homelessness is a public services matter rather than only a 'housing matter'.</i>
6	Person-centred approach: Public services ensure equitable access which meets the needs of their local population and is tailored to individual need	To reflect our commitment to ensuring equitable access to support and public services valuing people's lived experience. <i>This aligns with a policy principle in the Action Plan that all services should place the individual at the centre and work together in a trauma informed way.</i>

Question 1	<p>The Ending Homelessness Outcomes Framework identifies six overarching strategic outcomes:</p> <ol style="list-style-type: none"> 1. Rare 2. Brief 3. Unrepeated 4. Workforce 5. Public Service response 6. Person-centred approach <p>Based on the key principles of the framework (in section three), to what extent do you agree the above areas are the right strategic focus for the framework?</p> <p>If 'strongly agree / agree' - Please explain why you consider these strategic outcomes are the right areas to include in the Framework</p> <p>If 'strongly disagree / disagree' – Please explain what strategic outcomes should be excluded; or others that should be included.</p> <p><i>Please consider the Key Principles in Section 3 when proposing suggestions.</i></p>	<p>[Strongly agree</p> <p>Agree</p> <p>Neither agree nor disagree</p> <p>Disagree</p> <p>Strongly disagree]</p>
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Consultation questions on the Detailed Outcomes and Data Indicators

- 6.3 On the following pages we have presented each of the **24 detailed outcomes** and **44 data indicators**. Each detailed outcome has been numbered under each strategic outcome. Each indicator has been assigned a letter against each detailed outcome.



- 6.4 We would like your views on each of these detailed outcomes – these questions are set out from **page 29 onwards**. We have also presented specific questions related to the detailed outcomes or to some 'data indicators' where we want your views.

Indicators to measure progress

- 6.5 The proposed 'data indicators' are provisional and are subject to consultation responses to the Strategic Outcomes and supporting detailed outcomes and therefore may change.
- 6.6 As detailed on **page 5** onwards of the Ending Homelessness Outcomes Framework <https://www.gov.wales/ending-homelessness-outcomes-framework> the proposed data indicators have been identified as the most effective way to measure progress against each of the detailed outcomes. However, it is important to note some data indicators are subject to change as a result of the proposed legislative reform in this area. This has been made clear where applicable.
- 6.7 Some of the proposed 'data indicators' are not currently collected. This has been identified in the *Indicator source & RAG status* column in the accompanying Ending Homelessness Outcomes Framework <https://www.gov.wales/ending-homelessness-outcomes-framework> document. Where the indicators can be partly measured, we have outlined proxy data sources, to approximate the measure. Where no such proxy is available, we have framed these data indicators as future aspirations to collect, pending further work into homelessness and housing data collections.

Strategic Outcomes, Detailed Outcomes and Data Indicators

RARE: People are prevented from experiencing homelessness in the first place as early as possible			
Detailed Outcome	Rationale	Data Indicator	Data indicator source
1. Fewer households experience homelessness in the first place	This is our ultimate goal. If fewer households and people experience homelessness in the first place, then we know we are moving towards the goal of making homelessness rare.	(a) Number of households presenting as homeless	Approximated by using the Statutory Homelessness data returns, by computing the unique number of households presenting as homeless.
		(b) Percentage of households prevented from becoming homeless after accessing support from local authorities	Captured within the Statutory Homelessness data returns
		(c) Number (and percentage) of households at risk of homelessness within 56 days to whom a prevention duty was owed (section 66), which ended under section 67 (2) as they became homeless	Captured within the Statutory Homelessness data returns
		(d) Number of households experiencing hidden homelessness absolute and per 10,000 households	No data sources currently capture this indicator; therefore it is framed as a future aspiration to collect.
		(e) Number (and percentage) of households citing the following reasons as main reason for loss of last settled home (Section 73): <ul style="list-style-type: none"> ➤ Parent no longer willing or able to accommodate 	Captured within the Statutory Homelessness data returns

		<ul style="list-style-type: none"> ➤ Other relatives or friends no longer willing or able to accommodate ➤ Breakdown of relationship with partner: ➤ Non-violent ➤ Violent ➤ Violence and harassment: ➤ Racially motivated ➤ Due to religion/belief ➤ Due to gender reassignment (gender identity) ➤ Due to sexual identity/orientation ➤ Due to disability ➤ Due to another reason ➤ Mortgage arrears (repossession or other loss of home) ➤ Rent arrears: ➤ On social sector dwellings ➤ On private sector dwellings ➤ Loss of rented or tied accommodation ➤ Prison Leaver ➤ In institution or care (e.g. hospital, residential home, army etc.) ➤ Current property unaffordable ➤ Current property unsuitable ➤ Other (including homeless in emergency, returned from abroad, sleeping rough or in hostel) 	
		<p>Link to Housing Support Grant Primary Outcome 1: People have been able to engage with housing related support services (advice, information and assistance) and are better</p>	<p>This indicator is captured within the Housing Support Grant Outcomes framework</p>

		informed about the options available to them and/or know where to go for assistance	
		Link to Housing Support Grant 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).	This indicator is captured within the Housing Support Grant Outcomes framework
2. Groups at greatest risk are identified and measures put in place so that fewer people in those groups experience homelessness	Our focus on 'at risk groups' ensures people have access to preventative support so that fewer people in those groups experience homelessness	(a) Number of people with one or more at risk characteristics for which assistance has been provided (broken down by section 66, 73 and 75)	Partly captured within the Statutory Homelessness data returns
3. Children and young people at risk of homelessness are identified at an early stage and prevented from experiencing homelessness	If we are able to prevent homelessness for children and young people, we are preventing future generational homelessness and breaking repeat cycles of homelessness.	(a) Number of dependent children aged 16 and under living in temporary accommodation by accommodation type	This data can be captured within the monthly <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data, however the quality will need to be improved before it can be published by type of temporary accommodation and at a Local Authority level.
		(b) Number of 16-24 year olds living in temporary accommodation by accommodation type	Scope to be captured within the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data

		<ul style="list-style-type: none"> ➤ Number of young people aged 16-17 years living in temporary accommodation ➤ Number of young people aged 18-24 years living in temporary accommodation ➤ Number of care leavers aged 16-17 years living in temporary accommodation ➤ Number of care leavers aged 18-24 years living in temporary accommodation 	
4. No one is street homeless	Our commitment to this ambition means an end to the acute end of homelessness - street homelessness.	(a) The number of people street homeless in a month, per local authority (absolute and per 100,000 population)	Captured within <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data.
		(b) The number of NEW people street homeless by local authority	Scope for potential inclusion within the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data
5. Support is available to ensure family and relationship breakdown does not result in homelessness	Family and relationship breakdown is a leading cause of homelessness across Wales and this has increased throughout the pandemic. Support for those experiencing relationship or family breakdowns can prevent homelessness.	<p>(a) Number (and percentage) of households citing the following reasons for being threatened with homelessness (Section 66) and/or for loss of last settled home (Section 73)</p> <ul style="list-style-type: none"> ➤ Parent or other relatives or friends no longer willing or able to accommodate ➤ Breakdown of relationship with partner, violent or non-violent ➤ Parent no longer willing or able to accommodate 	Captured within the Statutory Homelessness data returns

		➤ Other relatives or friends no longer willing or able to accommodate	
6. Sufficient supply and access to good quality, affordable, safe homes to meet housing need	Sufficient supply of suitable housing is critical to meet housing need. Accommodation must be affordable to prevent cycles of homelessness and to ensure sustainable communities. Barriers to accessing these homes should be identified and removed.	(a) Percentage of households spending 30% or more of their income on housing costs	Captured within the National Wellbeing of Wales indicators
		(b) Housing supply <ul style="list-style-type: none"> ➤ New dwellings completed ➤ Sizes of the units/number of bedrooms ➤ Housing need 	The data sources for this indicator are captured within the Dwelling stock estimates data, the New Dwellings completed data and the Estimates of Housing need data.
		(c) Number of households on Housing registers	No data sources currently capture this indicator, therefore it is framed a future aspiration to collect. No common housing register across Wales.
		(d) Percentage of homeless households who are allocated social and PRS tenancies	Captured within the Statutory Homelessness data returns
		(e) Percentage of all homes that meet the quality standards for social housing and Private Rented Sector	This indicator will be captured using the Welsh Housing Quality Standard returns for the social housing element, and a proxy data measure using EPC ratings will be used for the PRS element (until the next Welsh Housing Conditions survey is published).

<p>7. Everyone in Wales has the necessary resources to satisfy their needs</p>	<p>These outcomes relate to the wider structural factors that can impact on homelessness across Wales. They can be cross-referenced to specific indicators in the National Wellbeing of Wales indicators. As such, no new indicators are proposed in this area.</p>	<p>Indicator 18 Percentage of people living in households in income poverty relative to the UK median: measured for children, working age and those of pension age</p> <p>Indicator 19 Percentage of people living in households in material deprivation</p> <p>Indicator 10 Gross Disposable Household Income per head</p>	<p>These outcomes will captured by referencing to the wider structural factors included in Welsh Government's published Wellbeing of Wales: national indicators GOV.WALES</p>
<p>8. Everyone in Wales has access to decent jobs</p>		<p>Indicator 16 Percentage of people in employment, who are on permanent contracts (or on temporary contracts, and not seeking permanent employment) and who earn at least the real Living Wage</p> <p>Indicator 21 Percentage of people in employment</p>	
<p>9. Everyone in Wales has access to the primary and social health care they need</p>		<p>Indicator 2: Healthy life expectancy at birth including the gap between the least and most deprived</p> <p>Indicator 24 Percentage of people satisfied with their ability to get to/ access the facilities and services they need</p>	

BRIEF: People get a quick and effective response if they experience homelessness

Detailed Outcome	Rationale	Data Indicator	Data indicator source
<p>1. People experiencing homelessness can access a settled home as quickly possible</p>	<p>This aligns with our ambition to ensure if people do experience homelessness, they can receive support into a settled home quickly</p>	<p>(a) Length of time between initial placement in temporary accommodation and transition into settled accommodation (by duration category)</p>	<p>Scope to be measured using the Statutory Homelessness data returns (by using the length of time spent in temporary accommodation)</p>
		<p>(b) Number of people placed into suitable long term accommodation during period</p>	<p>Available within the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information, however the quality would need to be improved before breakdowns by Local Authorities could be published.</p>
		<p>(c) The length of time between people being assessed as homeless and moving into settled accommodation</p>	<p>No data sources currently capture this indicator, and likely none will be able to be until individualised case level data is available, therefore it is framed as a future aspiration to collect.</p>
		<p>(d) The length of time between people being identified as street homeless and moving into settled accommodation</p>	<p>No data sources currently capture this indicator, and likely none will be able to be until individualised case level data is available, therefore it is framed as a future aspiration to collect.</p>
<p>2. Nobody experiences homelessness long-term</p>	<p>The length of time someone experiences homelessness increases the negative and harmful impact – our ambition is</p>	<p>(a) The number of households experiencing long-term homelessness (absolute and rate per 10,000 households)</p>	<p>This indicator can be proxied by using the Statutory Homelessness data collection, by capturing the number of households experiencing long-term</p>

	therefore where homelessness cannot be avoided it is brief.		placements within temporary accommodation
		(b) The number of people experiencing long-term street homelessness (absolute and rate per 100,000 population)	Scope for potential inclusion within the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information
3. People can access suitable, co-ordinated multi-agency support, tailored to their needs, where needed	This supports the ambition to ensure a person-centred, trauma-informed response is taken to ensure people are able to access all relevant support in order to access and maintain a tenancy.	(a) Number of households experiencing homelessness or at risk of experiencing homelessness.	This indicator will be proxied by using the Statutory Homelessness data collection by calculating the number of households presenting for assistance (section 66 and section 73)
		(b) HSG Primary Outcome 2 - People have been able to access emergency or temporary supported accommodation	This indicator is captured within the Housing Support Grant Outcomes framework
		(c) HSG Primary Outcome 3 - People can access and sustain a tenancy in a suitable settled home HSG outcomes data collection will not be able to tell you the length of referral time.	This indicator is captured within the Housing Support Grant Outcomes framework

UNREPEATED: People do not experience multiple episodes of homelessness

Detailed Outcome	Rationale	Data Indicator	Data indicator source
<p>1. People do not experience multiple episodes of homelessness</p>	<p>Individuals who have experienced homelessness previously should be supported so as not to return to homelessness. Our ultimate goal is to break the cycle of homelessness.</p>	<p>(a) The number of households who received a relief duty (Section 73 or Section 75) who later (within X months) submitted a further homeless application (absolute, per 10,000 households, and as a proportion of all applications)</p>	<p>Captured by a proxy data measure from the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data, but this will need to be of better quality before publishing.</p>
		<p>(b) Number of people experiencing long term street homelessness</p>	<p>Scope for potential inclusion within the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data.</p>
<p>2. People receive support appropriate to their needs to sustain their tenancies</p>	<p>Tailored support to sustain tenancies, prevents people from being at risk of or experiencing homelessness, or from re-entering homelessness.</p>	<p>Link to Housing Support Grant Primary Outcome 3: People can access and sustain a suitable settled home</p>	<p>This indicator is captured within the Housing Support Grant Outcomes framework</p>
		<p>(a) Number of people experiencing repeat homelessness</p>	<p>Captured by a proxy data measure from the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data, but this will need to be of better quality before publishing.</p>
		<p>(b) Number of people experiencing repeat street homelessness</p>	<p>Scope for potential inclusion within the <i>Homelessness Accommodation Provision and Rough Sleeping</i> management information data.</p>

		(c) Tenancy sustainment rate across all Housing First projects in Wales	Captured directly from the Cymorth Cymru Housing First tracker.
		(d) Number of people whose Housing First tenancy ended, by reason <ul style="list-style-type: none"> ➤ Prison ➤ Death ➤ Moved to health/social care placement ➤ Chose to leave/abandonment ➤ Planned move to non-Housing first tenancy ➤ Eviction ➤ Other/Unknown 	Captured directly from the Cymorth Cymru Housing First tracker.
3. People can access the right home in the right place	Having access to the right homes that meet a person or family's needs, helps ensure tenancy sustainment.	Link to Housing Support Grant Primary Outcome 3: People can access and sustain a suitable settled home	This indicator is captured within the Housing Support Grant Outcomes framework
		(a) Number and percentage of people who are sustaining tenancies 6 months after receiving support (Low/Medium needs)	No data sources currently capture this indicator, therefore it is framed as a future aspiration to collect.
		(b) Number and percentage of people who are sustaining tenancies 6 months after receiving intensive housing led support such as Housing First (High Needs)	Not currently captured as it stands, therefore will be proxied by an indicator from the Housing First tracker managed by Cymorth Cymru
		(c) Number and percentage of people who have stayed in supported accommodation who are sustaining tenancies 6 months after commencement of tenancy (Intensive needs)	No data sources currently capture this indicator, therefore it is framed as a future aspiration to collect.
		(d) Percentage of people satisfied with local area as a place to live	Captured within the National Wellbeing of Wales indicators

WORKFORCE: A resilient and valued homelessness and housing support workforce recognised for their expertise

Detailed Outcome	Rationale	Data Indicator	Data indicator source
<p>1. Homelessness and housing support staff feel valued, supported and recognised for their skills and experience</p>	<p>It is critical that the homelessness and housing workforce is valued and supported, and provided with the right tools and skills to deliver these essential services in a highly pressurised</p>	<p>PLACEHOLDER - Bespoke data indicators being developed as part of survey development</p>	<p>New annual Welsh Government survey of the experiences of the homelessness and housing support workforce</p>
<p>2. Homelessness and housing support staff have the support, time and are skilled and confident, in delivering person-centred trauma-informed support</p>	<p>environment. The quality of the service they provide must be maintained and where possible enhanced to allow them to continue to ensure that people who are experiencing, or at risk of experiencing homelessness have a positive experience and receive the support they need.</p>		
<p>3. Homelessness and housing support staff recruitment and retention meets the housing-related needs of people in Wales</p>			

PUBLIC SERVICE RESPONSE: Public services work effectively in a trauma-informed way to end homelessness

This Strategic Outcome has placeholders due to the legislative review

Detailed Outcome	Rationale	Data Indicator	Data indicator source
<p>1. People experiencing or at risk of homelessness have access to the support they need and are treated with dignity and respect by other public services</p>	<p>This aims to identify what public services are doing to prevent homelessness in a partnership approach, aligning all support services and whether or not people are receiving the support and are treated with dignity and respect, they need from those public services.</p>	<p>This will be explored as part of the Welsh Government's Housing and Regeneration Research Programme</p>	<p>KAS Research/survey</p>
<p>2. People are not discharged from other public services into homelessness</p>	<p>This will focus on a partnership approach to ensure people receive access to all support they need, including those with complex needs. This will allow for homelessness to be prevented and support for tenancies to be sustained.</p>	<p>(a) People are not discharged from public services into homelessness:</p> <ul style="list-style-type: none"> ➤ people leaving prison or youth detention accommodation, ➤ young people leaving care, ➤ people leaving the regular armed forces of the Crown, ➤ people leaving hospital after medical treatment for mental disorder as an inpatient, and ➤ people receiving mental health services in the community 	<p>Scope to be captured within the Statutory Homelessness data return, data additions to fully capture the data indicator to be considered</p>
<p>3. Other public services recognise their role in identifying those at risk of homelessness, have preventative measures in place and appropriate referral pathways</p>	<p>This area is illustrative of the partnership working and activity between public services, that will be essential to preventing homelessness.</p>	<p>This will be explored as part of the Welsh Government's Housing and Regeneration Research Programme</p>	<p>KAS Research/survey</p>

PERSON CENTRED: Public services ensure equitable access which meets the needs of their local population and is tailored to individual need

Detailed Outcome	Rationale	Data Indicator	Data indicator source
1. People receive support that meets their individual needs and are treated with dignity and respect	It is important that people's experience of accessing services is a positive one and they feel respected throughout their journey, and are supported in moving towards independence.	This will be explored as part of the Welsh Government's Housing and Regeneration Research Programme	KAS research programme
2. People who face particular barriers (resulting from protected characteristics, previous experience, etc) do not disproportionately experience homelessness	Our objective is that everyone has equitable access to services which meet their individual needs/requirements. We wish to remove barriers that act to prevent or disadvantage people in the services they receive.	(a) Number of people with one or more at risk characteristics for which assistance has been provided (broken down by section 66, 73 and 75)	This indicator is collected within the Statutory Homelessness data return
		(b) Length of time in temporary accommodation by diverse group (<i>interim indicator</i>)	No data is currently available to measure this indicator as it stands, however we can approximate by using the length of time in temporary accommodation by gender, which is captured within the Statutory Homelessness data return
		(c) The length of time between people being assessed as homeless and moving into settled accommodation by diverse group	No data is currently available to measure this indicator, therefore it is framed as future aspiration to collect.

		(d) Number of people from each diverse group experiencing long-term homelessness	No data is currently available to measure this indicator, therefore it is framed as future aspiration to collect.
3. People with lived experience influence Welsh Government, Local Government, and service providers' policy and practice	It is important that people with lived experience are valued and can share their experience if they choose to, in a way they feel has a positive outcome.	<p>This will be explored as part of the Welsh Government's Housing and Regeneration Research Programme</p> <p>An annual survey from those with lived experience – the results of which would feed in as indicators</p>	KAS Survey/evaluative research for individuals with lived experience

Consultation questions (continued)

<p>Question 2a</p>	<p>Are there any additional detailed outcomes that you think should be included? (please refer to the definition of detailed outcomes on pages 15 - 28)</p> <p>If yes, please list those you think should be included and why.</p> <p><i>We would suggest that you consider the Key Principles in Section 3 when suggesting new outcomes.</i></p>	<p>[Yes or No, Don't know]</p>
<p>Question 2b</p>	<p>Are there any proposed detailed outcomes that you think should be excluded?</p> <p>If yes, please list those you think should be excluded and why.</p>	<p>[Yes or No, Don't know]</p>
<p>Question 2c</p>	<p>Are there any proposed detailed outcomes that can be improved?</p> <p>If yes, please list those you think can be improved and why.</p> <p><i>We would suggest that you consider the Key Principles in Section 3 when proposing improvements.</i></p>	<p>[Yes or No, Don't know]</p>
<p>Question 3</p>	<p>Equalities, anti-discrimination and human rights underpin our Ending Homelessness Action Plan to recognise the barriers of inequality, discrimination and marginalisation that particular groups are much more likely to face.</p> <p>We have attempted to reflect this in the EHOFF through:</p> <ul style="list-style-type: none"> • Rare: Detailed Outcome 2 - <i>Groups at greatest risk are identified and measures put in place so that fewer people in those groups experience homelessness and</i> • Strategic Outcome 6: Person Centred, and underpinning outcomes. <p>To what extent does the outcomes framework adequately help to measure progress against this overarching goal?</p> <p>If 'strongly agree / agree' - Please explain why you consider the outcomes framework adequately helps to measure progress against this overarching goal?</p>	<p>[Strongly agree</p> <p>Agree</p> <p>Neither agree nor disagree</p> <p>Disagree</p> <p>Strongly disagree]</p>

	If 'strongly disagree / disagree' – Please explain why you don't consider the outcomes framework adequately helps to measure progress against this overarching goal?	
Question 4	<p>Unrepeated: Detailed Outcome 1 - <i>People do not experience multiple episodes of homelessness</i> identifies a data indicator (a) <i>The number of households who received a relief duty (S73) who later (within X months) submitted a further homeless application (absolute, per 10,000 and as a proportion of all applications)</i></p> <p>In respect of experience of repeat homelessness, what do you consider to be an appropriate timeframe to capture data for a household who has received a relief duty, and then (within X months) submitted a further homeless application?</p> <ul style="list-style-type: none"> i) 6 months ii) 12 months iii) Other (please specify) <p>Please provide reasons for your answer.</p>	[Options i), ii) or iii)]
Question 5 (a)	<p>Unrepeated: Detailed Outcome 3 - <i>People can access the right home in the right place.</i></p> <p>We recognise this is a difficult outcome to measure and the proposed data indicators are currently not captured in existing data collections (although indicator b can be proxied using an indicator from the Housing First tracker by Cymorth Cymru in the interim).</p> <p>Please set out for each of the potential future data indicators below, whether you think they can be used to measure progress against the outcome?</p> <p>(a) Number and percentage of people who are sustaining tenancies 6 months after receiving support (Low/Medium needs) – Yes, No, Don't know</p>	[Yes or No, Don't know]

	<p>(b) Number and percentage of people who are sustaining tenancies 6 months after receiving intensive housing led support such as Housing First (High Needs) – Yes, No, Don't Know</p> <p>(c) Number and percentage of people who have stayed in supported accommodation who are sustaining tenancies 6 months after commencement of tenancy (Intensive needs) Yes, No, Don't know</p> <p>If you have responded 'no' to any of the proposed indicators please can you provide the reason for your response including any alternative data indicators you might suggest*. *New data suggestions will be considered in terms of current and potential availability</p>	
<p>Question 5 (b)</p>	<p>Data indicators (a), (b) and (c) above refer to a 6 month timeframe for sustaining tenancies.</p> <p>To what extent do you agree with this 6 month timeframe?</p>	<p>[Strongly agree</p> <p>Agree</p> <p>Neither agree nor disagree</p> <p>Disagree</p> <p>Strongly disagree]</p>
<p>Question 6 (a)</p>	<p>Brief: Detailed Outcome 2 - <i>Nobody experiences homelessness long-term</i> identifies a data indicator (a) <i>The number of households experiencing long-term homelessness (absolute and rate per 10,000 households)</i></p> <p>What do you consider to be a suitable timeframe to measure long-term homelessness?</p>	<p>[Options i), ii) or iii)]</p>

	<ul style="list-style-type: none"> i) 6 months ii) 12 months iii) Other (please specify) <p>Please provide reasons for your answer.</p>	
Question 6 (b)	<p>Brief: Detailed Outcome 2 identifies a data indicator <i>(b) The number of people experiencing long-term street homelessness (absolute and rate per 100,000 population)</i></p> <p>What do you consider to be a suitable timeframe to measure long-term street homelessness?</p> <ul style="list-style-type: none"> i) 3 months ii) 6 months iii) Other (please specify) <p>Please provide reasons for your answer.</p>	[Options i), ii) or iii)]
Question 7	<p>Public Service response: Placeholders have been identified as potential data indicators for the future.</p> <p>Are there any current data indicators which exist you would like to make us aware of relating to the wider public service response?</p> <p>If 'yes' - Please explain which current data indicators relating to the wider public service response.</p>	[Yes, No, Don't know]

Questions on the Welsh language:	
Question 8 (a)	<p>We would like to know your views on the effects that the Ending Homelessness Outcomes Framework would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.</p> <p>What effects do you think there would be?</p>
Question 8 (b)	How could positive effects be increased?
Question 8 (c)	How could negative effects be mitigated?
Question 9	<p>We also want to understand how proposed Ending Homelessness Outcomes Framework could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language, and no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.</p> <p>How do you think the framework could be formulated or changed to have positive effect on the Welsh language?</p> <p>Response:</p>
Question on general feedback:	
Question 10	<p>We have asked a number of specific questions. If you have any additional feedback about the Ending Homelessness Outcomes Framework, please record this here:</p> <p>Response:</p>

7. Responding to the Consultation Questions

Please use the consultation response form to respond to the questions below <https://www.gov.wales/ending-homelessness-outcomes-framework>. See page 2 of this document '**How to respond**' for further details.

QUESTIONS:

Question 1

The Ending Homelessness Outcomes Framework identifies six overarching strategic outcomes:

1. Rare
2. Brief
3. Unrepeated
4. Workforce
5. Public Service response
6. Person-centred approach

Based on the key principles of the framework (in section three), to what extent do you agree the above areas are the right strategic focus for the framework?

- **Strongly agree**
- **Agree**
- **Neither agree nor disagree**
- **Disagree**
- **Strongly disagree**

If 'strongly agree / agree' - Please explain why you consider these strategic outcomes are the right areas to include in the Framework

If 'strongly disagree / disagree' – Please explain what strategic outcomes should be excluded; or others that should be included.

Please consider the Key Principles in Section 3 of this document when proposing suggestions.

Question 2a

**Are there any additional detailed outcomes that you think should be included?
(please refer to the definition of detailed outcomes on pages 15 – 28)**

- **Yes**

- **No**

- **Don't know**

If yes, please list those you think can be improved and why.

We would suggest that you consider the Key Principles in Section 3 of this document when proposing improvements.

Question 2b

Are there any proposed detailed outcomes that you think should be excluded?

- **Yes**

- **No**

- **Don't know**

If yes, please list those you think should be excluded and why.

Question 2c

Are there any proposed detailed outcomes that can be improved?

- **Yes**

- **No**

- **Don't know**

If yes, please list those you think can be improved and why.

We would suggest that you consider the Key Principles in Section 3 of this document when proposing improvements.

Question 3

Equalities, anti-discrimination and human rights underpin our Ending Homelessness Action Plan to recognise the barriers of inequality, discrimination and marginalisation that particular groups are much more likely to face.

We have attempted to reflect this in the EHO through:

- Rare: Detailed Outcome 2 - Groups at greatest risk are identified and measures put in place so that fewer people in those groups experience homelessness and
- Strategic Outcome 6: Person Centred, and underpinning outcomes.

To what extent does the outcomes framework adequately help to measure progress against this overarching goal?

- **Strongly agree**
- **Agree**
- **Neither agree nor disagree**
- **Disagree**
- **Strongly disagree**

If 'strongly agree / agree' - Please explain why you consider the outcomes framework adequately helps to measure progress against this overarching goal?

If 'strongly disagree / disagree' – Please explain why you don't consider the outcomes framework adequately helps to measure progress against this overarching goal?

Question 4

Unrepeated: Detailed Outcome 1 - *People do not experience multiple episodes of homelessness* identifies a data indicator (a) *The number of households who received a relief duty (S73) who later (within X months) submitted a further homeless application (absolute, per 10,000 and as a proportion of all applications)*

In respect of experience of repeat homelessness, what do you consider to be an appropriate timeframe to capture data for a household who has received a relief duty, and then (within X months) submitted a further homeless application?

- i) 6 months
- ii) 12 months
- iii) Other (please specify)

Please provide reasons for your answer.

Question 5 (a)

Unrepeated: Detailed Outcome 3 - *People can access the right home in the right place.*

We recognise this is a difficult outcome to measure and the proposed data indicators are currently **not** captured in existing data collections (although indicator b can be proxied using an indicator from the Housing First tracker by Cymorth Cymru in the interim).

Please set out for each of the potential future data indicators below, whether you think they can be used to measure progress against the outcome?

- (a) Number and percentage of people who are sustaining tenancies 6 months after receiving support (Low/Medium needs)
- **Yes**
 - **No**
 - **Don't know**

(b) Number and percentage of people who are sustaining tenancies 6 months after receiving intensive housing led support such as Housing First (High Needs)

- **Yes**
- **No**
- **Don't know**

(c) Number and percentage of people who have stayed in supported accommodation who are sustaining tenancies 6 months after commencement of tenancy (Intensive needs)

- **Yes**
- **No**
- **Don't know**

If you have responded no to any of the proposed indicators please can you provide the reason for your response including any alternative data indicators you might suggest*.

[*New data suggestions will be considered in terms of current and potential availability](#)

Question 5 (b)

Data indicators (a), (b) and (c) above refer to a 6 month timeframe for sustaining tenancies.

To what extent do you agree with this 6 month timeframe?

- **Strongly agree**
- **Agree**
- **Neither agree nor disagree**
- **Disagree**
- **Strongly disagree**

Question 6 (a)

Brief: Detailed Outcome 2 - *Nobody experiences homelessness long-term* identifies a data indicator (a) *The number of households experiencing long-term homelessness (absolute and rate per 10,000 households)*

What do you consider to be a suitable timeframe to measure long-term homelessness?

- i) 6 months
- ii) 12 months
- iii) Other (please specify)

Please provide reasons for your answer.

Question 6 (b)

Brief: Detailed Outcome 2 identifies a data indicator (b) *The number of people experiencing long-term street homelessness (absolute and rate per 100,000 population)*

What do you consider to be a suitable timeframe to measure long-term street homelessness?

- i) 3 months
- ii) 6 months
- iii) Other (please specify)

Please provide reasons for your answer.

Question 7

Public Service response: Placeholders have been identified as potential data indicators for the future.

Are there any current data indicators which exist you would like to make us aware of relating to the wider public service response?

- Yes
- No
- Don't know

If 'yes' - Please explain which existing current data indicators relating to the wider public service response.

Question 8 (a)

We would like to know your views on the effects that the Ending Homelessness Outcomes Framework would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

What effects do you think there would be?

Question 8 (b)

How could positive effects be increased?

Question 8 (c)

How could negative effects be mitigated?

Question 9

We also want to understand how proposed Ending Homelessness Outcomes Framework could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language, and no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

How do you think the framework could be formulated or changed to have positive effect on the Welsh language?

Response:

Question 10

We have asked a number of specific questions. If you have any additional feedback about the Ending Homelessness Outcomes Framework, please record this here:

Response:

**Annex A – Membership of Ending Homelessness Outcomes Framework
Strategic Task & Finish Group**

Group/Sector represented	Organisation
Representative Body for Providers of Homelessness and Housing Related Support in Wales	Cymorth Cymru
Representative Body for Housing Associations and the Social Housing Sector in Wales	Community Housing Cymru (CHC)
Registered Social Landlords	Clwyd Alyn
Representative Body for Local Government in Wales	Welsh Local Government Association (WLGA)
Representative for research into homelessness impact	Centre for Homelessness Impact
Representative for academic research into housing & homelessness	Cardiff University
Representative of the Homelessness Action Group	Crisis
Representative for Local Authority in Wales	Cardiff County Borough Council
Representative for Local Authority in Wales	Wrexham County Borough Council
Representative for Providers of Homelessness Support	Shelter Cymru
Representative for Provider of Homelessness Support	Llamau
Public Health Wales	Cwm Taf Morgannwg Public Health Team
Independent member of Ending Homelessness National Advisory Board	Independent member
Promotion of Equality & Social Justice in Housing	Tai Pawb

Welsh Government Officials
Head of Housing Support Policy and Delivery
Senior Outcomes Data Manager
Senior Homelessness Prevention Officer
Principal Statistician - Head of Housing & Environment statistics