Welsh Government
Consultation – summary of response

Ending Homelessness Outcomes Framework

January 2024

Overview

This document summarises the consultation for the draft Ending Homelessness Outcomes Framework, the responses provided against the consultation questions and the steps the Welsh Government proposes to take as a result of the feedback it has received.

Action Required

This document is for information only.

Further information and related documents

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

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Additional copies

This summary of response and copies of all the consultation documentation are published in electronic form only and can be accessed on the Welsh Government's website.

Link to the consultation documentation: https://www.gov.wales/ending-homelessness-outcomes-framework

Contents

Introduction

The Ending Homelessness Outcomes Framework (EHOF) has been developed to provide a clear strategic direction for preventing and ending homelessness in Wales. It does this by identifying the desired long-term outcomes and progress towards achieving those outcomes over time through 'data indicators' which have been selected to measure progress against the outcomes in the EHOF.

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. The EHOF will therefore be used to measure progress over time. Wales is the first UK nation to develop an Outcomes Framework for ending homelessness.

Consultation process

Between 12 June and 18 September 2023 the Welsh Government held a consultation on a draft version of the EHOF. The draft EHOF and consultation document were published online in Welsh and English. Partners in local authorities, Third Sector organisations and other relevant groups were notified of the consultation.

Four virtual engagement events were held during the consultation period providing opportunity for feedback through polling on some of the key questions posed in the consultation. Verbal and written feedback was also captured during the events and have fed into the analysis of responses.

The consultation sought to identify whether the strategic outcomes, underpinning detailed outcomes and data indicators provide a clear strategic direction for preventing and ending homelessness in Wales. Ten questions were asked in total, which led to 37 responses being submitted during the consultation period. The responses were provided by public sector, Third Sector, representative organisations and individual respondents.

11 responses were provided where no name or organisation was given or where the respondent asked for their response to be treated anonymously (a full list of respondents is provided at **Annex A**). Some respondents provided partial responses, answering some but not all questions. Individuals could submit their responses by online questionnaire, email or post. Most consultation responses were received from people or organisations based in Wales.

Summary of responses

This report summarises the responses to the ten consultation questions. Whilst it does not capture every comment, it conveys the key messages.

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?

	Number	**%**
Strongly agree	10	29%
Agree	23	66%
Neither agree nor disagree	1	3%
Disagree	1	3%
Strongly disagree	0	0%
Total	35	100%

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

Overall, most respondents felt the six strategic outcomes are the right areas to include in the Framework. Of those who agreed, many felt strongly that multi-agency working and the person-centred approach reflected within strategic outcomes 5 and 6 were key to achieving the other strategic outcomes and their inclusion was welcomed. Several respondents identified that ending homelessness requires a partnership and collaborative approach.

Additionally, many respondents felt that the inclusion of a specific strategic outcome to recognise the value and importance of the workforce was extremely important.

Specific reference was made by Cymorth Cymru highlighting the importance of engagement with people with lived experience: "the view of people with lived experience are essential to assess progress against the actions plan and they should continue to be involved in shaping policy and practice".

The focus on collecting homelessness data was welcomed, but the need to ensure that adequate monitoring arrangements are put in place, and the availability of data, requires careful consideration.

This question was also polled in the four consultation engagement events. Once again the vast majority of people agreed or strongly agreed that the six strategic areas were the right strategic focus to include in the framework.

	Total responses over all events	%
Strongly agree	37	19%
Agree	128	66%
Neither agree nor disagree	29	15%
Disagree	1	0%
Strongly disagree	0	0%
Total	196	100%

Question 2a

Are there any additional detailed outcomes that you think should be included?

	Number	%
Yes	10	32%
No	17	55%
Don't know	4	13%
Total	31	100%

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

The majority of respondents agreed there were no additional detailed outcomes that should be included. 12 out of the 17 respondents who answered 'no' were either Third Sector organisations or Local Authorities.

Of those who answered 'yes', relatively few common themes or gaps emerged in the responses to suggest any clear consensus. However, three respondents suggested workforce resilience and resources should be included under strategic outcome 4. We have however reflected this through a new Workforce survey being developed to measure progress for this strategic area.

Comments were made regarding the need for the framework to be flexible and subject to change when appropriate, highlighting the need for the framework to be reviewed and updated accordingly. As part of our future review and development of the White Paper on ending homelessness in Wales, we will consider comments on housing supply as the proposed reforms to social housing allocation schemes develop.

Additionally, Crisis highlighted "We would welcome more detailed outcomes relating to people with protected characteristics and their experiences of homelessness...". There was general feedback throughout the consultation that data on protected characteristics is limited and this is largely why this area has historically proved more difficult to measure progress against. As the framework develops, we will work with our colleagues in Knowledge and Analytical Services to determine whether qualitative research through surveys could be used to develop data in this area.

Question 2b

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

	Number	%
Yes	4	14%
No	22	76%

Don't know	3	10%
Total	23	100%

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

The majority of respondents felt that no detailed outcomes should be excluded, with Third Sector organisations and Local Authorities accounting for 15 out of the 22 who answered no.

General comments and concerns were expressed about the inclusion of the three detailed outcomes 7, 8 and 9 under strategic outcome 1 which link to the Well-being of Wales national indicators, to reflect the wider structural factors that can impact on homelessness across Wales. The Centre for Homelessness Impact noted that "Whilst we recognise the importance of these outcomes and of measuring the indicators within the National Wellbeing Indicators for the population of Wales, we are not sure that they should be duplicated in the Ending Homelessness Outcomes Framework as well". A few respondents queried the list of people/scenarios listed under strategic outcome 5 detailed outcome 2. To note, this is not an exhaustive list and other people or circumstances would also be captured under this outcome.

A few responses, particularly those from local authorities, related to data collection concerns, predominantly surrounding current systems not yet being able to capture specific indicators. This has been a common theme in the consultation responses and we aim to reduce additional burden on local authorities as much as possible. As a result we have proposed, where possible, indicators where data is already captured through current data collections.

Question 2c

Are there any proposed detailed outcomes that can be improved?

	Number	%
Yes	17	57%
No	7	23%
Don't know	6	20%
Total	30	100%

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

Just over half of respondents felt there were outcomes that could be improved. Of these, 35 per cent suggested that prevention of homelessness for children and young people should be reflected within detailed outcome 3 (under strategic outcome 1). The majority of suggestions for this amendment came from Third Sector organisations.

Additionally, 24 per cent of those who felt an improvement was needed thought that detailed outcome 2 (under strategic outcome 1) needed to be improved to include a clear definition of 'at risk group'. An overarching theme of responses to this question was the importance of well-defined outcomes and indicators, which we will be reflecting in the final Framework.

Highlighting the need to measure both unsuccessful and successful prevention was mentioned by multiple respondents throughout the consultation. Under strategic outcome 1, Cymorth Cymru suggested that indicator 2a could be expanded to

include the "…proportion who had a successful outcome (i.e. homelessness prevented or ended)".

There were also general comments regarding the proposed housing supply data indicators, specifically for detailed outcome 6, under strategic outcome 1. It was noted that housing supply is critical to meet housing needs and that as work in this area develops it may be appropriate to include more detailed measures here. Additionally, Cymorth Cymru felt that only homeless households on the social housing waiting list should be captured in indicator 6c. This is an indicator currently not collected as there is no common housing register in Wales. However, the [White Paper on ending homelessness in Wales](#) proposes to introduce legislation to require the use of common housing registers across all local authorities in Wales. Therefore, we will consider this suggestion as a future development for the framework. Furthermore, a few respondents highlighted that ensuring the suitability of accommodation is key, taking into account physical constraints as well as domestic abuse and hate crime survivors.

The need for multi-agency and collaborative working was a key theme, with respondents highlighting this as a key area to measure. Some comments were made regarding the need for partnership working to be included under strategic outcome 5 (Public Service response). Community Housing Cymru commented that "…We believe that homelessness is more than a housing issue and in order to prevent homelessness a multitude of services must work together…".

A number of responses from Third Sector organisations as well as representative organisations referred to the importance and need of good quality meaningful data, with a focus on "improving existing data collections to provide us with more information that can help us understand who is affected by homelessness in Wales and why" as suggested by Community Housing Cymru.

Additionally, there was some feedback that asylum seekers and individuals with No Recourse to Public Funds (NRPF) were not explicitly reflected in the framework. Use of language was raised as a concern by one individual who suggested we are overlooking that people with NRPF will not be afforded offers such as 'No One Left Out' and therefore the language could be considered misleading and 'othering' people with NRPF. The *White Paper on ending homelessness in Wales* reaffirms that eligibility for housing and homelessness assistance relating to matters of nationality and immigration rest with the UK Government. This has led to limited options available to adopt eligibility arrangements which are more consistent with the priorities of Welsh Ministers.

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 EHOF 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?

	Number	**%**
Strongly agree	1	3%
Agree	16	50%
Neither agree nor disagree	9	28%
Disagree	6	19%
Strongly disagree	0	0%
Total	31	100%

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?

Just over half of respondents agreed or strongly agreed that the framework adequately helps measure progress against this overarching goal. The majority that disagreed were Third Sector organisations. Similarly to responses to question 2c, many respondents felt that a clear definition of 'at risk group' was needed. Additionally, other respondents felt that working with people with lived experience was important to ensure that services are fully inclusive.

Once again, there were comments relating to the importance of good quality robust data in this area. There were also comments on the difficulty in collecting data on protected characteristics and the limitations surrounding current data sets. Shelter Cymru highlighted that "…Local Authorities need to be supported with appropriate training and there needs to be space within housing options offices for people to feel comfortable disclosing information that might be personal."

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 (Section 73 or Section 75) 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)

	Number	%
I) 6 months	5	19%
ii) 12 months	13	48%
iii) Other	9	33%
Total	27	100%

Please provide reasons for your answer

48 per cent of respondents thought that 12 months would be the appropriate measure for repeat homelessness. However 33 per cent selected 'other', highlighting the difficulty in measuring repeat homelessness. Of those who selected 'other', 48 per cent felt that multiple time periods should be measured, suggestions included time periods ranging from three months to five years, with multiple measures in between. General comments were made regarding the Renting Homes Wales Act, noting that 'no fault evictions' could influence the data collected for both six and 12 months.

Of those who selected 12 months, just under half of those respondents felt that the timescale should reflect the current reality, meaning that as people are spending longer in temporary accommodation in the current climate, six months would not be long enough to see repeat instances. It is important to note that as the Framework is aspirational in nature, the current climate should not overly influence the timeframes chosen.

Additionally, Crisis noted that children who have experienced homelessness, who then present as homeless as an adult would not be captured as repeat: "…we must consider that if a child is homeless, the application may not be under their name. When they then apply as an adult, this might not be captured as repeat homelessness. Given the likelihood of homelessness as a child resulting in homelessness as an adult, this must be taken into account."

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)

	Number	%
Yes	16	64%
No	7	28%
Don't know	2	8%
Total	25	100%

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

	Number	%
Yes	17	68%
No	6	24%
Don't know	2	8%
Total	25	100%

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

	Number	%
Yes	14	56%
No	6	24%
Don't know	5	20%
Total	25	100%

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*.

In the case of all three of the indicators, most respondents agreed they could be used to measure progress against the respective outcome. Relatively few common themes or issues emerged in the 'No' responses to suggest any clear consensus.

However, three respondents felt it would be more appropriate to measure this outcome through a survey. Crisis raised the following point: "It will be difficult to find a data source that produces quantitative data on this outcome, but qualitative data could be useful. Knowledge and Analytical Services (KAS) surveys are mentioned as indicators for other outcomes in the framework, and the Welsh Government could use surveys for this outcome to find out how well the public feel they can access 'the right home in the right place', as well as how those who have accessed homelessness assistance feel their suitability needs were met…".

Aspects of the suitability of the indicators in measuring this outcome caused concern for some respondents. Three respondents felt that tenancy sustainment was not an appropriate measure for a 'right home in the right place', given that tenancies could be sustained for many reasons and do not necessarily infer that 'right home in the right place'. The Centre for Homelessness Impact noted that "These indicators would show that a household has stayed in accommodation for at least six months. However, the reasons for this could be multiple and this doesn't necessarily indicate that the resident is in the right home in the right place."

Question 5 (b)

Data indictors (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?

	Number	**%**
Strongly agree	2	7%
Agree	8	30%
Neither agree nor disagree	3	11%
Disagree	14	52%
Strongly disagree	0	0%
Total	27	100%

The majority of respondents did not agree with the six month timeframe. Of those who didn't agree, 29 per cent felt that it should be a 12 month timeframe for all three indicators. Others felt that the time period was inappropriate for those with high or intensive needs and should be increased for these two indicators.

In favour of a 12 month timeframe Community Housing Cymru suggested, "A move towards capturing this data 12 months from when the tenancies began would create a truer understanding of homelessness within Wales and comprehend the level of funding and resource required to maintain tenancies in complex cases".

On the other hand, there was strong support for the six month timeframe in particular from the Chartered Institute of Housing (CIH): "We strongly agree with the six-month time frames for all indicators outlined in this question as the time period of six months mirrors other time frames related to tenancies and discharge of homelessness duties in Wales.".

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)

	Number	**%**
i) 6 months	6	27%
ii) 12 months	8	36%
iii) Other	8	36%
Total	22	100%

Please provide reasons for your answer.

Responses were relatively evenly distributed over the three options for question 6a, highlighting the difficulty in measuring long-term homelessness. Out of the total respondents, 27 per cent highlighted that the choice of time frame needed to reflect the current reality of homelessness. Llamau and Ending Youth Homelessness Cymru felt that a different definition was needed for marginalised groups.

Some support was given to multiple time frames, a longer one to reflect the current reality of pressures in the system and a shorter one as a more aspirational target. There was some support for the measure being for 12 months or more, conversely others felt it should be for six months or less.

This question was also polled in four of our consultation engagement events. Just over half of people who answered felt that six months was the suitable measure for long-term homelessness. Of those who selected other, there was general feelings that three months should be considered long-term homeless, with some variation as to whether less than or more than three months should be considered.

Polling results from Engagement events:

Options	Total responses over all events	Average percentages
6 months	90	52%
12 months	55	32%
Other	28	16%
Total	174	100%

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)

	Number	%
i) 3 months	8	31%
ii) 6 months	4	15%
iii) Other	14	54%
Total	26	100%

Please provide reasons for your answer.

Most respondents selected 'other' for their answer to question 6b, which largely reflects the difficulty in measuring long-term street homelessness. There was an overarching theme that respondents were clear that no one should be forced to sleep rough and any time period was not acceptable, and the indicator should be reframed. Welsh Government strongly agrees with this statement however we must recognise that to end street homelessness completely it is important to monitor and report on instances of long-term street homelessness.

Many responses highlighted the need to minimise rough sleeping and 19 per cent of respondents felt that the measure should be for less than three months. Taking this into account we can conclude that 50 per cent of respondents felt that the measure should be three months or less.

Comments were made suggesting the measure should align with the Ending Rough Sleeping Indicators used in England, developed with the Centre for Homelessness Impact. Cymorth Cymru is one of the Third Sector organisations in support of this "again, we wonder whether it might be better to align the timeframe with definitions used elsewhere. The Ending Rough Sleeping indicators used in England, which was developed with the Centre for Homeless Impact. Number of people experiencing long-term rough sleeping Individuals will meet the criteria for this indicator if they have been seen recently (within the reporting month), and have also been seen out in three or more months out of the last 12 months."

This question was also polled in our consultation engagement events. 50 per cent of respondents felt that three months was the most appropriate option, however 36 per cent selected 'other'. Of those who selected 'other' the overarching feedback was the measure should be less than three months, with many citing less than a month as a more appropriate measure.

Polling results from Engagement events

Options	Total responses over all events	Average percentages
3 months	85	50%
6 months	23	14%
Other	62	36%
Total	170	100%

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?

	Number	%
Yes	4	16%

No	11	44%
Don't know	10	40%
Total	25	100%

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

The majority of respondents, 84 per cent, answered either 'No' or 'Don't know' for this question. This further reflects the difficulty in capturing data in this area. Of those who answered yes, all were Third Sector organisations. No Local Authorities felt they knew of any relevant data indicators.

Relatively few common themes or issues emerged to suggest any clear consensus. Three respondents felt that a survey would be the best way to capture this data, the Wallich suggested: "The other way of approaching this data gap, as opposed to relying upon other public services to collect better data on housing and homelessness, is to directly survey people in contact with housing services about their experiences accessing other public services...". There was a consensus of a need for more detailed granular data around the intersection of public services.

There were also comments suggesting that measuring referral sources could be helpful in capturing information in this area, however this isn't currently collected by Welsh Government or consistently across service providers and Local Authorities. The framework will be revisited and developed over time and indicators and outcomes will be reviewed as appropriate. We will explore survey options in this area as a way of measuring referrals from other public services.

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 8
Number of responses - 23

The majority of respondents (65 per cent) felt that there would be no or minimal effects on the Welsh Language from the Ending Homelessness Outcomes Framework. Shelter Cymru suggested "The Outcomes Framework could consider tracking the success of interventions that are provided through the medium of Welsh in order to understand if outcomes are any different…", they went on to note they don't foresee any negative effects.

Additionally, Crisis said "…the Framework could potentially include measures around

fulfilled requests for applications to be processed in the Welsh language, but would suggest that specialist organisations are consulted on the most appropriate potential measures that could be included in this regard.".

In terms of accessing the right home in the right place, Cymorth Cymru felt that: "Further consideration could also be given to whether there should be an additional indicator that relates to whether Welsh speakers can access the right home in the right place…",

We have considered these comments but feel that the Ending Homelessness Outcomes Framework will not have any negative effects on the Welsh language.

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?

Question 9
Number of responses - 15

There was limited feedback as a response to this question, with 33 per cent of respondents specifying that they had no suggestions for how the framework could be changed to have a positive effect on the Welsh Language. The Chartered Institute of Housing suggested that: "…the inclusion of a detailed outcome under the person centred outcome. This detailed outcome would specifically look at the number of people who access homelessness services who use Welsh as their first language as an absolute number and percentage. This would then be compared to the percentage of staff within statutory homelessness services and support services who can communicate through the medium of Welsh…".

General framework feedback

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:

Question 10
Number of responses - 20

The importance of robust data collection and consistency was a key theme which emerged. Local Authorities and Third Sector organisations alike highlighted the importance of consistent data collection to measure progress against this framework.

The Wallich highlighted "…our primary concern around this new draft framework is our hope that data indicators will be interpreted and collected consistently across all 22 local authorities, something that has proved difficult in the past…".

In terms of data collection, Crisis highlighted that "…some data outlined within the framework should be collected as an absolute minimum requirement and as a priority. If there needs to be a focus on introducing some datasets before others, we would welcome participation in discussions around which datasets should be prioritised…", two other respondents also highlighted they would welcome collaboration around implementation of new data sources. Concerns were raised by Local Authorities and Third Sector organisations regarding resources and funding needed to implement new systems, as well as the additional burden this will place on Local Authorities.

Shelter Cymru highlighted the importance of collecting this data: "It is commendable that the Welsh Government is pressing ahead with the Framework at such a challenging time for homelessness. Inevitably the data gathered will present a difficult picture at times. No matter how difficult the data, it is vital that the Welsh Government holds firm in its commitment to gather and publish, even when everything seems to be going in the wrong direction."

Additional Feedback from engagement events

During the consultation period, Welsh Government organised four online engagement events, as well as two Experts by Experience events and an engagement event with Registered Social Landlords organised by Community Housing Cymru. We polled several key consultation questions, results of three of which are found under question one, 6a and 6b respectively. The other polling questions asked to which extent people agreed with the proposed detailed outcomes that underpin each of the respective strategic outcomes, this question was asked for all six of the strategic outcomes, the results of which can be found under **Annex B**.

General feedback from the engagement events showed overarching support for all the detailed outcomes underpinning each of the strategic outcomes. Feeback from the Experts by Experience events revealed greatest support for detailed outcomes 4 and 6 under strategic outcome 1, and detailed outcome 3 under strategic outcome 3. This provides reassurance that the substance of the outcomes are relevant and the strategic outcomes are focusing on the right areas.

Welsh Government next steps

The Welsh Government is very grateful to everyone who gave the time and effort to respond to the consultation. As a summary document, not all issues outlined in responses will have been reflected fully, but each response has been considered carefully. As a consequence of the feedback we have received we have made the following changes to the Ending Homelessness Outcome Framework.

- In response to the need for the EHOF to be reviewed and updated accordingly, the framework will be reviewed following the forthcoming policy and legislative reform in line with the *White Paper on ending homelessness in Wales*, to ensure the outcomes remain relevant to evidence our progress towards ending homelessness across Wales.

- The introduction of two new indicators under strategic outcome 1, detailed outcome 3 to measure threat and prevention of homelessness for children and young people – this is set out in the final EHOF.

- A definition of 'At risk' groups under strategic outcome 1 detailed outcome 2 is provided in **Annex 1** of the EHOF.

- Strategic outcome 1 indicator 2a will be amended to include a break down by unsuccessful and successful prevention and relief, this will also be repeated for Strategic Outcome 6, indicator 2a.

- We propose to use 12 months as an appropriate timeframe to measure repeat homelessness.

- Under strategic outcome 3, we propose to use 12 months as the timeframe for sustaining tenancies and this aligns with the Renting Homes Wales Act. There is scope to collect these indicators, under detailed outcome 3, following the legislative review.

- The purpose of the EHOF is to be aspirational, therefore after taking into account the consultation feedback we have decided to use six months as the definition of long-term homelessness, including the time people have spent in temporary accommodation. This is with the expectation that all definitions in the framework can subject to change as necessary over time, in line with legislative reform.

- Welsh Government strongly agrees that no one should be forced to sleep rough, however we also recognise the importance of monitoring occurrences of long-term street homelessness. Given that overarching feedback from the consultation highlighted the need for street homelessness to be as short as possible and certainly shorter than 3 months, we have decided to use one month as a measure of long-term street homelessness.

Annex A – List of respondents to the consultation

Adullam housing

Carmarthenshire County Council

Centre for Homelessness Impact

Ceredigion County Council

Chartered Institute of Housing

Children's Commissioner for Wales

Community Housing Cymru

Crisis

Cymorth Cymru

Denbighshire County Council

End Youth Homelessness Cymru

Ian Thomas Cardiff University

Isle of Anglesey County Council

Kaleidoscope

Llamau

Neath Port Talbot Council

Shelter Cymru

Swansea Council

Tai Pawb

The Royal British Legion

The Wallich

Wales Safer Communities Network

Welsh Local Government Association

Annex B – Additional poll results from engagement events

Throughout the engagement event we polled a number of questions. For the results below, attendees were asked to select the outcomes they thought were most important for each strategic outcome respectively, multiple selections were allowed.

Detailed Outcomes under Strategic Outcome 1	Average percentages
1. Fewer households experience homelessness in the first place	13%
2. Groups at greatest risk are identified and measures put in place so that fewer people in those groups experience homelessness	12%
3. Children and young people at risk of homelessness are identified at an early stage and prevented from experiencing homelessness	15%
4. No one is street homeless	12%
5. Support is available to ensure family and relationship breakdown does not result in homelessness	12%
6. Sufficient supply and access to good quality, affordable, safe homes to meet housing need.	13%
7. Everyone in Wales has the necessary resources to satisfy their needs	6%
8. Everyone in Wales has access to decent jobs	5%
9. Everyone in Wales has access to the primary and social health care they need	10%

Detailed Outcomes under Strategic Outcome 2	Average percentages
1. People experiencing homelessness can access a settled home as quickly as possible	34%
2. Nobody experiences homelessness long-term homelessness	24%
3. People can access suitable, co-ordinated multi-agency support, tailored to their needs, where needed homelessness	41%

Detailed Outcomes under Strategic Outcome 3	Average percentages
1. People do not experience multiple episodes of homelessness	27%
2. People receive support appropriate to their needs to sustain their tenancies	50%
3. People can access the right home in the right place	22%

Detailed Outcomes under Strategic Outcome 4	Average percentages
1. Homelessness and housing support staff feel valued, supported and recognised for their skills and experience	32%
2. Homelessness and housing support staff have the support, time and are skilled and confident, in delivering person-centred trauma-informed support	39%
3. Homelessness and housing support staff recruitment and retention meets the housing-related needs of people in Wales	28%

Detailed Outcomes under Strategic Outcome 5	Average percentages
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	33%
2. People are not discharged from other public services into homelessness	32%
3. Other public services recognise their role in identifying those at risk of homelessness, have preventative measures in place and appropriate referral pathways opportunity	34%

Detailed Outcomes under Strategic Outcome 6	Average percentages
1. People receive support that meets their individual needs and are treated with dignity and respect	44%
2. People who face particular barriers (resulting from protected characteristics, previous experience, etc) do not disproportionately experience homelessness	28%
3. People with lived experience influence Welsh Government, Local Government, and service providers' policy and practice	27%